



Central Oregon Community College Institutional Continuity Plan

**Initiated Fall 2009
Updated Spring 2024**

Institutional Continuity Committee:

Vice President of Finance and Operations (Chair/Fiscal)
Director of Contracts and Risk Management (Insurance Considerations)
Director of Campus Safety and Emergency Management (Campus Safety)
Chief Information and Human Resources Officer (Information Technology/Human Resources)
Vice President of Student Affairs (Student Services)
Vice President of Academic Affairs (Instruction)
Director of Campus Services (Buildings and Infrastructure)

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INTRODUCTION

The purpose of this plan is to help Central Oregon Community College prepare for event(s) that might jeopardize the institutional and/or instructional continuity of the College. The goal is to maintain – or regain as quickly and efficiently as possible – the infrastructure needed to allow classes and other critical components of the College to operate. This plan provides an outline. The College also maintains other more comprehensive plans:

- Emergency Action Plans (which includes Emergency Procedures, Active Assailant, Evacuation Procedures and Fire Prevention Plans);
- Crisis – Communication Plan;
- Communicable Disease Management Plan;
- Technology Continuity Plan; and

The College will also utilize the services available in the wider community (i.e. County and City) and those available from vendors, in particular, the College's bank of record.

This plan can assist the College during those first critical hours of an unplanned situation or emergency. The plan outlines strategies for operations throughout the duration of the event, and provides guidance to help return the campuses to normal status. This plan is intended to address situations that may arise regarding any natural or human threats.

No planning can anticipate exactly what type of event the College might encounter; therefore, no plan can spell out all of the specific details of the ideal response. However, it is important that the College be prepared with appropriate back-up systems in place for the most critical services and that plans be outlined on how management and communications systems would be set up during the early hours of an emergency, and maintained throughout any potential break in the College's normal operations. The Institutional Continuity Committee will be convened each April to review and update this plan. This includes making sure that information and contact lists are up-to-date and accurate.

Central to any business continuity plan is communication with internal and external audiences. Therefore, the plan begins with a summary of the College's Crisis Communications plan. All staff should have a basic understanding of the Crisis Communication plan, as this will help ensure that the appropriate parties are involved and responding to the situation and that all staff understands their roles and with whom they should be communicating and will help decrease unnecessary confusion.

Other major components of the plan outline strategies to continue operations when some, significant or all parts of the College technology systems, College buildings or campus(es) are inaccessible. Please refer to the Table of Contents for specifics.

When a situation passes, regardless of its nature, it is critical that the Institutional Continuity Committee, and as applicable, the assigned Incident Response Team, convene to de-brief the situation and provide a written summary to the President. A copy of that summary will be kept on file with the Institutional Continuity Committee and in COCC's Campus Safety and Emergency Management Office, as well as in departments most affected by the situation.

LEADERSHIP TEAMS

College Leadership during an Interruption of Service or Emergency

The President’s Senior Leadership Team (SLT) will continue to serve as the primary College management team during an interruption of service or emergency. To assist in a response, an Incident Response Team may be formed utilized to inform and advise the SLT on decisions and strategies relating to institutional and instructional continuity. Most important is that those on the Incident Response Team are empowered to make decisions in their areas during the early hours of any emergency, before management or other administrative teams have been assembled to plan strategies.

Senior Leadership Team

President	Laurie Chesley
Vice President of Academic Affairs	Annemarie Hamlin
Vice President of Student Affairs	Alicia Moore
Chief Advancement Officer & Executive Director, COCC Foundation	Zak Boone
Chief Information and Human Resources Officer	Laura Boehme
Vice President and Chief Financial Officer	Michael LaLonde

Incident Response Team

An Incident Response Team may be assigned and/or established for a specific situation and its composition will be determined based on the situation. The following individuals may be asked to advise the SLT and participate on an Incident Response Team:

Area	Lead	Alternate
Facilities	Director of Campus Services	Campus Service Operations
Academic Affairs	Vice President for Academic Affairs	Instructional Deans
Student Affairs	Vice President of Student Affairs	Director of Student and Campus Life
Campus Safety	Director of Campus Safety and Emergency Management	Environmental Health and Safety Specialist.
Communications	Director of Marketing and Public Relations	Assistant Director of Marketing and Public Relations
Redmond/Extended Campuses	Instructional Outreach Dean	Campus Directors
Technology	Chief Information and Human Resources Officer	IT Directors
Human Resources	Chief Information and Human Resources Officer	HR Manager or Director of Risk Management
Business Operations	Vice President and Chief Financial Officer	Director of Fiscal Services

Coordinating Teams

Individual coordinating teams are listed within each section of this document based on department focus and experience. Coordinating teams are more comprehensive than the incident response teams and include all individuals with the appropriate in-depth knowledge of that particular area needed to make a decision.

COMMUNICATION

Coordinating Team

- Director of Marketing & Public Relations
- Assistant Director of Marketing & Public Relations
- Web Designer
- Chief Advancement Officer
- Vice President of Student Affairs
- Chief Information/Human Resources Officer

The Chief Advancement Officer and Director of Marketing & Public Relations (DMPR) (or designee) will work closely with the SLT and incident response teams to determine what and when information should be communicated to the various audience groups. The DMPR will direct all communications. Audiences will vary from one situation to the next, but key groups to keep in mind are listed below.

<u>Group/People</u>	<u>Primary</u>	<u>Back-Up</u>
Communications Coordinator	Director of Marketing & Public Relations	Chief Advancement Officer
Media Spokesperson	Director of Marketing & Public Relations	Chief Advancement Officer
Emergency Responders	Director of Campus Safety and Emergency Management	Vice President and Chief Financial Officer
Board Members	President	Chief Advancement Officer
Faculty	Vice President of Academic Affairs	Instructional Deans
Students	Vice President of Student Affairs	Director of Student and Campus Life
Staff	Chief information/HR Officer	Director of IT – Tech Services or Enterprise Applications
Foundation Board	Chief Advancement Officer	Director of Foundation Programs
Vendors/Partners	Director of Campus Services	Director of Contracts and Risk Management
Community Leaders/Legislators	Chief Advancement Officer	Director of Marketing & Public Relations

Each person on the above list should be prepared at all times to communicate to the appropriate people in their designated groups. At the onset of an emergency, the persons listed can make decisions as to what communication is appropriate based on information provided by the DMPR. As soon as possible, the DMPR will develop a strategy for each audience in coordination with the person listed on the above list.

Communication is especially critical in dealing with the media. Only the designated person is authorized to release information or answer media inquiries about the specific situation, at least until the SLT or the Incident Response Team has been able to set up additional procedures. Note that if any event is significant enough to attract major media attention, other Central Oregon media relations experts may be called upon for assistance.

