



Institute for International Medicine
Learning Management System Crisis Algorithm

I. Introduction

A. Ensuring Students receive the resources and education that fulfills their learning goals and supporting faculty teaching.

II. System Preparation for all-hazards approach

A. Decision-making founded on safety and health experts. Within the Institute's network and stakeholders are experts in the field of medicine, disaster response, supply-chain management, information technology, and finances. INMED will continue to cultivate these relations and develop more partnerships to ensure decision-making is made by experts using best practices.

B. Safety and health of all community members. INMED's approach to the safety and health of community members (faculty, staff, students, stakeholders, and service-learning partners) is proactive. Established agreements and policies include processes that are focused on the safety and health of INMED community members.

C. Promote flexibility of the educational environment. The continual development and use of cutting-edge technology to provide flexibility for the delivery of education, communication, and promotion of research and innovation.

D. Continuity of INMED work that supports the mission. Reference established policies, procedures, and algorithms to ensure the continuity of INMED offerings and work.



- E. Communicate clearly, candidly, transparently, and timely about decision-making.
- F. Informed stakeholders' decision making. Engage stakeholders early-on using clear, concise, and transparent language. Include stakeholders in decision making and prioritization of resources.
- G. Care of all INMED community members is a foundational value of INMED's mission and values. A caring environment is established through leadership of all faculty, staff, students, and stakeholders. This includes listening actively, generously, confidentially, and with empathy, as well as providing support to all members of the community without prejudice and in pursuit of justice and consistently supporting mindfulness in discussions and resources.

III. Academic and Institutional Algorithms

- A. Know your risks.
- B. Identify and understand the extent of the crisis.
- C. Strategize and access resources. Leadership and faculty meet to discuss continuity of instruction and academic progress.
- D. Prioritize. Determine academic and instructional priorities and develop strategies to meet them. Consider developing supportive resources for priority assignments, skills demonstration, and exams.

IV. Risks

- A. In the case of a LMS failure, inaccessibility, breach, or any crisis that prevents instructional work, the following algorithm will be initiated.



- B. In the case of a website hosting failure, inaccessibility, breach, or any crisis that prevents instructional work, the following algorithm will be initiated.
- V. If the system is down for less than 8 hours.
- A. Notify IT Consultant at WsdmLabs of Crisis
 - B. Communicate to relevant parties.
 - 1. Office of Student Affairs: Communicates to all Students about LMS crisis, estimated time of fix, and status of resolution. Provides student support.
 - 2. Office of Faculty Affairs: Communicates to all Faculty about LMS crisis, estimated time of fix, and status of resolution. Provides faculty support.
 - 3. Faculty: Communicates with students about course expectations.
- VI. If the system is down for more than 8 hours.
- A. Notify IT Consultant at WsdmLabs of Crisis
 - B. The Senior Administrators meet with the Offices of Student, Academic, and Faculty Affairs to develop a plan.
 - C. Communicate to relevant parties.
 - 1. Office of Student Affairs: Communicates to all Students about LMS crisis, estimated time of fix, and status of resolution. Provides student support.
 - 2. Office of Faculty Affairs: Communicates to all Faculty about LMS crisis, estimated time of fix, and status of resolution. Provides faculty support.



3. Faculty: Communicates with students about course expectations, supplemental instruction, update course documents and outcomes.

VII. Use email and zoom technology when needed.