

Illinois Valley Community College Plan for Continuity of Academic Operations (CAOP)

Plan Summary

The Illinois Valley Community College (IVCC) Continuity of Academic Operations Plan (CAOP) is subordinate to the IVCC Emergency Response Plan (ERP). The IVCC Emergency Response Plan outlines the actions to be taken by designated IVCC officials, in conjunction with local, state, and federal governmental officials, to proactively address safety and security issues that may affect IVCC. The CAOP is activated only after college officials have declared an emergency, activated the ERP, and indicated the CAOP should be activated.

The CAOP outlines procedures that may be utilized in an event where an emergency situation has disrupted normal college academic operations (classes). The CAOP will be activated when an emergency or disaster (extensive inclement weather, tornado, earthquake, hazardous materials incident, violence, fire, widespread illness, or other significant event) has occurred and disrupts teaching and learning. The disruption may be evidenced in the loss of facilities or a significant number of absences among faculty, staff, or students.

The CAOP is maintained by work group of college administration, faculty, and staff working with the IVCC Teaching and Learning Committee. The success of this Continuity of Academic Operations Plan depends on shared responsibility among college administrators, staff, faculty, and students. Training on the content and use of the plan will be provided and regular follow up will be made through Academic Affairs at IVCC.

The CAOP is administered by the office of the President in consultation with the Vice President of Academic Affairs (VPAA). The President and the VPAA will determine if there is need for activation of the CAOP. The activation will follow an official Emergency Response Plan activation, which also involves notifying appropriate IVCC administrative personnel and the chairperson of the Board of Trustees. The President or the President's designee will activate the CAOP through emergency alerts and messages to faculty, staff, and students. The CAOP will not be activated without an official Emergency Response Plan activation.

This plan will be reviewed annually by representatives of the IVCC Teaching and Learning Committee. The plan is available on the IVCC website and through the Academic Affairs office.

When and how is the CAOP activated?

As a college with multiple physical locations and extension sites, IVCC may have the opportunity to relocate classes, faculty, and students if an emergency or disaster is site-specific for in-person classes. If relocation efforts are made, logistics of these efforts would come from IVCC administrators. If classes cannot be relocated, continuity of instruction and student learning may be maintained by the use of phone, the internet, email, and Blackboard, if available. When the CAOP is activated, the VPAA will indicate in college-wide communication the level of severity and an anticipated timeline for changes as a result of the plan.

College-Wide Communication

FINAL PLAN :: published March 25, 2019

Updated March 11, 2020 to reflect changes in Blackboard and Colleague integration effective summer, 2019 (page 3, Blackboard item 1)

Maintained by the Academic Affairs Division, IVCC

In the event of an emergency, IVCC may broadcast messages on the IVCC website, district radio stations, IVCC social media, and the college's automated phone message, heard by dialing (815) 224-2720. On campus, IVCC uses internet protocol (IP) for phone service; however, the phone service is still functional even if internet service is down. If IVCC's IP phone service is down, a landline phone is available at the information desk of the Oglesby Campus. If the fiber or hard lines for phone service to IVCC are down, phone service would function internally but calls would not come in or go out via IVCC phones. College-wide communication may also be sent through IVCC Alerts, IVCC student and employee email, and Blackboard.

Requirements: Internet service for website, email, Blackboard, and social media messages; outgoing phone service (cellular, IP, or landline) for phone calls

IVCC Alerts

IVCC Alerts can be used to send college-wide emergency alert SMS text messages and may be used to send email messages to currently-enrolled students and college employees. Students and employees who have cell phone numbers stored in WebAdvisor may be sent SMS text messages. IVCC Alerts may also be used to send students and employees email messages.

Requirement: Internet or phone service to send or receive messages

IVCC Email

In the event of an emergency or disaster, a college-wide alert may be sent to IVCC students (Office365) and employee (Microsoft Outlook) email addresses.

Requirement: Internet service, functional internal data center

Blackboard

Emergency alerts may be posted in Blackboard through system wide and course announcements or sent through email messaging. IVCC's Blackboard Learning Management System is hosted by Blackboard, Inc. and is not hosted on any IVCC physical campus; therefore, an emergency or disaster on campus should not affect the function of Blackboard. Blackboard maintains terms, specifications, and service levels, including details about managed hosting backup service here:

[http://library.blackboard.com/docs/support/Blackboard Learn Managed Hosting Specifications and Service Levels.pdf](http://library.blackboard.com/docs/support/Blackboard_Learn_Managed_Hosting_Specifications_and_Service_Levels.pdf)

Requirement: Internet service

WebAdvisor/Colleague

WebAdvisor/Colleague provides access to student information (name, ID, phone, address), and class information (rosters) that may be needed in an emergency situation. WebAdvisor/Colleague can function internally, on campus, without internet service. WebAdvisor/Colleague can run on generator power to the data center if the main power supply to campus fails.

Requirement: Internal computer network

How will IVCC prepare for academic continuity in emergency or a disaster situation?