Fact Sheet

The Director of Marketing & Public Relations (DMPR) will prepare updated situational "Fact Sheets" to be distributed to appropriate people. These should be updated whenever key facts change, or when additional relevant information becomes available. All members of the SLT and the Incident Response Team should be given the information for review, and the Fact Sheet should be widely distributed. For some situations, a copy of the most recent memo, press release or press statement will serve as the Fact Sheet.

Internal Communications

The Emergency Notification System, cocc.edu web page, College Twitter and Facebook official pages, and @cocc.edu e-mail system will be used to ensure timely and accurate internal communications. If a situation is unfolding quickly and the DMPR is not able to coordinate communications with internal and external sources, the following individuals can communicate with their respective groups: President (Board); Vice President for Academic Affairs(faculty); Vice President for Student Affairs (students); Chief Information & Human Resources Officer (staff); and Chief Advancement Officer (Foundation Board and local leaders). Additionally, especially if phone and electronic systems are not useable, each member of the SLT should keep all groups under his/her administrative direction informed. The Office of Marketing & Public Relations will attempt to provide the formal internal communications, but will rely on the administrators to assist in providing accurate, updated information to the internal constituents.

INSTRUCTION

Coordinating Team

- Vice President of Academic Affairs
- Instructional Deans
- Director of Admissions/Registrar
- Chair of Chairmoot
- IT Representative

The following outlines key considerations for when instruction is interrupted (including synchronous and asynchronous classes and instructional technology) for shorter and longer periods of time. Department chairs should work with the instructional deans to determine the most effective options for affected classes. This outline applies to all classes offered on the COCC campuses, and online regardless of who is offering the course; guidance applies to credit and non-credit classes. When limited resources are available, priority will be given to credit classes.

In the event of a disruption in which a significant number of classes cannot be restored, the Vice President of Academic Affairs (or designee) and Director of Admissions & Registrar will work with the Office of Community Colleges and Workforce Development (CCWD) to inform them of the

situation and determine impacts of lost clock hours. Additionally, the Vice President of Academic Affairs or designee should contact institutional partners to inform them of our status.

Physical facilities on all campuses or just on Bend Campus

When all or part of the Bend campus is not available for instruction (e.g., weather conditions, power outage, unsafe conditions, etc...) the following guidelines will be followed. When the entire Bend campus is closed, all campuses will follow the same guidelines. If the disruption lasts for more than one week, the College may make the decision to extend the term, cancel classes, or take other steps that apply to all classes.

1. In-person delivery

- a. *Lecture classrooms*: Instructors will need to work with their department chair and/or dean to determine the most appropriate option depending on whether the closure is isolated to certain buildings or the entire campus. Options include (but are not limited to)
 - identify an alternate space
 - create an alternate assignment
 - shift temporarily to an alternate delivery mode.
 - if the entire Bend campus is closed, all classes on all campuses will be cancelled.
- b. *General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms*: Classes scheduled in these spaces may feel the most impact; instructors will need to work with their department chair and/or dean to determine the most appropriate option. Options include (but are not limited to)
 - identify an alternate space
 - create an alternate assignment
 - provide instruction in alternate delivery mode
 - in rare cases the class may be rescheduled to an alternate date
- c. *Outdoor spaces* (Mazama field, others): If the outdoor space can be used, the class may continue as scheduled. If the outdoor space cannot be used, instructors will work with their department chair or dean to:
 - identify an alternate space
 - create an alternate assignment
 - provide instruction in an alternate delivery mode
 - in rare cases the class may be rescheduled to an alternate date

2. Remote, synchronous delivery

- a. Unless the full college is closed, the instructor should work with the administrative assistant and/or chair to find an alternate space from which to meet with the synchronous class
- b. If the entire campus is closed, synchronous classes will be cancelled
- c. For partially synchronous classes (those with some in-person component), see the appropriate section above.

3. Asynchronous delivery

- a. Online classes are likely not affected
- b. If the entire campus is closed, online classes will still run.

4. Short term classes

- a. Short term classes should be rescheduled for a later date in consultation with the instructor, chair, and dean

5. Non-credit instruction

- a. Follow the guidelines outlined above.

- b. If scheduling a make-up session becomes impossible, student tuition and fees will be refunded.
- c. Community Education classes should involve the community education coordinator and the instructional outreach dean.
- d. Center for Business, Industry, and Professional Development (CBIPD) classes should involve the executive director and VPAA.
- e. ABS and ELL class adjustments should involve the instructional dean

Physical facilities on a single branch campus

If instruction is affected at a single branch campus, faculty should work with their department chairs/ deans and the branch campus director or instructional outreach dean to follow the protocols described above for the Bend campus. It is recommended that if campus facilities are not available, faculty, chairs, deans will

1. Locate an alternate space in the community
2. Create an alternative assignment
3. Move to remote or asynchronous modality
4. Relocate class to another branch campus

It is critical that the branch campus director be involved in any decision-making related to instruction at the branch campuses. If the branch campus director is not available or not able to be reached, the following protocol should be followed:

1. Another branch campus director will assume responsibility for the affected campus, including the day-to-day operations and decision-making.
2. If the other branch campus directors are not available, the instructional outreach dean assumes responsibility for decision-making followed by the other deans and the VPAA.

Technology - in case of a major network or software outage:

If there is a short-term technology disruption, the College will use multiple communication methods to inform students and faculty of the situation and expectations. If there is a technological disruption that is anticipated to last more than one week, the College will use as many communication methods as possible to inform students and faculty of the situation and expectations, including the possible extension of the term or cancellation of classes.

1. Asynchronous (online) classes

- a. Email outage only
 - instructor should use the LMS system to communicate with students
- b. If major technology disruption (e.g., network outage, LMS breakdown)
 - instructors should notify students by email with alternative assignments if possible
 - if COCC email is not working, the College will utilize other technology options (e.g. text, social media) to let students know that classes are cancelled
 - term may be extended if the outage is prolonged

2. Synchronous remote classes

- a. If delivery technology is disrupted (e.g., Zoom breakdown)
 - instructors should notify students by email and an announcement on their LMS site with alternate assignments if possible
 - if the outage is prolonged, the instructor will consult with department chair and instructional dean to determine the best alternative delivery method for the course (in-person or online)
 - term may be extended if the outage is prolonged
- b. If major technology is disrupted (e.g., network outage, LMS breakdown)
 - instructors should notify students by email with alternative assignments if possible

- if COCC email is not working, the College will utilize other technology options (e.g., text, social media) to let students know that classes are cancelled
 - term may be extended if the outage is prolonged
- c. If the College experiences either delivery or major technology disruption, assume that one or more students may also lose access and follow the guidance above, even if the instructor is able to make alternate arrangements.
3. **Non-credit instruction** should follow the guidelines outlined above.
 - a. If scheduling a make-up session becomes impossible, student tuition and fees will be refunded.
 - b. Community Education class decisions should involve the community education coordinator and the instructional outreach dean.
 - c. CBIPD classes should involve the executive director and VPAA.
 - d. ABS and ELL class adjustments should involve the instructional dean.

