

Continuity of Operations Plan

Western Carolina University

College of Education and Allied Professions

Buildings: Killian, Reid, & McKee

The Catamount School

Building: 100 Smoky Mountain Drive, Sylva, NC 28779*

*Inside Smoky Mountain High School

Department/ Academic Area:	College of Education and Allied Professions
Dean:	Kim K. Winter , Ph.D.
COOP Coordinator:	Kim K. Winter Email: kkruebel @wcu.edu Office: 828-227-3306 Cell: 817-602-9278
Alternate COOP Coordinator:	Lee Nickles Email: lnickles@wcu.edu Office : 828-227-3352 Cell: 828-734-8235

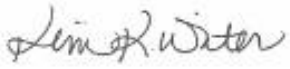
Approval Date	Signature	Title
9/21/2023		Dean, CEAP / COOP Manager
		Director, Emergency Services

Table of Contents

EXECUTIVE SUMMARY	2
PLAN ASSUMPTIONS.....	4
SECTION A – DEPARTMENT INFORMATION	6
A.1 Order of Succession (By Department/School)	6
A.2 Delegation of Authority	10
A.3 Delegation of Authority	13
A.4 Regulatory Requirements	14
A.5 Special Considerations	14
SECTION B – COOP COMMUNICATION PLAN	16
B.1 Call Tree	16
B.2 Stakeholders and Vendor Organizations	19
B.3 No-Answer Communication Protocol	21
SECTION C. CRITICAL FUNCTIONS.....	22
C.1 CEAP Critical Function Recovery Time Objectives (RTO)	23
C.2 Alternate/Manual Workaround Procedures	24
SECTION D. ALTERNATE SITE(S).....	25
D.1 Alternate Site Checklist	25
SECTION E. TRAINING AND PREPAREDNESS	34
APPENDIX A: GLOSSARY OF TERMS	35

EXECUTIVE SUMMARY

The critical responsibilities of personnel in the College of Education and Allied Professions (CEAP) are varied. Faculty are the core personnel responsible for teaching and learning while student support staff such as advisors and directors in Suite 201 and Human Services are responsible for comprehensive support of students and communication regarding degree requirements and completion, additional program and licensure expectations (when applicable), and more. Directors (Teacher Education, Student Success, Assessment and Information Technology, Office of Field Experiences, McKee Clinic, Project Discovery, and the University Participant Program) are responsible for the function and communication within each of their units). Directors report to the Associate Dean or Department Head for each of the four units within the college (graphic provided below).

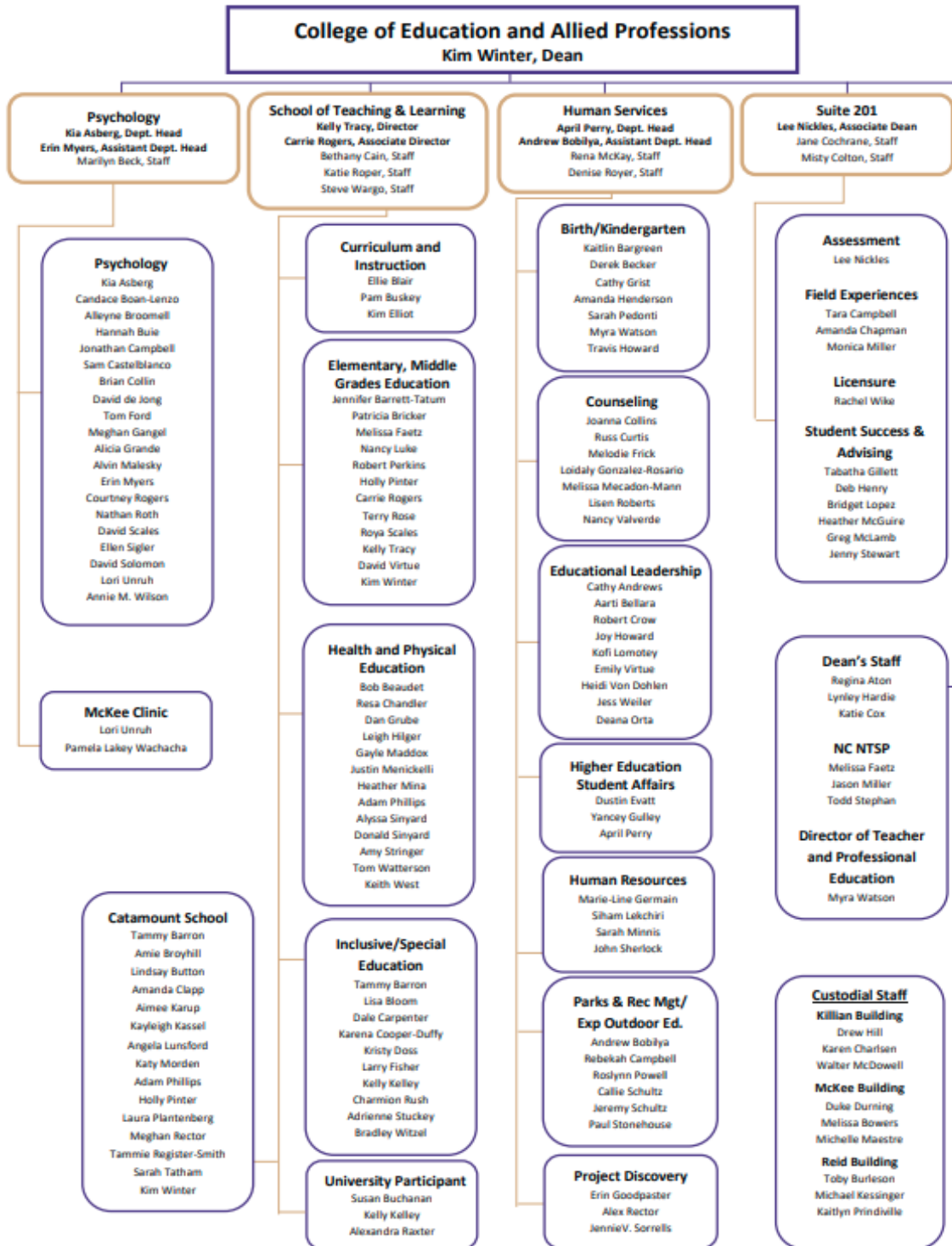
The Catamount School, a WCU school operated in partnership with Jackson County Public Schools, functions as a public middle school under the purview of both the University of NC System and the North Carolina Department of Public Instruction (NCDPI) as outlined in NCGS § 116-239. The Catamount School sits within the School of Teaching and Learning (STL) of CEAP and the principal, Director of STL, and Dean of CEAP make up the leadership team. The Dean of CEAP serves as the superintendent of the school (and, as such, the Local Education Agency as we represent a system in and of itself within the state– NCDPI refers to Catamount School as 50Z). Support Staff report to the appropriate Department Head or Director, and the Business Officer reports to the Dean and is responsible for administration, oversight, and analyses for budget preparation, integration and control for the college. It is essential that these functions be carried out in a timely manner so as to facilitate student matriculation and to further the vision and mission of the college.

In addition to traditional classroom space, the college requires specialized laboratory environments, equipment, and supplies for the McKee Assessment & Psychological Services Clinic (housed in the McKee building on the WCU campus), the Parks and Recreation Management program (housed in the Reid building on the WCU campus) and the Catamount School (located within Smoky Mountain High School at 100 Smoky Mountain Drive, Sylva, NC 28779).

The Clinic must store a number of diagnostic and assessment materials and tools as well as offices/space for administering such assessments, meeting with clients, and training graduate students. The Parks and Recreation Management (PRM) program requires large and varied amounts of equipment and supplies for the safe and complete implementation of the program. These include, but are not limited to, kayaks, paddle boards, personal flotation devices, oars, materials/supplies for first aid training, trailers, etc.).

The Catamount School requires a number of middle school classrooms and houses a great number of supplies, equipment, technology, and more to support the daily implementation and function of a school. The college also owns and supports a passenger van for use in the daily implementation of the PRM program, but also many others (responsibility for upkeep, storage, reservations, etc. falls to the Department of Human Services). The Catamount School has priority in reservations/use of a university-owned bus (responsibility for upkeep, storage, reservations, etc., falls to the Divisions of Educational Outreach). The college acquired a golf cart in 2019 for the sole use of the University Participant program (responsibility for upkeep, storage, reservations, etc. falls to this program). Due to the specialized nature of these programs and teaching environments, special

consideration is necessary when planning for continuity of operations. The Continuity of Operations Plan has been designed to ensure that the College of Education and Allied Professions is able to perform critical functions in the event of a business disruption and to serve as a tool to guide the management staff of our office as we go through the recovery process.



