



# TEXAS

The University of Texas at Austin

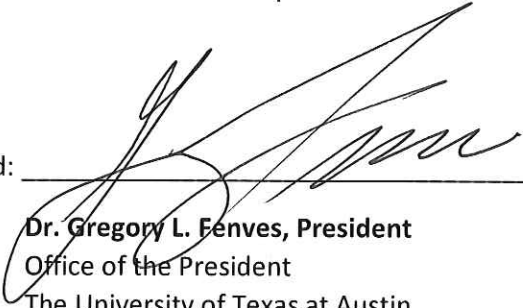
## Emergency Operations Plan


### 2018


## Annex V - Academic Continuity Plan

# Approvals

This supersedes and rescinds all previous versions of this document.

Approved:  Date: ~~1/24/18~~ <sup>018</sup>  
2/25/2018  
**Dr. Gregory L. Fennes, President**  
Office of the President  
The University of Texas at Austin

Approved:  Date: 1/18/18  
**Darrell Bazzell, Senior Vice President and Chief Financial Officer**  
Financial and Administrative Services  
The University of Texas at Austin

Approved:  Date: 1-10-2018  
**James H. Johnson, Interim Associate Vice President for Campus Safety & Security**  
Campus Safety and Security  
The University of Texas at Austin



## Record of Changes

Description of Change	Entered By	Date Entered
Dean of Students added Student Veteran Services to Academic Continuity Checklists	Patrick Funari	October 19, 2016
Organizational, formatting, and minor wording changes throughout.	Robin Richards	November 28, 2017

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# 1. Purpose, Situation, and Assumptions

## 1.1. Purpose

This document is the University of Texas at Austin's (UT Austin) plan to maintain academic continuity in the event of an emergency that prevents the conduct of academic functions at main Austin campus or if other UT System institution campuses cannot conduct academic functions at their campuses. This plan outlines the procedures for receiving students from other UT System institutions as well as the procedures for sending students to other UT System campuses.

## 1.2. Situation

In the fall of 2008, The University of Texas Medical Branch (UTMB) at Galveston was unable to continue its academic activities due to Hurricane Ike. The University of Texas at Austin responded and assisted UTMB-Galveston with administrative, logistical, and academic support. This situation highlighted the need to develop a well-coordinated plan to support other institutions in the event of an emergency.

This plan outlines the procedures to be implemented when displaced students are received by UT Austin due to a natural or man-made disaster. The plan also addresses the distribution of UT Austin students to other institutions.

Every disaster is different and will present unique challenges than any that preceded it. Considerations will need to be addressed with each incident and the planning processes must adapt to those changes. Depending on the nature of the disaster, campus may be closed for days, weeks, or a semester. The length of each closure will dictate what steps should be taken to lessen the impact of the disruption to academic continuity.

## 1.3. Assumptions

This plan is based on the following assumptions:

- The most likely or probable emergency occurrence will be weather related.
- The State of Texas Office of Emergency Management will be involved and will orchestrate the actual evacuation of students, staff, and faculty to Austin.
- It is the intent of the UT System that all academic programs return to the primary campus as soon as possible.
- Students that are relocated to The University of Texas at Austin will remain enrolled as students at their home institution.
- UT Austin will provide physical facilities for academic instruction. Students will remain in their home institution's curriculum and grading system.
- The sending institution will provide the academic staff to instruct its students while at UT Austin.
- All students will adhere to the UT Austin Honor and Conduct Codes while on UT Austin campus.
- All sending institutions will provide an official roster of the students that will be sent to the UT Austin campus to the Office of Campus Safety and Security.

## 2. Concept of Operations

### 2.1. Sending Students to Other Institutions

- The Associate Vice President for Campus Safety and Security (AVPCS&S) is the point of contact for The University of Texas at Austin for all outgoing displaced UT Austin students.
- The University of Texas at Austin has developed and will continue to develop Mutual Aid and Assistance agreements with other UT System components. If an institution wishes to establish any additional Mutual Aid and Assistance Agreements, they must be directed through the AVPCS&S.
- The Office of the Registrar will develop a master list of all displaced students who will be going to another campus and distribute this list to the Office of the Dean of Students. This master list will be communicated to the Registrar of the receiving institution. It will be in a spreadsheet format and will contain sufficient data elements about each student to facilitate the processes of the receiving institution. This list of students will be updated in a timely manner as needed.
- The Office of the Dean of Students (DoS) will coordinate with appropriate departments and establish a centralized process and orientation for outgoing displaced students. This will serve as a “One Stop Shop” processing station for students being sent to other institutions. To the best of their ability, they will brief students on policies and practices at the receiving institutions. For example:
  - Establish primary points of contact for outgoing displaced students to contact.
  - Obtain institution’s plans for the issuing of temporary ID cards.
  - Inform students about available services at the receiving institutions. This will include library use, recreation facilities, counseling services, health center services, food service, housing, cultural matters, disability services, financial aid, student veteran services, and other services provided to students, and of course classroom services.
  - DoS will coordinate with Student Financial Services and maintain knowledge about the receiving institution’s plan for Financial Aid. Additionally, they will coordinate so that students are informed on how to obtain funds from the receiving institution.
  - Inform the students about the receiving institution’s housing plan. DoS will be informed where the students are placed. If the displaced students find their own housing off campus, DoS will strive to maintain a directory of their addresses and phone numbers.
  - DoS will be knowledgeable about The University of Texas at Austin’s institutional plan for resuming classes off campus or online and be prepared to help students navigate this process.
  - DoS will establish methods for students to contact both academic advisors and counseling center staff of the receiving institution.
  - The Office of the Dean of Students will confirm with the receiving institution which students have arrived/enrolled on campus. This list will include the students’ housing address and other necessary contact information.
- The use by a student of other services/facilities such as library, counseling, housing, financial aid, and recreation/wellness will be without charge unless there are direct out of pocket costs for the receiving

organization. For example, CMHC and UHS have office visit charges. These charges would need to be billed just as UT Austin students are, and it would appear on the student's "What I Owe" page. Financial agreements may need to be established between the two institutions for incoming displaced students using student health center, counseling, and contracted food services. Any need for payment of services will be based on the time, the number of student services, and the type of service provided. It is understood that some services like library use and recreation facilities may be incidental, while other services like health center and counseling services may require cost reimbursement.

