

Crisis: Catastrophic Events Affecting Delivery of Online Courses

1. The Executive Vice President for Online and Distance Education or the Provost working with the Vice President for Operations & Technology will determine the cause of the catastrophic event and estimate the time for resolution of the problems affecting online delivery of courses.
2. A message to students about the outage will be posted on the Bluefield University website and Facebook page, and it will be emailed to students at their university e-mail address. A RAM alert (text message) will be sent to all students.
3. If the outage cannot be properly addressed within one week, the President will determine whether to convene the Crisis Management Team.
4. If the outage cannot be repaired within two weeks, alternative methods of course delivery will be evaluated and an alternate delivery method selected. Options for alternate delivery include offering courses through video conferencing (Microsoft Teams, Zoom, etc.) or enrolling students in transferrable courses through BU's membership in consortia relationships with Acadeum, Yes We Must Coalition, and Appalachian College Consortium.
5. If the Crisis Management Team determines that courses for the current term cannot be delivered via an alternate delivery method, then classes will be cancelled and student tuition will be refunded. A university counselor will work with students to update their degree completion plan.
6. If it is determined that a program can no longer be offered online due to a catastrophic event, no additional students will be admitted to the program and a teach out plan will be developed by the Department Chair and Dean with support from the Provost and the Executive Vice President for Online and Distance Education.
7. The Provost will submit a copy of the teach out plan to the Southern Association of Colleges and Schools Commission on Colleges and Schools for approval.
8. Student records are maintained in Jenzabar and Canvas. Both systems are cloud based. Records are maintained within redundant systems with uninterruptible power supplies and power distribution to ensure student records are not lost. Grades are recorded in both systems to provide additional redundancy of student records.

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