

Wake Technical Community College Catastrophic Events Planning

Wake Technical Community College (Wake Tech) has plans, procedures, and policies in place to address its institutional and instructional operations in case of emergency situations or catastrophic events. As part of the North Carolina Community College System, Wake Technical Community College must adhere to State Board Code **1B SBCCC 200.99 (Community College Closure: Teach Out Plan and Records Preservation)** in the event of permanent closure of the institution. This NC State Board of Community College Codes requires Wake Tech to inform students (and applicants) of pending closure at least 90 days prior closure and help students identify equivalent programs and provide assistance in transferring to other community colleges. Additionally, Wake Tech is required to file a copy of all student permanent academic and financial aid records with the NC Department of Cultural Resources in accordance with the records retention process.

Institutional Operations

The Business Continuity Committee is an administrative initiative to prepare Wake Tech for unexpected disruption in normal business operations as the result of a natural, technical, or man-made disaster. The purpose of the committee is to create and maintain a plan and procedures (**Business Continuity Plan**) for restoring critical operations in any or all College service areas in the event of such disruption. This plan is updated and maintained through Wake Tech's internal portal.

Committee membership consists of one representative from each service area, including Athletics; Business Services; Campus Police; Curriculum Education Services; Continuing Education Services; Environmental, Health & Safety; Facilities; Human Resources; Information Technology Services; Enrollment and Student Services and the Chief Campus Officers from each campus.

The committee has the authority to make recommendations for actions and procedures to restore normal business operations at the College. These recommendations will be reviewed, approved or revised, and implemented by the President and the Executive Vice Presidents of the College.

Wake Technical Community College has several policies specifically related to adverse events impacting the institution.

ITS Disaster Recovery Plan (E1002k) The first consideration in planning for disaster recovery is the availability of adequate backup data files that can be used to

reconstruct the College's records in order to maintain operations. Unless complete and current copies of production and operating systems software files are available, all other aspects of disaster recovery are futile. The President and vice presidents of the College have agreed to the requirements for timeliness of the backup files. The entire database is backed up Monday–Friday between 12:00 midnight and 2:00 a.m. Daily backups are maintained for twelve (12) months; year-end backups are maintained for a minimum of three (3) years. Daily backups, as well as annual backups, are stored in a fireproof vault (in a Data Domain Devise) located in Holding Hall (Building A) on the Southern Wake Campus (9101 Fayetteville Road Raleigh, NC 27603) and on the Scott Northern Wake Campus (6600 Louisburg Road Raleigh, NC 27616). In addition, the college also has an air-gap backup system that protects Wake Tech from ransomware threats outside the institution. The tapes are maintained in Information Technology Services when returned from vault storage.

Emergency Response Plan (E1305) The Crisis Management Team of Wake Technical Community College is comprised of the College President; Executive Vice Presidents; Vice President and Chief Information Officer; Facilities Engineering Officer; Facilities Manager; Associate Vice President of Communications, and Chief of Police. This team is responsible for assessing the College's needs in the event of a physical crisis or emergency situation on campus and planning how to recover if such an event occurs. If such an event transpires, it is essential that all steps be taken calmly and rationally to resolve it in the most expedient and favorable manner. While this plan calls for the primary responsibility for dealing with emergencies to lie with the Chief of Police, it is recognized that he cannot be on campus at all times, nor can any other member of the Crisis Management Team. Therefore, it may fall to other management personnel of the College to assume the outlined duties, at least until designated team members are able to arrive and assist with resolving the problem.

Data Protection and Retention Policy (E1005) The purpose of this Policy is to ensure that necessary records and documents of Wake Technical Community College (WTCC) are adequately protected and maintained and to ensure that records that are no longer needed by WTCC or are of no value are discarded at the proper time and in accordance with Wake Tech Policy and applicable legal requirements. This Policy is also for the purpose of aiding employees and staff in understanding their obligations in protecting electronic documents - including e-mail, Web files, text files, sound and movie files, PDF documents, or other formatted files.

Records Retention and Disposition (College Documents) (E0921) Each administrative unit within the College will maintain an active records management program for the orderly retention and disposition of records resulting from official business of the College. Records management procedures will be consistent with

guidelines provided in the Community College System Public Records Retention and Disposition Schedule.

Emergency Closing (E0919) The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations; to identify the decision-making hierarchy for such closures; to ensure timely notification to students, staff, faculty, and visitors; and to confirm employee responsibilities in the event of a closure or reduced operations.