- Formalize the coordination with the UT Austin departments and identified institutions to develop the terms of engagement.
- General Financial / Accounting Guidance (not specific to student services):

Financial Affairs has developed procedures that would be implemented to support the university during an emergency. The procedures were developed to enable the university to quickly respond and address any financial emergency needs. During this process, several issues and concerns were noted that relate to both Financial Affairs and to other departments within the University. Some of the issues could have significant impact on the university operations during an emergency. These issues are listed at the end of this document.

- Payroll

Assuming DEFINE and check printing is unaffected, payroll processing will continue uninterrupted during emergencies. Emergency HRS policies would need to be evaluated for impact to processing and adjustments would be made as needed. If current employee assignment and timekeeping information is not available, payroll would default to the last payroll run.

96% of payroll is processed as direct deposits. If onsite facilities are not available, all payroll can be processed remotely and direct deposit processing would continue. There is not a current plan on how to process the remaining 4% of payroll due to lack of offsite printing.

Any compliance reporting may need to be delayed based on system and resource availability.

Payroll is able to work off-site through regular computers accessing the UT network and mainframe.

- Procurement

Assuming DEFINE and PointPlus access is available, procurement will continue as currently developed. Procurement will increase expenditure limits on Procards used for emergency purchases as well as open MCC codes. New Procards could be initiated and received within 48 hours, under the assumption that the bank which is contracted to manage the University procurement card program can accommodate requests during the emergency period assuming JP Morgan Chase Bank can accommodate requests during emergency period. Sharing Procards, using a log as required by university policy, would be an option for departments. Petty Cash funds will also be made available for more immediate use. (See Cash Management)

Procurement will provide necessary electronic and manual documentation requirements/forms to various departments with instructions on when and how to use during an emergency. These will be used to provide support for purchases and as support for reimbursement requests to FEMA, insurance, or other agencies.

Vendor payments will continue as currently processed assuming accounts payable personnel have access to DEFINE and check printing is available.

If onsite processing is not available, payments can be processed remotely, assuming there is capacity to UT Austin systems. Requesting departments will be required to send support documentation via email in order to authorize payment. Offsite processing will be restricted due to resource limitations.

If check printing is not available, wire transfer and ACH processing is also available for limited transactions. (See Cash Management)

Office of Accounting maintains a list of emergency vendors. Departments providing services during emergencies should send emergency vendor list to Office of Accounting for inclusion in master list.

Procurement is able to work off-site through regular computers accessing the UT network and mainframe.

- Cash Management

Assuming DEFINE access and Frost Bank access is available, cash procedures would continue uninterrupted. All procedures can be remotely performed, assuming there is sufficient capacity to access DEFINE.

If check printing was unavailable, additional vendors could be paid via wire transfer or ACH. Due to resource restrictions additional wires or ACH's would be limited to major vendors or purchases. Departmental personnel would need to provide additional vendor banking information in order to process any electronic banking. A form is available listing the required information to be supplied to Cash Management.

Temporary petty cash funds could be funded to assist with emergency purchases. Cash Management will need a list of areas and personnel authorized to use funds, point person, and estimated amounts.

Any compliance reporting may need to be delayed due to system or resource limitations.

Cash Management is able to work off-site through regular computers accessing the UT network and mainframe.

- Accounting

Office of Accounting (OA) will collect and compile financial transaction information incurred during emergency situations.

Senior management will determine if any reimbursement will be requested from external agencies (FEMA/other) or insurance, and if immediate funding for emergency expenses will be



funded centrally or through the individual departments. OA will adapt procedures to meet requirements of agency/other as needed.

Departments will process emergency transactions through the payment process currently established. Each department will compile a list of expenses with support documentation. OA will provide electronic or manual forms to assist departments with providing the needed information. Departments will submit already paid expenses to OA for review. Departments will also submit information for any lost revenue due to an emergency on separate form provided by OA. If expenses will be centrally funded, departments will include an IDT request. OA will compile information from all departments for any agency reporting requirements or reimbursement requests.

HRS will provide any needed payroll/other support to assist with any agency reimbursement requests.

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HRS will provide any needed payroll/other support to assist with any agency reimbursement requests.

Office of Accounting is able to work off-site through regular computers accessing the UT network and mainframe.

### 3. Direction, Control, Organization, and Coordination

#### 3.1. Command and Coordination

- The Associate Vice President for Campus Safety and Security (**AVPCS&S**) will coordinate this plan. Critical in all planning will be the Campus Safety and Security Committee. The AVPCS&S will ensure that all planning is incorporated in the campus emergency planning and Incident Command System (**ICS**).
- The Office of the Provost will coordinate all academic decisions.
- The Office of the Dean of Students (**DoS**) will coordinate and partner with appropriate departments to coordinate campus integration, student transition, student volunteers and triage support services for the incoming students from other institutions and outgoing displaced UT students.
- The Office of the Registrar will create, maintain, and distribute student records for incoming displaced students from other institutions and outgoing displaced UT students

## 4. Departmental Responsibilities

### 4.1. Academic Departments

#### 4.1.1. Incoming Displaced Students

- Academic departments will ensure good lines of communication are established between Student and Academic Affairs to ensure ease of student return/continuing course work.
- Plans for the emergency continuation of academic programs online may include use of online and communications technologies. The syllabus for each class should address how teaching and testing will be continued in the event of an emergency.
- Incoming displaced students must be able to contact both academic advisors and counseling center staff from the sending institution. Health providers at receiving institutions must be able to contact providers at the sending institution.
- UT Austin and most UT Institutions plan for emergency 1-800 number hosting and website hosting.