Technology outages at a single branch campus should follow the protocol listed above. The branch campus directors should be involved in any decisions that affect their campuses.

Other Considerations:

1. Offsite (clinical, practicum, field trips, HHP sites)

- a. If all COCC classes are cancelled, these classes will also be cancelled.
 - This may not be appropriate for some courses, so a list of courses that are exempt from this cancellation process will be developed, approved, and maintained by the VPAA (e.g., clinical work, field excursions).
 - Faculty members should confer with their dean and department chair to propose courses on this list.
 - Instructors of courses on this list must inform students of the unique status on the course syllabus and verbally at the beginning of the term.
- b. If the offsite facility has issues while the rest of COCC is at full operations, faculty, chairs, and instructional deans will
 - Search for alternate sites
 - Create an alternate assignment
 - Switch to another mode of delivery
 - Cancel class if the issue is likely to last for more than a week
- c. If the Air Quality Index (AQI) is elevated,
 - (AQI Value of 101–250) For outdoor classes, the College will have FDA-approved KN-95 masks and NIOSH-approved respirators available for all staff for use on a voluntary basis; students may be offered a mask or may be allowed to participate in alternate activities.
 - (AQI Value 251 or higher) The College will re-assign outdoor classes to indoors or will, in consultation with a chair or dean, cancel the class session. Any exposure to outdoor air at this level requires the use of either the KN-95 mask or a NIOSH respirator.

2. High School programs

- a. The Director of High School Programs, in consultation with the appropriate dean and VPAA, will work with the local school district to assess and determine if College Now classes can continue based on the decisions of the school district administrators. If it is determined, by either COCC or the School District, that College Now courses cannot continue, then a refund of tuition and/or course fees will be made to students and/or the school district pursuant to the refund policy.
- b. Contracted courses that are offered at area high schools and taught by COCC instructors will follow the same protocol as College Now courses.

3. **Deer Ridge Correctional Institution (DRCI)**

- a. The Director of Education at Deer Ridge and instructional dean will work with the Dept. of Corrections (DOC) to continue service.
- b. When adults in custody (AICs) are required to be locked down, DOC will use the Tiered Program Delivery System to determine levels of technology and contact:

DRCI Tiered Program Delivery, Revised 04/07/2021

Program	Tier Level			
	Tier 1	Tier 2	Tier 3	Tier 4
Education Programs	<ul style="list-style-type: none"> • On-site classes with 6-ft social distancing with up to 15 students in a classroom where possible • Mixed-unit classes allowed 	<ul style="list-style-type: none"> • On-site classes with 6-ft social distancing; limited to 10 students. • Mixed-unit classes allowed if approved by superintendent 	<ul style="list-style-type: none"> • Work packets¹ • Cohort classes when approved by AOC, facility, and Education Administrator 	

BUILDINGS, CAMPUS INFRASTRUCTURE and HUMAN SAFETY

Coordinating Team

Director of Campus Services:

Assistant Director of Campus Services:

Director of Campus Safety and Emergency Management:

Other Campus Services and Campus Public Safety and Emergency Management staff will be assigned as needed.

Chief Information and HR Officer or designee

Director of Student and Campus Life

Campus Services ability to keep various aspects of the campus infrastructure (electricity, water, sewer, etc.) on line will greatly depend upon at what point in the term the disaster/interruption of services took place, the extent of that disaster/interruption, as well as decisions made by Academic Affairs leadership. However, general guidelines and considerations are listed below; appropriate facilities staff will be consulted, as possible, when their areas are affected.

It is important to note that the same considerations apply whether the course in question is a credit or non-credit offering, or if the disaster affects one or all of the campuses.

Life Safety Incidents

During a life-safety incident, refer to the Emergency Operations Procedures.

Priority One Buildings

In the event of a campus-wide interruption of service, the following buildings will be considered first priority in terms of restoring utilities, campus access or other infrastructure issues:

- Pioneer, Metolius and Health Careers (primary source of voice and data infrastructure for the entire campus)

- Boyle Education Center (designed as primary gathering place, Safety emergency operations and communications hub for the campus) and Coats Campus Center (gathering place for students and employees)
- Cascades Hall (gas and power to this building are supplied independently from COCC and as such, may function as an alternative communications hub should Boyle Education Center not be available); Chandler Lab and Redmond Campus could also serve in this back-up capacity if needed.
- Residence Hall (food service for students)

Human Safety

How we respond to each group will be dictated by the extent of the emergency/interruption of service and decisions from the SLT and Incident Response Teams. Regardless, key constituent groups and considerations for each are listed below.

Students

- Are classes in session (includes credit and noncredit)? Are off-campus instructional activities happening that might be affected? See Instructional Section of this plan; Instructional Deans office can assist in accessing this information.
- Are residence hall students living on campus or is it between terms? See Student Services section of this plan or contact Director of Student and Campus Life.
- Are public-access facilities open, including the Library, Mazama Gym, computer labs (Library, Pioneer, Cascades Hall, Redmond, Madras and Prineville) and Coats Campus Center?

Staff

- Who is working and in what buildings?
- Provide options for working remotely versus onsite.
- What risks are presented to employees?
- Language in collective bargaining agreements; work with Presidents of each bargaining unit. Determine the pay status of employees who stay versus do not work.

Elevators

- Building managers should check to see if elevators are working and if anyone is trapped and report any issues to Campus Safety and Emergency Management (CSEM). CSEM will respond to and check all buildings that have elevators when there is an interruption of power or other disaster that makes elevator use unsafe. CSEM will coordinate with emergency service providers if needed for evacuations.

Contractors

- Who is working and in what locations? See Communication section; Campus Services is primary contact.

Community Events, Conferences and Campus Guests

- Are there events happening in COCC facilities, where and when? Are facilities being rented to community members for meetings or other activities? Contact College Advancement for this information.

- Are summer conferences in session and if so, where are conference attendees – in classrooms, in residence hall, off campus? See Student Services section of this plan.