Instructional Operations

In the event that Wake Technical Community College cannot provide the instruction and services for which students have enrolled, the following procedures apply:

Permanent Closure

If the college is closing permanently, in adherence to **1B SBCCC 200.99**, Enrollment and Student Services (ESS) will work with other campus offices to assist students who need to transfer to another institution. As long as campus networks and IT infrastructure are operational, and staff are still employed by the college, we can provide official transcripts, program evaluations, and refunds. ESS staff will assist students with any admissions, residency, advising, financial aid, and course registration work as they endeavor to transfer to other institutions. ESS may offer group sessions, individual in-person appointments, or virtual appointments, depending on the needs and the resources available. ESS will communicate about these services using a variety of communication tools including text, email, website announcements, social media posts, the Answer Center, phone calls, and other advertising. The ESS Division will operate under the guidance of the college's Disaster Response Team, the college's Business Continuity Plan, any institutional task force that is established as a result of the catastrophe, and all state and federal laws governing student records and funding. As applicable, the college may institute some procedures that have been used in the past for any temporary closings due to weather, pandemic, or other threats.

Refunds

Depending on the timing of the catastrophic event, grades of WE (Withdrawn for Emergency) would be submitted for students. This grade would trigger a refund (full or partial refund, based on the point in the academic semester when the college suffered the catastrophic event). See Wake Tech policy on grades, C1605a.

If classes are canceled by the college after the start of a term, refunds will be processed in compliance with Wake Tech policy C2005 and students will receive a full refund.

Teach Out Plans

If possible, teach out plans will be created by the curriculum academic departments and communicated to students. The college will determine the best method for arranging these teach outs, if such an option is possible, depending on the catastrophe and the timeline for closure.

Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	1B SBCCC 200.99	Effective Date:	December 1, 1995
Policy Title:	Community College Closure: Teach-Out Plan and Records Preservation	Revised Date(s):	
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	North Carolina Community College System: State Board of Community College Code

Policy Statement
Wake Technical Community College must adhere to State Board Code (1B SBCCC 200.99) in the event of permanent closure of the institution

Purpose:	Any community college which closes shall inform each student and each applicant of its pending closure at least 90 days prior to closure
Procedure:	<p>Prior to closure, college officials shall help students identify equivalent programs and provide assistance in transferring to other community colleges. A student who is displaced due to a community college closing may transfer to any other community college which offers the student’s program without loss of credit or quality points. Community colleges shall give priority admission and placement to transfer students who have been displaced due to a community college closing.</p> <p>Before closing, the college shall file a copy of all students permanent academic and financial aid records with the Department of Cultural Resources in accordance with the records retention process.</p>

Scope:	This NC State Board of Community College Code applies to Wake Technical Community College since this institution is part of the NC Community College System
Exclusions:	Insert exclusions here
Enforcement:	Enrollment and Student Services Division (WTCC) and the Registrar’s Office
Publication:	https://www.nccommunitycolleges.edu/sbcccode
Duration:	Until amended or rescinded by the NC State Board of Community Colleges and NC General Assembly
Review Period:	
Definitions:	

Accreditor Docs:	Insert a hyperlink to the applicable accreditor policy documents
Accreditation:	No

Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Related Forms, Policies, or Tools:	Wake Tech Distance Education State Authorization web page (link to Wake Tech Catastrophic Plan) https://www.waketech.edu/online-learning/resources/state-authorization
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To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	NC General Assembly	Title:	Title	Date:	12/1/19 95

Keywords:	Insert keywords here. <i>Catastrophic SARA</i> <i>Refund Incidence</i> <i>Closure Instruction</i> <i>Operations Interruption</i>
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Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	E0919 and C1423	Effective Date:	March 2021
Policy Title:	Emergency Closings	Revised Date(s):	[March 2021]
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	EVP President’s Office

Policy Statement
This policy addresses emergency situations when a campus, portion(s) of a campus, or building(s) will be closed or remain open with reduced operations in the event that a situation poses a serious risk to the health, safety, or security of the college community.

Purpose:	The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations; to identify the decision-making hierarchy for such closures; to ensure timely notification to students, staff, faculty, and visitors; and to confirm employee responsibilities in the event of a closure or reduced operations.
Procedure:	<p>In emergency situations – inclement weather, power outages, or any other conditions constituting an emergency situation – the college may delay opening or close campuses for the day.</p> <ul style="list-style-type: none"> • If college campuses are closed, classes at all sites are canceled; however ONLINE classes continue as scheduled and on-campus instruction may be transitioned to online. All students should check their online course site (i.e. Blackboard or Moodle) for class specific information and assignments. • If there is a delayed opening, any in-person class with 30 or more minutes of instructional time remaining will meet on campus. Students should check Blackboard or Moodle for information about their courses. • A campus-specific emergency may result in only one campus being closed, while others remain open. Campus-specific information will be clearly communicated. • Wake Tech classes and events held at community sites, including Wake County Public Schools, will follow the protocols enacted at that site. <p>Notification Delays and closings will be announced via the Wake Tech Warn emergency alert system. All Wake Tech student and employee email addresses are automatically registered to receive Wake Tech Warn alerts. To add additional email addresses, or phone numbers for voicemail and text message alerts, go to warn.waketech.edu. Delays and closings will also be posted on Wake Tech’s website (waketech.edu), social media (@waketechcc), and local radio and television stations. An announcement will also be recorded on the college switchboard 919-866-5000. In the event that an emergency situation occurs after the opening of the college, announcements about class dismissals and closings will come from the administrative officer in charge.</p>

Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

	<p>Students When college campuses are closed due to inclement weather or other adverse conditions, students are expected to check their online course site (i.e., Blackboard or Moodle) for class-specific information and assignments. Students who are unable to participate in online instruction due to a power outage or other circumstances are responsible for contacting their instructor and making up class assignments</p> <p>If Blackboard or Moodle become inaccessible or power outages occur, assignment due dates will be clearly posted when service resumes. Due dates may also be extended on a case-by-case basis at the discretion of instructors, and announcements will be posted accordingly.</p> <p>Employees When college campuses are closed due to inclement weather or other emergency conditions, employees who can work remotely should do so. The college does not expect employees to work in any environment that is unsafe. Employees who are not able to work remotely due to a power outage or other emergency situation should contact their supervisor. Employees who are not able to work remotely may be required to take annual leave or arrange to make up the time. Depending on the circumstances, the time lost may be counted as an excused absence at the discretion of the supervisor.</p>
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Scope:	Policy covers all instructional and administrative operations of Wake Technical Community College	
Exclusions:		
Enforcement:	Communications; Human Resources; and Curriculum education Services Divisions	
Publication:	Employee Handbook and College Catalog	
Duration:	Until amended or rescinded by the Institution’s Board of Trustees and Administration)	
Review Period:		
Definitions:	Adverse Conditions	Adverse conditions include severe inclement weather conditions (such as snow, ice, high winds, tornados, earthquakes, hurricanes, flooding, etc.) that pose serious risk to the health or safety of college personnel and/or students.
	Campus Closure	All functions and operations are suspended due to imminent threat or danger to life or safety of individuals.
	Emergency /Disaster Situation	Emergency/Disaster situations may exist as a result of a natural or human-caused disaster, a civil disorder that poses an imminent threat of serious injury to persons or property, public health emergency, or other seriously disruptive events where extraordinary measures are required immediately to avert, alleviate, or repair damage to college property or to maintain the orderly operation of the campus.

Accreditor Docs:	N/A
Accreditation:	No

Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Related Forms, Policies, or Tools:	Wake Technical Community College Catalog and Employee Handbook https://www.waketech.edu/catalog https://www.waketech.edu/ (Employee Handbook in internal portal)
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To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	Insert keywords here. <i>Catastrophic SARA</i> <i>Refund Incidence</i> <i>Closure Instruction</i> <i>Operations Interruption</i>
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Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	C2005	Effective Date:	March 2021
Policy Title:	Refund Policy	Revised Date(s):	Every Year
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	Registrar’s Office in the Enrollment and Student Services Division

Policy Statement: Refunds are processed under the North Carolina Community College System (state) refund policy.

Tuition refunds are automatically processed based on deadlines and drop dates and sent to BankMobile for processing. For more information about BankMobile, visit <https://bankmobiledisbursements.com/refundchoices/>.

Refunds are issued only after the 10% date in the semester. This date is published as the drop deadline in class schedules and registration information each semester.

Purpose:	Refunds issued due to course(s) cancelled by the college
Procedure:	<p>Cancelled Classes A 100% refund will be given if the class in which the student is officially registered is cancelled by the college.</p> <p>In the event of a student's death, all tuition and fees paid for that term may be refunded to the estate of the deceased.</p> <p>For regular-schedule classes that begin the first week (seven calendar days) of the semester</p> <ol style="list-style-type: none"> 1. A 100% refund will be given if the student drops the class prior to the first day of the academic semester as published on the official college calendar. 2. A 75% refund will be given if the student drops the class on or after the first day of the semester and prior to or on the official 10% point of the semester, as published in the College calendar. Students who fail to attend classes at all, and who are marked as “never attended” by the instructors, will be dropped from the class rosters and will be eligible for a 75% refund. <p>Depending on the timing of the catastrophic event, grades of WE (Withdrawn for Emergency) would be submitted for students. This grade would trigger a refund (full or partial refund, based on the point in the academic semester when the college suffered the catastrophic event)</p>

Scope:	Wake Technical Community College policy
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Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Exclusions:	
Enforcement:	Registrar's Office
Publication:	Wake Technical Community College Catalog
Duration:	Until amended or rescinded by the Institution's Board of Trustees or Administration)
Review Period:	Reviewed annually
Definitions:	

Accreditor Docs:	Insert a hyperlink to the applicable accreditor policy documents
Accreditation:	No
Related Forms, Policies, or Tools:	Refund Policy is located in the Wake Technical Community College catalog and on the college's web site. https://www.waketech.edu/ https://www.waketech.edu/catalog

To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	Insert keywords here. <i>Catastrophic SARA</i> <i>Refund Incidence</i> <i>Closure Instruction</i> <i>Operations Interruption</i>
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Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	C1605a	Effective Date:	March 2021
Policy Title:	Wake Tech Grade Policy	Revised Date(s):	Annually
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	Registrar's Office

Policy Statement
The college has established a grading policy in case of catastrophic event

Purpose:	Grades of IE and WE are temporary grades implemented for the Covid-19 pandemic (Incomplete Emergency and Withdrew Emergency)
Procedure:	The Registrar's Office during the Covid-19 pandemic (or other catastrophic events) has the authority with the approval of the administration to implement temporary grade options of IE or WE to students during emergencies.

