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, pandemic, 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. IVCC may also have the opportunity to deliver remote instruction and services, if necessary, when in-person delivery is not possible. 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 the college's learning management system, 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.

46 The intent of the CAOP is to cover continuity of instruction or specifically how classes can remain in
47 session when an emergency has occurred. The CAOP defers to collegewide protocol for campus
48 operations. For example, when protocols were implemented for the 2020-2022 pandemic, campus
49 operations defined, described, and directed protocols for classroom occupancy, social distancing,
50 temperature checks, and personal protective equipment (masks). These concerns are addressed by
51 college-level plans and protocol, not the continuity of academic operations plan.
52
53 **College-Wide Communication**
54 In the event of an emergency, IVCC may broadcast messages on the IVCC website, district radio stations,
55 IVCC social media, and the college's automated phone message, heard by dialing (815) 224-2720. On
56 campus, IVCC uses internet protocol (IP) for phone service; however, the phone service is still functional
57 even if internet service is down. If IVCC's IP phone service is down, a landline phone is available at the
58 information desk of the Oglesby Campus. If the fiber or hard lines for phone service to IVCC are down,
59 phone service would function internally but calls would not come in or go out via IVCC phones. College-
60 wide communication may also be sent through IVCC Alerts, IVCC student and employee email, and the
61 LMS.
62 Requirements: Internet service for website, email, the learning management system, and social media
63 messages; outgoing phone service (cellular, IP, or landline) for phone calls
64
65 **IVCC Alerts**
66 IVCC Alerts can be used to send college-wide emergency alert SMS text messages and may be used to
67 send email messages to currently-enrolled students and college employees. Students and employees
68 who have cell phone numbers stored in the SIS may be sent SMS text messages. IVCC Alerts may also be
69 used to send students and employees email messages.
70 Requirement: Internet or phone service to send or receive messages
71
72 **IVCC Email**
73 In the event of an emergency or disaster, a college-wide alert may be sent to IVCC students employee
74 email addresses.
75 Requirement: Internet service, functional internal data center
76
77 **The College's Learning Management System**
78 Emergency alerts may be posted in the College's Learning Management System (LMS) through system
79 wide and course announcements or sent through email messaging. IVCC's learning management system
80 is not hosted on campus and is hosted remotely by the vendor; therefore, an emergency or disaster on
81 campus should not affect the function of the learning management system. The learning management
82 system vendor maintains terms, specifications, and service levels, including details about managed
83 hosting backup services.
84 Requirement: Internet service
85
86 **The College's Student Information System**
87 The College's Student Information System (SIS) provides access to student information (name, ID,
88 phone, address), and class information (rosters) that may be needed in an emergency situation. The SIS
89 can function internally, on campus, without internet service. The SIS can run on generator power to the
90 data center if the main power supply to campus fails.
91 Requirement: Internal computer network
92

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

95

96 Class Syllabus

97 Every IVCC class syllabus could include, as is or as modified, a Continuity of Academic Operations (CAOP)
98 statement, such as: "If IVCC experiences an emergency or disaster and classes have the potential to be
99 or are disrupted, IVCC will broadcast messages on the IVCC website, district radio stations, IVCC social
100 media, and the college's automated phone message, heard by dialing (815) 224-2720. Notification of an
101 emergency may be followed by class-specific communication to students from instructors."

102

103 Email and Phone

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

109

110 The Learning Management System (LMS)

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

121

122 Library and Learning Resources

123 Student Help Desk services, library services, support for the SIS, email, and the LMS, and tutoring can be
124 delivered if internet is available. Learning Resources personnel can deliver remote services from on and
125 off campus. Appointments for services can be made through the online scheduling system. Help desk,
126 library, and tutoring personnel maintain service information and online service protocols on their
127 department websites.

128

129 Library operations at IVCC are maintained in one location on the Oglesby Campus. Availability of physical
130 library resources will be determined by access to Jacobs Library or other I-Share libraries. IVCC ID cards
131 are valid at I-Share locations. Online library services are delivered through external hosts.

132
133

134 Continuity of Instruction and Student Learning

135 During emergency operations under the CAOP, faculty, staff, and students will refer to college-wide
136 emergency communication channels for instructions. Instructions will specify the nature of the
137 emergency and what students and instructors should do as next steps while attempting continuity of

138   instruction and student learning under the CAOP. When activated, the CAOP has the potential to affect
139   or change course syllabi, assignments, assessment, evaluation, and grades.
140
141   IVCC must abide by the [Administrative Rules of the Illinois Community College Board](#) (ICCB), which
142   specify requirements of instructional time (contact hours). If an emergency or disaster occurs, IVCC may
143   have to adjust the academic calendar based on accreditation and federal financial aid requirements.
144   When instructional time is affected by emergency, IVCC administrators will use the ICCB rules to
145   determine the viability of the term. ICCB rules allow for a request to ICCB to shorten a term in the event
146   of a major emergency. ICCB may also provide updated protocol in emergency situations.
147
148   As part of the emergency response, IVCC administrators may assess the need to physically relocate
149   classes or deliver all classes remotely. If academic continuity is sustained through relocating classes or
150   moving all classes online, information about locations, schedules, and other logistics will be provided
151   through college-wide communication channels.
152
153   Operating under the CAOP when not relocating classes is primarily dependent on the availability of the
154   internet on or off campus and access to student email, faculty email, and the LMS. When the CAOP is
155   activated, college-wide communication may be attempted via phone, email, and the LMS.
156
157   The CAOP suggests instructor communication will also be attempted if there is a disruption lasting 1-5
158   days. The plan suggests an instructor attempt to deliver content or replace coursework done in-person
159   when classes are disrupted for more than 5 but fewer than 10 days. This effort might be done through
160   the internet (email, the LMS, faculty web pages, or an alternate course management system) or phone
161   calls or messages. Should a disruption last 10 or more days, IVCC administration will determine the
162   viability of the semester and classes delivered in any mode.
163
164   **When Internet IS Available to Instructors On or Off Campus**
165   During disruptions lasting 1-10 days, online and blended classes are expected to operate online as
166   planned or modified when internet is available.
167
168   For in-person classes, when classes are disrupted and internet is available, the following events may
169   occur according to the specified timelines:
170
171   1-5 Days Disruption
172   1. College-wide communication
173   2. Instructor communication to students
174
175   6-10 Days Disruption
176   1. College-wide communication
177   2. Instructor communication to students
178   3. Delivery, through email, the LMS, faculty web pages, or alternate course management
179   systems, of online content, activities, coursework, and grading to replace coursework
180   done in-person, when feasible. (In-person clinicals, labs, internships, or other hands-
181   on/practical experiences may not be suitable for online delivery, therefore may be
182   rescheduled or cancelled in the event of an emergency.)
183
184

185   More than 10 Days Disruption

186   1.   College-wide communication

187   2.   Administrative determination of viability of remainder of semester

188

189   **When Internet is <u>NOT</u> Available to Instructors On or Off Campus**

190   If cellular phone service is available, instructors and students may be able to access email and the LMS

191   via the mobile apps and cellular data. This effort is an option, not an expectation. If classes are disrupted

192   for more than 5 calendar days and internet is not available to most faculty and students, faculty and

193   students will receive college-wide communication with instructions.