

*The University of  
Louisiana at Monroe*

*College of Arts, Education, and Sciences*



*Emergency Operations Plan*

3/18/2020

## **Introduction**

### **Planning at The University of Louisiana at Monroe**

#### ***1. Purpose***

Each department at The University of Louisiana at Monroe has an Emergency Operations Plan to maintain or restore important business and/or academic operations. The Emergency Operations Plan defines the department's actions before, during and after a disaster event.

In addition to the Emergency Operations Plans, The University of Louisiana at Monroe has developed a Business Continuity Plan (BCP) to establish policies, procedures and organizational structure for response to emergencies. The BCP defines procedures to maintain and/or restore critical business and academic operations.

The University of Louisiana at Monroe has also developed an Emergency Response Plan to direct university personnel during actual emergency events. Other emergency response guidelines have been prepared for faculty, staff and students.

All of these specific purpose plans are intended for use in concert to greatly lessen the loss of life and the extent of injuries, limit equipment and property damage, and maintain or rapidly restore normal business and academic operations.

#### ***2. Mission***

The University of Louisiana at Monroe will respond to an emergency situation in a safe, effective and timely manner. University resources and equipment will be utilized to accomplish the following priorities:

- Priority I: Protection of Human Life
- Priority II: Support of Health & Safety Services
- Priority III: Protection of University Assets
- Priority IV: Maintenance of University Services
- Priority V: Assessment of Damages
- Priority VI: Restoration of General Campus Operations

## **School Planning**

### ***3. Requirements of All Schools***

Emergency Operations Plans prepared by all University units shall be consistent with the guidelines established in this Business Continuity Plan. Each unit shall, as appropriately directed, execute that portion of their plan required to assure optimum endurance and rapid recovery from the effects of an emergency. Deans, directors, and other responsible parties shall at a minimum, develop and maintain procedures to accomplish the following:

1. Identify the individuals and alternates to whom the specific responsibilities are assigned:
  - a. Emergency Operations Plan execution / emergency response
  - b. Emergency Operations Plan maintenance – all schools are required to provide the BCP Coordinator with an updated Emergency Operations Plan every year
2. Develop procedures for communication
  - a. Emergency contacts
  - b. Contact list for all school employees
  - c. As applicable, contact list for critical subcontractors, suppliers and service providers that may be needed after an emergency event
3. Develop procedures to protect all vital records
4. Develop procedures to perform normal duties manually / without computer support

### ***4. Specific College of Arts, Education, and Sciences***

- Develop plans to utilize appropriate technologies in a post-disaster or post-crisis environment to allow all courses to continue to function.
- Develop plans and procedures to minimize the effect of a disaster or crisis on research activities.

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## Section II: Plan Organization

5. *Head of the College of Arts, Education, and Sciences Emergency Operations Plan*

1. **Dr. John M. Pratte**  
\_\_\_\_\_

2. **Dr. Christopher Michaelides**  
\_\_\_\_\_

6. *Plan Development & Maintenance*

1. **Dr. John M. Pratte**  
\_\_\_\_\_

2. **Dr. Christopher Michaelides**  
\_\_\_\_\_

3. **School Directors**  
\_\_\_\_\_

4. **Mark Kerry**  
\_\_\_\_\_

7. *Plan Contact & Activation*

1. **Dr. John M. Pratte**  
\_\_\_\_\_

2. **Mark Kerry**  
\_\_\_\_\_

8. *Representatives on the ULM Crisis Response Team*

1. **N/A**  
\_\_\_\_\_

2. **N/A**  
\_\_\_\_\_

9. *College of Arts, Education, and Sciences Crisis Response Team*

1. **Dr. John M. Pratte**  
\_\_\_\_\_

2. **Mark Kerry**  
\_\_\_\_\_

3. **Dr. Derle Long**  
\_\_\_\_\_

4. **Dr. Anne Case Hanks**  
\_\_\_\_\_

**10. College of Arts, Education and Sciences Emergency Operations Center (EOC)**

**Location of the Primary EOC:**

**Dean's Office- Walker Hall 1-45**

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**Location of the Backup EOC:**

