

## **Kishwaukee College**

### **Continuity of Operations Plan (COOP)**

#### **A. Purpose**

The Kishwaukee Continuity of Operations Plan (COOP) is subordinate to the Emergency Operations Plan (EOP). The KISHWAUKEE COLLEGE Emergency Operations Plan outlines the actions to be taken by designated KISHWAUKEE COLLEGE officials, in conjunction with local, state, and federal governmental officials, to proactively address safety and security issues that may affect KISHWAUKEE COLLEGE.

The COOP outlines procedures that may be utilized in an event where an emergency situation has disrupted normal college academic-operations. The COOP will be activated when an emergency or disaster (extensive inclement weather, tornado, earthquake, hazardous materials incident, violence, fire, widespread illness, 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 COOP is administered by the Office of the President in consultation with the Senior Leadership Team and Director of Campus Safety and Security. The activation also involves notifying appropriate KISHWAUKEE COLLEGE administrative personnel and the chairperson of the Board of Trustees. The President or the President's designee will activate the COOP through emergency alerts and messages to faculty, staff, and students.

#### **B. College-Wide Communication**

In the event of an emergency, KISHWAUKEE COLLEGE will broadcast messages on the KISHWAUKEE COLLEGE website and RAVE notification system. When the COOP is activated, it will be shared in a college-wide communication, providing the level of severity and an anticipated timeline for changes as a result of the plan.

#### **KISHWAUKEE COLLEGE Alerts**

KISHWAUKEE COLLEGE RAVE Alerts are used to send college-wide emergency text messages and email messages to currently-enrolled students and college employees. Students and employees who have cell phone numbers stored in Self-Service will be sent SMS text messages, unless opted out.

#### **Self-Service/Colleague**

Self-Service/Colleague provides access to student information, and class information (rosters) that may be needed in an emergency situation. Self-Service/Colleague can function internally, on campus, without internet service. Self-Service/Colleague can run on generator power to the data center if the main power supply to campus fails.

#### **C. Continuity of Instruction and Student Learning**

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

student learning under the COOP. When activated, the COOP has the potential to affect or change course syllabi, assignments, assessment, evaluation, and grades.

KISHWAUKEE COLLEGE must abide by the Administrative Rules of the Illinois Community College Board (ICCB), which specify requirements of instructional time. If an emergency or disaster occurs, KISHWAUKEE COLLEGE may have to adjust the academic calendar based on accreditation and federal financial aid requirements. When instructional time is affected by emergency, KISHWAUKEE COLLEGE administrators will use the ICCB rules to determine the viability of the term. ICCB rules allow for a request to ICCB to shorten a term in the event of a major emergency.

As part of the emergency response, KISHWAUKEE COLLEGE administrators may assess the need to physically relocate classes. If academic continuity is sustained through relocating classes, information about locations, schedules, and other logistics will be provided through college-wide communication channels. If classes cannot be relocated, continuity of instruction and student learning may be maintained by the use of phone, the internet, email, and Brightspace, if available.

Operating under the COOP when not relocating classes is primarily dependent on the availability of the internet on or off campus and access to student email, faculty email, and Brightspace.

### **Class Syllabus**

Every KISHWAUKEE COLLEGE class syllabus could include, as is or as modified, a Continuity of Operations (COOP) statement, such as: If KISHWAUKEE COLLEGE experiences an emergency or disaster and classes have the potential to be or are disrupted, KISHWAUKEE COLLEGE will broadcast messages through website and RAVE Alert System. Notification of an emergency may be followed by class-specific communication to students from instructors.

### **Email and Phone**

Faculty and students have KISHWAUKEE COLLEGE-issued email accounts. Self-Service provides a function to email all students on a roster. Messages are sent to students' KISHWAUKEE COLLEGE email addresses.

### **Brightspace**

A Brightspace site is automatically created for every class in the KISHWAUKEE COLLEGE class schedule each term. Upon activation of the Brightspace shell by the instructor, students will be automatically enrolled in Brightspace sites based on the class roster, and students who drop or are withdrawn from the class are made unavailable. Faculty already using Brightspace may use their existing course sites to maintain academic continuity in the event of an emergency. Faculty who may wish to use Brightspace only when the COOP is activated may seek help from KISHWAUKEE COLLEGE IT Help Desk to ensure they can access Brightspace and use Brightspace communication and content tools, if desired, in the event of an emergency.

### **Academic Support Services**

Student Help Desk services, support for Self-Service, email, and Brightspace, can be delivered if internet is available.

Physical library resources may be available at other I-Share libraries. KISHWAUKEE COLLEGE ID cards are valid at I-Share locations. Online Tutoring and Library services are available with internet access.

### **Classroom Communications**

The COOP suggests instructor communication be attempted if there is a disruption lasting 1-10 college days. The plan suggests an instructor attempt to deliver content or replace coursework done in-person when classes are disrupted. This effort might be done through email, Brightspace, or other electronic means. Should a disruption last 10 or more college days, KISHWAUKEE COLLEGE administration will determine the viability of the semester and classes delivered in any mode.

### **When Internet IS Available to Instructors On or Off Campus**

During disruptions lasting 1-10 college days, online and hybrid classes are expected to operate online as planned or modified when internet is available.

