



Continuance of Educational Services

**The Center for Distance Learning
and Instructional Technology
Revised October 6, 2009**

Continuance of Educational Services

Emergency Preparedness Plan

Rationale

As we have watched natural disasters as well as other emergency situations it has been demonstrated that we need to be prepared to provide alternatives for learning when face-to-face instruction is not available. Even though Andrews University is not situated in the standard path of a hurricane, there is still the potential for tornados, fires, flooding, pandemics, etc.

A plan ensures that students are not left with incomplete courses and or degree requirements. Additionally, the ability to continue teaching courses in spite of an emergency protects the university's tuition revenue to ensure financial survival.

To make a plan of this nature effective requires both preparation in advance of the emergency as well as specific plans for responding in the event of an emergency.

Continuance of Educational Services Assumptions

- Andrews University has an Emergency Operations Plan
- Andrews University Department of Information Technology Services has maintained and/or has emergency backup of the critical data and services in order to continue teaching
- Basic communication infrastructure remains available for the community
- Faculty, staff, and students have a safe place from which to perform their needed tasks
- Integrated Marketing and Communication has an Emergency Operation Plan to maintain web content
- Link from emergency website for instructions to faculty and students
- Statement regarding when educational services would be available

Terms and Definitions

Alternate Delivery Methods - ways of providing instruction other than face-to-face. The alternate delivery methods include: a) using a Learning Management System; b) website; c) email; d) telephone; and e) audio/video conferencing software.

Coaches - Faculty and Staff members trained in alternate delivery methods to provide support to faculty members in the development and teaching of their courses.

Online Help - Videos, step-by-step instructions, and suggestions/ideas for offering courses in alternate delivery methods.

Resource Area - Website or electronic storage area for faculty to store prepared course content.

Student Assistants - A team set up to provide students with guidance through their courses during the emergency.

Emergency Active Website - Website for the distribution of vital information regarding the continuance of education to faculty, staff and students.

Preparation

The Center for Distance Learning and Instructional Technology will:

- educate/inform faculty in ways they can use technology and alternate delivery methods
- provide online step-by-step instruction
- provide face-to-face instruction for faculty in the use of alternate delivery methods
- recruit, train, and assign those who will be coaches assisting faculty during the emergency
- recruit and train student assistants for handling the student's technology support
- provide limited number of audio and video recording devices
- provide a copy of the Continuation of Educational Services Plan to all faculty and key personnel
- prepare the Emergency Active website

The Center for Distance Learning and Instructional Technology encourages the faculty to:

- become familiar with the Continuation of Educational Services Plan
- prepare a resource area for course materials
- select the alternate delivery method(s)

Emergency Response

Once the emergency has been identified, the Center for Distance Learning and Instructional Technology will:

- work with Information Technology Services to confirm availability of technology
- activate the Emergency Active Website
- contact coaches and student assistants to initiate and provide continued support for faculty and students
- consult with Deans, Department Heads, and coaches to develop a timeline for the Provost and/or designee to indicate availability of courses
- provide a timeline to the Provost and/or their designee as to when the courses will be available in the alternate learning methods

The Center for Distance Learning and Instructional Technology encourages faculty to do the following in response to the emergency:

- review the Continuation of Educational Services Plan
- review and implement the alternate delivery methods
- use online helps
- throughout the emergency keep in contact with a coach

Flowchart

The emergency declared and the faculty, staff, students have a safe place from which to perform their needed tasks. The administration has determined that face-to-face instruction will be interrupted for a significant time period.

