



Academic Affairs

Continuity of Operations Plan

2018-2019

Introduction

This document primarily addresses contingencies for suspension of on-campus operations for periods of up to two weeks with some strategies for addressing longer evacuation periods.

What follows are general guidelines based on the experiences of Louisiana College's faculty, staff, students, and administrators in emergency situations both longer and shorter term. Obviously, no plan can cover every contingency. Each storm or emergency may present a different set of unforeseeable challenges for the city of Pineville and the College. These guidelines are a set of prescribed actions that are meant to cover the foreseeable scenarios and to help with making decisions in those unforeseen. As decisions and exceptions must be made as new challenges present themselves, administrators and academic leaders at each level should make decisions that at least follow the intent of these guidelines, if not the exact directions.

The LC Emergency Operations Center's primary responsibility is to continually enhance and improve the College's preparedness for emergency situations and to coordinate emergency response to all major emergencies.

The Emergency Operations Center (EOC) serves as a resource for the EOC Manager in terms of overall College perspective for recovery management and university operations integrity. This team is comprised of the President, the Vice President for Academic Affairs, the Vice President for Business Affairs, the Vice President for Enrollment Management, the Vice President for Communication and Integrative Marketing, the Director of Information Technology, the Dean of Students, the Director of Facility Services, the Director of Safety and Security, and the Athletic Director. In the event of an emergency incident or anticipated incident, this team guides the College's response. Members of this team are also responsible for regular communication with faculty, students, staff, and families through frequent, pertinent webpage updates as well as voice, email, and text messaging.

Each vice president is responsible for developing specific plans that provide requirements and guidance to aid in the safe and effective management of their operations in an emergency situation. These individual plans are part of the College's overall emergency response plan.

The Office of Academic Affairs has the primary responsibility for instructional activities. The guidelines in this document are intended to ensure the continuity of academic instruction in the event of an evacuation or suspension of on-campus operations.

Emergency Plans as well as Continuity of Operations Plans are activated when the campus is evacuated or campus operations are suspended. The procedures for continuation of instruction are basically the same for either an evacuation or suspension of campus operations.

Complete Evacuation

In an evacuation, all on-campus operations cease. All faculty, staff, and students are instructed to leave campus. An evacuation will be ordered at the suggestion of the EOC and by the direction of the President.

A complete evacuation may occur as a result of a serious environmental threat to health and safety, incidents of actual or potential harm to individuals, and/or a threat or actual disruption of critical college operations. Examples of incidents include, but are not limited to, the following: a bomb threat, fire, weather-related event (such as a hurricane or a tornado), and a serious accident. For example, if a hazardous material (HAZMAT) scenario occurred and a flammable or poisonous material was released without precautions that created a danger to life or to the environment, the campus would be evacuated.

During severe weather-related event situations, the decision to evacuate will ordinarily coincide with the evacuation of the city or the neighborhoods adjacent to the College. The Louisiana College EOC Team, led by the President, will travel to a designated offsite location to monitor conditions and to make a determination when it is safe to resume normal operations.

During a weather-related evacuation that forces the relocation of the student body, all campus buildings will be locked and access strictly prohibited until the threat passes and safety has been confirmed by the EOC Manager, the Director of the Physical Plant, the Director of Security, and the President. Depending on the weather event's trajectory, speed, and expected impact, laboratory science faculty may be allowed access to labs until a specific time prior to landfall, provided access has been approved in advance by the VPAA, the Chair of the Division of Natural Sciences, and the EOC Manager in consultation with the Director of the Physical Plant and the Director of Security. However, once the evacuation of the campus is complete, access will only be allowed once the weather-related event passes and once safety is restored.

After evacuating, faculty and students will continue instruction by distance learning methods that would include Jenzabar LMS Portal, Google Classroom, and other online methods. In addition, students would complete all reading, writing, or other assignments specified on the course syllabi and continue to submit assignments through distance education methods.

Online courses and programs will continue normal operations. Under the direction of the Director of Online Education, faculty teaching in online programs will notify their students of changes in availability while they are traveling to their evacuation destinations.

Suspension of Campus Operations

Campus operations may be suspended when external conditions on or around campus may be unsafe, but not severe enough to evacuate. Faculty and staff will be directed to leave campus by a specific time. Only personnel designated by the EOC may remain on campus after suspension goes into effect.

Residential students will continue to be housed on campus in locations designated by the Office of Student Development in consultation with the EOC.

During a suspension of campus operations, all academic and administrative buildings will be closed and locked. Laboratory science faculty may be allowed to access labs until conditions are determined to be unsafe, provided access has been approved in advance by the VPAA, the Chair of the Division of Natural Sciences, and the EOC Manager in consultation with the Director of the

Physical Plant and the Director of Security. Access will only be allowed when it is safe. If power failure occurs, buildings must be checked individually to ensure life-safety equipment is fully operational before any access to any building is granted.