#### 4.1.2. Outgoing Displaced Students

TBD

### 4.2. Information Technology Services (ITS)

#### 4.2.1. Incoming Displaced Students (and possibly Faculty & Staff from another institution)

- Incoming displaced students will be given the “student” affiliation for their electronic credentials by Admissions. From that point forward, they will appear to all systems as UT Austin students. Faculty/Staff will be given the “affiliated worker” affiliation with the treatment as UT Austin employees by Human Resource Services for staff.
- Incoming displaced students/faculty/staff will need to go to the ID Center to obtain 1) an ID card and 2) upgrade their EID to high assurance required to access many sites and services (just as all UT Austin student and employees must). Either a photo ID (ex: driver’s license, home institution ID, passport) or someone from the home institution or Admissions/HRS will need to vouch for any individual without photo ID, which is required for rigorous credentialing. A list of the individuals (name, EID, date of birth) will be required by the ID center to avoid charges normally accrued for ID cards by UT Austin students.
- UT Austin has prepared for access to the campus for essential incoming displaced students as well as personnel. Texas state law (FY2010) requires all institutions to establish formal and rigorous credentialing. UT Austin Emergency Preparedness officials will assure that essential personnel will be allowed to enter needed areas.
- Campus WiFi services will be available to these individuals once their credentials are established like all other students/faculty/staff on campus and the ITS Help Desk will be available to assist them with any configuration problems. Departments should make sure they have laptops available for checkout in case of an emergency for faculty/staff.
- UT Austin will utilize campus emergency multimodal notification system to communicate with students, faculty and staff. Student contact information is gathered during the admissions process. Campus has limited call-in bank capabilities; larger call-in banks (>20) should utilize commercial services.

- UT Austin will use the existing paging and other communications systems.
- UT Austin will plan to send e-mail messages regularly to students and also operate a Twitter or Facebook account to give up to date information.
- All students will be informed during orientation and earlier semester class sessions of the emergency webpage where information can be retrieved in case of an emergency.
- UT Austin will send out a semester/annual email to advise returning students where information is housed and what to do in case of an emergency. DoS can include the Emergency website information on the mandatory “all student” emails.
- All departments should maintain an up to date contact information list of employees (home and cell numbers and update regularly) and establish a system for employees to check in.
- The Office of Emergency Preparedness will establish a 1-800 number for employees to check in and establish a schedule for each group to call in.
- The Office of Emergency Preparedness will establish 1-800 numbers for institutions active on this campus for their use.
- The AVP CS&S will prepare for communication requests from local media.
- It is critically important that the sending institution provide a master student list to the office of the AVPCS&S as soon as possible. Equally important is frequently updating the master list and the distribution of this list to appropriate UT departments.

#### 4.2.2. Outgoing Displaced Students

TBD

### 4.3. Dean of Students (DOS)

#### 4.3.1. Incoming Displaced Students

- The Office of the Dean of Students will set-up a process for incoming displaced students to become oriented to the institution. In coordination with the UT Volunteer and Service Learning Center, the process will include a mechanism that involves members of the University community who wish to volunteer. Representatives from the DoS volunteers (professional and student staff) will be available to work with students individually and in groups. In general, the services will be provided and staffed from 8am-10pm. DoS Emergency Duty remains available on a 24 hour and 7 days a week basis. Students will sign in and provide contact information to staff. This information will be kept for tracking purposes and be used to create a listserv to communicate with the students and appropriate departments about campus/community resources and events.
- The process will include, but is not limited to, a representative and/or materials from Housing and Food Service, Student Financial Services, Student Accounts Receivable, Student Deans, Division of Diversity and Community Engagement, Counseling and Mental Health Center, Admissions and the UT ID center (if possible).
- Information for Recreational Sports, UT Learning Center, Parking and Transportation, Registration, UHS, University maps, and other campus resources will be available in the centralized location.

- Student volunteers (which may include Orientation Advisors, Student Volunteer Center, etc.) will be present to accompany students to their respective academic office and other departments across campus as necessary during business hours.
- Office of the Dean of Students will also work with the University Coop and University Libraries to obtain textbooks for students in need.

#### 4.3.2. Outgoing Displaced Students

TBD

### 4.4. Office of the Registrar

#### 4.4.1. Receiving Students

The Office of the Registrar will be responsible for maintaining a master list of students from the sending institution and will create the initial computerized student records for these "visiting students." Administrative units such as the Dean of Students, University Health Center, Libraries etc. will use these student records within their computer systems as to deliver services to visiting students.

Incoming displaced students from sending institutions will be classified as "visiting students" and will be assigned the UT Austin "irregular program" code of H0100. As with students who enrolled at UT Austin due to Hurricane Katrina, this code and supporting database structures will be the mechanism by which these students will be managed and tracked within campus systems, even though these students will not be enrolled at UT Austin.

The sending institution should provide sufficient data to populate the initial student record created by the Office of the Registrar. The exchange of information between institutions will take place electronically in a format yet to be determined. The list of students will be updated by the sending institution on a timely basis.

- Scheduling Classes:
  - Assumptions:
    - There will be a representative of the sending institution's Office of the Registrar that will work directly with the receiving institution's Office of the registrar to coordinate the scheduling of classes.
    - Scheduling of classes for sending institution would take precedent over non-class related activities of the receiving institution such as meetings of student organizations. Class related activities of UT Austin such as review sessions, advance placement testing, would be rescheduled only as needed to free up space.
  - Procedures:
    - The receiving institution's Office of the Registrar provides a list of classrooms and hours of the day that these classrooms are available to the sending institution. The sending institution uses this information to create a schedule of classes for its students, using its own scheduling systems. The sending institution provides the receiving institution a list of classes being taught in the receiving institution facilities. Receiving institution enters this information into its systems to provide custodial services, technological support, problem resolution, room utilization reports, etc.

