Turtle Mountain Community College

Catastrophic Events Policy

June 2024

Purpose

The purpose of this policy is to ensure the safety and well-being of the Turtle Mountain Community College (TMCC) community in the event of a catastrophic event and to establish procedures for the continuity of operations during such events.

Definitions

- **Catastrophic Event:** Any event that causes significant disruption to normal operations and poses a threat to life, property, or the environment. This may include but is not limited to natural disasters (e.g., hurricanes, earthquakes, floods), public health emergencies (e.g., pandemics), technological disasters (e.g., cyber attacks, power outages), or human-caused emergencies (e.g., terrorism, civil unrest).
- **Continuity of Operations:** The ability to ensure that essential functions and services of TMCC continue during and after a catastrophic event, minimizing disruption to operations and maintaining the safety and well-being of the community.

Preparedness and Planning

TMCC shall develop and maintain a comprehensive Policy on Catastrophic Events and Continuity of Operations plan that outlines procedures for responding to and recovering from catastrophic events. This plan shall be regularly reviewed, updated, and communicated to all relevant stakeholders.

Key components of the Policy on Catastrophic Events and Continuity of Operations plan shall include:

- Identification of potential catastrophic events and their potential impacts on TMCC operations.
- Establishment of an Emergency Management Team responsible for coordinating the response to catastrophic events.
- Development of protocols for communication, evacuation, sheltering, and other emergency procedures.

- Identification of essential functions and services that must be maintained during a catastrophic event.
- Procedures for activating the Continuity of Operations Plan and transitioning to alternative modes of operation as necessary.
- Training and drills to ensure that faculty, staff, and students are prepared to respond effectively to catastrophic events.

Continuity of Operations

In the event of a catastrophic event, TMCC shall prioritize the safety and well-being of its community members while striving to maintain essential functions and services to the greatest extent possible.

Key components of the Continuity of Operations Plan shall include:

- Identification of essential personnel and resources needed to maintain critical functions and services.
- Establishment of alternate facilities, equipment, and communication systems to support continued operations.
- Implementation of remote work and distance learning options where feasible.
- Coordination with local authorities, emergency responders, and partner organizations to support response and recovery efforts.
- Regular monitoring and assessment of the situation to adjust plans and procedures as necessary.

Programs

Jenzabar

- Jenzabar (J1) services are available through the J1 Cloud Platform and can be accessed by all that currently have J1 Desktop permissions.

- Jenzabar Web services are all cloud based and available through any web browsers. This includes JICS, Jenzabars Financial Aid (JFA) Students, Jenzabars Financial Aid Staff, J1 Mobile and J1 Web platforms and all services included in the platforms.

- SoftDocs (Etrieve) services are available through the SoftDocs Cloud Platform. The cloud server can also be accessed by necessary personnel.

- BoardDocs services are all cloud hosted services and available utilizing any web browser from any location.

- WaterMark services are all cloud hosted services and available utilizing any web browser from any location.

SoftDocs:

- In the case that there has been a cyberattack and the database/system is down, Contact Softdocs Support immediately at 888.407.0241. Our Support Engineers are trained to handle Incident Response requests. Incident Response tickets can also be submitted to Softdocs Community Portal: https://community.softdocs.com/

- In the case that the overall database is hacked, Contact Softdocs Support immediately at 888.407.0241. Softdocs initiates an internal Incident Response procedure

- The backup plan is as follows:

- There are several events impacting the Etrieve Cloud environment which could trigger a restore of data. All event types, and the resulting restoration actions, are detailed in Table 1 and Table 2 below.

- The Recovery Time Objective is the duration of time Softdocs targets to restore Etrieve Cloud to functional operation. The Recovery Time Objective is outlined in Table 1: Triggered Production Restoration.

- The Recovery Point Objective is the maximum targeted period in which data may be lost due to an event..

- Server Warehouse Locations:

- ○ Turtle Mountain Community College server's location North Central US Region. Geo-redundancy is determined by Azure to provide the best possible availability. There are three main storage areas that Softdocs has focused on in relation to backup and recovery.

