

Catastrophic Events and Continuity of Operations

Operational Systems

The university leverages highly available educational technologies such as the Learning Management System (Canvas) and the Jenzabar Student Information System. These and many other platforms are housed in the "cloud" to minimize the likelihood of noticeable service interruption. The Office of Information Technology has policies and resources that ensure that systems are protected from vulnerabilities, adequately secured, and backed up to prevent record destruction and/or data loss.

Ensuring Continuity of Operations & Emergency/Crisis Response

MBU mitigates the impact of crisis situations and operational disruptions on its campus community through the implementation of policies and procedures that provide for continuity of operations in cases of catastrophic events.

- Permanent Academic Records are digitized and stored on a secure network.
- Refund policies provide guidance for ensuring that financial refunds are processed timely and consistently and in accordance with MBU policy and applicable federal, state and accreditation requirements. In the event that a catastrophic event occurs, the university maintains the authority to enact additional financial refunds to students that are deemed appropriate during such circumstances.
- Emergency Operations Plan (EOP) and the IT Systems Disaster Recovery Plans provide detail emergency instructions for MBU faculty, staff, students, and visitors to ensure safety and protection of property during fire, severe weather, loss of utilities, and other emergencies.

Program Discontinuances

In the unlikely event that MBU cannot deliver the instruction for which students have enrolled, the university 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

MBU students will be notified in person by university administration and then counseled about their options by their advisors. In accordance with institutional accreditation requirements, a teach-out plan will be submitted to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) prior to its implementation.