Building Security

- The College maintains the ability, through Campus Safety and Emergency Management, to conduct individual and all-building electronic, exterior lockdown.
- Building Lockdown: The need to lockdown a building and the duration of that lockdown will be determined based on the type and extent of the emergency. The “Buildings, Campus Infrastructure and Human Safety” Coordinating Team will make these decisions in consultation with the SLT or local law enforcement.
- Card Lock System: The cardlock system is managed through the CSEM Department and is accessible through CSEM dispatch and remote desktop. The cardlock system server is campus-based (Pioneer) and must be functional to access the card lock system remotely (remote sites must also have power). Remote sites must have appropriate software. See Emergency Call List for primary contact.

Utilities

In all circumstances, the appropriate Campus Services staff member should be involved with any decisions; see the Emergency Call List for contacts. If that person, or their back-up, is unavailable, outside expertise may need to be brought in for assistance.

- Type of Utility Loss: Water? Sewer? Electrical? Gas? Heat? HVAC?
- Location of Loss: Does the type of utility loss affect priority 1 buildings? Is the primary use of the building critical to institutional (e.g., loss of web services) or instructional (e.g., during an academic term) continuity? Do classes and/or staff need to be temporarily re-located?
- Severity of Loss: How long until utility can be restored? Does utility outage affect other buildings? Are reinstating utilities within our control or expertise?
- Time of Year: Are classes in session? Are staff working? Is the campus closed?
- Cell Phone Towers: It is important to note that the cell phone towers located above Juniper Hall (powered from Juniper Hall) and atop the Pinckney Center (powered from the Pinckney Center) are powered through the campus electrical system. There is a generator for the T-Mobile tower, but this will only provide a few hours of power. If power is cut to the cell phone towers, it is important that the Director of Campus Services contacts the cell phone company. Contact information: Verizon (Verizon Network Operations Center 800 445-5514 - COCC site reference number is OR6 COCC); T-Mobile (800 788-7011).
- Back-up generators: Pioneer, Metolius, Boyle Education Center, RTEC. Determine fueling schedule and services being supported and/or needed during emergency situation.

Notes on Utility Systems:

- Utility Plans/Documents: Electrical, water and gas plans are available in each building, with some documents stored on the Campus Services N drive and/or available through Ford Graphics’ “Planwell” system (accessible via any web access computer or directly from Ford Graphics). GIS program students also have produced plans for lighting, fire hydrants, electrical systems, gas, water and other infrastructure support systems; types of plans available increase annually.

- HVAC systems can be controlled remotely if appropriate software is installed, however the on-campus server supporting the HVAC system must be active; see emergency contact list.

Campus Access

Campus Ingress/Accessing the Campus

- Multiple campus Entrances: Is the Awbrey Butte campus accessible via College Way? Via Mt. Washington?
- Wickiup Hall: Is Wickiup accessible from Mt. Washington Drive?
- Priority one buildings: Are Pioneer, Metolius, Health Careers, Boyle, Campus Center and Cascades Hall accessible? Via which entrances?
- Redmond/Madras/Prineville: Which access points are open? (Vet Tech?)
- Chandler: Primary entrance is via Ninth Street; secondary entrance is Trenton Avenue. Are either available?
- Does campus traffic patterns and parking areas need to be re-designated in any location to accommodate emergency vehicles and executive and incident response team access?
- Emergency vehicle access: CSEM staff will direct emergency vehicles and serve as the primary contact for emergency personnel.

Campus Egress/Moving People and Vehicles Off-Campus

- See the [Emergency Procedures Manual](#), [Evacuation Areas Map](#), Vehicle Egress Map.

TECHNOLOGY

Coordinating Team

Chief Information and Human Resources Officer
 Director of Enterprise Information Services
 Director of Student and IT Success Technologies
 Information Security Manager
 Project Management Coordinator
 Information Technology Services staff, assigned as needed

When faced with an unplanned situation or emergency, the Technology Coordinating Team will identify affected services and restore them in priority order. The Technology Continuity Plan provides an inventory of major systems and guides recovery efforts.

- The first priorities in any emergency are restoring network, data center, login functionality (ADFS), and communication services. Anytime COCC's campus and inter-campus phone systems, campus email or emergency text messaging systems are not fully operational, campus radios and college/personal mobile phones will be used (see Emergency Call List for contact information).
- COCC's core technology infrastructure must be restored to support critical institutional systems. Only after this infrastructure is restored can focus be placed on individual services.
- If service restoration is blocked in one area, restoration of later services will be restored as much as possible. Restoring services out of order may not be possible since many of the lower priority services depend upon the initial services and infrastructure.

Priority 1 – Re-establish Primary Services: Critical infrastructure and communication services should be restored as quickly as possible, ideally within 48 hours; however, restoration within one week would maintain institutional integrity.

- a) On-campus data center, network, login functionality (ADFS) and phone service for Priority 1 buildings:
 - Pioneer, Metolius and Health Careers Center (primary source of infrastructure for the entire campus)
 - Boyle Education Center (primary gathering place, safety emergency operations and communications hub for the campus)
 - Coats Campus Center (gathering place for students)
 - Cascades Hall (alternative should Boyle Education Center not be available)
- b) Power, water and air conditioning for the IT server room
- c) Priority 1 building network connectivity:
 - Pioneer, Metolius, Health Careers Center, Boyle Education Center, Coats Campus Center, and Cascades Hall, plus access to building security system.
 - If connectivity between these Bend Campus buildings cannot quickly be restored, a new network (possibly in an alternate location) will need to be established.
 - Network connectivity directly impacts the VOIP phone system, so restoration of the networks is critical to restoring college phone service to the campuses.
 - Ability to access critical systems requires login functionality (ADFS) and connectivity to data center resources.
- d) Immediate-need computer services:
 - Campus Safety and Emergency Management; other campus radio services
 - Access and building control systems
 - Alarm and monitoring systems
 - Banner services, including native Banner access
 - Printing support for purchase orders, payroll and accounts payable and student financial aid checks
 - Special purpose internet access
 - Network topology for server and workstation connectivity, as well as for voice telephone communications via the VOIP phone system.
- e. Windows support services
 - ADFS
 - Domain Controllers
 - Backup/Restore equipment
 - Email
 - Workstations for use by staff to meet urgent needs.
 - Alternate printing options, such as direct-connect personal printers, if network printing services cannot be restored quickly.

- f. Remaining phone services
 - On-campus phone service for remaining buildings
 - Incoming/outgoing phone service
 - Inter-campus phone service
 - Voice Mail

- g. Internet and other inter-campus network connectivity services
 - General campus Internet connectivity (incoming and outgoing)
 - College website (at least ability to post essential status information)
 - Student and staff online services (e.g., Banner Web)
 - Inter-Campus Connectivity (Bend, Redmond, Chandler)

As applicable and feasible, if some staff do not have access to the network or their workstations, a computer lab with server connectivity (first choice Pioneer) or laptops will be made available as an alternate option.