Ring Central

- ● RingCentral is a cloud-based communications service that lets TMCC send and receive calls or texts across multiple devices. It also provides audio and video conferencing tools. It Operates seamlessly across desktop, tablet and smartphone devices, wor

Communication

TMCC shall establish procedures for timely and accurate communication with the TMCC community, including faculty, staff, students, and external stakeholders, before, during, and after a catastrophic event.

Communication efforts shall include:

- ● Notification systems for alerting the TMCC community of emergencies and providing updates on the situation.
- ● Regular updates through multiple communication channels, including website postings, social media, email, and text messages.
- ● Clear instructions for accessing resources and assistance during a catastrophic event.

Catastrophic Event disrupting Remote Activities

If a catastrophic event occurs in which the college is no longer able to offer classes on campus or remotely, the college will nonetheless use its best, commercially reasonable efforts to help students complete course work and achieve academic outcomes for the term during which the catastrophic event continues.

Use of Technology to Achieve Academic Outcomes and Preserve Data

If a catastrophic event occurs, the college will, to the extent possible under the circumstances, leverage widely-available educational technologies such as its Learning Management System,

Canvas, and other remote-learning and cloud-hosted collaboration resources to assist students in achieving academic outcomes for the then-current term. The college'sIT department actively monitors all outages to ensure that such vendors comply with the uptime/availability requirement. It is the policy of the college that all academic records and data maintained by the college are retained, preserved, protected, stored and backed-up in accordance with all applicable federal and state laws and regulations, including the requirements of accrediting and other external agencies. This policy is maintained to assure that, if a catastrophic event occurs, the college adheres to industry best practices by endeavoring to ensure the integrity, confidentiality, security and long-term accessibility of all records and documents created, received or maintained in the course of the college's operations.

Decisions Regarding Continuation of Coursework; Discontinuance of Programs

If a catastrophic event occurs, requiring the extended suspension of classes either on campus, remotely, or both, the college will promptly undertake to use its best, commercially reasonable, efforts to determine how best to provide for the continuation of coursework and services. The members of the academic leadership team will make such decisions and work with faculty and students in an effort to find solutions, to the extent possible and available, to mitigate the effects of the catastrophic event on student academic outcomes. If it becomes necessary to discontinue a program in such circumstances, the college will address program discontinuances on a case-by-case basis according to the specific needs of each degree or program. This process will allow the college to better serve the needs of individual students by degree and program. In the event that a degree or program must be discontinued, the college will proceed in accordance with guidelines established by the Higher Learning Commission and by any other accrediting organizations or federal or state agencies applicable to the college.

Financial Considerations

To the extent possible, the college will use its best, commercially reasonable, efforts to assure that students will not incur financial hardship or loss as a result of the catastrophic event. In

undertaking such efforts, the college will comply with all federal and state laws and regulations regarding student financial hardship or loss for academic instruction or facility services that are not provided or delivered by the college because of the catastrophic event.

Weather or Safety Emergency on Campus

The college's safety protocols provide detailed emergency instructions related to evacuation, sheltering-in-place, and other safety measures for students, faculty and staff to try to ensure the physical safety, wellbeing, and protection of person and property during fire, severe weather, loss of utilities, active shooters and other weather and safety emergencies. These policies are communicated personally to students during the academic year and are summarized on the website at TMCC-Campus-Security-Report-159250.pdf

Review and Revision

This policy shall be reviewed annually and updated as needed to reflect changes in TMCC operations, facilities, or external factors that may impact emergency preparedness and continuity of operations.

Compliance

All TMCC faculty, staff, and students are responsible for familiarizing themselves with this policy and complying with its provisions.

Adoption

This policy shall take effect upon approval by the TMCC administration and shall be distributed to all TMCC faculty, staff, and students.

Approval

This policy was approved by [insert name of approving authority] on [insert date].