

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Title: Online Teaching Session Disruptions Due to Technology Issues, Electric Outages, and Inclement Weather		SOP #: AA.029.00
Effective Date	7.24.24	
Last Revision/Review	7.24.24	

1. Purpose

This Standard Operating Procedure (SOP) describes the procedures for what occurs when an online teaching session is disrupted due to technology issues, electric outages, or inclement weather interruptions.

2. Related Policy/Authority

3. Faculty/Staff Responsibilities

Office of Academic Affairs

Office of Institutional Effectiveness

Office of Facilities/IT

4. Definitions/Abbreviations

N/A

5. Procedural Steps

Burrell College of Osteopathic Medicine offers a curriculum that includes online synchronous and asynchronous activities that require innovative information and learning technologies, delivered within and between the Las Cruces, NM and Melbourne, FL campuses. If online teaching sessions and quizzes are disrupted due to IT or other technology issues, electric outages, and inclement weather, the following procedures will apply:

1. Disruption Definition:

- A disruption is defined as any interruption that prevents the scheduled online teaching session or quiz from proceeding as planned. This includes but is not limited to internet outages, platform crashes, electric outages, inclement weather, or significant lag that affects the functionality of the online educational environment.

2. Course Director's Discretion:

- The course director, in coordination with the relevant instructor(s), has the discretion to determine the appropriate course of action following a disruption. This may include, but is not limited to, rescheduling the session, providing alternative assignments, or arranging make-up quizzes.

3. Student Responsibilities:

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- Students are responsible for ensuring they have reliable internet access and functioning technology. However, in cases where technology issues are unavoidable, students must promptly inform the course director and provide documentation if required.
- 4. **Make-Up Sessions and Activities:**
 - If a disruption occurs, students may be required to cover the missed material independently or participate in make-up sessions or activities. The format and timing of these make-up opportunities will be at the discretion of the course director.
 - Make-up quizzes or assessments may be administered in an alternative format to ensure academic integrity.
- 5. **Credit Allocation:**
 - Credit for disrupted sessions or quizzes may not be automatically granted. Students may need to demonstrate mastery of the missed content through additional assignments or assessments, as directed by the course director.
- 6. **Communication and Documentation:**
 - Clear communication between students and the course director is essential. Students must report technology issues as soon as they occur and follow any specific instructions provided by the course director for documenting and addressing these issues.
 - Course Directors must report these issues to the IT Department and follow up to avoid future disruptions.
- 7. **Equity Considerations:**
 - The course director will consider individual circumstances and strive to ensure that all students are treated equitably. Any accommodations or adjustments will aim to maintain the integrity of the educational process while supporting student success.

Implementation:

This SOP will be communicated to students at the beginning of the course and will be included in the course syllabus. The course director is responsible for enforcing this policy and for providing guidance on the steps to be taken in the event of a disruption.

6. Reports/Charts/Forms/Attachments/Cross References

N/A

7. Maintenance

This SOP will be reviewed annually and revised as necessary to address emerging technology challenges and to ensure it remains fair and effective.

8. Signature

Approved by
Department Head of Academic Affairs

7.24.24
Date

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9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date