- Visiting students access the sending institution's websites and systems to obtain information about where classes are meeting at the receiving institution. This enables the sending institution to maintain information necessary for state reporting requirements and communication with their students.
- Sending institutions will provide a list of courses for which the receiving institution is expected to provide meeting space. The Office of the Registrar room scheduling staff will coordinate scheduling of these classes in general purpose classrooms and in departmental classrooms, using the systems of the receiving institution (UT Austin) and will work with a counterpart from the sending institution.
- To schedule class meeting space as well as coordinate the students, faculty, and staff associated with each class, the sending institution would need to provide information about the class such as:
  - Subject prefix, course number and section number of the class (i.e. English 101, Sec A)
  - Class enrollment
  - Instructor(s) name and contact information
  - The number and length of class meetings that need to be scheduled
  - If a lab, the lab equipment needed
  - Instructional equipment needed
  - Type of classroom best suited to the class

#### 4.4.2. Outgoing Displaced Students

Given the size and complexity of the student body and course offerings at UT Austin, it is somewhat doubtful that an emergency closing of the Austin campus could be absorbed by other UT System institutions. However, in the event of such an emergency, and assuming that information technology services are available from UT Austin, The Office of the Registrar at UT Austin, can provide a list of students and a list of classes to the receiving institution(s), assuming someone can make the determination of which students and which classes should attend which UT system institution. The information will be in a spreadsheet format with sufficient information to facilitate the management of the students and classes at the receiving institution(s).

### 4.5. The Division of Housing and Food Service (DHFS):

#### 4.5.1. Receiving Students

The ability of the Division of Housing and Food Service to provide shelter in an emergency situation is dependent on availability of non-occupied rooms and/or supplemental space in the residence halls. This includes available spaces in all facilities.

Should the need arise to provide housing and/or food service to non-UT Austin students affected by a natural disaster (i.e., hurricane/tornado, etc.); the Division of Housing and Food Service would extend the following:

- **Housing:** Housing representatives will coordinate with DoS to ensure proper communication and a streamlined process. Student will report to DHFS housing reservations office located at Kinsolving Residence Hall Division Office or they may be directed to a designated Residence Hall twenty-four-hour desk for check-in. There are twenty-four desks located in several of our facilities or nearby in another Residence Hall.



- **Access Card:** With the help of DoS, students will obtain an ID from the ID Center. Incoming displaced students will be given a packet that will advise them of location, time and dates when they can obtain their ID. A campus map will also be included in the packet. DoS may also provide campus guides to walk students. The ID will be programmed by DHFS staff to allow access to certain areas and for dining.
- **Meal Plan Information:** Dine-in Dollars and Bevo Bucks can be added to the student's ID if they choose to put money on them. They can then use their card for on or off campus dining. A per diem of \$8.00 in Dine-in Dollars will be added to their account to eat at on-campus dining locations. Incoming displaced students will receive a 10% discount off advertised cash price. The packet will list all the places where incoming displaced students can dine with the ID.
- **Housing Personnel Contact and Emergency phone numbers:** A contact list of numbers of DHFS staff will be provided to incoming displaced students in the event they need assistance or have an emergency. Also, a list of emergency phone numbers will be provided to the student. Their packet will have this information.
- **Emergency Communications:** In the event of a residence hall or campus –wide emergency, the Division of Housing and Food Service and the University will use various methods to communications. Their packet will have this information.
- **Private Dorms:** DHFS will work with representatives of the Private Dorms Association to assist re-located students with housing if needed. Included in their packet will be their information.
- **ATTECC:** DHFS will work with representative of the ATTECC to assist re-located students with housing if needed. Also, the ATTECC will provide lodging and meeting space for emergency operations staff as availability dictates.
- In summary, DHFS will accumulate some additional cost for housing and meals for students who have been relocated to UT-Austin campus. This additional cost will come directly from the per diem meals, housing, and staff arrangements.

#### 4.5.2. Outgoing Displaced Students

Check with the other system campuses to ensure that they would extend the same privileges to UT Austin displaced students that we do.

### 4.6. Libraries Services

#### 4.6.1. Incoming Displaced Students

UT Libraries will provide library materials and services to incoming displaced students from other UT institutions who need to continue their educations at UT Austin due to emergencies at their home campuses. In general, no additional costs will be incurred unless there is a need to satisfy special needs for services, hours of operation, or information resources. Libraries should not be a limiting factor to the number of incoming displaced students UT Austin will accommodate. More specifically,

- Incoming displaced students will need a valid UTEID and a valid UT student ID card to fully avail themselves of library services.
- All library services available to UT Austin students can be made available to incoming displaced students.

- If the student is in a field not taught at UT Austin (e.g., medical school), certain specific information resources may not be readily available on campus. In some cases, library services can to borrow or purchase any needed information and/or resources. In cases where a purchase is necessary, incoming displaced student may incur costs. To avoid additional costs, the sending institution should make advance preparations to make appropriate electronic information resources available via to facilitate displaced students access via computers at UT Austin.
- Libraries' departmental classrooms could be made available for classes offered for incoming displaced students, heavy or at non-regular times, may incur additional staff costs.
- In the event that the UT Austin Libraries have vacant offices, these offices would be available for use by incoming displaced faculty or staff while they are in Austin.
- UT Libraries staff would attend the "one-stop" orientation session for incoming displaced students and describe library services as it does for new, incoming UT Austin students.
- Incoming displaced students would be liable for overdue and lost book charges the same as UT Austin students.

