



Catastrophic Events and Continuity of Operations

A catastrophic event is defined as an unforeseen event, outside the control of the University, which prevents the University, its faculty, staff, and students from proceeding with normal activities. Wingate University acknowledges the need to prepare for unexpected, catastrophic events such as natural or human-made disasters, pandemic outbreaks, and other events that affect its continuity of operations and programs and make it difficult to meet the needs of its students.

In the event of a catastrophic event, Wingate University will use the Emergency Mass Notification System to disseminate timely information as outlined in the [Crisis Management Response Plan](#) and as guided by the Crisis Management Team. The plan and its implementation cover the University's main campus and its satellite locations. The Crisis Management team includes staff and administrators, as well as specialists for certain areas of the University. A complete listing may be found in the plan and the Employee Handbook. If needed, the Chief Information Officer and technical staff will engage in efforts to seek to recover computer and network facilities.

The University will use flexibility in determining how to best provide for the continuation of classes and services. Advisors and/or program directors will counsel individual students affected by the catastrophic event on completing their classes and degrees. Wingate University will address program discontinuances on a case-by-case basis due to the specific needs of each degree or program. This allows the institution to better serve the needs of individual students by degree and program. In the event that a degree or program must be discontinued, the University will proceed according to 602.24(c) of federal requirements for catastrophic events. A teach-out plan will be submitted to [Southern Association of Colleges and Schools Commission on Colleges](#) prior to its implementation. To the extent possible, students will not suffer financially as a result of the catastrophic event, but the University cannot promise to make them whole in all circumstances. If transferring to another institution is part of a teach-out plan, students will be assisted in transferring. Students may elect to transfer to other institutions and will be assisted based on federal regulations and University policy.

In the event of closure, the University has procedures for protecting student records. The University maintains comprehensive procedures to safeguard all student records across current, ongoing, and legacy platforms. These protocols ensure the security, confidentiality, and preservation of academic data, including provisions for data retention in the event of institutional closure.

Current Internal Academic Records

Current academic records are generated and maintained electronically within the Workday system.

- **Access Control:** Access to these records is password-protected and restricted by role-based security permissions.
- **Data Backup:** Data backup and disaster recovery for these records are managed directly through Workday's proprietary, built-in backup and recovery systems.

External Transcripts Processing

The receipt and management of incoming external transcripts adhere to the following procedures based on document type and applicant status:

- **College Transcripts:** College transcripts for individuals with an existing record are attached to their file in Salesforce. These admissions records are backed up regularly and stored offsite.
- **High School Transcripts:** High school transcripts received for applicants are retained and digitized upon enrollment.

Secure Storage of Enrolled Student Records

- **Digital Repository:** Digitized external transcripts and enrolled student files are stored in a secure folder on a network drive.
- **Access Control:** The repository is accessible only to authorized staff based on their job responsibilities.
- **Data Backup:** All digital documents within the secure folder are backed up nightly to both local and secure off-site locations.

Historical and Legacy Academic Records

For academic records generated prior to the migration to Workday, the following legacy data management and backup protocols remain in effect:

- **Legacy Database Records:** Records housed in the legacy student database are password-protected with strict, role-based access controls. Copies of these records are backed up nightly both locally and at a secure off-site location.
- **Historical External Transcripts:** Historically, academic transcripts received from other institutions were digitized upon receipt. These files are stored in a secure electronic repository accessible only to authorized staff based on their job responsibilities. These digital documents are backed up to both local and off-site locations.
- **Pre-1988 Records:** Academic records from before 1988 are digitized and stored in a secure, access-restricted electronic repository. These files undergo nightly local and off-site backup protocols. The original physical copies of these records are securely archived in a fireproof vault (constructed with windowless cement walls) requiring both a physical key and a combination code for entry.