Priority 2 - Reestablish Secondary Services: Secondary services are based on institutional and instructional continuity priorities set by the SLT and Incident Response Team. These services are considered essential to allow instruction to resume as soon as possible, ideally within two weeks:

- Network connectivity among remaining buildings, including WiFi
- Classroom workstations (priority order needs to be set)
- Placement testing
- Library Services: Online databases, eReserves, Interlibrary Loan (ILL)

Priority 3 - Fully Operational: All remaining services will be restored, when possible, with priority placed on ensuring that all primary and secondary services continue to function. Priority 3 services include printing, drop-in computer labs, online payment systems, and other non-essential systems.

STUDENT SUPPORT SERVICES

Coordinating Team

Vice President for Student Affairs
 Director of Student and Campus Life
 Director of Admissions/Registrar

Other Student Affairs staff will be assigned as needed

Student Affairs responses to a disaster or some other limitation on the College's ability to keep credit and noncredit classes operational and provide services will greatly depend upon at what point in the term the interruption of services took place, the extent of that interruption, as well as decisions made by the instructional management team. However, general guidelines and considerations are listed below; appropriate student support services staff will be consulted, as possible, when their areas are affected.

The same considerations apply whether the course in question is a credit or non-credit offering, or if the situation affects the Bend, Redmond, Madras or Prineville campuses.

Crisis Counseling

COCC's contract with St. Charles Medical Center includes deploying crisis response counseling for students and staff affected by a situation. Contact the Director of CAP Services should this be appropriate for the given situation.

If Classes are in Session

If classes are in session, student support services priority will be given to:

1. Residence hall students/staff (or conference guests) safety and basic needs: Response to any on-campus disaster or interruption of service must focus on residence hall occupant safety and access to housing, food and other essential needs:
 - If the residence hall is rendered inaccessible for less than one week, emergency shelter can be set up in Mazama Gym, in conjunction with the American Red Cross, for those who do not have alternate housing options. Food service can continue to operate out of Coats Campus Center, or additional accommodations can be made through Meals-on-Wheels or Bend-LaPine School District.
 - If Wickiup Hall is inaccessible for more than one week, COCC may need to consider leasing hotel space and/or asking students to return home depending on long-term prognosis for re-accessing Wickiup Hall. All decisions will be made in consultation with the College's housing and food service management/operations staff.

Other considerations:

- Communication with parents: The Vice President of Student Affairs or Director of Student and Campus Life will communicate campus closure, student safety and alternative housing information to parents (with direction from the Director of Marketing & Public Relations)
 - Transportation for students who need to return home, access other campuses and/or have other transportation needs
 - If campus is closed for longer than one week, need to consider possible room & board refund scenarios
2. Current student safety and communication: Should classes be cancelled, COCC's Campus Safety and Emergency Management will lead efforts to evacuate the campus. Student Support Services Coordinating Team will work with the Director of Marketing & Public Relations (and/or Communications Team) to communicate campus status to students via:
 - The College's Emergency Notification System (ENS), sending updates to all students via e-mail, texts and voice messages with the necessary information
 - Email to credit and noncredit student enrolled in current or future term classes
 - Automated voice mail messages/greetings should be updated with the most up-to-date information. Specific offices needing to change their initial greeting are College Switchboard, Admissions & Records, Community Education, Adult Basic Education, Campus Services, CAP Center, CBIPD, Library, Student Life, Residence Hall, Human Resources and the Redmond, Madras and Prineville Campuses. Message content will be

communicated via the Vice President of Student Affairs or Director of Marketing and Public Relations.

- College's web site: Information will be posted in the appropriate locations on the College homepage.

3. Student Support Services: Regardless of how long classes are interrupted, student support services will adjust (as possible) dates/deadlines in conjunction with the Academic Affairs Coordinating Team; specifics considerations are listed below. Note that many of these will take involvement from ITS to re-program the student information system to meet changed dates/deadlines and other student communication processes. It is important to note that this is meant only as a quick reference list to re-activate critical services; a more comprehensive list of considerations will be addressed as other aspects of campus are brought back into play. Responses to many of the items below will differ for credit versus noncredit classes.

Records/Registration/Advising/Class Preparedness

- Add/drop deadlines
- Transcripts for students transferring to other institutions (which may include grade and degree processing to get transcripts as finalized as possible)
- Working with the National Student Clearinghouse regarding enrollment and degree reporting and communicating with student loan agencies
- Advising students into remaining courses, advising dates/deadlines
- Re-enrollment dates
- Bookstore support

Student Accounts/Cashiering

- Tuition payment deadlines and refunds
- Communication with outside scholarship agencies regarding student payments and scholarship requirements

Financial Aid, Veterans Benefits and Emergency Aid

- Disbursement date
- Student notification requirements to students
- Department of education notification requirements and subsequent guidance
- Emergency aid options
- Bookstore charging
- Title IV return calculation adjustments
- Veterans' benefits impact

Disability Services

- Accommodation adjustments for current students

Library

Tutoring/Testing

Student Life and Diversity and Inclusion

- Food pantry access
- On-going crisis counseling or expansion of personal counseling
- Upcoming events and activities – need to cancel? Postpone?
- College Prep Program classes

4. Communication with prospective credit students and future term noncredit students: All attempts will be made to maintain normal communication and services to prospective students, especially those who have applied for admission for the upcoming term. Should the Student Information System not be available for more than three days, the Admissions & Records Office will work with ITS to access back-up records and contact students as appropriate.

Other considerations:

- Need to provide backup methods or locations for placement testing, advising and registration services (e.g., phone, off-campus web access, group advising at an off-campus location, batch registration processing, etc.) and/or waiving requirements where possible

If Classes are not in Session

If classes are not in session, student services priority will be given to:

1. Residence Hall Conference Guests and Staff: If residence hall staff or conference guests are living in the residence hall, first priority must focus on providing alternative housing and meals for staff and relocating conferences (if possible). Considerations include transportation for guests who need to return home or have other transportation needs and possible conference refund scenarios
2. Communication with New Students for the Upcoming Term(s): All assurances will be made to keep upcoming term courses on the regular calendar. However, should classes need to be cancelled or postponed, the Student Support Coordinating Team will work with the Director of Marketing & Public Relations (and/or Communications Team) to communicate campus status to students via:
 - Communicate in the most effective way available: letter/phone/email to new credit and all noncredit students enrolled in future term classes.
 - Automated voice mail messages/greetings should be updated with the most up-to-date information. Specific offices needing to change their initial greeting are Campus Switchboard, Admissions & Records, Community Education, Adult Basic Education, CBIPD, Library, Campus Services, CAP Center, Student Life, Residence Life, Human Resources and the branch campuses.
 - College's web site: Depending on the nature and extent of the disaster student information will be posted in various locations on the College homepage (e.g., long-term campus closure may replace the intro text, while a short-term closure may have an announcement on the "News & Events" section).