#### 4.6.2. Outgoing Displaced Students

- Because UT Austin students have UTEIDs, they can access our electronic information anywhere. If an outgoing displaced student has left Austin or the UT Austin campus is closed, books or other non-electronic items will not be available.
- UT Libraries will activate the UT Libraries Business Continuity and Restarting Texas plans to continue to provide access to electronic information for UT Austin students, regardless of location.

### 4.7. Recreational Sports:

#### 4.7.1. Receiving Students

- **Obtaining Recreational Sports Access:** Incoming displaced students will need to be issued EIDs and UT Identification cards upon their arrival to the UT Austin campus. A list of the incoming displaced students and their EID's must also be sent to Recreational Sports' Membership Coordinator. The Membership Coordinator will upload Recreational Sports membership access to each individual UT ID card based on the specific EID. Once the membership information has been entered, full Recreational Sports privileges will be provided to incoming displaced students. Full access privileges will mirror those given to currently enrolled UT Austin students.
- **Recreational Sports Facility Access:** By presenting their UT ID, incoming displaced students will have access to all Recreational Sports managed facilities including Gregory Gym, the Gregory Gym Aquatic Complex, the Recreational Sports Center and Whitaker Fields. A complete list of Divisional Facilities may be found at [www.utrecsports.org](http://www.utrecsports.org).
- **Recreational Sports Program Access:** Additional fees are charged to participate in programs such as intramurals, group exercise classes, outdoor trips and workshops as well as sport clubs. A complete list of Divisional programs eligible to students may be found at [www.utrecsports.org](http://www.utrecsports.org).
- **Summary:** The Division of Recreational Sports would incur little additional costs to provide full divisional services to component institution displaced students.

#### 4.7.2. Outgoing Displaced Students

- Check with the other system campuses to ensure that they would extend the same privileges to displaced UT Austin students that we do.

### 4.8. University Health Services (UHS)

#### 4.8.1. Incoming Displaced Students

When the need arises, UHS will welcome incoming displaced from their home institutions due to emergencies. Incoming displaced students will access UHS in the same way that UT Austin students do and will receive the same level of care and access to UHS services.

To accomplish this, UHS will require resources from and coordination with other UT Austin departments and, to the extent possible, the incoming displaced student's home campus.

The UT Austin Office of the Registrar must provide UHS with a download and/or spreadsheet with the following items for each visiting student:

- Full name (First Name, Last Name)
- Date of birth
- Gender
- UT EID
- Mailing address
- Phone number
- Email address

UHS acknowledges that among a population of incoming displaced students, there will be individuals with chronic or pressing health concerns who may not have access to medical records from their home institution's health services. These individuals may need medical evaluation in order to maintain or continue appropriate care. To accommodate that need, UHS will consider holding special clinics, hiring temporary staff, and/or extending clinic hours to provide for these individuals. To facilitate continuity of care, UHS will share records with other healthcare providers upon request and within the bounds of privacy regulations, as is the case UT Austin students who receive care from off-campus providers.

UHS will assist incoming displaced students who need care beyond the scope of standard UHS practice with finding local, off-campus resources that meet their needs.

#### 4.8.2. Outgoing Displaced Students

If UT Austin students must be placed at other UT System institutions, UHS will post information prominently on its website to direct students on how to obtain their medical records and other pertinent information from UHS, including prescriptions and test results.

### 4.9. Center for Mental Health and Counseling (CMHC):

#### 4.9.1. Incoming Displaced Students

CMHC will provide the same level of service to incoming displaced students as is provided to UT-Austin students. The following is an outline of CMHC capabilities and needs.

- **Clinical Services:** The temporary closing of any campus would likely be for some form of disaster, often resulting in personal tragedies for incoming displaced students. These individuals also endure the additional burden of moving to a new community and the associated stressors thereof. For these reasons and others, CMHC would anticipate that the clinical needs for psychological and psychiatric services for this population would be greater than that of the current UT-Austin student population. Additionally, those individuals who were in counseling or receiving psychiatric medication from the student service providers at the home institution would need to be processed and treated. This would likely require a new evaluation, as it is likely that their health records would not be accessible.
- These services would almost certainly require additional financial resources on the part of CMHC. If counselors and psychiatrists from the incoming displaced institution also relocated, the additional resources required would be reduced. If not, CMHC would need to quickly hire more staff to respond to the student demand from both institutions. Locum tenens would be hired relatively easily for psychiatry, and counselors would be hired on a temporary basis. There are space constraints that would have to be considered. Possibilities would include expanding CMHC business hours temporarily to make space available or discussing with Counseling Psychology, Clinical Psychology, and Social Work space that might be available on a temporary basis.
- **After Hour Telephone Services:** Although CMHC would also anticipate an increase in calls for the reasons stated above; there would be minimal cost associated with handling extra call volume.
- **Traumatic Response, Outreach, and Prevention:** Presumably, there would be a need for CMHC staff to facilitate outreach to groups of students who might be impacted by a campus tragedy. It is likely that this service could be provided using existing staffing levels.
- **Psychiatry, Psychology, and Social Work Training:** If incoming displaced students were part of the aforementioned training programs, we would consider making accommodations to continue their training while they are here.

#### 4.9.2. Outgoing Displaced Students

Health providers at sending institutions must be able to contact providers at the receiving institution.

### 4.10. Athletics:

#### 4.10.1. Incoming Displaced Students

- Incoming displaced students will be granted admittance with valid UT Student ID to all UT Austin Athletics events, with the exception of football. Football tickets are sold out in the spring semester, therefore no tickets remain in the fall when the season begins.
- Practice facilities will be available for incoming displaced teams to use. Practice times will be granted, but UT Austin Athletics will maintain scheduling priority.
- Hosting games for incoming displaced teams will be possible, but intense budget and scheduling efforts will be required.