**CNSB- 102**

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**11. Testing / Exercise & Training**

**1. Training Needs**

**N/A**

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**2. Training Date(s)**

**N/A**

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**3. Testing / Exercise Needs**

**Test the ability of the Schools to process work remotely and/or manually**

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**Test the ability of the faculty members to teach classes remotely or with**

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**limited/no technology available**

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**12. Deadlines**

<b>ANNUAL UPDATE ACTIVITIES</b>	<b>PERSON RESPONSIBLE</b>		<b>Completion Date</b>
	<b>Primary</b>	<b>Alternate</b>	
College of Arts, Education, and Sciences Emergency Operations Plan review Meeting	John M. Pratte	Mark Kerry	3/18/2020
Test the ability of the schools to process work manually	School Directors	Dean's Office	
Test the ability of the schools to process work remotely	School Directors	Dean's Office	3/19/2020
Test the ability of the schools to teach classes remotely	John M. Pratte	Dean's Office	3/19/2020
Update website with College of Arts, Education, and Sciences Emergency Operations Plan	John M. Pratte	Andria Price	3/18/2020
Update College of Arts, Education, and Sciences Operations Plan & Submit to the BCP Coordinator	John M. Pratte	Chris Mchaelides	June 30, Each Year

### Section III: Critical Data Management

All data that is created or stored on The University of Louisiana at Monroe central computing center maintained by University Computing is automatically backed-up and secured offsite.

1. Is all data used by this department developed or maintained by University Computing?  
\_\_\_ YES X NO
2. Is all data used by this department developed or maintained by an auxiliary computing system with proper controls\*? \_\_\_ YES X NO
3. For data used by this department that is not developed or maintained by University Computing or by an auxiliary computing system with proper controls\*, the following responsibilities are assigned:

<u>Responsibility</u>	<u>Primary</u>	<u>Alternate</u>
A. Maintenance	<u>Chance Eppinette</u>	<u>N/A</u>
B. Off Site Storage*	<u>Ellucian</u>	<u>N/A</u>

\* Location of Off-Site records  
Ellucian  
4375 Fair Lakes Court  
Fairfax, Virginia 22033, USA  
Phone: +1 (800) 223-7036



## **Section IV: Manual Processing**

There may be a period of time when computer services will be unavailable after a major emergency or disaster. Every School at The University of Louisiana at Monroe must be able to perform critical department operations manually.

### ***13. Critical Department Operations***

Critical department operations that are processed by computer:

**Academic:** Teaching, advising and grading classes

**Administrative:** Budgets, course scheduling, classroom assignments, payroll, faculty leave requests, students' flags lifting, certifying graduating seniors, verifying coursework for graduating senior check out.

### ***14. Personnel***

Employees who can perform critical department operations manually:

**Academic:** Dean's Office, all School Directors, and faculty members

**Administrative:** Dean's Office all School Directors, and administrative staff members

### ***15. Forms & Instructions***

Attachment B is comprised of hard copies of all forms used to perform critical operations manually and, as necessary, attach instructions on form completion.

(Program applications, Faculty Leave Requests, budget transfer sheet, etc...)

## **Section V: Remote Work**

When situations dictate, some employees will need to work remotely from campus. Managers and employees will need to put the agreement in writing outlining expectations. The following should be included in that agreement:

- Priorities and expected work outcomes for the day/week. Supervisors will determine methods of check in (phone, zoom, or email) and frequency
- All emails and phone calls should be monitored and answered as soon as possible, with a maximum of 24 hours between request and response.
- Work hours must be established. If there is a change in the regular schedule or if flexibility is required because of job duties, this should be identified in the work plan.
- Meetings should continue via Zoom or conference call, as possible.
- Employees may come to the office to exchange completed work assignments for new work if needed. However, this should be significantly limited and coordinated by their supervisor or designee.
- Please use the Productivity Report (attached) to track work on a daily basis. The report must be submitted to the direct supervisor at the end of each pay period.
- Supervisors must maintain a copy of each employee's Productivity report.