3. Communication with Current Students: See “If classes are in session”, number 2 as the same issues need to be considered, regardless of the time of the disaster.
4. Communication with Future Students: While communication with all students about the immediate upcoming term must take precedent, students who have applied for or inquired about future terms must also be addressed. The Student Support Services Coordinating Team and the Director of Marketing & Public Relations will develop the appropriate communication plan.

Additional Student and Related Services

Once students are back in classes and the campus is back at an accessible operational level, decisions about when to bring the following student services back on line need to be made; appropriate directors/departments should be contacted for each area:

- Multicultural Center
- ASCOCC
- Student Newspaper
- Student Clubs
- Club and Intramural Sports
- Mazama Gym
- Student Computer Labs
- Campus Food Service
- Office of Diversity and Inclusion Programs
- Tutoring/Testing
- Bookstore (full service)
- Career Services
- Library Services
- Disability Services
- Veterans Services
- Personal Counseling (regular service - above and beyond emergency counseling)

Student Records and Back-Up File Management

In accordance with state and federal archiving guidelines and laws, COCC maintains the following archiving system:

Grade Rosters

- Hard copies of all grade rosters from prior to spring 2000 are stored in the Boyle Education Center vault (south basement), as well as a CD-archived copy.
- From spring 2000 to present, paper copies of grade rosters are no longer kept. Grades are stored in COCC’s Banner student information system, which is backed up according to ITS back up and storage guidelines.

Former Student Transcripts

- Copies of former student transcripts from 1969 through 1992 are stored in the basement, with CD copies in the Boyle and Library vaults. Records from 1992 and forward are stored electronically via Banner.

College catalogs, fourth week enrollment reports, commencement programs and related documents

- Hard copies are kept in the Boyle Education Center vault (south basement). Records from 2019-20 and forward are achieved electronically on the COCC web and saved on the N:\Dept\Adm_Records\COCC Historical Catalogs folder.

Financial Aid Records

- All financial aid information needed to continue disbursing aid to new or current students is stored electronically via Banner.

Continuing Education Units, Community Education, CBIPD and Adult Basic Education

- All CE, ABE, CBIPD and CEU information is stored electronically via Banner and Enrole. ABE information is also available via the TOPS system.

Business Development Center

- All BDC client information is stored electronically with other statewide BDC's and housed on an off-site server.

HUMAN RESOURCES

Coordinating Team

Chief Information and Human Resources Officer
 HR/Payroll Managers as applicable
 Director of Contracts and Risk Management
 Other Department personnel or bargaining unit heads as applicable

Human Resources responses to a disaster or some other limitation on the College's ability to remain operational will greatly depend upon the duration and extent of the interruption of service, as well as decisions made by the SLT. However, general guidelines and considerations are listed below.

Key Considerations

As directed by the SLT and Incident Response Teams, employees will report for their normal assigned duties; changes in duty assignment will be made on an as needed basis. That said, the following questions are critical in the event of an interruption of service or disaster that may impede an employee's ability to work:

- Which departments are affected and for how long?
- Who can still report to work?
- Who can work from home?
- Who can/should be reassigned?
- Who can/should still be paid?
- Who can/should still receive benefits?
- Who can/should use vacation and sick leave?

- What does CBA language indicated, if anything, for the situation at hand?

Employee Records

All current employee files are stored in the fire-proof file cabinets in the Human Resources workroom of Newberry Hall. Former employees from the prior two years are stored in the same filing cabinets in HR; former employee files (older than two years) are archived in north basement of the Boyle Education Center. The keys to access the cabinets are stored in the main HR office.

Medical leave and medical files are stored electronically and copies are securely stored in HR.

Employee Assistance Program (Reliant Behavior Health through OEBB)

In the event of a disaster, it is important to note that COCC's Employee Assistance Program can provide disaster response services in terms of on-site counseling and related services. Regular services for individuals and their families are also available. To contact our EAP, Reliant Behavior Health call 866-750-1327.

Workers' Compensation

Current and past workers' compensation claim master files are on file with our local SAIF agency, with COCC copies stored in the office of the Director of Contracts and Risk Management, in Newberry. All claims are handled by the Director of Contracts and Risk Management. If that office is not available, contact the local SAIF Office at 541-382-0322 or the State office at 800-285-8525. Assistance to filing a claim can also be accessed via their web site at www.saif.com or on COCC's job injury webpage. Once a claim is initiated, all questions should be directed to SAIF.

Medical, Dental, Life, Disability Insurance and Flexible Spending Account (FSA) Insurance

The College purchases its medical, dental, vision, life and disability insurance through the Oregon Education Benefits Board (OEBB) which should be able to assist in coordinating communication with providers. OEBB contact information is: OEBB.benefits@state.or.us, Phone: 888-469-6322, Fax: 503-378-5832.

The Flexible Savings Account (FSA) contract is with PacificSource (separate from OEBB). Phone 541-485-7488; Fax 541-485-8759.

It is critical that regular monthly premium payments for all COCC insurance options continue per schedule. Any interruption of those payments may cause an interruption or discontinuation of insurance coverage. In the event that a payment may not be processed on time, the appropriate COCC representative should contact OEBB for assistance.

Recruitment Files

It is important to identify what recruitments are currently in process and if any of those are critical to on-going institutional continuity. With that, all other recruitments should be put on hold and information communicated to applicants.

COCC's recruitment software, PeopleAdmin, is a hosted solution and as such, can be accessed from any internet site should on-campus internet access not be available. In the event that HR staff are not available, the COCC PeopleAdmin contact is Client Services for SelectSuite, 866-389-1245.

Collective Bargaining Agreements

Electronic copies of the three collective bargaining agreements with the College are available through COCC's website, should on-campus access not be available. Physical copies of the most recent CBA's are located in HR's copy room.

FISCAL ISSUES (payroll, purchasing, contracts)

Coordinating Team

Vice President and of Finance and Operations
Chief Information and Human Resources Officers
Director of Fiscal Services
Payroll Manager
Director of Contracts and Risk Management
IT Representative – based on situation, if Banner is involved

The ability to issue checks (accounts payable and payroll) is dependent upon Banner functioning. Without Banner, alternative procedures have been developed and are detailed in the critical issues areas below.