Scope:	Wake Technical Community College policy																						
Exclusions:																							
Enforcement:	Enrollment and Student Services Division (Registrar's Office)																						
Publication:	www.waketech.edu www.waketech.edu/catalog																						
Duration:	Until amended or rescinded by the Institution's Board or Administration																						
Review Period:	Reviewed Annually																						
Definitions:	<table border="0"> <thead> <tr> <th><u>Grade</u></th> <th><u>Explanation</u></th> </tr> </thead> <tbody> <tr> <td>AU</td> <td>Audit</td> </tr> <tr> <td>SR</td> <td>Senior Citizen Audit</td> </tr> <tr> <td>FG</td> <td>Forgiven</td> </tr> <tr> <td>I</td> <td>Incomplete</td> </tr> <tr> <td>IE*</td> <td>Incomplete Emergency</td> </tr> <tr> <td>IP</td> <td>In Progress (Multi-entry/multi-exit classes only)</td> </tr> <tr> <td>P</td> <td>Pass (Transition Math, Transition English, Corequisite Math and English, and Work Based Learning Use Only)</td> </tr> <tr> <td>R</td> <td>Repeat (Transition Math and English Use Only)</td> </tr> <tr> <td>W</td> <td>Withdrew</td> </tr> <tr> <td>WE*</td> <td>Withdrew Emergency</td> </tr> </tbody> </table>	<u>Grade</u>	<u>Explanation</u>	AU	Audit	SR	Senior Citizen Audit	FG	Forgiven	I	Incomplete	IE*	Incomplete Emergency	IP	In Progress (Multi-entry/multi-exit classes only)	P	Pass (Transition Math, Transition English, Corequisite Math and English, and Work Based Learning Use Only)	R	Repeat (Transition Math and English Use Only)	W	Withdrew	WE*	Withdrew Emergency
<u>Grade</u>	<u>Explanation</u>																						
AU	Audit																						
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[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

	<p>WP Withdrew Passing (after 60%)</p> <p>T Transfer Credit (includes TA, TB, TC, TP1, TP2, TP3)</p> <p>X Credit by Examination</p> <p>*IE and WE grades are temporary grades implemented for the Covid-19 pandemic.</p>
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Accreditor Docs:	
Accreditation:	No
Related Forms, Policies, or Tools:	https://www.waketech.edu/catalog/academic-information#sec8957

To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	<p>Insert keywords here.</p> <p><i>Catastrophic SARA</i></p> <p><i>Refund Incidence</i></p> <p><i>Closure Instruction</i></p> <p><i>Operations Interruption</i></p>
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Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	E1005	Effective Date:	April 2019
Policy Title:	Data Protection and Retention Policy	Revised Date(s):	
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	ITS (Information Technology Systems - college administration)

Policy Statement
<p>Data protection and retention are critical components of the data management lifecycle. The data and records listed within this policy will be retained for as long as there is a business need, or as required by applicable compliance, regulatory and legal standards. In addition, the data must be appropriately safeguarded to ensure only authorized individuals with legitimate business reasons can access it. As data retention can become costly, it will be disposed according to the Data Retention Schedule contained within the policy. This policy addresses required basic security and privacy controls, as well as reflecting the constraints placed upon WTCC by legislation and regulations.</p>

Purpose:	<p>The purpose of this Policy is to ensure that necessary records and documents of Wake Technical Community College (WTCC) are adequately protected and maintained and to ensure that records that are no longer needed by WTCC or are of no value are discarded at the proper time and in accordance with Wake Tech Policy and applicable legal requirements. This Policy is also for the purpose of aiding employees and staff in understanding their obligations in protecting electronic documents - including e-mail, Web files, text files, sound and movie files, PDF documents, or other formatted files. This policy applies to all WTCC staff and systems involved in collecting, managing, and storing information assets (whether written or electronic).</p>
Procedure:	<p>Information Classification All data is classified into one (1) of three (3) information classifications:</p> <ul style="list-style-type: none"> • Public • Confidential • Restricted <p>Public Applies to information that is a public record under applicable law and has been approved by WTCC management for release to the public. By definition, there is no such thing as unauthorized disclosure of this information and it may be disseminated without potential harm.</p> <p>Confidential Applies to less-sensitive business information that is intended for use within WTCC. Its unauthorized disclosure could adversely impact WTCC or its students, suppliers, business partners, or employees.</p> <p>Restricted Applies to the most sensitive business information that is intended for use strictly within</p>

WTCC. Its unauthorized disclosure could seriously and adversely impact WTCC, its students, its business partners, and its suppliers. This includes Personally Identifiable Information (PII, also known as Personal Data) or other sensitive information (see below for definition by NIST– reference Appendix A for more information).