Class Syllabus

Every IVCC class syllabus could include, as is or as modified, a Continuity of Academic Operations (CAOP) statement, such as: "If IVCC experiences an emergency or disaster and classes have the potential to be

FINAL PLAN :: published March 25, 2019

Updated March 11, 2020 to reflect changes in Blackboard and Colleague integration effective summer, 2019 (page 3, Blackboard item 1)

Maintained by the Academic Affairs Division, IVCC

or are disrupted, IVCC will broadcast messages on the IVCC website, district radio stations, IVCC social media, and the college's automated phone message, heard by dialing (815) 224-2720. Notification of an emergency may be followed by class-specific communication to students from instructors."

Email and Phone

1. Faculty and students have IVCC-issued email accounts.
2. WebAdvisor provides a function to email all students on a roster. Messages are sent to students' IVCC email addresses.
3. WebAdvisor class rosters include student phone numbers.
4. Faculty may choose to use IVCC or personal phones to call students.

Blackboard

1. A Blackboard site is created for every class in the IVCC class schedule each term.
2. Students will be automatically enrolled in Blackboard sites based on the class roster, and students who drop or are withdrawn from the class are made unavailable.
3. Faculty already using Blackboard may use their existing course sites to maintain academic continuity in the event of an emergency.
4. Faculty who may wish to use Blackboard only when the CAOP is activated may seek help from IVCC Center for Excellence in Teaching, Learning, and Assessment (CETLA) staff to ensure they can access Blackboard and use Blackboard communication and content tools, if desired, in the event of an emergency.
5. If the CAOP is activated and internet is available, an alert message will be maintained in the system wide announcements in Blackboard.

Library and Learning Resources

Student Help Desk services, support for WebAdvisor, email, and Blackboard, could be delivered if internet is available.

Library operations at IVCC are maintained in one location on the Oglesby Campus. Availability of physical library resources will be determined by access to Jacobs Library or other I-Share libraries. IVCC ID cards are valid at I-Share locations. Online library services are delivered through external hosts. However, authentication to online services requires an internal server. If internal authentication was not functional, a bypass to the external host may be available by request.

Tutoring through Peer Tutoring and the Writing Center is done primarily in-person. However, online tutoring services could be delivered if internet is available.

Continuity of Instruction and Student Learning

During emergency operations under the CAOP, faculty, staff, and students will refer to college-wide emergency communication channels for instructions. Instructions will specify the nature of the emergency and what students and instructors should do as next steps while attempting continuity of instruction and student learning under the CAOP. When activated, the CAOP has the potential to affect or change course syllabi, assignments, assessment, evaluation, and grades.

IVCC must abide by the Administrative Rules of the Illinois Community College Board (ICCB), which specify requirements of instructional time. If an emergency or disaster occurs, IVCC may have to adjust

FINAL PLAN :: published March 25, 2019

Updated March 11, 2020 to reflect changes in Blackboard and Colleague integration effective summer, 2019 (page 3, Blackboard item 1)

Maintained by the Academic Affairs Division, IVCC

the academic calendar based on accreditation and federal financial aid requirements. When instructional time is affected by emergency, IVCC administrators will use the ICCB rules to determine the viability of the term. ICCB rules allow for a request to ICCB to shorten a term in the event of a major emergency.

As part of the emergency response, IVCC administrators may assess the need to physically relocate classes. If academic continuity is sustained through relocating classes, information about locations, schedules, and other logistics will be provided through college-wide communication channels.

Operating under the CAOP when not relocating classes is primarily dependent on the availability of the internet on or off campus and access to student email, faculty email, and Blackboard. When the CAOP is activated, college-wide communication may be attempted via phone, email, and Blackboard.

The CAOP suggests instructor communication will also be attempted if there is a disruption lasting 1-5 days. The plan suggests an instructor attempt to deliver content or replace coursework done in-person when classes are disrupted for more than 5 but fewer than 10 days. This effort might be done through the internet (email, Blackboard, faculty web pages, or an alternate course management system) or phone calls or messages. Should a disruption last 10 or more days, IVCC administration will determine the viability of the semester and classes delivered in any mode.

When Internet IS Available to Instructors On or Off Campus

During disruptions lasting 1-10 days, online and blended classes are expected to operate online as planned or modified when internet is available.

For in-person classes, when classes are disrupted and internet is available, the following events may occur according to the specified timelines:

1-5 Days Disruption

1. College-wide communication
2. Instructor communication to students

6-10 Days Disruption

1. College-wide communication
2. Instructor communication to students
3. Delivery, through email, Blackboard, faculty web pages, or alternate course management systems, of online content, activities, coursework, and grading to replace coursework done in-person, when feasible. (In-person clinicals, labs, internships, or other hands-on/practical experiences may not be suitable for online delivery, therefore may be rescheduled or cancelled in the event of an emergency.)

More than 10 Days Disruption

1. College-wide communication
2. Administrative determination of viability of remainder of semester

When Internet is NOT Available to Instructors On or Off Campus

FINAL PLAN :: published March 25, 2019

Updated March 11, 2020 to reflect changes in Blackboard and Colleague integration effective summer, 2019 (page 3, Blackboard item 1)

Maintained by the Academic Affairs Division, IVCC

If cellular phone service is available, instructors and students may be able to access email and Blackboard via the mobile apps and cellular data. This effort is an option, not an expectation. If classes are disrupted for more than 5 calendar days and internet is not available to most faculty and students, faculty and students will receive college-wide communication with instructions.