Issuing Checks

Assuming Banner is available:

- In the event that Metolius is inaccessible and checks must be printed, a MICR cartridge should be ordered; the cartridge can usually be delivered within 24 hours (contact Cartridge World and order the Troy 4300 Series, model # 028119-001). If a MICR cartridge is not available and checks must be signed by hand, authorized signors are the President, Vice President of Finance and Operations and Vice President of Student Affairs
- If for any reason, Banner-issued checks are not accessible, additional checks can be ordered by contacting US Bank at 1-877-295-2509. President, Vice President of Finance and Operations, Vice President of Student Affairs and the Director of Fiscal Services are able to order the checks.
- In the event that technology systems or internet are not functioning during a payroll processing period, the college will

In the event that Banner is not available, a supply of blank payroll and accounts payable checks are stored in the Human Resources vault and a copy of all Fiscal Services forms (purchase orders, independent contractor forms, check requests, etc.) are stored at the Redmond Campus, administrative office fire safe.

Note that if anything happened to the local U. S. Bank branch, U.S. Bank itself has a disaster recovery plan that will enable business to proceed as normal and not affect our ability to operate.

Purchase Orders

Most departments have someone authorized to write purchase orders for amounts under \$2,500; however, several employees in Fiscal Services are authorized to issue PO's for amounts exceeding this threshold and can do so for any department if needed.

If Banner is not available, blank purchase order forms are available through any Fiscal Services staff via the fireproof safe and/or the Redmond Campus.

Processing Payroll

Individuals who will continue to work and be paid during a larger-scale interruption of service or disaster will be determined by the SLT. However, it is important to note that some individuals may have already performed services or work that requires compensation and as such, payroll for those individuals needs to take place.

For those requiring payment, it is critical to connect with the Payroll Manager (primary payroll person) or the Payroll Administrator (back-up). In the event that neither of these two individuals is available, documentation regarding payroll procedures is available through any Fiscal Services staff and is saved on the Fiscal Services "N" drive, "Documentation" folder.

During the end of each pay period (end of the month for salaried employees and part-time faculty; mid-month for classified employees, part-time, temporary, hourly/irregular wage, work-study employees), a copy of a payroll report is stored in the Human Resources. In the event Banner is not available, these reports could serve as an indicator of who may be eligible for paychecks and at what amounts. Prior to issuing payroll, however, vice presidents, deans or directors of various departments should review the reports and authorize payment only to eligible employees, as defined by the SLT, as well as include any new hires not listed.

Accounts Payable

The ability to issue accounts payable checks is dependent upon Banner being functional. Assuming Banner is working, it is critical that all insurance premiums be paid on schedule:

Brown & Brown: paid annually
SAIF Corporation: paid annually
NIRSA: paid annually

Most other accounts payable can resume once regular service levels are in place. However, directors/coordinators of campus departments should identify other critical pending payments, communicating that information to fiscal services. If needed, directors/coordinators may need to notify vendors of a delayed payment.

Purchases and Contracts During an Emergency

In the event of an emergency, the President (or Acting President, or designee) can declare an emergency and with that, regular procurement laws are temporarily suspended and emergency purchasing/contract procedures come into play. An emergency is defined as circumstances that could not have been reasonably foreseen which create a substantial risk of loss, damage interruption of service or threat to public health, welfare or safety, and require prompt execution of a contract to remedy the condition.

The College may enter into a contract with an outside organization if an emergency exists, regardless of the dollar value of the contract. All contracts must be approved by the President (or designee) or the Director of Contracts and Risk Management. If an emergency contract is required, the College shall:

- a) Include a written declaration of the emergency, including why prompt issuance of the contract was required, including the anticipated harm if a contract was not established;
- b) Encourage competition to the extent reasonable under the circumstances; and
- c) Record the measures taken in regards to competitive bidding/estimates, the amounts of the bids, quotes or proposals obtained and the reason for selecting the contractor.

If the contract exceeds the threshold (\$150,000) for formal public bidding, the Board shall be notified at its next available public meeting and provided an opportunity to discuss the emergency, the award and ratification thereof.

Accounting for Disaster Recovery Costs

Special tracking codes will be set-up to document the time of personnel who worked on the recovery effort for insurance and/or federal financial assistance (see human resources); employees required to document their time will be determined by the SLT based on the nature of duties performed.

Special tracking codes will be utilized for emergency purchases and contracts related to the recovery effort for insurance and/or federal financial assistance.

INSURANCE CONSIDERATIONS

Coordinating Team

- Vice President for Finance & Operations (VPFO)
- Director of Contracts and Risk Management
- Director of Campus Services
- Director of Campus Safety & Emergency Management

In the event of an emergency or interruption of service when damage to college property happens or if a person is injured (student or employee), the appropriate department head should contact the Risk Management Office as soon as possible. The report should include information on who, what, when of the incident and as much detail as possible.

Insurance Contracts

Copies of college contracts and insurance policies are kept in the Director of Contracts and Risk Management office in Newberry.

Insurance Premium Payments

It is critical that annual insurance premiums are paid according to schedule (generally in June). Members of this team can address any issues related to premium payments or insurance renewal.

Risk Management Web

COCC maintains a “risk management” website that include an incident report form, information on our insurance policies, definition of terms and related information.

PUBLIC HEALTH ISSUES

Coordinating Team

Appointed by the President or their designee (Team Co-Coordinator)
Director of Campus Safety & Emergency Management (Team Co-Coordinator)
Instructional Dean
Dean of Extended Learning
Director of Student and Campus Life
Chief Information and Human Resources Officer
Director of Contacts and Risk Management

In the event of a public health emergency, the above team will be assembled to review the severity of the situation, its impact on Central Oregon and its potential impact on COCC. Recommendations from this team will be made to the SLT as appropriate; however, if the situation is severe enough, this team is also empowered to make decisions as needed to respond to the circumstances at hand.

The Director of Campus Safety & Emergency Management will serve as the lead to the Central Oregon Flu/Pandemic Team, with the Director of Marketing & Public Relations as back up.

Key considerations:

Tracking Incidents: In the event of an on-campus occurrence of a public health issue (such as the flu), or if a student/staff/community member has been on campus and reports having apparent symptoms, the person is urged to contact Deschutes County Health to report the situation. In turn, they will contact COCC if the situation warrants. Additionally, individuals experiencing such symptoms are encouraged to report the situation to the College; if a wide spread outbreak occurs, a more accessible system which can manage a large volume of reports may need to be implemented.