1. PII is any information about or that can be directly attributed to an individual and processed or maintained by WTCC;
2. Any information that can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; and
3. Any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.

Due to the potential personal or business impact arising from misuse, or unauthorized access to or use of, Confidential and Restricted data, it is only stored in secure environments. As such, PII and other sensitive data will not be stored or processed on publicly accessible or insecure assets, including, but not limited to; work or personal laptops, tablets, cell-phones, Internet of Things devices (IOT), portable media (USB, CD, Floppy-Disk), or other non-college owned devices. Further, these data types are prohibited from being emailed, texted, or otherwise transported outside of the College network. If there is a legitimate college need to transport these types of data, proper encryption and security mechanisms will be used to ensure confidentiality (reference Portable Device section).

Any incidents, or potential incidents, involving Confidential or Restricted data will be subject to an investigation as outlined in the Cybersecurity Program and Incident Response Policy.

Maintenance of Records

All platforms used by WTCC to create, receive, transmit or manage electronic records, including e-mail clients, social media platforms, and cloud computing platforms, shall conform with all Department of Natural and Cultural Resources policies and all applicable IT security policies.

Security of the system and the records it holds is maintained in the following ways:

Access rights are managed by the IT department and are assigned by a supervising authority to prevent unauthorized viewing of documents.

Either the information technology system is able to separate confidential from non-confidential information, or data creators must organize and name file systems in such a way to identify confidentiality of the documents.

Folders with confidential information are restricted, and access rights to confidential data are carefully managed using least privilege and strict access controls. Confidential material is redacted before it is shared or otherwise made available.

Physical access to computers, disks, and external hard drives is restricted.

All system password and operating procedure manuals are kept in secure storage.

WTCC maintains documentation that describes system procedures, practices, and workflows. This documentation also identifies system software and hardware and captures the system environment in terms of the organizational structure, functions and responsibilities, and system processes. Documentation is reviewed and updated by IT staff annually or upon implementation of a new information technology system.

Retention Requirements

Under the direction of the CIO, the Cyber Security Engineer or another designee shall:

- Implement data retention and disposal guidelines limiting data storage and retention times to those that are required for legal, regulatory, and business requirements
- Ensure automatic or manual processes exist for the secure destruction of paper and electronic records when no longer needed
- Follow specific retention requirements for sensitive data as set forth by this policy
- Identify retention periods for log files and audit trails
- Define and enforce email retention requirements

Different types of records require varying retention periods. In addition to describing how long various types of information must be maintained, retention procedures shall specify:

- Steps used to archive information and locations where this information is processed and stored.
- The appropriate destruction of electronically stored information after the identified retention period.

Additionally, WTCC utilizes strong encryption and cipher suites to protect Confidential and Restricted information, as outlined in the 'Encryption' section of this policy.

Data Retention Schedule

Records retention and management is an important component of the compliance process. WTCC needs to store and manage information on general operations, student records, and finance as part of day-to-day activities. As part of a retention scheme, classes of documents are retained on different schedules based on various criteria.

In certain instances, individual departments may have unique record retention requirements outside of documented groups. These shall be documented independently as part of internal processes and procedures, such as "Learning Management System (LMS) Records Retention Schedule" in Chapter 8 of the Employee Handbook. Such requirements may include contractual obligations with customers or business contacts or data retention requirements to maintain business operations. In some instances, departments may need to retain electronically stored information for a historical archive with a different retention schedule than listed below.

During the appropriate retention period for electronic records, archived data must be retrievable. Doing so shall require the following protocols to be in place:

- As new software and/or hardware is implemented, ITS support staff shall ensure new systems and file formats can read legacy data. This may require that older data be converted to newer formats.
- Data that is encrypted must be retrievable. WTCC shall implement key management procedures that ensure encrypted data can be decrypted when needed.

When establishing record retention periods, WTCC shall rely on (in order of precedence):

- Applicable federal guidelines, laws, statutes and Regulatory Standards
- State guidelines, recommendations, rules, and statutory requirements
- Any WTCC policy and procedure enhancing existing federal and state retention periods

Reviewed By Dr. John B. Boone

[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

The listing below is not representative of every record type maintained at the college and is specific to ITS. It is expected that as technology evolves, so too does the need to retain additional data types from more complex systems. As such, additional sets of data may be retained internally and may be available upon request.

