Education Continuity Planning

Ensuring Teaching and Learning When the Unexpected Happens

Tom Clarke, VP, NAHE
Blackboard Global Services

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What is Education Continuity Planning?

**Broad scope**
- All Enterprise systems
- Administrative processes
- Continuity of operations, resources, physical assets, intellectual property
- Contingency planning, response / crisis management and recovery
- Stakeholder outreach / supply chain management
- Preparedness testing (mock event)

**Focus on Teaching and Learning**
- Academic processes and systems
- Review, development and implementation of Academic plans, policies and procedures
- Baseline technology training and usage guidelines for faculty
- Infrastructure redundancy and failover considerations
Meeting the Challenge

“College-aged students are particularly vulnerable to this virus, and they are not necessarily seeing a doctor on a regular basis”

Kathleen Sebelius, U.S. Secretary of Health and Human Services
The H1N1 Outbreak is a Call to Action

• It underscores the need for every College and University to be prepared to carry on in the face of disruptions, regardless of their cause

• What’s at risk?
  – Damage to your institution’s reputation – how will your response to the challenge be assessed by students, faculty and staff, parents, alumni, the media, local community?
  – Severe financial consequences – what will the impact be on enrollment, retention, and development?
  – Interruption of key services – how will students, faculty, and staff be provided the support they need?
  – Failure to deliver the institution’s core mission – how might a disruption compromise your ability to do so?
CDC Guidelines

COLLEGES AND UNIVERSITIES PANDEMIC INFLUENZA PLANNING CHECKLIST

In the event of an influenza pandemic, colleges and universities will play an integral role in protecting the health and safety of students, employees, and their families. The Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist as a framework to assist colleges and universities to develop and/or improve plans to prepare for and respond to an influenza pandemic. Further information on pandemic influenza can be found at www.pandemicflu.gov.

Incorporate into the pandemic plan scenarios that address college/university functioning based upon having various levels of illness in students and employees and different types of community containment interventions. Plan for different outbreak scenarios including variations in severity of illness, mode of transmission, and rates of infection in the community. Issues to consider include:

- Cancellation of classes, sporting events and/or other public events;
- Closure of campus, student housing, and/or public transportation;
- Assessment of the suitability of student housing for quarantine of exposed and/or infected students.
As a Blackboard client, you have already taken the first step in protecting your institution. But technology is only a piece of the overall plan.

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<th>In Progress</th>
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Develop and disseminate alternative procedures to assure continuity of instruction (e.g., web-based distance instruction, telephone trees, mailed lessons and assignments, instruction via local radio or television stations) in the event of college/university closures.

Develop a continuity of operations plan for maintaining the essential operations of the college/university, including payroll; ongoing communication with employees, students and families; security; maintenance, as well as housekeeping and food service for student housing.
How Do You Build Capability?

• Establish accountability for preparedness
• Complete an Education Impact Assessment
  • Continuity of courses
  • Financial implications
• Assess readiness to implement communications, response, recovery solutions
• Technology and written plans are essential – as enablers of University preparedness
How the Blackboard Team Can Help

- Translate the CDC Guidelines into a practical plan
- Complete an Education Continuity Analysis against effective practices model
- Develop a comprehensive plan
- Implement Oversight, Policies & Procedures
- Develop a Roadmap to Institutional Resiliency
- Implement Response & Recovery Processes
- Training, Testing, and Metrics
Components of Education Continuity Planning