PLAN ASSUMPTIONS

1. Leadership within the college is available to perform critical functions defined within the COOP.
2. Leadership will be notified and report to the backup site(s) to perform critical processing, recovery, and restoration activities. Because programs within our college operate in four separate locations, it is possible (and likely) that one location may be impacted but not others. Site locations include the Killian, McKee, and Reid buildings on the WCU campus as well as 100 Smoky Mountain Drive in Sylva, North Carolina (Catamount School inside Smoky Mountain High School). There is a COOP for the Biltmore Park site in which three of our academic programs operate. The Executive Director at Biltmore Park is responsible as COOP Coordinator and will communicate regarding the implementation of the plan, as appropriate. Appropriate staff will be notified and report to perform critical duties as necessary.
3. Off-site storage sites and materials survive the event. Due to the location of the Catamount School (referred to in #2 above), it is possible that the site/materials at WCU may survive an event while the Catamount School would not (or vice versa). In addition, the Reid building functions as a gymnasium and includes equipment and items that are unusual (for example, large equipment throughout the building and a pool). It is possible that an event could impact the Reid building or individuals within and no other locations. Due to issues of age and extreme humidity during certain weather events (that impact Killian, Reid, and McKee), it is possible that CEAP will need storage in other locations on the WCU campus when severely impacted (and to avoid further damage to property, technology, supplies, or equipment).
4. The disaster recovery plan is maintained with regard to training, testing, storage (of physical and digital items), updating, reporting, and accreditation needs.
5. Some accreditation and reporting requirements may rise to the level of “critical” or “vital” with respect to the plan - Title II, Institutions of Higher Education (IHE), the North Carolina Department of Public Instruction, and the Council for the Accreditation of Educator Preparation (CAEP, which also includes subsets of accreditation reporting such as CACREP, NASP, UCEA, CPED, APA, COAPRT, IHEAC). In the event of a disaster, a report extension may be granted; however, it will be difficult (and rise to the level of catastrophic) to re-create systems and processes (even digital ones) if destroyed. Data lost that is managed solely by the CEAP (i.e., teacher and professional education admission and licensure) may result in an inability to respond to reporting and accreditation requirements.
 - *APA = American Psychological Association
 - *CACREP = Council for the Accreditation of Counseling and Related Educational Programs
 - *NASP = National Association of School Psychologists
 - *UCEA = University Council for Education Administration
 - *CPED = Carnegie Project on the Education Doctorate
 - *IHEAC = Inclusive Higher Education Accreditation Council
 - *COAPRT = Council on Accreditation of Parks, Recreation, Tourism, and Related Professions
6. Subsets of the overall plan can be used to recover from minor interruptions.
7. The university will be responsible to determine whether an alternate site or storage is available or can be secured as necessary (and not CEAP – The Dean and/or Associate Dean will engage units on campus to find solutions). When the Catamount School is impacted, decisions will be made in collaboration with Jackson County Schools.
8. Cell phones and email will be available for communication. At the Catamount School, walkie talkies are available as well - principal has one at all times, as does the School Resource Officer,

Database Manager, and several of the classrooms. The Catamount School also has an intercom system available via the high school for emergency use.

9. Both the college and the Catamount School utilize One Call Now for emergent situations – the system is used to send group texts, voice messages, and emails. The Catamount School uses this system for weekly announcements (i.e., Sunday night all-calls) and in the event of school lock downs and evacuations. The college only utilizes the system to perform a once-per-year test and in the event of an emergency.
10. Surface transportation in the local area is possible – this will happen via the university and not the college, with two exceptions. In the event of an evacuation at The Catamount School (only made per Jackson County Public Schools (JCPS) guidelines and in collaboration with Jackson County Emergency Services), students and staff will be transported along with JCPS students and staff. In the event of a college (or other) emergent situation in which a group is off-site with the passenger van, said van will be used to transport. Responsible parties will follow the guidelines and instructions provided from any emergency services units in the area.
11. Vendors will perform according to their general commitments to support the organization in a disaster.
12. Core IT/digital data systems of the university will continue to function with minimal downtime (systems will be up and running as normal less than 24 hours after the event). This includes but is not limited to Banner, Blackboard, Microsoft Office 365 suite – including email, OneDrive, Mercury network storage, SecureShare storage, VCat, VPN, the campus internet connection, and the ability to log in to systems from off campus.

SECTION A – DEPARTMENT INFORMATION

The Department Head is responsible for overall plan development and strategy implementation and approval of the Continuity of Operations Plan (COOP). The designated departmental COOP Coordinator is responsible for completing the COOP, coordinating department continuity efforts, plan maintenance, testing, and training. An alternate COOP Coordinator shall be identified and cross-trained (as necessary) to fulfill all COOP Coordinator responsibilities.

A.1 Order of Succession (By Department/School)

College of Education and Allied Professions	
Primary:	Kim K. Winter, Dean Email: kkruebel@wcu.edu Office: 828-227-3306 Cell: 817-602-9278
First Successor:	Lee Nickles Email: lnickles@wcu.edu Office: 828-227-3299 Cell: 828-399-1657
Second Successor:	Kelly Tracy Email: ktracy@wcu.edu Office: 828-227-3302 Cell: 828-918-3843
Third Successor (same position level or higher than First Successor):	N/A

Department of Human Services	
Primary:	April Perry, Department Head Email: alperry@wcu.edu Office: 828-227-3283 Cell: 828-246-4787
First Successor:	Andrew Bobilya Email: ajbobilya@wcu.edu Office: 828-227-3326 Cell: 828-545-1506
Second Successor:	Lee Nickles Email: lnickles@wcu.edu Office: 828-227-3299 Cell: 828-399-1657
Third Successor (same position level or higher than First Successor):	N/A

Psychology	
Primary:	Kia Asberg, Department Head Email: kasberg@wcu.edu Office: 828-227-3451 Cell: 321-439-2077
First Successor:	Erin Myers Email: emmyers@wcu.edu Office: 828-227-3646 Cell: 828-226-4746
Second Successor:	Lee Nickles Email: lnickles@wcu.edu Office: 828-227-3299 Cell: 828-399-1657
Third Successor (same position level or higher than First Successor):	N/A

School of Teaching and Learning	
Primary:	Kelly Tracy, Department Head Email: kntracy@wcu.edu Office: 828-227-3302 Cell: 828-918-3843
First Successor:	Carrie Rogers Email: cbrogers@wcu.edu Office: 828-227-3358 Cell: 651-398-9982
Second Successor:	Lee Nickles Email: lnickles@wcu.edu Office: 828-227-3299 Cell: 828-399-1657
Third Successor (same position level or higher than First Successor):	N/A

Suite 201	
Primary:	Lee Nickles Email: lnickles@wcu.edu Office: 828-227-3299 Cell: 828-399-1657
First Successor:	Kim K. Winter, Dean Email: kkruebel@wcu.edu Office: 828-227-3306 Cell: 817-602-9278
Second Successor:	Jenny Stewart Email: jstewart@wcu.edu Office: 828-227-3836 Cell: 678-495-8851
Third Successor (same position level or higher than First Successor):	N/A

McKee Assessment & Psychological Services Clinic	
Primary:	Lori Unruh, Director Email: lunruh@wcu.edu Office: 828-227-2738 Cell: 828-337-0134
First Successor:	Kia Asberg Email: kasberg@wcu.edu Office: 828-227-3451 Cell: 321-439-2077
Second Successor:	Erin Myers Email: emmyers@wcu.edu Office: 828-227-3646 Cell: 828-226-4746
Third Successor (same position level or higher than First Successor):	N/A

The Catamount School	
Primary:	Angela Lunsford, Principal Email: alunsford@wcu.edu Office: 828-331-1775 Cell: 828-506-8779
First Successor:	Kim K. Winter, Dean Email: kkruebel@wcu.edu Office: 828-227-3306 Cell: 817-602-9278
Second Successor:	Erin Myers Email: emmyers@wcu.edu Office: 828-227-3646 Cell: 828-226-4746
Third Successor (same position level or higher than First Successor):	Lindsay Button Email: lbutton@wcu.edu Office: 828-331-1775 Cell: 508-561-8728

Project Discovery	
Primary:	Jennie V Sorrells, Director Email: jdsorrells@wcu.edu Office: 828-227-7137 Cell: 828-421-2777
First Successor:	April Perry Email: alperry@wcu.edu Office: 828-227-3283 Cell: 828-246-4787
Second Successor:	Kim K. Winter, Dean Email: kkruebel@wcu.edu Office: 828-227-3306 Cell: 817-602-9278
Third Successor (same position level or higher than First Successor):	N/A

University Participant (UP) Program	
Primary:	Kelly Kelley, Director Email: kkelley@wcu.edu Office: 828-227-3298 Cell: 828-550-1990
First Successor:	Susan Buchanan Email: skbuchanan@wcu.edu Office: 828-227-3297 Cell: 828-507-4239
Second Successor:	Kelly Tracy Email: ktracy@wcu.edu Office: 828-227-3302 Cell: 828-918-3843
Third Successor (same position level or higher than First Successor):	Kim K. Winter, Dean Email: kkruebel@wcu.edu Office: 828-227-3306 Cell: 817-602-9278