On campus classes will continue instruction in distance learning mode utilizing Jenzabar LMS Portal, Google Classroom, and other online methods. In addition, students would complete all reading, writing, or other assignments specified on the course syllabi and continue to submit assignments through distance education methods.

Online courses and programs will continue normal operations. Under the direction of the Director of Online Education, faculty teaching in online programs will notify their students of changes in availability.

Assumptions

- 1.** The Office of Academic Affairs will be directed by, and its activities will be consistent with, the overall College emergency plan.
- 2.** The College will not close during an evacuation or suspension of on-campus operations; Academic instruction will continue in a distance learning mode, as identified in the aforementioned methods, as long as the academic term has begun.
- 3.** General contact with students will be maintained via Mongoose, the Wildcat Alert system, LC email, LC's website homepage, and Announcements on LC's LMS Portal. Faculty will gather contact information and maintain contact with students in their classes concerning assignments.
- 4.** Faculty and staff will check in with their deans or supervisors within 48 hours of an evacuation or suspension of operations.
- 5.** All employees will have current alternative personal contact information on file with the Human Resources Office, and all students will have current alternative contact information on file at the Registrar's Office.
- 6.** The College will maintain a robust Portal and Google Classroom capability.
- 7.** All faculty and instructional staff will maintain a level of Portal presence for each of their courses.
- 8.** Students will be required to keep up with course assignments within 48 hours of evacuation or suspension of on-campus operations.
- 9.** All academic rules and regulations will remain in force during an evacuation or suspension of on-campus operations.
- 10.** The College will have its website and Portal updated with instructions within hours of an evacuation or suspension of on-campus operations.
- 11.** All campus buildings will be locked during an evacuation or suspension of campus operations. Except for lab science faculty who make advance arrangements, requests for building access will be denied until campus operations resume.
- 12.** Direct communication with faculty, staff, and students will be made using voice mail, email, and text messages.

Instructional Responsibilities and Enrollment Policies

Normal tuition refund policies will remain in effect during an evacuation or suspension of on-campus operations.

The College will adjust the academic calendar if necessary to adhere to accreditation and federal financial aid requirements. However, seat time and credit-hour time will continue to accrue with all educational instruction occurring via distance learning through LC's Portal and Google Classroom.

Depending upon the length of time for suspension of campus operations in the fall, the College may extend the semester for one additional week in December. However, exams will not extend past December 15.

On-Campus Instruction To Distance Learning

Instruction of all on-campus courses will continue during an evacuation/suspension through distance education and will be maintained on the following timeline:

- a. One Week or Less
 - 1) Reading, writing, and other assignments made prior to the evacuation/suspension are due as indicated on the syllabus.
 - 2) Online assignments, such as watching a lecture/video and writing a paper, are due as indicated on the syllabus.

- b. One to Two Weeks
 - 1) Faculty will continue instruction by holding a minimum of one class session via Portal, Google Classroom, or other distance learning protocol. These sessions may include one or more video lectures, PowerPoint presentations, interactive Portal assignments, or reading and writing assignments emailed to students by the course instructor.
 - 2) Additionally, homework assignments equivalent to one week of class work will be given to students.

- c. More than Two Weeks
 - 1) Instruction will continue in all courses via Portal, Google Classroom, or other distance learning protocol.
 - 2) Students enrolled in courses designated inappropriate for extended distance education will be assigned a grade of Incomplete in those courses.

13. Online Program and Course Instruction

Instruction in all online courses will continue on Portal or through Google Classroom with the following guidelines for both faculty and students:

- a) Students in an area impacted by an emergency event:
 - 1) As with traditional students, online students impacted by an emergency event will be required to keep up with course assignments within 48 hours. Online students impacted by an emergency event will be given seven (7) days to contact the Program Director or Division Chair if any additional support is required. Students impacted by catastrophic events prohibiting communication will be addressed on a case-by-case basis by the Director of Online Education and the Vice President for Academic Affairs. Students must submit documentation that demonstrates their inability to interact online.

In general, students will be allowed to address their absence given the following:

- i. Student misses 10 - 20% of an academic term directly due to the event
 - 1. Extensions will be granted to the student.
 - 2. Faculty may have the option to waive particular assignments at their discretion.
 - 3. A grade of "Incomplete" (I) may be assigned if the event occurred near the end of term.
 - 4. Students may be allowed to enroll in subsequent courses even if the Incompletes are not addressed.
 - a. A "Student Success Agreement" must be filed with the program director and the Director of Online Education to enroll in subsequent courses.
- ii. Student misses 21 – 30% of an academic term directly due to the event
 - 1. A student with proper documentation may request a grade of "I" at the course instructor's discretion.
 - 2. A student may have to finish this coursework before enrolling in new courses at the discretion of the program director and the Director of Online Education.
 - 3. A "Student Success Agreement" must be filed with the program director and the Director of Online Education.