For in-person classes, when classes are disrupted and internet is available, the following events may occur according to the specified timelines:

#### **1-10 College Days Disruption**

1. College-wide communication
2. Instructor communication to students
3. Delivery, through email, Brightspace, or other electronic means of online content, activities, coursework, and grading to replace coursework done in-person, when feasible. (In-person clinicals, labs, internships, or other hands-on/practical experiences may not be suitable for online delivery, and therefore may be rescheduled or cancelled in the event of an emergency. Open educational resources may be a replacement for some learning experiences.)

#### **More than 10 College Days Disruption**

1. College-wide communication
2. Administrative determination of viability of remainder of semester

### **When Internet is NOT Available to Instructors On or Off Campus**

If cellular phone service is available, instructors and students may be able to access email and Brightspace via the mobile apps and cellular data. This effort is an option, not an expectation.

### **D. Information Technology**

Communication within the IT department will happen via phone, SMS, and email. The IT Helpdesk phone will be forwarded to the Executive Director's designee. Users will be able to contact the IT department via phone (815) 825-9888, email [helpdesk@kish.edu](mailto:helpdesk@kish.edu), and the online helpdesk system <https://helpdesk.kish.edu>

### **E. Student Services**

Student Services will be available electronically by contacting [onestop@kish.edu](mailto:onestop@kish.edu). More information can be found at <https://www.kish.edu/services-misc/registrationrecords>

The One-Stop provides the following services:

- Obtain a transcript
- Register for classes
- Drop a course
- Withdraw from a course
- Schedule Counseling/Advising Appointments
- Update your record
- Check your graduation status

- Transfer Credits
- Verify your enrollment
- Schedule placement testing
- Answers to general questions
- Guidance navigating Self Service options on myKC
- Submit transcripts
- Financial Aid assistance

### **Addressing Student Concerns and Reporting Symptoms**

Concerns from students about attending classes should be addressed with their individual faculty members. Faculty are encouraged to be flexible and make reasonable accommodations for students with concerns about attending classes, or who express a desire to self-quarantine as a precautionary measure.

Students who indicate that they have been diagnosed with coronavirus or have come in direct contact with someone who has been diagnosed, should not come to campus and should be advised to immediately contact Human Resources at 815-825-9370 or [kishhr@kish.edu](mailto:kishhr@kish.edu).

Students who experience any illness not believed to be related to coronavirus should be advised to stay home until they are recovered.

### **Addressing Employee Concerns and Reporting Symptoms**

Healthy employees should continue to report to work as scheduled. Employees with concerns about being on campus should first contact their direct supervisor and subsequently consult Human Resources.

If an employee is diagnosed with coronavirus or comes in direct contact with someone who has been diagnosed, they should not come to campus and should immediately contact Human Resources at 815-825-9370 or by email at [kishhr@kish.edu](mailto:kishhr@kish.edu).

Employees who experience any illness not believed to be related to coronavirus should stay home until they are recovered.

Employees of Kishwaukee College may access the Employee Assistance Program (EAP), which provides professional and confidential services to help employees and family members address a variety of personal, family, life and work-related issues. Employees can access more information regarding the EAP by contacting Human Resources at [kishhr@kish.edu](mailto:kishhr@kish.edu) or referencing the HR portal page (myKC). If you know someone in your class or on campus exhibiting symptoms or you yourself are showing symptoms, please share this information with Human Resources.

### **F. Human Resources**

Human Resources (HR) will be available electronically by contacting [kishhr@kish.edu](mailto:kishhr@kish.edu). Human Resources will ensure the continuation of critical functions, including payroll; HR System maintenance; benefits continuation; employee/management consultations (events and contracts with various organizations); recruitment and selection for essential positions; policy interpretation and communication to employees of available HR related internal and external resources.

Payroll will be processed remotely when campus facilities are not available for use. If permitted, paper checks will be printed. Student workers will be paid at their average hours worked during the previous two pay periods.

Employees who are designated as providing essential services (supervisor determined) will maintain scheduled work hours during emergencies or other interruptions in normal operations, hours specified by their supervisors. Employees who provide essential services should be prepared to report to work during an emergency or if applicable provide essential services from home or a remote location as appropriate. Employees may be reassigned to support essential services as needs arise either within or outside their particular department or unit as an incident evolves to the extent they are qualified, available and can safely perform the service activity, when employees are reassigned, all appropriate training and safety regulations will apply.

Human Resources will coordinate with IT to attempt to provide employees who do not have internet service or laptops the necessary equipment or services if required for work, as resources allow.

Human Resources will provide employees with information and referral services to the Employee Assistance Plan (EAP). The EAP will continue to be available to all employees.

Staff and student worker's with questions relating to HR benefits, payroll, insurance and other HR functions will be able to contact Human Resources at [kishhr@kish.edu](mailto:kishhr@kish.edu).

#### **G. Mail Service**

Incoming mail will be held at the post office and the College will make arrangements for pickup upon reopening. The College will work with delivery providers to hold packages as able.

#### **H. Campus Operations**

Campus Operations will provide maintenance and protection for building systems, building contents and building exteriors.

Campus Operations may shutdown the use of the campus facility to the public and all non-essential staff and seal off and/or eliminate unnecessary access to areas of the College, under activation of the (COOP). After the campus re-opens, Campus Operations will provide cleaning and sanitizing procedures as prescribed.