A.2 Delegation of Authority

College of Education and Allied Professions Kim Winter, Dean	
Authority being delegated:	<i>All fiscal transactions including purchases, payroll, and contracts</i>
To whom authority is delegated:	<i>Lynley Hardie College Budget Officer</i>
Limits of that authority:	<i>In collaboration with Dean, Associate Dean, or Department Heads</i>
Triggers when authority becomes effective:	<i>In the event that a Dean, Associate Dean, or Department Head is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Dean, Associate Dean, or Department Head is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

Department of Human Services April Perry, Department Head	
Authority being delegated:	<i>Fiscal transactions including payroll, purchases, contracts</i>
To whom authority is delegated:	<i>Andrew Bobilya, Assistant Department Head</i>
Limits of that authority:	<i>In collaboration with Dean</i>
Triggers when authority becomes effective:	<i>In the event that the Department Head is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Department Head is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

Suite 201 Lee Nickles, Unit Head	
Authority being delegated:	<i>Fiscal transactions including payroll, purchases, contracts</i>
To whom authority is delegated:	<i>Kim Winter, Dean</i>
Limits of that authority:	<i>None</i>
Triggers when authority becomes effective:	<i>In the event that the Unit Head is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Unit Head is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

University Participant (UP) Program Kelly R. Kelley, Director	
Authority being delegated:	<i>Fiscal transactions including payroll, purchases, contracts</i>
To whom authority is delegated:	<i>Kelly Tracy, Director, School of Teaching and Learning</i>
Limits of that authority:	<i>In collaboration with Dean, Associate Dean, or Department Heads</i>
Triggers when authority becomes effective:	<i>In the event that a Dean, Associate Dean, or Department Head is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Dean, Associate Dean, or Department Head is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

Catamount School Angela Lunford, Principal	
Authority being delegated:	<i>Fiscal transactions, including payroll, purchases, contracts</i>
To whom authority is delegated:	<i>Kim Winter, Dean, College of Education & Allied Professions</i>
Limits of that authority:	<i>In collaboration with Chancellor & Provost</i>
Triggers when authority becomes effective:	<i>In the event that the principal is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When the Principal is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

School of Teaching and Learning Kelly Tracy, Director	
Authority being delegated:	<i>Fiscal transactions, including payroll, purchases, contracts</i>
To whom authority is delegated:	<i>Carrie Rogers. Associate Director, School of Teaching and Learning</i>
Limits of that authority:	<i>In collaboration with Dean, Associate Dean, or Department Heads</i>
Triggers when authority becomes effective:	<i>If a Dean, Associate Dean, or Department Head is no longer able to complete functions of the job ... or if/when a successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When the Dean, Associate Dean, or Department Head is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

McKee Clinic Lori Unruh, Director	
Authority being delegated:	<i>Sign off on psychological evaluations, purchasing, and transactions</i>
To whom authority is delegated:	<i>Kia Asberg, Psychology Department Head</i>
Limits of that authority:	<i>In collaboration with Dean, Associate Dean, or Department Heads</i>
Triggers when authority becomes effective:	<i>In the event that the Director is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Director is present and able to complete fiscal transactions. Or when/if the Dean delegates authority to another individual.</i>

Project Discovery – Talent Search JennieV. Surrells, Director	
Authority being delegated:	<i>Fiscal transactions including payroll, purchases, contracts; Grant obligations</i>
To whom authority is delegated:	<i>April Perry, Department Head</i>
Limits of that authority:	<i>In collaboration with Dean</i>
Triggers when authority becomes effective:	<i>In the event that the Director is no longer able to complete functions of the job ... or if/when successor is not trained in the authorities delegated above.</i>
Triggers when authority terminates:	<i>When Director is present and able to complete functions of the job. Or when/if the Dean or Department Head delegates authority to another individual.</i>

A.3 Delegation of Authority

The following staff are delegated authority to activate the CEAP Continuity of Operations Plan (COOP).

Department Staff Name	Title
Kim Winter	Dean, College of Education and Allied Professions
Lee Nickles	Associate Dean for Academic Affairs (and Unit Head of Suite 201), College of Education and Allied Professions
April Perry	Department Head of Human Services (including Project Discovery), College of Education and Allied Professions
Kelly Tracy	Director of the School of Teaching and Learning (including The Catamount School and University Participant Program), College of Education and Allied Professions
Kia Asberg	Department Head of Psychology (including McKee Assessment and Psychological Services Clinic), College of Education and Allied Professions

A.4 Regulatory Requirements

The following is a list of regulatory requirements that guides the development of the CEAP COOP.

1. Family Educational Rights and Privacy Act (FERPA) - all of CEAP, including Catamount School and UP Program
2. Health Insurance Portability and Accountability Act (HIPAA) - McKee Assessment and Psychological Services Clinic, Catamount School, and UP Program
3. Various regulations (e.g., instructor-student ratios; first aid kit components) set by the U.S. Forest Service, U.S. National Park Service, and State Park Services for field trips by Parks and Recreation Management program.
4. American Counseling Association (ACA) and North Carolina Board of Licensed Professional Counselors (NCBLPC) ethical and related legal guidelines for Counseling faculty in supervision of students and their clients
5. Individuals with Disabilities Education Act (IDEA)- Catamount School
6. Americans with Disabilities Act (ADA) Accessibility required for all sites.
7. Title II (federal reporting requirements) and NC DPI Educator Preparation Program reporting (state reporting requirements in law).

A.5 Special Considerations

The following are special considerations that the CEAP must take into account during an activation of the Continuity of Operations Plan.

MOUs with Public School Partners -

- North Carolina: Asheville City Schools, Buncombe County, Charlotte-Mecklenburg, Chatham County, Cherokee Central, Cherokee County, Clay County, Cumberland County, Davidson County, Durham County, Franklin County, Forsyth County, Gaston County, Graham County, Haywood County, Henderson County, Hoke County, Jackson County, Lee County, Macon County, Madison County, McDowell County, Mitchell County, Montgomery County, Nash-Rocky Mount, Polk County, Rutherford County, Swain County, Transylvania County, Watauga County, Wilkes County, Yancey County*
- Tennessee: Shelby County (in progress)*

MOUs with Charter Schools –

- Brevard Academy, Evergreen Charter School, Fernleaf Community Charter School, Francine Delany New School for Children, Mountain Discovery Charter School, Summit Charter School*

MOUs with Private Schools -

- Carolina Day School, Kituwah Academy in Cherokee*

International MOUs with Schools

- Theodor Heuss Realschule, Germany*
- Oulu International School, Finland*
- Arenitas del Mar School, Peru*
- Several additional MOUs are in progress*

Instructional Sites, Academic Programs Offered Abroad (approved by SACSCOC) –

- Quality Academics, Kingston, Jamaica*
- Cornwall College, Montego Bay, Jamaica*
- Brownstown Community College, Discovery Bay, Jamaica*
- Churches Teacher College, Mandeville, Jamaica*
- Colegio Bolivar, Cali, Columbia*
- Colegio Granadino, Manizales, Colombia*
- Colegio Karl Parrish, Barranquilla, Colombia*

Other MOUs -

- Candidate Preservice Assessment of Student Teaching (CPAST) (forthcoming)*
- Watermark (formerly, TK20)*
- VoiceThread*
- Education Teacher Performance Assessment (edTPA)*
- One Call Now*
- VALT by Intelligent Video Solutions (Video/Clinic Software, McKee Clinic & Biltmore Park)*
- TA to Teacher MOUs (Jackson County, Macon County)*
- MOA with JCPS (re The Catamount School)*
- MOU & BAA with Blue Ridge Health*
- HESA program Graduate Assistantships (half funded through WCU Graduate School and half externally. List updated annually, available at:
https://www.wcu.edu/WebFiles/PDFs/CEAP-HS-HESA_2019-20StudentPlacementOptions.pdf)*
- PRM MOUs with Landmark Learning, 2nd Nature TREC, and WCU Campus Recreation and Wellness (on file with PRM program director, CEAP, and WCU Educational Outreach)*
- Educational Leadership EdD program internship list updated each semester (average of 8 per semester) and kept on file by program director (Dr. Jess Weiler) and Human Services Student Support Specialist (Denise Royer)*
- Counseling program practicum and internship field placement list updated each semester (average of 26 per semester) and kept on file by program director (Dr. Melodie Frick) and Human Services Student Support Specialist (Denise Royer), and also Clinical Mental Health Counseling field placement coordinator (Dr. Elizabeth Likis-Werle) and School Counseling field placement coordinator (Dr. Elizabeth Graves)*
- MOU (July 2017) with Counseling program and Oconaluftee Job Corps Center (aka U.S. Forest Service), on file in CEAP Dean's office*
- MOU (August 2014) with Counseling program and Mountain Area Health Education Center (MAHEC), on file in CEAP Dean's office*
- MOU (April 2014) with Counseling program and Henderson County Health Department, on file in CEAP Dean's office*
- MOU (2015, updated 2019) with Counseling program and Charles George Veterans Affairs Medical Center, on file in CEAP Dean's office*
- UP Program- MOUs with various community/external employers and partners*
- UP Program- MOUs with parents of UP Students*

SECTION B – COOP COMMUNICATION PLAN

The following modes of communication will be used to activate and implement the CEAP COOP based on their availability.