- iii. Student misses 31% or more of an academic term directly due to the event
 1. A student with proper documentation may request a grade of "I." This grade will be assigned at the Program Director, Division Chair's discretion, and/or the Director of Online Education.

Proper documentation: Provide proof of home address at the time of the emergency event. This address must be within an area declared a federal or state disaster area.

Fall/Spring:

10-20% = 1-3 weeks

21-30% = 3-5 weeks

31%+ = > 5 weeks

Summer:

10-20% = 1 week

21-30% = 2 week

31%+ = > 2 weeks

- 2) Whenever foreseeable, it will be the **responsibility of the faculty** to give students up to two weeks of content to be completed offline in case of Internet disruption. These materials must be given to students 24 hours before a foreseeable emergency event.

b) Faculty in an area impacted by an emergency event:

- 1) All faculty will have 48 hours to contact their supervisors and the Director of Online Education. Online instructors will contact their students within 48 hours to set their expectations immediately following an emergency event. If there is a disruption of instruction longer than two days, it is the faculty's responsibility to contact their program director and the Director of Online Education to report the outage.
- 2) The Director of Online Education will use his/her discretion to cover courses with absent instructors due to disaster/emergency events as per the Faculty Handbook.

Academic Administrative Responsibilities

VPAA

1. Pre-Evacuation/Suspension
 - a. Ensures that the Director of Online Education and each dean/chair has individual College plans for academic instruction continuation.
 - b. Ensures that the *Academic Affairs Continuity of Operations Plan* is posted and widely communicated.
 - c. Enforces emergency training for faculty and staff.
 - d. Provides a direct report to the Office of the President and the President's Leadership Team (PLT).

2. During and After Evacuation/Suspension
 - a. Within 48 hours after an event occurs, the Office of the VPAA in conjunction with the Director of Online Education will contact all school deans/division chairs and ensure online education has been initiated and continues until campus activities can resume.
 - b. In case of the suspension of campus operations, the VPAA establishes immediate communication with the Director of Online Education and the school deans/division chairs. The VPAA works with the academic leadership and EOC to ensure timely updates to faculty, staff, students, and families.
 - c. In consultation with the Director of Online Education and the academic leadership, the VPAA develops plans for resumption of instruction on campus.
 - d. The EOC ensures that faculty and staff have prompt access to campus as soon as it is feasible so that they can expedite the return to normal operations.
 - e. In evacuations/suspensions lasting more than two weeks, the EOC and VPAA establish contact and consult with the President's Leadership Team via email, text, and phone.
 - f. The VPAA communicates necessary changes in academic policy and procedures caused by the evacuation/suspension.
 - g. Upon resumption of on-campus operations, the VPAA obtains feedback from faculty and staff by utilizing an electronic questionnaire to all faculty and staff.

Director of Online Education:

Pre-Evacuation/Suspension

1. Ensures faculty have adequate training in Portal and Google Classroom for continuation of each course.
2. Ensures faculty have plans in place for continuation of each course.
3. Ensures faculty and staff contact information is up-to-date, including all part-time employees.

During Evacuation/Suspension

1. Contacts all faculty and assists them with moving course instruction onto the Portal or Google Classroom.
2. Assists the VPAA with keeping faculty informed of any new information disseminated by the administration.

School Deans/Division Chairs

Pre-Evacuation/Suspension

1. Creates and maintains a contact tree for the school/division that includes primary and alternate phone numbers and email addresses with a chart/diagram indicating who is responsible to contact whom within the school/division/department.
2. Assists the Director of Online Education with ensuring that faculty have training in the Portal and plans in place for online instruction.
3. Encourages faculty to prepare and post syllabi assignments for all of their courses in case of an evacuation or suspension of campus operations.
4. Ensures faculty have an understanding of how to utilize Portal and Google Classroom for instruction.

During Evacuation/Suspension

1. Assists the Director of Online Education and the VPAA with contacting all faculty and staff in the school/division/department.
2. Communicates with the VPAA regarding the status of college activities.
3. Keeps faculty and staff informed of any new information disseminated by the administration.