Data Type	Data Retention Schedule	Description
Email	All messages and other items moved to archived storage will be permanently deleted after five (5) years.	All electronic mail messages will be automatically copied to archived storage as soon as they are sent or received by the email gateway.
Social Media	At least (1) year from the creation date.	Any publicly visible posting, either sourced internally or externally, on any social media page owned by the College.
Instant Messaging	At least (1) year from creation date.	Any Microsoft Teams or Skype messages that contain sensitive information or select key words.
Event Logs	At least (1) year from the creation date for forensics and PCI compliance.	All event and security logs created from activity on a computer system.
Audit Reports & Materials	At least (3) years from the date of the audit.	All audit reports, audit materials, correspondence, and other working papers.
Enterprise Resource Planning (ERP) Data	Retained Indefinitely	All data stored or processed within the ERP solution, to be used for tax laws, regulations, and other legal requirements.

Data Loss Prevention

All Confidential and Restricted data within the College’s possession cannot be transmitted externally, without being subject to Data Loss Prevention (DLP) policies, rules, and technical controls. This is to ensure that information is only being shared with authorized parties, for authorized business purposes. As such, it limits the possibility of a sharing data outside of the College. This is performed by using several technical and administrative controls together, including; IPS, IDS, firewalls, anti-virus systems, inbound and outbound email filtering, system controls enforced by group policy, and Role Based Access Controls (RBAC).

Encryption

WTCC uses software encryption to protect Confidential Information. To provide the appropriate security while balancing throughput and response times, encryption key lengths should use current industry standard encryption algorithms for Confidential Information. These encryption keys will be retained for as long as the encrypted data remains on the

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Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

	College network. The use of proprietary encryption algorithms are not allowed unless reviewed by qualified experts outside of the vendor in question and approved by WTCC management.
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Scope:	This policy applies to all WTCC staff and systems involved in collecting, managing, and storing information assets (whether written or electronic).	
Exclusions:		
Enforcement:	ITS Department – college administration	
Publication:	Wake Technical Community College Employee Handbook (internal portal)	
Duration:	Until amended or rescinded by the Institution’s Board of Trustees or Administration	
Review Period:		
Definitions:	Word/Term	Definition
	Asset	Property owned by a person or the college. Examples: laptops, servers, cell-phones, cameras, and storage devices.
	Cipher Suite	A set of methods (algorithms) used to secure a network connection.
	College network	Any asset, system or network (physical, wireless, or other) owned and operated by Wake Tech.
	Data	Information that is submitted or collected by Wake Tech through the course of business.
	EEA	European Economic Area
	Encryption	The process of encoding data in a way that only authorized parties can access it, and unauthorized parties cannot.
	File Permissions	A set of controls applied to electronic files that assign permissions or access rights to specific users or groups that limit the ability to view, change, navigate or execute the contents.
	GDPR	General Data Protection Regulation (EU) – a law on data protection and privacy for all individuals in the EU or EEA.
	Sensitive Information	Any information or set of data that could have an adverse impact on an individual, or the College, in the event of exposure.
	Insecure	Not protected by College services, including, but not limited to; antivirus, event logging, intrusion prevention, access controls, and physical locks or other security.
	Internet of Things (IOT)	Any device connected to the internet that’s enabled to send or receive data, usually lacking a user interface. Examples: Amazon Alexa, Raspberry Pi, and Apple HomeKit.
	Public Records	Any record, regardless of physical form or characteristics, made or received in connection with the transaction of public business.
	Regulatory Standards	Benchmarks created by a regulatory agency, created to enforce the provisions of a legislation. <i>Examples:</i> GLBA, PCI, FERPA, and GDPR.
Retention	The continued possession, use, or control of data.	

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Primary Responsible Officer:

	Sensitive Information	Any information or set of data that could have an adverse impact on an individual, or the college, in the event of exposure.
	User	Any individual or third party accessing the Wake Tech network or other college owned assets.

Accreditor Docs:			
Accreditation:	No		
Related Forms, Policies, or Tools:	Type	Name	Location
	Reference	Payment Card Industry Data Security Standard (PCI-DSS) version 3.2.1	Perform web search for “PCI 3.2.1” https://www.pcisecuritystandards.org/document_library
	Reference	State Archives of NC – Digital Records Policies and Guidelines	Perform web search for “State archives of NC”. https://archives.ncdcr.gov/government/digital-records/digital-records-policies-and-guidelines
	Reference	General Data Protection Regulation (GDPR)	Perform web search for “GDPR Articles” https://gdpr-info.eu/
	Policy	Learning Management Systems (LMS) Records Retention Schedule	Employee Handbook – Chapter 8 https://go.waketech.edu/employee/er/eh/Pages/Chapter-8-Information-Technology-Services.aspx

To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	Insert keywords here. <i>Catastrophic</i> <i>SARA</i> <i>Refund</i> <i>Incidence</i> <i>Closure</i> <i>Instruction</i> <i>Operations</i> <i>Interruption</i>
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Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	E0304	Effective Date:	Insert Effective Date
Policy Title:	Records Retention and Disposition (Student Records)	Revised Date(s):	February 1, 2021
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact: Registrar's Office	Department of Natural and Cultural Resources; Division of Archives and Records AND the North Carolina Community College Records Retention Schedule