#### 4.10.2. Outgoing Displaced Students

TBD

## 4.11. Financial Aid

### 4.11.1. Incoming Displaced Students

In coordination with the Office of the Dean of Students (DoS), the Office of Student Financial Services (OSFS) at UT Austin will develop a plan to implement/disperse funds from an offsite location. The plan will determine the implications for financial aid programs if courses are canceled for the semester and will comply with any federal reporting requirements regarding financial aid programs that are suspended or canceled

OSFS will strive to provide displaced students from other UT system campuses in the aftermath of a campus closure the same service as we would UT Austin students. The following is an outline of OSFS capabilities and requirements in this regard. (Note: Additionally, in order to be most effective, OSFS will require an electronic data set of the names and email addresses for all incoming displaced students arriving to the UT Austin campus in order to communicate with these students regarding financial aid issues including when and how to file for aid, the possibility of filing a special circumstance appeal, availability and location of financial aid staff, etc.)

- OSFS can potentially provide work spaces for ten incoming displaced employees. Should more space be required, OSFS staff will work with the Student Services Building manager to determine other possible locations for incoming displaced staff. As the Student Services Building is a WiFi accessed building, OSFS will make as many of its laptops as possible available as necessary to incoming displaced employees who are located in work sites throughout the building. These work spaces will be critical as the needs of incoming displaced students to access their financial aid information will stretch current staff resources and additional resources will be required to meet the demand.
- Incoming displaced students will need to be counseled to change the school code on the information filed via the Free Application for Federal Student Aid (FAFSA) to the school code for UT Austin in order for the electronic records to be accessed by this campus.
- OSFS staff will need to work with the Student Accounts Receivable Office to determine what charges students will be transferring, as well as what aid has previously been disbursed to the student's account and what aid is remaining to be paid. Students may need cash advances or emergency loans to cover costs incurred due to the evacuation.
- OSFS will also need to work with the Registrar's Office to determine the courses that will be covered at UT Austin in order to determine the student's level of enrollment as this drives eligibility for Federal, State and certain institutional aid programs.
- OSFS staff will contact the US Department of Education to discuss the potential for loan forbearance/forgiveness options for incoming displaced students, as well as the impact on the ability for students to fully earn work study awards in order to properly report on this program and avoid any potential negative impact on future allocations due to failure to fully utilize funds.
- OSFS will communicate with the home campus financial aid office on an on-going basis and do a final report once the disaster has entered the recovery phase to confirm all activity that has occurred on behalf of these students.

### 4.11.2. Outgoing Displaced Students

OSFS will strive to provide services to outgoing displaced UT Austin students at other campuses in the aftermath of a campus closure. The following is an outline of OSFS capabilities and requirements in this regard.

- OSFS will work with other offices such as the Registrar’s Office and Admissions to provide a data set to the host campus of all outgoing displaced UT Austin students that are being relocated so that these students can be contacted regarding financial aid issues including when and how to file for aid, the possibility of filing a special circumstance appeal, availability and location of financial aid staff, etc.
- When possible, OSFS will send staff to the other campus to assist in processing aid for outgoing displaced UT Austin students. Students will need to be counseled to change the school code on the FAFSA to that of the host campus so that records may be accessed by that campus.
- OSFS will work with the Student Accounts Receivable Office on both campuses to gather information regarding what charges have been incurred, what will be transferred and how to assess what aid has paid to the student’s account and what is remaining to be paid.
- OSFS will also work with the Registrar’s Office on both campuses to determine what the student’s enrollment will be and how it will be recorded on the system.
- OSFS will contact the US Department of Education to discuss the potential for loan forbearance/forgiveness options for outgoing displaced students, as well as the impact on the ability of students to fully earn work study awards in order to properly report on this program and avoid any potential negative impact on future allocations due to failure to fully utilize funds.
- OSFS will communicate with the host campus and the UT Austin Office of Emergency Preparedness on an on-going basis and coordinate a final report once the disaster is in the recovery phase to confirm all activity that has occurred on behalf of these students.

#### 4.12. Division of Diversity and Community Engagement (DDCE):

DDCE has five units which will be involved in accepting incoming displaced students from other UT components and/or sending UT Austin students to another UT campus in the event of an emergency. Below, please find information about these units in terms of resources, documentation, concerns, etc.

##### 4.12.1. Incoming Displaced Students

###### 4.12.1.1. *Services for Students with Disabilities (SSD)*

In a crisis situation, UT Austin will require documentation to accommodate incoming displaced students with disabilities from another campus. SSD would require documentation in order to register these individuals with the office and begin providing accommodation here at UT. In these circumstances, SSD would allow flexibility in our documentation guidelines accepting any documents that showed a history of accommodations or treatment received. If the documentation that is provided is minimal, the individual would be approved for services on a provisional basis for one semester allowing them to connect with local providers and obtain documentation that meets the documentation guidelines so that the individual could remain registered with SSD for the remainder of their academic career.

###### 4.12.1.2. *Volunteer Services and Learning Center (VSLC)*

In coordination with the Office of the Dean of Students, the VSLC will help mobilize UT students, faculty, staff volunteers to help assist with the influx of incoming displaced students. The VSLC will also promote and organize volunteers from campus to help with other shelters in the Austin area. The VSLC and Student Volunteer Board will organize donation stations to help accept items needed for local shelters and to help with any rebuilding effort for the impacted area. Based on UT Austin’s experience with Hurricane Katrina, students who are

displaced are the most motivated to help with donation efforts. Therefore, VSLC will also host/form a student organization for students who are incoming to UT Austin, helping them organize to help in any response and support efforts.

#### *4.12.1.3. Multicultural Information Center (MIC)*

MIC would seek to support incoming displaced students who are members of marginalized communities, i.e. students of color, students who identify as Lesbian, Gay, Bisexual, Transgender and/or Queer, low-income students, immigrant, etc. Once these students are identified, the MIC would reach out to these students in order to:

- Provide information about campus resources.
- Connect them with other students from marginalized communities through an organized meeting, forum and through social media such as Facebook and Twitter.
- Involve them in MIC programs and events.
- Provide them with a safe space to retreat to.
- Provide direct support to the displaced students, the MIC would work towards making sure the campus climate is as welcoming as possible.