Faculty

Pre-Evacuation/Suspension

1. Become fully familiar with continuity (emergency) plans of the College via the Office of the VPAA.
2. Ensure that each course has a Portal presence and have participated in scheduled training sessions.
3. Develop assignments appropriate for evacuation/suspension periods, and when appropriate, distribute prior to the evacuation/suspension.
4. Develop a syllabus that clearly provides the following:
 - a. Information about how students are to log on to Portal and/or Google Classroom.
 - b. Expectations for course continuation during an evacuation/suspension
 - c. Two- to four-week plan of reading and assignments. Specify what course work to complete even if student does not have access to the Portal due to power outage.
5. Obtain contact and alternate contact information from all students enrolled in their classes during the first of class each semester (email, voice, text), and keep a roster that is accessible on and off campus.

6. Prepare to take equipment, supplies, and documents needed to continue instructional activities during evacuation/suspension.
7. Science faculty who may need access to labs during suspension of on-campus operations will notify the VPAA and EOC of lab location and access needs.
8. All campus buildings will be locked during suspension of campus operations. No access will be allowed, except for science faculty who have made advance arrangements with the VPAA and EOC.

During Evacuation/Suspension

1. Within 48 hours of an evacuation or suspension of on-campus operations, communicate with the dean/chair of their respective schools/divisions regarding the status of courses.
2. Report student and advisee contact information to the Director of Online Education, school dean and/or the chair.
3. Based on post-evacuation/suspension conditions, maintain rigorous and reasonable assignment policies.
4. Continue course instructions via Portal and/or Google Classroom.
 - a. One Week or Less
 - 1) Reading, writing, and other assignments made prior to the evacuation/suspension are due as indicated on the syllabus.
 - 2) Online assignments, such as watching a lecture/video and writing a paper, are due as indicated on the syllabus.
 - b. One to Two Weeks
 - 1) Faculty will continue instruction by holding a minimum of one class session via Portal, Google Classroom, or other distance learning protocol. These sessions may include one or more video lectures, PowerPoint presentations, interactive Portal assignments, or reading and writing assignments emailed to students by the course instructor.
 - 2) Additionally, homework assignments equivalent to one week of class work will be given to students.
 - c. More than Two Weeks
 - 1) Instruction will continue in all courses via Portal, Google Classroom, or other distance learning protocol.
 - 2) Students enrolled in courses designated inappropriate for extended distance education will be assigned a grade of Incomplete in those courses.

Office of the Registrar

Post-Evacuation/Suspension

1. Provides the VPAA, the Director of Online Education, and/or dean/chair with currently

- enrolled students and their courses
- 2. Provides deans/chairs with current candidates for graduation
- 3. Provides contact information for students - permanent addresses, phone numbers, cell numbers, and email addresses

Information Technology

Pre-Evacuation/Suspension

1. Tests IT disaster recovery plan
2. Maintains contract for off-site hosting and 24/7 user support

Post-Evacuation/Suspension

1. Ensures website is active within hours of loss of service to the main campus.
2. Depending on the length of evacuation/suspension, declares state-of-emergency with Wildcat Alert Text System.
3. Ensures all servers are secure and alternate servers are active and backup procedures are implemented.
4. Ensures there is 24/7 IT support during the duration of the closure or evacuation of the campus.

Library

Pre-Evacuation/Suspension

1. Assists faculty with online sources in the development of online courses.
2. Works with faculty to develop electronic reserves.
3. Develops and oversees online services for the library personnel to assist faculty and students.

Post-Evacuation/Suspension

1. Provides assistance to faculty and students in use of online services for distance education.
2. Provides access to electronic resources, including full-text journals and electronic books.
3. Provides 24/7 reference assistance through online means.
4. In the event of an extended evacuation/suspension provides interlibrary loan/article delivery services and support.

Students' Responsibilities

Pre-Evacuation/Suspension

1. Know how to use the Portal and/or Google Classroom.
2. Enroll in the Wildcat Alert Text System.
3. Provide regular and alternative e-mail address and phone contact information to each instructor.
4. Pack and take textbooks, assignments, syllabi and any other needed materials for

each course during an evacuation/suspension.

During Evacuation/Suspension

1. Continue to demonstrate the same level of responsibility and performance during an evacuation/suspension.
2. Keep up with course work during the evacuation/suspension as specified on course syllabi and online Portal courses.
3. Complete any reading and/or writing assignments given by professors before an emergency begins.
4. Turn in assignments on time during the evacuation period and once the campus has reopened.
5. Monitor Wildcat Alert Text System.
6. Monitor the main university site (www.lacollege.edu) for general information.

Assuming a power source is available, students should

1. Log on to college website within 48 hours of an evacuation/suspension.
2. Log on to each course through the Portal or Google Classroom within 48 hours of an evacuation/suspension to receive information regarding assignments or contacting instructors.
3. Contact professors during an evacuation/suspension (or as soon as classes resume on campus) to explain any emergency circumstances that may have prevented them from completing expected work.