Phone/Call Tree <i>One Call Now</i>	X Yes	Direct Connect	X Yes
Website	X Yes		
Text <i>Via One Call Now</i>	X Yes	Two-Way Radio <i>Catamount School Only</i>	X Yes

B.1 Call Tree

Name	Preferred Language	Cell	Campus Phone	Dept
Andrews, Cathy	English	8282274900		HS
Asberg, Kia	English	3214392077	8282273451	PSY
Aton, Regina	English	8285074274	8282273303	DO
Bargreen, Kaitlin	English	8654059565		HS
Barrett-Tatum, Jennifer	English	8654058266	8282273349	STL
Barron, Tammy	English	3362394303	8282272990	STL
Beaudet, Bob	English	7069948258	8282273543	STL
Beck, Marilyn	English	7708616237	8282273364	PSY
Becker, Derek	English	9098103917	8282272196	HS
Bellara, Aarti	English	2034512408		HS
Blair, Ellie	English	8285077507	8282273545	STL
Bloom, Lisa	English	8282266742	8282273288	STL
Boan-Lenzo, Candace	English	8285071979	8282273369	PSY
Bobilya, Andrew	English	8285451506	8282273326	HS
Bricker, Patricia	English	8287348235	8282273352	201
Broomell, Alleyne	English	5402508697	8282272189	PSY
Broyhill, Amie	English	8284217827		TCS
Buchanan, Susan	English	8285074239	8282273297	STL
Buie, Hannah			8282273324	PSY
Buskey, Pam	English	8285503786	8282273342	STL
Button, Lindsay	English	5085618728		TCS
Cain, Bethany	English	8287343510	8282276541	STL
Campbell, Jonathan	English	7066128961	8282273332	PSY
Campbell, Tara	English	7708153383		201
Carpenter, Dale	English	8285070795	8282273305	STL
Castelblanco, Samantha	English	8282798111		PSY
Chandler, Resa	English	8289897896	8282272824	STL
Chapman, Amanda	English	3369840216	8282273310	201

Cochrane, Jane					
Collin, Brian					
Collins, Joanna					
Clapp, Amanda	English	8287363887			TCS
Colton, Misty	English	8285073618		8282272747	201
Cooper-Duffy, Karena	English	8285511834		8282273285	STL
Crow, Robert	English	8283332450		8282273113	HS
Curtis, Russ	English	8286069237		8286546528	HS
de Jong, David	English	5853608801		8282273770	PSY
Doss, Kristy	English	8284899904		8282273286	STL
Elliott, Kim	English	8283391543		8282273308	STL
Evatt, Dustin	English	8648841402			HS
Faetz, Melissa	English	8283377877		8282272204	STL
Fisher, Larry	English	8284506275		8282273907	STL
Ford, Tom	English	8282265934		8282272109	PSY
Frick, Melodie	English	8282276564		8286546564	HS
Gangel, Meghan					
Germain, Marie-Line	English	3059628668		8282273959	HS
Gillett, Tabatha	English	8285083939		8282272649	201
Gonzalez- Rosario, Loidaly	English	3054904364		8286546505	HS
Goodpaster, Erin	English	8287356181		8282273482	HS
Grande, Alicia	English	8282698825		8282272908	PSY
Grist, Cathy	English	8282267372		8282272272	HS
Grube, Dan	English	8285072726		8282273322	STL
Gulley, Yancey	English	7062966695		8282273372	HS
Hardie, Lynley	English	8285061659		8282273304	DO
Henderson, Amanda	English	8287347643		8282277730	HS
Henderson, Rebekah	English	8282347925		8282273845	HS
Henry, Deb	English	8284005237			201
Hilger, Leigh	English	8282931621		8282273647	STL
Howard, Joy	English	8649796501			HS
Howard, Travis					
Karup, Aimee	English	8285061576			TCS
Kassel, Kayleigh	English	8285937869			TCS
Kelley, Kelly	English	8286468137		8282273298	STL
Lakey Wachacha, Pamela	English	8287354933		8282272473	PSY
Lekchiri, Siham	English	8122297308		8282272493	HS
Lomotey, Kofi	English	4048319171		8282273323	HS
Lopez, Bridget	English	7065402120		8282272000	201
Luke, Nancy	English	8285064915		8282273341	STL
Lunsford, Angela	English	8285068779			TCS

Lunsford, Virginia	English	2699300062				HS
Maddox, Gayle	English	7068356966		8282272428		STL
Malesky, Alvin	English	8282261730		8282273357		PSY
McGuire, Heather	English	6102483359		8282273542		201
McKay, Rena	English	8286918572		8282273278		HS
McLamb, Greg	English	8284215947		8282273755		201
Mecadon-Mann, Melissa	English	6182676083				HS
Menickelli, Justin	English	8282264892		8282273555		STL
Miller, Jason	English	8286896904		8282277311		DO
Miller, Monica	English	8283711486		8282272332		201
Mina, Heather	English	8287343520				STL
Minnis, Sarah	English	9792044851		8282273464		HS
Morden, Katy	English	8283991930				TCS
Myers, Erin	English	8282264746		8282273646		PSY
Nickles, Lee	English	8283991657		8282273299		201
Orta, Deana	English	8287751876				HS
Pedonti, Sarah	English					HS
Perkins, Robert	English	8433452927		8282272712		STL
Perry, April	English	8282464787		8282273283		HS
Pinter, Holly	English	8283990681		8282273351		STL
Plantenberg, Laura	English	8287883106				TCS
Powell, Roslynn						HS
Raxter, Alexandra	English	8285775769		8282273318		STL
Rector, Alex	English	8285029565		8282273483		HS
Rector, Meghan	English	7049898681				HS
Register-Smith, Tammie	English	2295607276				TCS
Roberts, Lisen	English	8282462526		8282272291		HS
Rogers, Carrie	English	6513989982		8282272292		STL
Rogers, Courtney						
Roper, Katie						
Rose, Terry	English	8655916557		8282273348		STL
Roth, Nathan	English	8282264393		8282273368		PSY
Royer, Denise	English	8284217290		8282273325		HS
Rush, Charmion	English	3366554192		8282273392		STL
Scales, David	English	3362808826		8282272457		PSY
Scales, Roya	English	3362025489		8282272061		STL
Schultz, Callie	English	5408196585		8282273844		HS
Schultz, Jeremy	English	8014939699		8282272212		HS
Sherlock, John	English	8287758913		8282273380		HS
Sigler, Ellen	English	7655136781		8282273365		PSY
Sinyard, Alyssa	English	8284004121		8282273552		STL

Sinyard, Donald	English	8284004120		8282273284		STL
Solomon, David	English	9803221346		8282273360		PSY
Sorrells, JennieV	English	8284212777		8282273808		HS
Stephan, Todd	English	3362600151		8282277311		DO
Stewart, Jenny	English	6784958851		8282273836		201
Stonehouse, Paul	English	8284502038		8282272965		HS
Stringer, Amy	English	3362534641		8282273290		STL
Stuckey, Adrienne	English	4042713936		8282273787		STL
Tantham, Sarah						
Tracy, Kelly	English	8649183843		8282273302		STL
Unruh, Lori	English	8283370134		8282272738		PSY
Valverde, Nancy						
Virtue, David	English	8036030276		8282272474		STL
Virtue, Emily	English	6129165269		8282273371		HS
Von Dohlen, Heidi	English	8282273311				HS
Wargo, Steve	English	8283390044		8282273558		STL
Watson, Myra	English	8284000160		8282273350		HS
Watterson, Tom	English	8137602584		8282273551		STL
Weiler, Jess	English	8287776734				HS
West, Keith	English	2149013700		8282273284		STL
Wike, Rachel	English	8285081752		8282273431		201
Wilson, Annie M	English	8285080095		8282272938		PSY
Winter, Kim	English	8176029278		8282273306		DO
Witzel, Bradley	English	8033898501		8282273287		STL

B.2 Stakeholders and Vendor Organizations

Stakeholder Name	Contact Name	Description of Support/Service Provided	(Internal/ External)	Phone	Email
WCU Campus Recreation and Wellness	Brandon MacCallum	-Pool -Intramurals -Club Sports -MOU with Parks and Recreation Management program	-Internal	828-227-8803	bmmacallum@wcu.edu
WCU Facilities	Joe Walker	-Pool/Building Maintenance	-Internal	828-227-7441	jwalker@wcu.edu
WCU Housekeeping	Bonnie Ross	-Housekeeping	-Internal	828-227-7032	Baross@wcu.edu