Policy Statement
Wake Technical Community College follows the Retention and Disposition Schedules issued by the NC Department of Natural and Cultural Resources; Division of Archives and Records

Purpose:	According to G.S. §121-5 and G.S. §132-8, state and local governmental entities may only destroy public records with the consent of the Department of Natural and Cultural Resources (DNCR), the Division of Archives and Records. Retention schedules are the primary way that the Division of Archives and Records gives its consent to state and local governments to destroy their records.
Procedure:	<p>Item 4-22 PERMANENT TRANSCRIPT FILE Official transcripts listing courses taken, grades received, hours of attendance, credits or quality points received including continuing education credits, degrees or certificates granted, and other related data for each student. Retain in office permanently</p> <p>Item 4-37 TRANSFER EQUIVALENTS FILE Records concerning grade or credit transfer equivalents from other institutions. File includes correspondence, transcripts, lists of credit hours earned, and other related records. Transfer records to the PERMANENT TRANSCRIPT FILE, page 33, item 4-22 when equivalencies are determined.</p>

Scope:	Wake Technical Community College policy
Exclusions:	N/A
Enforcement:	Registrar's Office; Enrollment and Student Service Division
Publication:	Employee Handbook internal portal
Duration:	Until amended or rescinded by the Institution's Board or Administration
Review Period:	Reviewed Annually
Definitions:	

Accreditor Docs:	Insert a hyperlink to the applicable accreditor policy documents
Accreditation:	No

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Primary Responsible Officer:

Related Forms, Policies, or Tools:	https://archives.ncdcr.gov/government/highered https://www.nccommunitycolleges.edu/student-services/regulations-and-policies/records-retention https://archives.ncdcr.gov/government/higher-education-institutions/colleges-north-carolina-community-college-system-retention-and-disposition-schedule https://archives.ncdcr.gov/media/1013/open
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To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	Insert keywords here. <i>Catastrophic SARA</i> <i>Refund Incidence</i> <i>Closure Instruction</i> <i>Operations Interruption</i>
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[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	E1002k	Effective Date:	Insert Effective Date
Policy Title:	ITS Disaster Recovery Plan	Revised Date(s):	2021
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	VP Information Technology Services

Policy Statement
<p>During the past several years, Information Technology Services has evolved from a novelty to an essential function at Wake Technical Community College. The College has become increasingly sensitive to downtime and increasingly dependent on the department’s production schedules. Responsibility for the Disaster Recovery Plan ultimately rests with the President of the College as part of his overall responsibility for the success or failure of the entire College. The Chief Information Officer is responsible for managing the overall development of the plan.</p>

Purpose:	The college has a disaster recovery plan to adequately backup data files
Procedure:	<p>File Backup</p> <p>The first consideration in planning for disaster recovery is the availability of adequate backup data files that can be used to reconstruct the College’s records in order to maintain operations. Unless complete and current copies of production and operating systems software files are available, all other aspects of disaster recovery are futile. The President and vice presidents of the College have agreed to the requirements for timeliness of the backup files.</p> <p>The entire database is backed up Monday–Friday between 12:00 midnight and 2:00 a.m. Daily backups are maintained for twelve (12) months; year-end backups are maintained for a minimum of three (3) years</p> <p>Daily backups, as well as annual backups, are stored in a fireproof vault located in Holding Hall. The tapes are maintained in Information Technology Services when returned from vault storage.</p> <p>Equipment Backup</p> <p>A second major issue that must be addressed in disaster recovery is equipment availability. Mutual assistance agreements offer protection, and the expense is very low. Wake Technical Community College is a member of the North Carolina Community College System. The North Carolina Community College System computer system is 100-percent hardware and software compatible with the Administrative System at Wake Technical Community College.</p> <p>The North Carolina Community College System is listed as the first secondary site for Wake Technical Community College. In the event of both systems being down, there are fifty-two (52) other North Carolina community colleges with compatible systems. The President of the College shall declare disaster status. If the President declares a “Disaster,” the Chief</p>

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Primary Responsible Officer:

	Information Officer will work with the North Carolina Community College System in providing facilities and system resources.
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Scope:	Conditions that require implementation of the plan:				
	SYSTEM	PRIORITY			
		A	B	C	D
	*Semi-month Payroll	X			
	*Monthly Payroll		X		
	Accounts Payable				X
	PO Process				X
	Personnel Records				X
	DCC Financial Reports				X
	**Student Registration				X
	**Student Accounts Receivable				X
	DCC Registration Reports				X
<p>* Application can be processed at another site. ** Manual system used, loaded when system is operational.</p> <p>Priority Codes A = Processing must be completed with schedule. B = Processing delayed up to 24 hours. C = Processing delayed up to 48 hours. D = In the event of a disaster, processing can take place as time permits.</p>					
Exclusions:					
Enforcement:	Information Technology Services				
Publication:	Employee Handbook Chapter 8 Information Technology Services (internal portal)				
Duration:	Until amended or rescinded by the Institution’s Board of Trustees or Administration)				
Review Period:	N/A				