In order to do this, the MIC would:

- Create open forums to discuss the situation in a global context (i.e. in the case of Katrina, we would discuss issues of racism and classism)
- Collect and monitor student grievances from other students and professors who may be creating an unwelcoming environment.
- Inform the campus community about the people who are coming before they arrive.
- Need additional funds to support the forums, staff to support these initiatives, etc.

#### *4.12.1.4. TRIO Programs*

TRIO Programs (Student Support Services Program and McNair Scholars Program) are funded by the U.S. Department of Education and are designed to serve underrepresented students, such as first-generation, low-income, or disabled college students. Student Support Services Program services include academic advising, first year priority registration, career and personal counseling, financial aid information, peer advising, free tutoring, cultural and social activities travel opportunities, graduate/professional school planning, and monthly workshops that focus on academic development and career preparation. McNair Scholars Program activities include a summer research internship, faculty mentoring, graduate school exploration, GRE preparation, how to write effective personal statements, financial aid preparation, academic advisement, counseling, and assistance in securing enrollment and financial support for entry into graduate school.

The first step would be to contact with the UT Austin Program Specialist with the U.S. Department of Education to inform them of our intent to take in displaced TRIO student participants due to an emergency. Based on space capacity and approval from the U.S. Department of Education, the TRIO programs can accommodate TRIO student from other institutions of higher education.

Information needed from TRIO participating institutions would include confirmation of participation in a TRIO program and or documentation of eligibility criteria.

#### *4.12.1.5. Longhorn Center for Academic Excellence (LCAE)*

In coordination with the Office of the Dean of Students, LCAE can provide academic and personal support to the students including tutoring, information sessions about campus resources, and individual counseling for the purposes of transition and continuing success at the UT Austin campus. The staff members at LCAE will assist with registration needs and academic progress in the courses. If needed, LCAE can design and implement some events or activities that help incoming displaced students develop some initial connection with the campus community and develop a sense of belong to the University.

LCAE will require a student's demographic information to assess a student's need and academic preparation. LCAE will also need a student's emergency contact information.

#### *4.12.2. Outgoing Displaced Students*

##### *4.12.2.1. Services for Students with Disabilities (SSD):*

In the event that outgoing displaced students are sent to a different campus, SSD would want to have the ability to share the documentation on file with the other institution, including the students' disability documentation as well as verification of the accommodations they were receiving at UT Austin. It is paramount that SSD maintain confidentiality standards and obtain necessary releases for information. To increase efficiency, SSD could release information directly to students which could then be provided to the receiving institution's disability office. SSD would need to assess the level of accessibility of the campus in general as well as specific classroom accessibility. It would also be important to discuss the assistive technology support that will be available as many students rely on the resources available in the SSD ATEC Lab. If the emergency required a campus evacuation UT Austin would identify accessible means of transportation.

##### *4.12.2.2. Volunteer Services and Learning Center (VSLC)*

If UT Austin students were moved en masse to a specific area/campus, the VSLC would organize evacuated students for volunteer efforts to aid in the recover/return to UT Austin.

##### *4.12.2.3. Multicultural Information Center (MIC)*

MIC would obtain information regarding similar multicultural centers in order to ensure that outgoing displaced students can connect with similar support services at other institutions. In addition, MIC would provide the receiving schools with the names and contact information for the outgoing displaced students from marginalized communities. In addition, MCI would work with the other offices to ensure outgoing displaced students are receiving support.

##### *4.12.2.4. TRIO Programs*

TRIO Programs (Student Support Services Program and McNair Scholars Program) are funded by the U.S. Department of Education and are designed to serve underrepresented students, such as first-generation low-income, or disabled college students. Student Support Services Program services include academic advising, first year priority registration, career and personal counseling, financial aid information, peer advising, free tutoring, cultural and social activities, travel opportunities, graduate/professional school planning, and monthly workshops that focus on academic development and career preparation. McNair Scholars Program activities include a summer research internship, faculty mentoring, graduate school exploration, GRE preparation, how to write effective personal statements, financial aid preparation, academic advisement, counseling, and assistance in securing enrollment and financial support for entry into graduate school.



The first step would be to get in contact with UT Austin's Program Specialist with the U.S. Department of Education to inform them of our status. For the next step, the UT Austin TRIO programs can connect with institution of higher education, which are temporarily accepting UT students in order to temporarily place TRIO students in their TRIO programs. The UT Austin TRIO programs could assist with providing information regarding student eligibility. The UT Austin TRIO programs could coordinate with the Services for Students with Disabilities Office with written permission to provide documentation for students who are participating in the program due to having a disability.

Based on the information and resources available, the UT Austin TRIO programs could disseminate information to TRIO participants regarding the availability of resources and services at host institutions via email correspondence.

#### 4.12.2.5. *Longhorn Center for Academic Excellence (LCAE)*

Should UT Austin's LCAE need to send students to other UT components, LCAE will transmit the student identification and contact information so that the schools can locate the UT Austin LCAE students at their institution and incorporate them into their LCAE equivalent programs or incorporate them into the school's general student support programs.

Should additional time and resources become available to anticipate a relocation, LCAE proposes the following outline for information about the school the students will be sent to:

Have a LCAE Hot Button Link off the UT Emergency Preparedness Website to include:

- Academic Support services
- Tutoring support
- Registration updates specifically for LCAE students
- Academic Resource Centers found in the surrounding communities
- Schedules of Information Sessions related to UT Austin status updates
- Counseling support links
- Campus and Relocation Resources to include:
  - Available housing (temporary and permanent)
  - Community resources such as food and shelter
  - University Outreach Center resources
  - Local UT satellite offices with dedicated personnel to assist displaced students and assist them in problem solving and securing financial support
- Staff contact information
- Location of libraries, computers, and study rooms, labs, etc.

