

Appendix G

UALR BUSINESS CONTINUITY PLAN Enrollment Planning Services

UALR is developing a Business Continuity Plan (Disaster Recovery Plan). We have been asked to provide input into the plan and process. Given below are different functions/processes performed by admissions, financial aid, records, and registration. Use the following guidelines to establish priorities.

Assume UALR experienced a crisis or disaster requiring a priority be established for returning systems and processes to a functional level.

1. Identify essential functions for each process, both automated and non-automated. Add lines, if needed.
2. The first scenario should assume a CRISIS was 2-5 days in length.
3. The second scenario should assume a DISASTER exceeded 5 days.
4. Establish a priority by checking the option of HIGH, MEDIUM, or LOW for each function. Assume the function as a CRISIS and as a DISASTER.
5. Please remember all functions cannot be High. Other university functions, such as payroll, will be added to the overall list and may have a higher priority.

ADMISSIONS/RECRUITMENT

FUNCTION	CRISIS			DISASTER		
	High	Medium	Low	High	Medium	Low
Document Imaging	X			X		
Lobby for receiving students		X			X	
Private area for one on one with students			X			X
BOSS Access for Admissions Applications	X			X		
Restore Phones			X			X
Banner systems to process applications	X			X		
Phone service – FAX		X			X	

FINANCIAL AID/SCHOLARSHIP

FUNCTION	CRISIS			DISASTER		
	High	Medium	Low	High	Medium	Low
Document Imaging	X			X		
Connection to the internet for DOE access – for down loading ISIRs			X	X		
Banner systems for aid awarding			X	X		
Lobby for receiving students		X			X	
Private area for one on one with students			X			X
BOSS access for loan acceptance			X		X	
Internet access for loan counseling			X		X	
Phone service – FAX		X			X	
Internet service for transmittal of funds and other loan files		X		X		
Phone service for incoming calls, contacting lenders, etc.		X		X		

RECORDS

FUNCTION	CRISIS			DISASTER		
	High	Medium	Low	High	Medium	Low
Processing Transcripts	X			X		
Processing Verifications		X			X	
Accessing Image Now	X					X
Processing Grades	X			X		
Room Reservation			X			X
Degree Audit			X			X
Change of Major			X			X

Processing Drop Forms			X			X
Processing Withdrawal Forms		X			X	
Permanent Record Maintenance	X			X		
General Records:			X		X	
Name Changes						
Address Changes						
Administrative Moves						
Suspension/Probation						
Academic Clemency						
Special Exceptions	X				X	
Correction of Duplicate ID numbers	X					X
Processing Grade Changes	X			X		
Transfer Credit Articulation		X			X	
Student Record Problem Resolution	X					X
Reporting to Clearinghouse	X					X
Production of Records Reports			X			X

REGISTRATION

FUNCTION	CRISIS			DISASTER		
	High	Medium	Low	High	Medium	Low
Department Input of Class Schedule		X			X	
Editing and Production of Class Schedule	X			X		
Classroom Assignments			X		X	
Processing E-Updates			X			X
On-line Class Schedule	X			X		

Establishment of Registration Controls			X		X	
Registration Process	X			X		

GRADUATION

FUNCTION	CRISIS			DISASTER		
	High	Medium	Low	High	Medium	Low
Graduation Applications	X				X	
Calculation of Honors		X			X	
Diploma Orders		X			X	
Graduation Check-out	X			X		
Awarding of degrees (in student database)	X			X		
Graduation Reports			X			X
Production of Commencement Program		X			X	
Commencement Ceremony	X			X		