### **Technology Assistance**

**Equipment:** If an employee has insufficient computing technology in their remote location, they will need to work with their supervisor to check-out University equipment to allow them to continue job functions. Even though they are working remotely, the employee is still responsible for following all University practices and policies to maintain security on the devices.

**Remote Network Connections:** The employee is responsible for their network and phone access. Please discuss your usage/data plans with your internet service provider to ensure you will not encounter increased fees.

**ULM Network Connection:** Some systems (ex. Internet Native Banner) can be accessed only when you are connected to the ULM network. When working remotely, you can access these systems through VPN. If a VPN connection is required, please contact IT Services to establish this on your remote device(s).

### **Time Accounting**

Time spent working remotely will be accounted on bi-weekly timesheets as work time just as it is for office work. If an employee is unable to work because they become sick or need to care for a dependent, they will need to notify their supervisor about the change. The employee will report this time per HR Policy as either sick leave, compensated leave, or emergency leave.

## Emergency Remote Work Agreement

<b>Employee Name:</b>	<b>Supervisor Name:</b>
<b>Employee ID:</b>	<b>College/School</b>
<b>Current Position Title:</b>	<b>Official Work Location:</b>
<b>Remote Location:</b>	

<b>To be Completed by Supervisor:</b>	<b>Y/N</b>
Job duties can be performed fully or partially remotely.	
Supervisor has discussed with the employee what job duties are to be performed remotely and planned for any duties that must be performed on site (see attached)	
Employee has appropriate remote space, equipment, telephone, and Internet access.	
Employee can ensure that remote work will not create an information security risk.	
Employee has demonstrated basic necessary job performance.	
Supervisor can provide adequate supervision and accountability for the remote work.	

### Employee Acknowledgement:

I request approval for an emergency remote work arrangement and agree to adhere to all applicable guidelines and policies. **I acknowledge that I have read, understand, and agree to abide by this Emergency Remote Work Procedure and Agreement.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

### Supervisor Approval:

I approve this emergency remote work arrangement and agree to adhere to all applicable guidelines and policies. **I acknowledge that I have read, understand, and agree to abide by this Emergency Remote Work Procedure and Agreement and will ensure adequate supervision and accountability for my employee at all times and work locations.**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

## **Section VI: Resource Identification**

### ***16. Personnel Assignments***

Special Personnel Assignments to perform critical operations are as follows:

School Directors and administrative staff members will be responsible for critical administrative operations.

Faculty members will be responsible for critical academic operations.

### ***17. Critical Equipment***

Special Equipment needed to perform critical operations are as follows:

N/A

### ***18. Special Supplies***

Special Supplies needed to perform critical operations are as follows:

N/A

### ***19. Procedures***

Special Procedures to perform critical operations are as follows:

A Moodle presence is required for all CAES courses and should include at least the class roster and syllabus

### ***20. Additional Planning***

N/A

**Section VII: Attachments**

**21. Attachment A – Critical Data not Secured by University Computing**  
 (or by an auxiliary computing system with proper backup controls)

Name/ Class of Document	Critical Level		Flow			Not Properly Secured by Electronically		
	Operations	Legal	Source	Users	Custodian	Duplicated & Dispersed	Hardened Site	Replaceable or Unimportant
PRAXIS scores		X	Dean's Office	Dean's Office	Dean's Office			
Accreditation reports and documents	X		Associate Dean's Office	Associate Dean's Office	Associate Dean's Office			
Personnel Files		X	Dean's Office	Dean's Office	Dean's Office			
Graduate (Alumni) Files		X	Dean's Office	Dean's Office	Dean's Office			

*22. Attachment B – Forms and Instructions—N/A*

*Attachment C – Contact Information*

**Emergency:**

**University Police 1-911**

Name	Company	Telephone Numbers		
		Office	Cell	Other (email)
Torregrossa, Tom		342-5350		torregrossa@ulm.edu