Stakeholder Name	Contact Name	Description of Support/Service Provided	(Internal/External)	Phone	Email
Jackson County Public Schools	Dana Ayers	Space, Child Nutrition, Technology, Transportation, Exceptional Children Support Services	External	828-586-2311	dayers@jcpsmail.org
Hunter Library	Circulation Desk in the Curriculum Materials Center	Library Services	Internal	828-227-7307	Bmcdonough@wcu.edu
Council on Accreditation for Counseling and Related Accreditation Programs (CACREP)	Dr. Melodie Frick	Accrediting body	External	n/a	http://www.cacrep.org (website) Mhfrick@wcu.edu
Western Regional Education Service Alliance (WRESA)	Dr. Jan Webster	Educational Liaison	External	n/a	http://wresa.org (website) jwebster@wresa.org
Principal Fellows	Dr. Heidi Von Dohlen	Educational Partner	External	n/a	hbvondohlen@wcu.edu
Turning Point Services	Karen Roberts	Community Service Provider for UP Students	External	828-349-4757	Karen.roberts@turningpointservicesinc.com
WCU Division of Information Technology	IT Help Desk (for initial contact)	Most core IT needs in the college	Internal	828-227-7487	Ithelp@wcu.edu
Registrar's Office	Larry Hammer	Enrollment records, course rosters, grades, graduation status, test score records	Internal	828-227-7216	registrar@wcu.edu
WCU Graduate School	Jeff Lawson	Graduate student records, thesis/disquisition/portfolio records	Internal	828-227-7398	grad@wcu.edu
WCU Office of Institutional Planning and Effectiveness	Tim Metz	Data source for various critical reporting functions	Internal	828-227-7239	oipe@wcu.edu

Vendor Name	Description of Support/ Service Provided	Contact Name	Phone/Email
Blackboard	WCU Instructional Technology	x7487	Helpdesk@wcu.edu
VALT by Intelligent Video Solutions	WCU-Biltmore Park Clinic recording system (Counseling program) & WCU McKee Clinic Main Campus (Psychology Department)	Zach Phillips, WCU IT liaison for VALT	Zachphillips@wcu.edu
varied	HESA Graduate Assistantships. List available at: https://www.wcu.edu/WebFiles/PDFs/C_EAP-HS-HESA_2019-20StudentPlacementOptions.pdf	Dr. April Perry, HESA program director (and/or see list)	alperry@wcu.edu
Watermark (Tk20)	Assessment records, field experience records and processes, various graduation requirements	Tk20 customer support	800-311-5656; Support@watermarkinsights.com
VoiceThread	Video discussion and review in various courses	VoiceThread customer support	support@voicethread.com
EdTPA.com by Pearson	Submission of edTPA portfolios – a graduation requirement for teacher education	Pearson customer support	866-565-4872; edTPAEPPSupport@pearson.com
Varied	LEAD minor relationships with Student Affairs and Residential Living (all files on Dr. Gulley's WCU OneDrive)	Dr. Yancey Gulley, LEAD minor program director	nygulley@wcu.edu

B.3 No-Answer Communication Protocol

The CEAP protocol is to

1. Utilize One Call Now to send text messages and recorded voice messages to all employees (full-time faculty and staff) in the event of emergencies or other situations that require urgent communication to all.
2. The COOP Coordinator, Successors (in order), and Delegates will communicate in rank order from the plan as necessary in the following ways (and employing best judgment):
 - a. A phone call and voicemail (and/or text) to the first successor. If no answer, move to the next successor. Continue as needed.

SECTION C. CRITICAL FUNCTIONS

The following are definitions that apply to **Table C on page 25**.

CRITICAL FUNCTIONS are defined as those critical operational and/or business support functions that cannot be interrupted or unavailable for more than a mandated or predetermined timeframe without significantly jeopardizing the organization. Each critical function should be given a priority for recovery in the event of a disruption.

RECOVERY TIME OBJECTIVES (RTO) is the period of time the function must be restored after disruption to prevent significant impact to Department/University operations. Possible values are:

Critical 1: must continue, (life, health, and safety)

Critical 2: must continue, perhaps in reduced mode

Critical 3: pause if forced, but must resume in 30 days or less

Deferrable: resume when conditions permit

NORMAL STAFFING is the number of staff that currently at work in the department supporting the critical function.

MINIMUM STAFFING is the number of staff that the department could get by with and maintain critical functions until the department returns to normal operations.

MITIGATION STRATEGIES are efforts to prevent or minimize the effect of hazards on critical functions.

ALTERNATE/MANUAL WORK AROUND PROCEDURES are detailed description of alternate methods to perform each critical function in the event of scenarios such as:

- 1) Long-term power outage
- 2) Loss of information technology resources
- 3) Inability to access Alternate Site within a prescribed timeframe
- 4) Loss of human resource capital

C.1 CEAP Critical Function Recovery Time Objectives (RTO)

Critical Functions	RTO (1-4)	Normal Staffing	Minimum Staffing
<i>Support for University Participant (UP) Students</i>	1	200+ (Normal Paid Staff, Designated Suitemates are on call 10pm-7am. First Aid kits, emergency supplies are housed with UP Students)	30-35
<i>Catamount School</i>	1	10	7
<i>McKee Assessment and Psychological Services Clinic</i>	3	2	1
<i>CEAP Courses with Activity/Lab Components</i>	2 (must continue, perhaps in alternate locations/delivery modes)	Varies	
<i>CEAP Courses</i>	2 (must continue, perhaps with alternate mode of delivery)	Varies	
<i>Data Reporting (Title II, NC DPI EPP report)</i>	3	2	1
<i>Accreditation Activities (data collection, data storage and management)</i>	3	Varies	1
<i>Project Discovery-Talent Search</i>	2	5	2

C.2 Alternate/Manual Workaround Procedures

Critical Function	Facility Loss	IT Failure	Extended Power Outage
Support University Participant (UP) Students **UP Program has specific safety orientation programming with campus police prior to admission**	<ul style="list-style-type: none"> Work/meet in alternate location (TBA) Program paid staff live on campus with UP students and are prepared to assist with transport/relocation as needed. 	<ul style="list-style-type: none"> Communicate with students and staff via text messaging/cell phone Paid staff have 24/7 cell phones 	<ul style="list-style-type: none"> Extra batteries for program cell phones
Catamount School	<ul style="list-style-type: none"> Relocate and offer school services in alternate location (TBA) 	<ul style="list-style-type: none"> Communicate with students and staff via text messaging/cell phone (OneCall) 	<ul style="list-style-type: none"> Continue operations with emergency lights, as permitted by Jackson County Public Schools.
CEAP Courses with Activity/Lab Components	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA) 	<ul style="list-style-type: none"> Communicate course changes to students using university protocol. 	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA)
CEAP Courses	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA) 	<ul style="list-style-type: none"> Communicate course changes to students using university protocol. 	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA)
Project Discovery	<ul style="list-style-type: none"> Work/meet in an alternate location 	<ul style="list-style-type: none"> Communicate via text/cell phone 	<ul style="list-style-type: none"> Work/meet in an alternate location
McKee Clinic	<ul style="list-style-type: none"> Psychology Dept. if available. Otherwise work in alternative locations 	<ul style="list-style-type: none"> Hardcopy until OneDrive is accessible 	<ul style="list-style-type: none"> Work and meet in alternative location
Data Reporting	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA) 	<ul style="list-style-type: none"> -Request extension for reporting deadlines from applicable agencies as reporting 	<ul style="list-style-type: none"> Work/meet in an alternate location (TBA)
Accreditation Activities	<ul style="list-style-type: none"> Work/meet in alternate location (TBA) 	<ul style="list-style-type: none"> Collect data via hardcopy until IT systems resume normal operation 	<ul style="list-style-type: none"> Work/meet in alternate location (TBA)

SECTION D. ALTERNATE SITE(S)

In the event that the primary site in which critical functions become inhabitable, The Catamount School or CEAP may need to move all or a portion of its critical functions to an alternate site.

Alternate Sites for The Catamount School (NOT FOR PUBLIC DISPLAY)			
Site Name	Site Type	Main Phone Number	Room or Area #
Smoky Mountain High School Football Stadium	Short-term Evacuation Site #1 (Catamount School)	n/a	Football Stadium
Southwestern Community College	Short-term Evacuation Site #2 (Catamount School)	828-339-4000	Myers Auditorium
Western Carolina University	Short-term Evacuation Site #3 (Catamount School)	828-227-7677	Ramsey Center

Alternate Sites for the College of Education and Allied Professions			
Site Name	Site Type	Main Phone Number	Room or Area #
WCU Administration will determine alternate sites for Killian, Reid, McKee, and Biltmore Park.			
WCU, in collaboration with Jackson County Public Schools, will determine alternate sites for relocations			

D.1 Alternate Site Checklist

The following are considerations to take into account when selecting or activating an alternate COOP site for the conduct of business.

Building – general	
	How much space is available in (square feet)?
	What is the price per square foot?
	What portion of the floor is available?
	Is the floor already built out or is it completely empty?
	Do you have the floor plan for the space?
	What floors are available?

