



ANA G MÉNDEZ UNIVERSITY STUDENT CONSUMER INFORMATION PROTOCOL FOR CATASTROPHIC EMERGENCIES

Introduction/Purpose

Ana G. Méndez University (AGMU) is committed to ensuring the continuity of services for students in the occurrence of any catastrophic situation so that they receive the services for which they have paid or reasonable financial compensation for those not received.

Scope

This protocol addresses emergencies when a campus, portion(s) of a campus and/or administrative offices will be closed or remain open with reduced operations if a situation poses a serious risk to the health, safety, or security of the University community.

The University employs specific policies and procedures regarding catastrophic events and program discountenances to limit the length of time that students are displaced to ensure that we continue to meet the needs of our students.

Definitions

1. **AGMU** - It refers to all venues and facilities of the Ana G. Méndez University.
2. **Catastrophic conditions** may exist because 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 university property or to maintain the orderly operation of the campus.
3. **Continuity of operations** - activities within a business or organization that are ongoing and sustained in the event of a business disruption.
4. **Campus Closure** - All functions and operations are suspended due to imminent threat or danger to life or safety of individuals.
5. **Emergency Action Plan** - (EAP) is a written document required by specific OSHA standards. [29 CFR 1910.38(a)] The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies.

Procedure

Continuity of Operations

1. AGMU is committed to continuously maintaining operational continuity of essential operational services for the students, staff, and faculty in the event of any catastrophic situation.
2. As results of this commitment, AGMU annually revise and include surety bond and tuition assurance funds in the budget.
3. AGMU has prepared an Emergency Action Plan that guides administrators and staff in the procedures to follow in the event of a catastrophic situation. The Emergency Action Plan follows FEMA four phases of emergency management: Mitigation, Preparedness, Response and Recovery.
4. AGMU has an emergency committee on each campus. Once an emergency is declared, the Campus Director activate the committee to implement the Emergency Action Plan.
5. The institution has adequate measures to protect student records in the event of closure.

Class Cancellation or Program Discontinuity

1. Any class cancellation or closing of buildings will be informed to the students by text message, email and will be published on social media and the University's web pages.
2. AGMU addresses program discontinuances on a case-by-case basis due to the specific needs of each degree or program path. This allows our institution to better serve the needs of our individual students.
3. The students of the programs are notified in person and then counseled on completing their programs by their advisors. They are also given the opportunity to move to a similar but different degree or program path.
4. To ensure that each student receives the services for which they paid or reasonable financial compensation for those not received, the University included surety bond and tuition assurance funds.