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Primary Responsible Officer:

Definitions:	
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Accreditor Docs:	
Accreditation:	No
Related Forms, Policies, or Tools:	Data Protection and Retention Policy E1005 (Wake Technical Community College policy) 1B SBCCC 200.99 Community College Closure: Teach-Out Plan and Records Preservation

To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	Insert keywords here. <i>Catastrophic SARA</i> <i>Refund Incidence</i> <i>Closure Instruction</i> <i>Operations Interruption</i>
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[Wake Technical Community College Catastrophic Events Plan]

Date of Current Revision: [April 1, 2022]

Primary Responsible Officer:

Policy Number:	E1305	Effective Date:	Insert Effective Date
Policy Title:	Emergency Response Plan	Revised Date(s):	2009
Policy Type:	<input checked="" type="checkbox"/> Board <input checked="" type="checkbox"/> Administrative <input checked="" type="checkbox"/> Academic <input checked="" type="checkbox"/> Student <input type="checkbox"/> Other: _____	Contact:	Chief of Police

Policy Statement
The Chief of Police is responsible for the preparation and updating of the College Emergency Response Plan as part of the College Business Continuity Plan.

Purpose:	Description of the Emergency Response Plan for Wake Technical Community College
Procedure:	<p>The Chief of Police is responsible for maintaining all records relating to hazardous commodities, fire prevention and response plans, and production of written documentation upon proper request.</p> <p>The Facilities Manager is responsible for oversight of housekeeping functions, as they relate to the proper storage and handling of materials that are hazardous in nature, or which might present a fire hazard by the way in which they are handled and stored.</p> <p>The Facilities Manager is responsible for all equipment that is in any way involved in heating, cooling, or other functions that control the atmosphere and/or day-to-day processes of the College. This responsibility includes overseeing of fuel used to operate the equipment. The Facilities Manager is responsible for the regular and routine inspection and maintenance of all areas of potential fire hazards, as well as routine inspection and maintenance of fire alarm systems and firefighting equipment.</p> <p>In addition to the foregoing listing of areas of responsibility, reference is made to the Business Continuity Plan for Wake Technical Community College’s over-all operations, which delineates the chain of responsibility for any emergency situation occurring on campus.</p> <p>In the event of a fire, it is the responsibility of employees (whether a staff member or faculty member) to be aware of exit locations, evacuation routes, and Designated Safe areas for buildings where they work. Thus, they will be able to direct students, visitors, or other employees toward safe egress. Exits are clearly marked with lighted signs. In the event of power failure during a fire or other emergency, enough light remains from the exit signs to assist in evacuating the buildings.</p> <p>Upon discovery of a fire in any campus building, the College’s emergency number 866-5911 must be called and information about the exact location of the fire should be given to the dispatcher. The dispatcher will call “911” and thereafter notify security and/or the persons designated in the College’s Emergency Response Plan.</p>

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Primary Responsible Officer:

	<p>Thereafter, the affected building will be evacuated along a route that is the safest and away from fire and smoke danger. Security personnel will assist with the evacuation if time permits, but evacuation should proceed in the absence of any such assistance, as exigencies of the situation require.</p> <p>All persons should evacuate the building and move to the designated safe area of the building affected, for both the safety of all evacuees and to allow access to the building by firefighting personnel and equipment.</p> <p>No one will be allowed to reenter the building until it has been cleared for reentry and has been declared safe to do so by the appropriate authorities.</p> <p>It will be the responsibility of the Chief of Police, with assistance from the Chief Business Officer and the Facilities Manager, to assure that appropriate personnel has copies of these plans, and that instructions in the implementation of the plans be given in an attempt to prevent a fire and to react appropriately if one occurs.</p>
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Scope:	Wake Technical Community College campuses
Exclusions:	N/A
Enforcement:	WTCC Chief of Police
Publication:	Employee Handbook (internal portal) Crisis Management, Emergency Response Plan
Duration:	Until amended or rescinded by the Institution’s Board of Trustees or Administration)
Review Period:	Reviewed annually
Definitions:	

Accreditor Docs:	
Accreditation:	No
Related Forms, Policies, or Tools:	1B SBCCC 200.99 Community College Closure; Teach-out Plan and Records Preservation Data Protection and Retention Policy E1005 Wake Technical Community College

To determine approval level, please consult your respective Supervisor.

Reviewed By:		Title:		Date:	
Approved By:		Title:	Title	Date:	
Last Updated By:	Name	Title:	Title	Date:	Date

Keywords:	<p>Insert keywords here.</p> <p><i>Catastrophic SARA</i></p>
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Primary Responsible Officer:

	<i>Refund</i>	<i>Incidence</i>
	<i>Closure</i>	<i>Instruction</i>
	<i>Operations</i>	<i>Interruption</i>