	What space is available in the basement, ground floor or areas without windows?
	How long is the desired space available?
	When is the space available?
	What architectural plans are available on the space?
	What subletting options are available?
	Is the space furnished? What equipment is already in place?
	Can we get exclusive use of the space or is it contracted to others?
	How far is the building from the current site?
	How far is it from the loading dock to the freight elevator?
	What provisions are available for moving into the building/space?
	What financing options are available for building out the lease space?
	Are the floors located above each other?
	What other tenants are on the floors where space is available?
	Who are they and how long is their lease?
	What are the lease term options?
	Can we get a copy of the lease?
	How can we gain access to the roof?
	What problems can we expect when core drilling between floors?
	Can we get a copy of the floor plan and office layout?
	What are the characteristics of the ceiling in the office space?
	How old is the building?
	When was building last renovated? If so, when and how?
	Is food service available in the building or nearby?
	What type of building signage is presently available?
	What union-based restrictions must be considered?
	What services are available in the building, e.g., cleaning/housekeeping, cafeteria, vending area(s), conference facility, exterminating, reception/lounge, and atrium?
	Which of these services is included in the lease?
	What escalation clauses are available to include in the lease?
	What services are available near the building, e.g., cleaner/tailor, shopping, restaurant, park/pond or recreation, gas station, public transportation, shoe repair?
	What major disruptions to building operations have occurred in the past 12 months? How were they resolved?
Parking	
	What outside parking is available? How many spaces are available?
	Does the building have a multi-floor parking structure?
	If so, is it attached to the building?
	If the parking is underground or aboveground, how are the floors accessed?
	How are doors, elevators accessed, e.g., card key, proximity card?
	Are there gates or backup spikes?
	Does the parking lot have lights?
	Does the lot have security cameras? Motion detectors?

	Does the lot have a public address system?
	How many entrances are in the parking structure?
	How are the entrances secured?
	Is the parking area fenced?
	Are security patrols in effect?
	Are parking spaces reserved? If not, can they be?
	What security incidents have occurred in parking facilities in the past 12 months?
	What public transportation services are available?
	How close is it to the building?
Security	
	How is the entrance to the property secured?
	How is the perimeter of the property secured?
	Is there security card access into the building?
	Is there security card access on elevators?
	Is there security card access into the parking lot and/or deck?
	What tenants are in this building?
	Is there a security desk in the main lobby of the building?
	Is the security desk manned 24x7?
	How many security personnel are on staff after normal business hours?
	How often do security guards walk the property? How long does this take?
	At what times is the security desk not staffed?
	What security cameras are in place to monitor building entrances, elevators, roof access, stairwells, lobby areas, and hallways?
	What security firm does the landlord use?
	What services does this firm provide?
	What security breaches have occurred in the past 12 months?
Telecommunications	
	How is the building connected to external high-speed telecom facilities?
	How is the building connected to basic telephone service?
	What special telecom services (e.g., SONET) are available?
	What telecom carriers currently provide service into this building?
	Does the building owner provide telecom services to tenants?
	How many entrances are used for bringing telecom services into the building?
	If so, from where are the conduits coming?
	Is the roof designed to support satellite, microwave or wireless antennas?
	How much extra does this cost?
	What problems or restrictions exist for installing telecom cabling in building risers?
	Can we examine riser areas for telecom cabling?
	Where is the telecom cabling riser room located?
	Does this room share space with electrical panels or janitor closets?
	Do equipment rooms line up directly above each other for ease of between-floor cabling?

	How secure are these rooms?
	What HVAC is provided to ensure the proper operating environment?
	What power is provided to these areas?
	Do telecom rooms on each floor share space with other tenants?
	What alternate facility entry points are available?
	Can the building support voice over IP and/or wireless telecom service?
	What bandwidth is available into the building?
	When was the last serious disruption to telecom service? How long did it take to fix?
Power	
	What generator(s) in the building provide(s) backup power for tenants?
	What kind of generator is used, its rating, and the type of fuel used?
	Is the generator air-cooled or water-cooled?
	If the generator is water-cooled, what alternate water sources are available?
	How often is this power supply tested?
	How many fuel suppliers are available?
	How many days fuel supply is available?
	What is the landlord's policy on topping up the fuel tanks?
	Can a backup generator be installed on the property if needed?
	How much power is available on each floor?
	How much power is available for individual tenants?
	What kinds of additional power can be added if required?
	Does the power grid(s) of the proposed facility conflict with other sites?
	Do you have a blue print of the power distribution?
	Have the building's electrical cables ever been replaced? When? To what extent?
	What is the building's history with regard to brownouts and blackouts?
	What problems have occurred with interference from high voltage/electromagnetic sources?
	How many hours per year do the tenants experience electrical outages in this building?
	When was the last serious power outage? What was the impact? How quickly was it fixed?
Cabling Infrastructure	
	How many telecom cable riser pairs are available from the building demark to each floor?
	What kinds of cables are used for risers?
	What cabling is already installed to target office locations?
	What are the characteristics of the cables?
	How can we get a copy of the cabling infrastructure documentation?
	What kind of cable routing is available, e.g., conduit, above dropped ceiling?
	What kind of voice and data cable can be installed, e.g., plenum (fireproof)?
	What was the most recent cabling disruption? How long did it take to fix?

	Do they have cable trays and are they accessible?
HVAC	
	What building HVAC system is in place?
	How secure are the HVAC rooms?
	What security is provided in areas adjoining the HVAC rooms?
	What HVAC management system is used to control the environment?
	Is the desired space provided with building air conditioning?
	What are the hours of operation for the air conditioning?
	Can we install our own A/C in locations where needed? If so, what restrictions exist?
	How is air conditioning provided in and throughout the building?
	What is the source of make-up cooling water if the supply is contaminated or leaks?
	Where are building HVAC systems located?
	What facility is available to eliminate smoke and other contaminants?
	What backup systems are available to support the HVAC system?
	What is the cost for after hours and weekend AC/heat?
	How often is the HVAC system serviced?
	Where are the thermostats located?
	When was this system last tested? What was the result?
	How recently has the HVAC system failed?
	What was the impact and how quickly was it fixed?
Deliveries	
	Is there a loading dock available in the building? If so, please describe.
	What are the hours of operation for the loading dock?
	How is security maintained in the loading dock area?
	Do security cameras monitor the loading dock?
	How many freight elevators are available?
	Are freight elevators self-operated or does a designated elevator operator control them?
	What is the size of the freight elevators?
	Can freight elevators be reserved? If so, what restrictions exist? What is the cost?
	How far is it from the loading dock to the freight elevator?
	How many lifts are available?
	Can deliveries go through the main lobby at night or on the weekend?
Fire, life and safety	
	What fire detection and suppression system is provided?
	Has there ever been a fire in this building? If so, please explain.
	How was the fire contained? What damage was sustained?
	What building fire detection/suppression system components available for each tenant?
	Where are fire extinguishers placed in the building? How many on a floor?
	How often are fire extinguishers tested?
	How often are fire drills conducted? Do people evacuate the building?

	What arrangements are made with the fire department when conducting drills?
	What preparations does the building make for emergency evacuations?
	What first aid and emergency medical services are available in the building? Do they have evacuation chairs?
	How are emergency exits and fire extinguishers marked? Photoluminescent stairs?
	What emergency lighting is provided, and where is it located?
	How many people in the building are trained in first aid, EMT, CPR?
	What food services are available in the building, e.g., restaurant, snack bar?
	How is the water building supply maintained in an emergency? Redundant supply?
	What emergency water supplies are available?
	Do they have strobes and horns?
	Does the building have emergency evacuation maps?
	Where are these maps located? Are they on each floor, suite, site, parking area?
	What is the procedure for bomb threats?
	Where are fireman's panels in the building?
	Do elevators go to the lobby in case of an alarm?
	How many incidents involving fires have occurred in the past 12 months?
	How many incidents involving life safety have occurred in the past 12 months?
	How were they resolved?
Data center room	
	What available space can be used for a data center?
	Is there a raised floor in the data center room?
	What kind of security is provided in the area? Keypad and key?
	What are the restrictions, if any, for installing additional security technology?
	What kind of power distribution system is installed in this area?
	How is this power system configured?
	What kind of auxiliary HVAC is provided, other what is provided within the building?
	Is this room environmentally controlled separate from the building system?
	What alternative power, HVAC, security systems can be installed?
	What are the dimensions and square footage of the room?
	What office space is available in this area?
	How many entrances go into this area?
	What disruptions to service have occurred in this area in the past 12 months?
	How were they resolved and how long did it take to fix them?

D.2 COOP Team

Teams are responsible for coordinating and planning, coordination, response and restoration activities as a result of a disaster or other disruption to critical functions and as necessary, the activation of an Alternate Site (See Section D, Table D - Alternate Site).

The **Management Team** sets priorities for critical functions that must continue, even during the disaster and other decision-making activities. The Management Team also determines if operations will be moved to an Alternate Site.

The **Advance Team** will be first to arrive at the Alternate Site (See Section D, Table D - Alternate Site) to prepare the site for the arrival of the COOP Teams & other continuity personnel. Upon arrival at the Alternate Site, the advance team will:

- Ensure infrastructure utility systems, such as power and heating, ventilating, and air conditioning are functional.
- Address telephone and IT inquiries from staff

The **Utilities Team** is responsible for working with Sites Operations to communicate power, air conditioning, refrigerated and other physical plan recovery tasks (See Section D, Table D - Alternate Site).