It is DDCE's observation that all UT students will be at risk when they are dispersed or relocated to other campuses, especially those that are receiving DDCE program services.

#### 4.13. *Parking and Transportation:*

##### 4.13.1. *Incoming Displaced Students*

- UT ID or letter stating they were students or otherwise eligible
- In person sales only or a spreadsheet with names and EIDs so they could be listed in our system and then use all of our online services

- Available permits: C, C+, N, N+, M, D (if medically eligible) and S or R based on availability and/or situation
- UT Austin Shuttle System and Capital Metro vehicles can be ridden fare free with a valid UT Austin ID.

#### 4.13.2. Outgoing Displaced Students

TBD

#### 4.14. Human Resources

##### 4.14.1. Incoming Displaced Student Employees/Faculty/Staff and the Impact to Faculty/Staff

- Develop a plan/system to track employee hours worked during recovery while campus is officially closed and serve as a consultant to the departments on this issue. NOTE: The costs associated with staff working extra hours on an emergency response may be reimbursable. Detailed time records to include specific hours worked and specific activities will be required for reimbursement.
- Will secure approval from the Office of the President to temporarily suspend all policies in the UT Handbook of Operating Procedures until it has been determined that the institution affected by the catastrophic event can perform its essential functions without the assistance of another institution.
- Will partner with DDCE to process staff volunteers by conducting background check and using its UTemp Program to find suitable paid staff for specific job duties.
- HealthPoint Employee Assistance Program (EAP) will provide counseling and work- life resource & referral services to receiving faculty & staff. HealthPoint EAP would anticipate an increased need for services for those impacted due to the challenges involved with re-locating to a new community following a traumatic event such as a natural disaster. EAP resources and capacity would need to be evaluated and would include: reaching out to our community-based provider network, exploring a temporary waiver for out-of-network service fees associated with our UT Select Plan, maximize our telephonic counseling services, temporarily expand hours of operation, etc.

##### 4.14.2. Outgoing Displaced Student Employees/Faculty/Staff (TBD)

- If the university is outgoing displaced academic students, faculty and staff to another institution because UT Austin is closed, the Provost Office and Dean of Students could provide the names of their students and faculty members to the receiving sister institution and HRS. HRS can check to see if our employees have medical benefits if needed, workers' compensation if injured and verification of employment if they need to rent an apartment.
- HealthPoint Occupational Health Program (OHP) is available to provide basic immunizations to Faculty & Staff sent as emergency responders prior to placement in an evacuation area (especially flood areas), e.g. tetanus, Hepatitis A & B, etc.

#### 4.15. International Student & Scholar Services

##### 4.15.1. Incoming Displaced Students

- Be knowledgeable of any U.S. immigration policy changes to allow for the immigration transfer of students to other universities (any change in policy will be provided by U.S. Immigration & Customs Enforcement - USICE)

- Establish two staff members as primary points of contact for incoming displaced students
- Provide an immigration briefing & check-in to all incoming displaced students about available campus services and immigration requirements
- Work with other departments on campus to ease incoming displaced students' resettlement
- Be knowledgeable about the sending institution's plan for resuming classes off campus or online and be prepared to help incoming displaced students navigate this process and facilitate the transfer of their immigration record back to their home institution
- Establish methods for incoming displaced students to contact their immigration advisors from their home institution
- Provide information about the Student Health Insurance plan
- Work with The Office of the Registrar to create/update students' record in IORECS (Per the Registrar: incoming displaced students will be classified as "visiting students" and the use of the "irregular program" code of H0100.)
- Create a webpage with instructions for incoming displaced students to provide information about immigration status/benefits, how to contact ISSS, etc.
  - Website should include link to USICE information:
  - Web: <http://www.ice.gov/sevis>
  - Email: [SEVIS.source@dhs.gov](mailto:SEVIS.source@dhs.gov)
  - Phone number: (800) 961-5294
- Students will need to report their location and contact information
  - Find out students' short and long-term plans
- Determine immigration needs of students & make notes on a spreadsheet accordingly
  - Do they need to make an immigration transfer to another school?
  - Will they return to their home country?
- Communicate with students that they need to have immigration documents and that they must follow immigration regulations
  - Provide service for reprinting of any lost/damaged/destroyed documents

## 5. Plan Development and Maintenance

The Academic Continuity Plan Annex is a component of the Emergency Management Plan. The Academic Continuity Plan Annex will be reviewed annually and will be updated and revised as appropriate.

Interim revisions will be made when one of the following occurs:

- A change in university site or facility configuration that materially alters the information contained in the plan or materially affects implementation of the plan
- A material change in response resources
- An incident occurs that requires a review
- Internal assessments, third party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan
- New laws, regulations, or internal policies are implemented that affect the contents or the implementation of the plan
- Other changes deemed significant

Plan changes, updates, and revisions are the responsibility of the Associate Vice President for Campus Safety and Security who will ensure that any plan changes are distributed accordingly.

## 6. Authorities and References

- Federal
  - Homeland Security Presidential Directive/HSPD-5, Management of Domestic Incidents
  - NFPA Standard 1600: Standard on Disaster/Emergency Management and Business Continuity Programs
  - NFPA 1561 Standard on Emergency Services Incident Management System 2014 Edition
  - NFPA 72 Annex E Mass Notification Systems
  - National Response Framework
  - National Incident Management System
- State of Texas
  - Texas Administrative Code Title 1 Part 10 Chapter 202 Subchapter C Rule §202.74
  - Texas Executive Order RP 57
  - Joint Commission for Accreditation of Health Organizations: Standard EC1.4
- The University of Texas System
  - Memo to Chancellor Yudof dated July 20, 2007: Subject: Survey on Emergency and Incident Response Exercises