

WebCT Communication Plan

(draft)

This communication plan documents how the WebCT news at URI is disseminated in various scenarios.

Communication Tools

1. Mailing lists
 - WebCT-Faculty: consisting of all WebCT designers of current semester
 - WebCT-L: consisting of all WebCT designers and students of current semester
2. ITSLOG mailing list: consisting of Information Technology Services (ITS) staff
3. News area of URI's WebCT Homepage (<http://www.uri.edu/webct>)
4. Link in the left menu area of URI's WebCT Homepage
5. "System Downtime Log" link in the left menu area of URI's WebCT Homepage
6. WebCT login page (<https://webct.uri.edu>)
7. Announcement area in MyWebCT area after faculty/student login to WebCT
8. URI voice mail by ITS Telecommunication Office
9. "ITS Hot off the Press" publication
10. HELPDESK

Scheduled system shutdown (for upgrades, hotfixes ...etc)

Scheduled system downtime will be announced at least two weeks before the scheduled downtime to the following –

1. WebCT-L mailing list **of all WebCT designers and students of current semester**
2. ITSLOG mailing list
3. News area of URI's WebCT Homepage
4. WebCT login page
5. Announcement area in user's MyWebCT area
6. "System Downtime Log" link on URI's WebCT Homepage
7. HELPDESK

Unexpected System crash

News of unexpected system crash will be disseminated as soon as it happens to the following -

1. WebCT-L mailing list **of all WebCT designers and students of current semester**
2. ITSLOG mailing list
3. News area of URI's WebCT Homepage
4. "System Downtime Log" link on URI's WebCT Homepage
5. URI voice mail
6. HELPDESK

WebCT Bug Report

Known WebCT bugs/issues, such as the problem of IE7 and online quiz occurred in March 2007 will be announced to the following -

1. WebCT_Faculty mailing list **of all WebCT designers**
2. **and/or** WebCT-L mailing list **of all WebCT designers and students**
3. Link on URI's WebCT Homepage
4. HELPDESK

System Support News

System support news, such as student access schedule, webct shell request, old course removal, reminders...etc. will be announced to the following -

1. WebCT_Faculty mailing list **of all WebCT designers**
2. **and/or** WebCT-L mailing list **of all WebCT designers and students**
3. News area of URI's WebCT Homepage
4. HELPDESK

News Articles

News articles about WebCT, such as future plan for WebCT, usage report....etc. will be published in "ITS Hot off the Press".