**Service Providers**

Name	Company	Telephone Numbers		
		Office	Cell	Other (email)
N/A				

**Suppliers & Vendors**

Name	Company	Telephone Numbers		
		Office	Home	Cell
N/A				

**Other Outside Providers**

Name	Company	Telephone Numbers		
		Office	Cell	Other (email)
N/A				

**School Employees**

Name	Title	Telephone Numbers	
		Office	Other (email)

Name	Location	Telephone Number	E-Mail
<b>OFFICE OF THE DEAN</b>			<b>Fax: 342-1240</b>
Pratte, John M.	Walker 1-45	1238	<a href="mailto:pratte@ulm.edu">pratte@ulm.edu</a>
Michaelides, Chris	Walker 1-45	1243	<a href="mailto:cmichaelides@ulm.edu">cmichaelides@ulm.edu</a>
Kerry, Mark	CNSB 124	3078	<a href="mailto:Kerry@ulm.edu">Kerry@ulm.edu</a>
McClain, Sabrina	Walker 1-45	1750	<a href="mailto:mcclain@ulm.edu">mcclain@ulm.edu</a>
Price, Andria	Walker 1-45	1204	<a href="mailto:aprice@ulm.edu">aprice@ulm.edu</a>
Filhiol, Therese	Walker 1-45	1235	<a href="mailto:filhiol@ulm.edu">filhiol@ulm.edu</a>
Cramer, McKenzie	Walker 1-45	1368	<a href="mailto:mcramer@ulm.edu">mcramer@ulm.edu</a>
Collins, Tameka	Walker 1-45	1235	<a href="mailto:tcollins@ulm.edu">tcollins@ulm.edu</a>
Espinoza, Denise	Walker 1-45	1242	<a href="mailto:espinoza@ulm.edu">espinoza@ulm.edu</a>
Pugh, Barbara	Walker 2-37	1304	<a href="mailto:bpugh@ulm.edu">bpugh@ulm.edu</a>
Bruce, Carolyn	Biedenharn 105	1569	<a href="mailto:cbruce@ulm.edu">cbruce@ulm.edu</a>
Flanagan, Norma	Walker 3-125	1485	<a href="mailto:flanagan@ulm.edu">flanagan@ulm.edu</a>
Fisher, Kay	Walker 2-101	1841	<a href="mailto:fisher@ulm.edu">fisher@ulm.edu</a>
Moore, Summer	CNSB 310	1766	<a href="mailto:smoore@ulm.edu">smoore@ulm.edu</a>
Lindley, Debra	Biedenharn 106	3248	<a href="mailto:lindley@ulm.edu">lindley@ulm.edu</a>
<b>School Directors</b>			
Lovett, Myra (Education)	Walker 2-37	1271	<a href="mailto:lovett@ulm.edu">lovett@ulm.edu</a>
Smith, Ruth (Humanities)	Walker 3-125	1526	<a href="mailto:rusmith@ulm.edu">rusmith@ulm.edu</a>
Case Hanks, Anne (Sciences)	CNSB 310B	1822	<a href="mailto:casehanks@ulm.edu">casehanks@ulm.edu</a>
Long, Derle (VAPA)	Biedenharn 105	1568	<a href="mailto:long@ulm.edu">long@ulm.edu</a>
<b>School Associate Directors</b>			<b>Fax: 342-1299</b>
Stanley, Shalanda	Walker 2-37	1270	<a href="mailto:stanley@ulm.edu">stanley@ulm.edu</a>



Gissendanner, Chris	CNSB 310A	3314	<a href="mailto:gissendanner@ulm.edu">gissendanner@ulm.edu</a>
Anderson, Jeff	Walker 3-123	1370	<a href="mailto:jeanderson@ulm.edu">jeanderson@ulm.edu</a>
Boldin, James	Biedenharn 212	1591	<a href="mailto:boldin@ulm.edu">boldin@ulm.edu</a>

**MISCELLANEOUS OFFICES**

CAES Computer Lab	Walker Hall 2-95	3141	N/A
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