Threat reduction and mitigation: The Office of Campus Safety & Emergency Management, in coordination with emergency service providers and department of health will identify threat reduction or mitigation measures that may include; sterilizing procedures, biohazard disposal, waste disposal, area closures, decontamination, etc.

Wickiup Hall Students: If an event occurs during the traditional academic year, what needs to be done for residence hall students? Relocate to off-campus sites? Relocate only those affected by the outbreak/issue or all students exposed? Quarantine students? Social distancing? Other considerations?

Coordination with Partners: Communication with campus partners is critical. While the list may vary depending on which projects are happening at what times, potential partners include:

- Sodexo
- Third party renters on a campus
- Any contractors working on campus

Communication On-Campus: All internal and external communication will be coordinated by the Director of Marketing & Public Relations or his designee/back up. On-campus considerations include:

- What should be communicated to staff?
- What should be communicated to students?
- Should the Emergency Notification System be employed?
- How will official information from the CDC, OHA or the Central Oregon Flu/Pandemic Team be communicated (e.g., symptoms, precautionary measures, etc.)?
- What flexibility can instructors have in terms of students who report flu-like symptoms in terms of assignments, class projects and related course requirements?

Campus Closure: While there are significant considerations if the campus closes for a short or extended period of time, the following will provide a starting point for discussion:

- Does the campus need to be closed or a specific area quarantined?
- What are the impacts on classes (refer to “Instruction” section for guidance)?
- What staff will be required to work (e.g., security)?
- What are the human resources/contractual implications of a closure?
- Are contractors allowed to be on campus?

COLLEGE PARTNERSHIPS

The College partners with a variety of other entities to help with different situations. Copies of any plans or agreements will be included in the appendix as they are formalized.

Other Colleges: COCC has partnered with Linn Benton and Umpqua Community Colleges on joint planning to assist each other in the case of localized disasters.

Emergency Responders: If a situation warrants involving emergency responders (police, fire or others), it is important to note that once on scene, the emergency responders will be in control of the emergency incident. The College will remain responsible and in charge of decision effecting the College campuses. Appropriate personnel will do their best to communicate with the campus as soon as information is available and appropriate to release.

Crisis Response: COCC contracts with St. Charles Medical Center to provide crisis response and support to individuals or groups. If such services are needed, CAP Center Director will serve as the lead person coordinating such services; Dean of Student and Enrollment Services will serve as back up

Public Health Issues/Outbreaks: The College is represented on a local coalition of education and health officials regarding Public Health Issues.

Our role as community partner

Whenever possible, COCC will cooperate with other community organizations (City of Bend, county school districts, American Red Cross, etc.) to assist in emergencies.

APPENDICES

Appendix A: Building Managers and Communication Contacts

In the event of an emergency or interruption of service, individuals have been identified as the primary and secondary building contacts. We will attempt to contact the “Building Manager” or their alternate first, as these individuals can assist with decisions based on the situation and its possible affect on the building in question. Should that person not be available, we have also identified a “Building Communications” person, as those listed in this column tend to be readily available on a more frequent basis. The building communications person is responsible for communicating situation information to others in the building and will be provided all necessary information to do so.

Building	Manager	Communications
Barber Library - Lower	Kellie Smith & Jamie Rougoux	Tina Hovekamp
Barber Library - Upper	Tina Hovekamp	Emily Moxley
Boyle - Lower	Tyler Hays	Stella Mackey
Boyle - Upper	Brynn Pierce	Jennifer Peters
Campus Center	Alicia Moore	Christy Chaung
Campus Services/Shop	Josh Clawson	Kat Gardner
Cascades Hall	Diane Pritchard or Ron Boldenow	Andreea Matrisciano or Laura Cain
Chandler	Stephanie Goetsch	Marcy Masood
Deschutes	Julie Borshell or Andria Woodell	Julie Borshell or Andria Woodell
Grandview - Upper	Jacquelyn Coe	Wendy Duarte
Grandview - Lower	Vaugh Briggs	Matthew Burton
Health Careers	Shannon Waller	Raquel Meyers or Daura Bowman
Jefferson	LilliAnne Linford-Foreman	Jessica Giglio
Culinary	Annemarie Hamlin	Annemarie Hamlin
Juniper Hall	Josh Clawson	Katt Gardner
Residence Hall	Tyler Hayes	Dustin Hunt
Madras	Jeremy Green	Anna Mewes
Mazama/Physiology	Josh Motenko/ JT Strang	Anne Givens
Metolious - Upper	Michael Fisher	Krista Leaders
Metolious - Lower	Cathleen Knutson	Matt Clingan
Modoc	Julie Borshell	Julie Borshell
Newberry - North	Laura Boehme	Seana Barry
Newberry - South	Frank Payne	Laura Boehme

Ochoco/Annex	Stephanie André	Karen Kruger
Pence/Pickney	LilliAnne Linford-Foreman	Jessica Giglio
Pioneer - Upper	James Cagney	Cresta Morris
Pioneer - Lower	Laura Boehme	Darren McCrea
Ponderosa	Paula Simone	Laura Cain
Ponderosa Annex	Mike Beaulieu	Katt Gardner
Prineville	Suzie Kristensen	Tracey Crockett
Redmond RTEC	Amy Ward	Sayward Barrett / Jen Chance
Redmond BLDG 1,2,3	Amy Ward	Sayward Barrett
Science	Sarah Fuller	Trina McLaughlin

Appendix B: Future Considerations

Human Safety, Buildings and Campus Infrastructure

- Completing a loop system for all campus utilities (allows for continuation of electrical, water and gas should a transformer or other key piece of equipment needs maintenance);
- Additional emergency/temporary campus access points;
- Assess need for upgrading transformers and possible portable generators for specific campus buildings;
- As part of the institutional budget, earmark a specific each year towards these upgrades.

Technology

- Evaluate data archival and storage services to help maintain critical information in a secure remote location.
- Create server configuration backups and documentation and store in multiple locations
- Develop a regular review of the various technology systems defined in this document to ensure that appropriate changes are reflected in this plan.
- Evaluate critical systems (those that must be restored within 48 hours) to determine if a redundant system is a reasonable resource to aid in the event of an emergency.
- Continue to develop emergency technology redundancy and disaster recovery plans for network, file storage, ADFS, and website.
- Increase the technology infrastructure on the Redmond Campus so that Redmond can more effectively serve as an independent emergency site to restore technology services.

Fiscal Considerations

- Purchasing and storing an extra MICR cartridge to make it easier on banks to process our checks.
- Identify board member or other senior staff eligible to sign checks.