

## **Mid-Atlantic Christian University Institutional Policy #25**

SUBJECT: Response to Catastrophic Events

DATE: November 1, 2021

REVISED:

NEXT SCHEDULED REVIEW: Odd numbered years in February

Policy for: Administration and Staff

Procedure for: Administration

Authorized by: President

Issued by: Trustees: December 15, 2021

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### **I. Purpose**

Mid-Atlantic Christian University recognizes that there may be external events that are beyond the institution's control and disrupt the normal operations of the university. For this reason, Mid-Atlantic Christian University has developed expectations to safeguard various aspects of the university so that essential services and data may be restored as needed.

The production of this document is to satisfy a requirement for the university to participate in NC-SARA (<https://nc-sara.org/>).

### **II. Policy**

Records Management: The university will remain in compliance with the Southern Association of Colleges and Schools Commission on Colleges, [Principles of Accreditation](#) 10.3 (Archived information) and 12.5 (Student records).

Each vice president of the university is to develop procedures that create redundancy of critical information. Critical information includes but is not limited to: financial records of the institution, student academic records (e.g., transcripts), and legal documents related to incorporation.

Financial Refunds: The university adheres to, for all students regardless of receiving Title IV funds, the US Department of Education Financial Aid policies to determine the amounts to be refunded for tuition, fees, room & board ("The Return of Title IV" regulations (R2T4). Beyond following the procedures for financial refunds, as stipulated in the [university catalog](#) (chapter on Finances, subsection "Refund Policies"), in a timely and consistent manner, the

university administration has the authority to enact additional financial refunds to students in the event that a catastrophic event occurs.

In the event that MACU cannot deliver the instruction for which students have contracted, MACU commits to one or more of the following courses of action, depending on each individual student's needs:

- Providing a reasonable alternative for delivering instruction and/or services for which students have paid
- Providing reasonable financial refund for the education students did not receive
- Providing assistance for transferring earned credits to other institutions.

If it is determined that the university can no longer offer a degree program due to the catastrophe, in accordance with [602.24\(c\)](#) of federal requirements for catastrophic events, a teach-out plan will be submitted to the Southern Association of Colleges and Schools Commission on Colleges prior to its implementation (see [substantive change policy](#) on teach out plans).

### III. Procedure

If a catastrophic event occurs, MACU will use its Emergency Notification System and follow its emergency response plan. MACU will counsel individual students affected by the event with regard to completing their degree or if necessary moving to a similar or different degree.

By leveraging highly available educational technologies such as the Learning Management System (LMS – Moodle) and the Student Information System (SIS – Populi) which are hosted in the “cloud”, the likelihood of noticeable service interruption is minimized.

Records Management: In the process of writing the five-year interim report and the ten-year reaffirmation of accreditation reports with the Southern Association of College and Schools Commission on Colleges, each vice president will contribute to the compliance narrative details and evidence of actions that demonstrate compliance to archiving critical data and student records.

Typically, actions are to include such things as:

- All electronic data (e.g., financial and student records) and the university's computer network has a backup that is made at least weekly to a third-party secured site.
- Any critical information that is in paper only format (e.g., transcripts produced prior to computers) will have a copied made by electronic means, with the copy stored in a location separate from the original. Paper copies of student records are to be stored in fire-proof filing cabinets.

Financial Refunds: The university finance office will issue refunds in accordance with applicable federal, state, accreditation requirements, and procedures specified in the university catalog.

If it is deemed necessary to submit a teach-out plan to the Southern Association of Colleges and Schools Commission on Colleges, the vice president for academic affairs will take the lead in creating and submitting the plan.

#### IV. Published

On the institutions [website](#).

#### V. Reason for Revision

*[if applicable]*

#### VI. Appendices

*[if applicable]*