

Catastrophic Events and Continuity of Operations Policy (12/21)

Policy

Crisis and emergency management preparation are essential functions for the College of Southern Idaho. The college mitigates the impact of crisis situations and operational disruptions throughout its campus community through the implementation of policies and procedures that provide for continuity of operations in the case of a catastrophic event.

Purpose

To provide guidance for a safe and efficient response to disruptive events that impact CSI's faculty, staff, and students, and to ensure continuity of operations.

Details

Catastrophic Events and Continuity of Operations

CSI maintains and adheres to specific policies and procedures regarding crisis situations, catastrophic events, and program discontinuances in order to minimize the length of time that students' educational activities are disrupted and, when applicable, minimize the length of time that students, faculty, and staff are displaced.

Continuity of Operations

Operational Systems

The college leverages highly available, cloud based educational technologies which minimize the likelihood of service interruptions, even in the unlikely event that campus facilities are inaccessible. Further, the Information Systems Policy on *Security of Information Technology Resources* ensures that systems are protected from vulnerabilities, are adequately secured, and are backed up to prevent record destruction and/or data loss.

The following CSI policies and procedures are also intended to help mitigate the impact of emergency events on college operations:

- Permanent Academic Records Policies ([Privacy of Student Records - CSI Catalog](#), [Transcripts - CSI Catalog](#)) provide guidance for ensuring the integrity, confidentiality, and security of all documents and records created, received, or maintained in the course of college academic activity.
- The College's Refund Policy ([Refunds - CSI Catalog](#)) provides guidance for ensuring that financial refunds are processed in a timely manner consistent with CSI policy and applicable federal, state, and accreditation requirements. In the event that a catastrophic

event occurs, the College maintains the authority to enact additional financial refunds to students as deemed appropriate during such circumstances.

- The CSI Emergency Procedures Manual (<https://www.csi.edu/files/pdf/security/online-emergency-procedure-june-2019.pdf>) provides detailed emergency instructions for CSI faculty, staff, students, and visitors to ensure safety and protection of property during fire, severe weather, loss of utilities, and other emergencies. The College also adheres to an Emergency Disaster Notification Plan (Policy 6.32).

Program Discontinuances and Financial Compensation

In the event of a catastrophic event, CSI will follow established Business Office Policies and Procedures and outlined in Section 8 of the CSI Policies and Procedures Manual.

In the unlikely event that CSI cannot deliver the instruction for which students have enrolled, the college commits to one or more of the following courses of action, depending on the situation and on each individual student's needs:

- Providing a reasonable alternative for delivering instruction and/or services for which students have paid (e.g., online delivery in place of face-to-face delivery)
- Providing reasonable financial refund for the education students did not receive
- Providing assistance in transferring earned credits to other institutions

In the event of a discontinuance, CSI students will be notified by college administration and counseled about their options. In accordance with institutional accreditation requirements, a teach-out plan will be submitted to the Northwest Commission on Colleges and Universities (NWCCU) prior to its implementation.