<table>
<thead>
<tr>
<th>Institutional Strategy</th>
<th>Infrastructure</th>
<th>Delivery of Instruction</th>
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<tbody>
<tr>
<td>• Education Continuity Policy</td>
<td>• Learning Management infrastructure</td>
<td>• Availability of instructional content</td>
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<td>• Response Plan and procedures</td>
<td>• Operational stability across key functions</td>
<td>• Digital resources</td>
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<td>• Recovery Plan and procedures</td>
<td>• Scalability to accommodate increased load</td>
<td>• Redundant teaching capacity</td>
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<td>• Cut-over and continuity plan and procedures</td>
<td>• Continuity tools and technology</td>
<td>• Alternative delivery mechanisms</td>
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<td>• Crisis Management Team with linkage to key constituents</td>
<td>• Data integrity and security</td>
<td>• Testing</td>
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<td>• Status Report Procedures</td>
<td>• Alternative plans in technology failure conditions</td>
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<tr>
<th>Staff Preparedness</th>
<th>Communication</th>
<th>Transactional Capacity</th>
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<td>• Faculty development for continuity conditions</td>
<td>• Stakeholder communication plan</td>
<td>• Campus access plan</td>
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<tr>
<td>• Student and other user skill assessment and training</td>
<td>• Incident command coordination with local authorities</td>
<td>• Student access to supplies, food, &amp; necessities</td>
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<td>• Support staff preparedness in key functions</td>
<td>• Plan drill and test procedures</td>
<td>• Bursar, payroll, and banking access</td>
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<td>• Incident command training</td>
<td>• Enabling technologies</td>
<td>• Banking and cash distribution plan</td>
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<td>• Training Plans for all stakeholders</td>
<td>• Defined roles and responsibilities</td>
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<th>Student Support</th>
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<td>• Health Center Plan and Procedures including public health linkage</td>
<td>• Wellness resource distribution process</td>
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<td>• Access to library resources</td>
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<td>• Recruitment and admission access</td>
<td>• Tutoring</td>
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Staff Preparedness
- Faculty development for continuity conditions
- Student and other user skill assessment and training
- Support staff preparedness in key functions
- Incident command training
- Training Plans for all stakeholders

Communication
- Stakeholder communication plan
- Incident command coordination with local authorities
- Plan drill and test procedures
- Enabling technologies
- Defined roles and responsibilities

Transactional Capacity
- Campus access plan
- Student access to supplies, food, & necessities
- Bursar, payroll, and banking access
- Banking and cash distribution plan
Example: Faculty Readiness Professional Development

• Preparing academic staff to use the platform to communicate and teach during disruption, keeping students informed and engaged in learning
  – Training through facilitated, on-site workshops and customizable training materials

• Currently partnering with an area university to train and prepare faculty for offering continuous instruction online should events such as a flu pandemic create difficult situations for assembling faculty, staff, and students for classroom-based activities
  – Through the flexible onsite workshop called *Using Blackboard to Enhance Teaching and Learning*, the university has identified priority topics for online instruction and is training over 540 faculty in the month of September
Example: Technical Readiness

• For Blackboard Managed Hosting Clients:
  – Increased capacity to help you scale your Blackboard infrastructure to support more students and staff in the event of school closings or the need to broaden outreach

• For clients self-hosting Blackboard Learn:
  – Technical consulting support to assess your technical infrastructure and create a plan to help you scale your Blackboard infrastructure to support more students and staff
  – A Disaster Recovery Service to support additional influx of users if H1N1 flu situation occurred and you don’t have the right infrastructure to support this
Education Continuity – Phased Approach

I. Education Continuity / Capability Analysis

II. Education Continuity Planning

III. Governance, Implementation, Testing
A Phased Approach

**Testing & Practice**
- Training/Education
- Testing, Drills, Table Tops
- ‘Muscle Memory’
- Quality Assurance
- Lifecycle Management

**Implementation**
- Policies & Procedures
- Systems

**Education Continuity Planning**
- Governance/Policies
- Plans, Checklists, and Metrics
- Awareness/Training Programs

**Capability Analysis**
- Education Impact Analysis

**Commerce Continuity**

**Co-curricular Activities**

**Learning Continuity**
Capability Analysis Overview

1. Identification of key stakeholders with functions at risk
2. Institutional response to an electronic self assessment
3. Blackboard conducts gap analysis
4. On campus site visit:
   a. Review of gap analysis with key stakeholders
   b. Individual interviews to develop detail
   c. Summary of interview data and initial group planning for next steps
5. Offsite preparation of Capability Analysis Report
6. On campus Executive Review and delivery of Capability Analysis document
   a. Survey Result Gap Analysis
   b. Interview Summary and Detail Gap Analysis
   c. Steps for closing gaps
   d. Blackboard recommendations for next steps
Next Steps

• This presentation will be shared with all webinar attendees

• A Blackboard representative will follow up with you after this webinar

• If you require immediate assistance with your planning, please email your Blackboard account representative or continuity@blackboard.com
Education Continuity Planning

Q & A