The **Telecom/IT Team** is responsible for working with the Office of Information Technology to coordinate application, data, and telephony recovery tasks (See Section D, Table D - Alternate Site).

CEAP and Catamount School COOP Teams			
Management Team	Advance Team	Utilities Team	Telecom/IT Team
<p><u>Catamount School</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Kim Winter (Dean & Superintendent) <input type="checkbox"/> Angela Lunsford (Principal) <input type="checkbox"/> Kelly Tracy (Director, School of Teaching and Learning) <input type="checkbox"/> Kelli Brown (Chancellor) <input type="checkbox"/> Richard Starnes (Interim Provost) <input type="checkbox"/> Kelly Tornow (WCU Legal Counsel) <input type="checkbox"/> Dana Ayers (JCPS Superintendent) 	<p>WCU Administration will determine</p>	<p>WCU Administration will determine</p>	<p>WCU Administration will determine</p>
<p><u>CEAP (all other)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Kim Winter (Dean) <input type="checkbox"/> Lee Nickles (Associate Dean) <input type="checkbox"/> Kelly Tracy (STL) <input type="checkbox"/> Kia Asberg (PSY) <input type="checkbox"/> April Perry (HS) <input type="checkbox"/> Myra Watson (DTPE) 			

D.3 Critical Telecom Numbers for Alternate Site

Telecom Number	Location	Category (Data, IP, Fax, Tele/Video)
Dean's Office Office: 828-227-7311 Fax: 828-227-7388	KL 204	Telephone
Suite 201/Associate Dean Office: 828-227-7027 Fax: 828-227-7610	KL 201	Telephone
Department of Human Services Office: 828-227-7310 Fax: 828-227-7021	KL 208	Telephone
Department of Psychology Office: 828-227-3364 Fax: 828-227-7005	KL 302B	Telephone
School of Teaching & Learning Office: 828-227-7108 Fax: 828 227-7645	Reid 100 & KL 120	Telephone
Project Discovery-Talent Search Office: 828-227-7137 Fax: 828-227-7740	Camp 150	Telephone
McKee Clinic Office 828-227-2473	McKee G1	Telephone
The Catamount School Office 828-331-1375	SMHS 100 Smoky Mountain Dr., Sylva, NC 28779	Telephone
University Participant (UP) Program Office 828-227-3297	KL 205	Telephone

D.4 Dependencies

Applications	
Application Name	Application Category (Database, ERP, PC/Client)
Peoplesoft	ERP
Banner	ERP
Microsoft Office 365/Email	ERP
Blackboard	ERP
OneDrive	ERP
Mercury Network Storage	ERP
SecureShare Storage	ERP
VCat	ERP

VPN	ERP
Qualtrics	Client
Edtpa.com (Pearson)	Hosted service

Records		
Vital Record Name	Vital Records Type (Archive, Books, Database, Records, Web Sites, Contract, Procedures)	Frequency of Update
OFE Placement Database (on Mercury)	Database	Multiple times per semester
Tk20 records	Web service/Database (hosted)	Continuous (may be multiple times in a week)
Teacher Education Licensure Database (on SecureShare)	Database	Continuous (may be multiple times in a week)
Assessment Data (on SecureShare)	Multiple databases/ spreadsheets	Multiple times per semester
McKee Clinic Records	records	Continuous (may be multiple times in a week)
Counseling Field Experience Documentation	Paper (Killian 206 for past alumni and Biltmore Park 2TS 320 for current students and recent alumni)	Once per semester

Equipment	
Equipment Name	Equipment Description
Cell phones	UP & Project Discovery each have a program cell phone.
Laptop, desktop computers and monitors	Computers used for work by faculty and staff. Stored on and off-campus, with permission.
Digital equipment: video cameras, laptops, headphones, audio recorders, cords, etc.	Equipment available for checkout by faculty, students, or staff. Stored in Killian 102B. Digital cameras for interns to record video for edTPA, a graduation requirement

SECTION E. TRAINING AND PREPAREDNESS

The COOP was developed and approved by college leadership, vetted and by the Leadership Council, and will be distributed via email in conjunction with the Building Emergency Plans each year. In addition, the college website will include links to both via the [College Resources and Governance website](#).

- The college facilitates face-to-face emergency preparedness trainings (CEAP plan, CPR and AED) each year. Emergency preparedness trainings may move to module-based in future. CPR and AED training spots are offered on a first-come, first-served basis and are typically facilitated by certified Parks and Recreation Management faculty.
- Fire Drills are held at each location each year: Catamount School, Killian, Reid, McKee, and Biltmore Park (CEAP Building Coordinators facilitate drills in Killian and Reid, while the Catamount School principal facilitates various drills [fire and lock-down] in conjunction with the Smoky Mountain High School principal.)
- An online link to the CEAP Emergency Plan is provided via email and remains on the college webpage. The college site is ceap.wcu.edu - click on the three lines in the upper, right corner – click on College Resources and Governance (direct link provided below) to view Building Emergency Plans to view plans for Killian and Reid.

*<https://www.wcu.edu/learn/departments-schools-colleges/ceap/about-the-college/index.aspx>

- One Call Now – For CEAP, One Call Now is utilized by college leadership to communicate with all full-time faculty and staff via text and phone call (ONLY in an annual test OR in the event of emergencies). For Catamount School, One Call Now is utilized to communicate with all parents/guardians on a weekly basis AND ALSO in emergency situations.
- The college sponsors of a number of additional internal or external professional development opportunities which support emergency and crisis preparedness. (PREPaRE*, mental health first aid, etc.). *PREPaRE provides school-based mental health professionals and other educational professionals training on how to best fill the roles and responsibilities generated by their participation on school safety and crisis teams.

APPENDIX A: GLOSSARY OF TERMS

Term	Definition
Alert	Notification that a potential disaster situation is imminent, exists, or has occurred; usually includes a directive for personnel. To stand by for possible activation
Asset	An item of property and/or component of a business activity/process owned by an organization. There are three types of assets: physical assets (e.g., buildings and equipment); financial assets (e.g., currency, bank deposits, and shares), and non-tangible assets (e.g., goodwill, reputation)
Backlog	<p>a) The amount of work that accumulates when a system or process is unavailable for a long period of time. This work needs to be processed once the system or process is available and may take a considerable amount of time to process.</p> <p>b) A situation whereby a backlog of work requires more time to action than is available through normal working patterns. In extreme circumstances, the backlog may become so marked that the backlog cannot be cleared.</p>
Business Impact Analysis (BIA)	A process designed to prioritize business functions by assessing the potential quantitative (financial) and qualitative (non-financial) impact that might result if an organization was to experience a business continuity event.
Business Interruption	Any event, whether anticipated (i.e., public service strike) or unanticipated (i.e., blackout) which disrupts the normal course of business operations at an organization's location. Similar terms: outage, service interruption.
Business Interruption Costs	The impact to the business caused by different types of outages, normally measured by revenue lost.
Call Tree	A document that graphically depicts the calling responsibilities and the calling order used to contact management, employees, customers, vendors, and other key contacts in the event of an emergency, disaster, or severe outage situation.
Checklist	a) Tool to remind and /or validate that tasks have been completed and resources are available, to report on the status of recovery. b) A list of items (names or tasks etc.) to be checked or consulted.
Checklist Exercise	A method used to exercise a completed disaster recovery plan. This type of exercise is used to determine if the information such as phone numbers, manuals, equipment, etc. in the plan is

	accurate and current.
Cold Site	An alternate facility that already has in place the environmental infrastructure required to recover critical business functions or information systems, but does not have any pre-installed computer hardware, telecommunications equipment, communication lines, etc. These must be provisioned at time of disaster.
Command Center	The location, local to the event but outside the immediate affected area, where tactical response, recovery and restoration activities are managed. There could be more than one command center for each event reporting to a single Emergency Operations Center.
Command, Control and Coordination	<p>A Crisis Management process:</p> <p>Command means the authority for an organization or part of an organization to direct the actions of its own resources (both personnel and equipment).</p> <p>Control means the authority to direct strategic, tactical and operational operations in order to complete an assigned function. This includes the ability to direct the activities of others engaged in the completion of that function, i.e. the crisis as a whole or a function within the crisis management process. The control of an assigned function also carries with it the responsibility for the health and safety of those involved.</p> <p>Coordination means the integration of the expertise of all the agencies/roles involved with the objective of effectively and efficiently bringing the crisis to a successful conclusion.</p>
Contact List	A list of team members and/or key personnel to be contacted, including their backups. The list will include the necessary contact information (i.e., home phone, cell), and in many cases, it is considered confidential.
Continuity of Operations Plan (COOP)	A COOP provides guidance on the system restoration for emergencies, disasters, mobilization, and for maintaining a state of readiness to provide the necessary level of information processing support commensurate with the mission requirements/priorities identified by the respective functional proponent. The Federal Government and its supporting agencies traditionally use this term to describe activities otherwise known as Disaster Recovery, Business Continuity, Business Resumption, or Contingency Planning.

Continuous Availability	A system or application that supports operations that continue with little to no noticeable impact to the user. For instance, with continuous availability, the user will not have to re-login, or to re-submit a partial or whole transaction.
Continuous Operations	The ability of an organization to perform its processes without interruption.
Critical Business Functions	The critical operational and/or business support functions that could not be interrupted or unavailable for more than a mandated or predetermined timeframe without significantly jeopardizing the organization. An example of a business function is a logical grouping of processes/activities that produce a product and/or service such as Accounting, Staffing, Customer Service, etc.
Critical Data Point	The point in time to which data must be restored in order to achieve recovery objectives.
Critical Infrastructure	Physical assets whose incapacity or destruction would have a debilitating impact on the economic or physical security of an organization, community, nation, etc.
Critical Service	A service without which a building would be “disabled”. Often applied to the utilities (water, gas, electric, etc.) it may also include standby power systems, environmental control systems or communication networks
Data Backup Strategies	Data backup strategies will determine the technologies, media and offsite storage of the backups necessary to meet an organization’s data recovery and restoration objectives.
Data Backups	The copying of production files to media that can be stored both on and/or offsite and can be used to restore corrupted or lost data or to recover entire systems and databases in the event of a disaster.
Data Protection	Process of ensuring confidentiality, integrity and availability of data
Data Recovery	The restoration of computer files from backup media to restore programs and production data to the state that existed at the time of the last safe backup.
Emergency Preparedness	The capability that enables an organization or community to respond to an emergency in a coordinated, timely, and effective manner to prevent the loss of life and minimize injury and property damage.
Emergency Procedures	A documented list of activities to commence immediately to prevent the loss of life and minimize injury and property

	damage.
Emergency Response	The immediate reaction and response to an emergency situation commonly focusing on ensuring life safety and reducing the severity of the incident.
Emergency Response Plan	A documented plan usually addressing the immediate reaction and response to an emergency situation
Emergency Response Procedures	The initial response to any event and is focused upon protecting human life and the organization's assets.
Emergency Response Team (ERT)	Qualified and authorized personnel who have been trained to provide immediate assistance.
Hot site	An alternate facility that already has in place the computer, telecommunications, and environmental infrastructure required to recover critical business functions or information systems.
Human Continuity	The ability of an organization to provide support for its associates and their families before, during, and after a business continuity event to ensure a viable workforce. This involves pre-planning for potential psychological responses, occupational health and employee assistance programs, and employee communications.
Incident Command System (ICS)	Combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the command, control, and coordination of assigned resources to effectively direct and control the response and recovery to an incident. The flexible design of the ICS allows its span of control to expand or contract as the scope of the situation changes
Incident Management	The process by which an organization responds to and controls an incident using emergency response procedures or plans.
Incident Manager	Commands the local emergency operations center (EOC) reporting up to senior management on the recovery progress. Has the authority to invoke the recovery plan
Information Security	The securing or safeguarding of all sensitive information, electronic or otherwise, which is owned by an organization.
Infrastructure	The underlying foundation, basic framework, or interconnecting structural elements that support an organization.

Interim Site	A temporary location used to continue performing business functions after vacating a recovery site and before the original or new home site can be occupied. Move to an interim site may be necessary if ongoing stay at the recovery site is not feasible for the period of time needed or if the recovery site is located far from the normal business site that was impacted by the disaster. An interim site move is planned and scheduled in advance to minimize disruption of business processes; equal care must be given to transferring critical functions from the interim site back to the normal business site.
Key Tasks	Priority procedures and actions in a Business Continuity Plan that must be executed within the first few minutes/hours of the plan invocation.
Lead Time	The time it takes for a supplier to make equipment, services, or supplies available after receiving an order. Business continuity plans should try to minimize lead time by creating service level agreements (SLA) with suppliers or alternate suppliers in advance of a Business Continuity event rather than relying on the suppliers' best efforts.
Manual Procedures	An alternative method of working following a loss of IT systems. As working practices rely more and more on computerized activities, the ability of an organization to fallback to manual alternatives lessens. However, temporary measures and methods of working can help mitigate the impact of a business continuity event and give staff a feeling of doing something.
Mission-Critical Activities	The critical operational and/or business support activities (either provided internally or outsourced) required by the organization to achieve its objective(s) i.e. services and/or products.
Mission-Critical Application	Applications that support business activities or processes that could not be interrupted or unavailable for 24 hours or less without significantly jeopardizing the organization.
Off-Site Storage	Any place physically located a significant distance away from the primary site, where duplicated and vital records (hard copy or electronic and/or equipment) may be stored for use during recovery.

Recovery Point Objective (RPO)	<p>The point in time to which data is restored and/or systems are recovered after an outage.</p> <p><i>Note: RPO is often used as the basis for developing backup strategies and determining the amount of data that may require recreation after systems have been recovered. RPO for applications can be enumerated in business time (i.e., “8 business hours” after a Sunday disaster restores to close of business Thursday) or elapsed time, but is always measured in terms of time before a disaster. RPO for systems typically must be established at time of disaster as a specific point in time (e.g., end of previous day’s processing) or software version/release.</i></p>
Recovery Services Agreement / Contract	<p>A contract with an external organization guaranteeing the provision of specified equipment, facilities, or services, usually within a specified time period, in the event of a business interruption. A typical contract will specify a monthly subscription fee, a declaration fee, usage costs, method of performance, amount of test time, termination options, penalties and liabilities, etc.</p>
Recovery Time Capability (RTC)	<p>The demonstrated amount of time in which systems, applications and/or functions have been recovered, during an exercise or actual event, at the designated recovery/alternate location (physical or virtual). As with RTO, RTC includes assessment, execution and verification activities. RTC and RTO are compared during gap analysis.</p>
Recovery Time Objective (RTO)	<p>The period of time within which systems, applications, or functions must be recovered after an outage. RTO includes the time required for: assessment, execution and verification. RTO may be enumerated in business time (e.g. one business day) or elapsed time (e.g. 24 elapsed hours).</p> <p><i>Notes: Assessment includes the activities which occur before or after an initiating event, and lead to confirmation of the execution priorities, time line and responsibilities, and a decision regarding when to execute.</i></p> <p><i>Execution includes the activities related to accomplishing the pre-planned steps required within the phase to deliver a function, system or application in a new location to its owner.</i></p> <p><i>Verification includes steps taken by a function, system or application owner to ensure everything is in readiness to proceed to live operations.</i></p>

Recovery Timeline	The sequence of recovery activities, or critical path, which must be followed to resume an acceptable level of operation following a business interruption. The timeline may range from minutes to weeks, depending upon the recovery requirements and methodology.
Risk Assessment / Analysis	Process of identifying the risks to an organization, assessing the critical functions necessary for an organization to continue business operations, defining the controls in place to reduce organization exposure and evaluating the cost for such controls. Risk analysis often involves an evaluation of the probabilities of a particular event.
Risk Categories	Risks of similar types are grouped together under key headings, otherwise known as 'risk categories.' These categories include reputation, strategy, financial, investments, operational infrastructure, business, regulatory compliance, Outsourcing, people, technology, and knowledge.
Service Continuity	The process and procedures required to maintain or recover critical services such as "remote access" or "end-user support" during a business interruption.
Service Continuity Planning	A process used to mitigate, develop, and document procedures that enable an organization to recover critical services after a business interruption.
Single Point of Failure (SPOF)	A unique pathway or source of a service, activity, and/or process. Typically, there is no alternative and a loss of that element could lead to a failure of a critical function.
Supply Chain	All suppliers, manufacturing facilities, distribution centers, warehouses, customers, raw materials, work-in-process inventory, finished goods, and all related information and resources involved in meeting customer and organizational requirements.
System	Set of related technology components that work together to support a business process or provide a service.
Technical Recovery Team	A group responsible for: relocation and recovery of technology systems, data, applications and/or supporting infrastructure components at an alternate site following a technology disruption; and subsequent resumption and restoration of those operations at an appropriate site.
Uninterruptible Power Supply (UPS)	A backup electrical power supply that provides continuous power to critical equipment in the event that commercial power is lost. The UPS (usually a bank of batteries) offers short-term protection against power surges and outages. The UPS usually only allows enough time for vital systems to be correctly

	powered down.
Vital Records	Records essential to the continued functioning or reconstitution of an organization during and after an emergency and also those records essential to protecting the legal and financial rights of that organization and of the individuals directly affected by its activities.
Warm Site	An alternate processing site which is equipped with some hardware, and communications interfaces, electrical and environmental conditioning which is only capable of providing backup after additional provisioning, software or customization is performed.
Workaround Procedures	Alternative procedures that may be used by a functional unit(s) to enable it to continue to perform its critical functions during temporary unavailability of specific application systems, electronic or hard copy data, voice or data communication systems, specialized equipment, office facilities, personnel, or external services.