

Table of Contents

- Operations Plan Responsible Parties 2
- Emergency Operations Officer (EOO) Plan 3
- Emergency Operations Center Plan..... 6
- Emergency Operations Set-Up Team Plan..... 10
- Emergency Academic Continuity Plan 14
- Business Operations Plan..... 17
- Communications Operations Plan 21
- Facilities Operations Plan 28
- Infrastructure Operations Plan 37
- Student Operations Plan..... 42
- ITECC Hurricane Plan 45
- Hurricane Plan for Departments..... 50
- GLOSSARY 59

Operations Plan Responsible Parties

| | | |
|---|---|----------------|
| Emergency Operations Officer (EOO) | Vice President of Finance and Administration | (956) 295-3385 |
| Emergency Operations Center | Vice President of Finance and Administration | (956) 295-3385 |
| Emergency Operations Set-up Team | Vice President of Finance and Administration | (956) 295-3385 |
| Emergency Academic Continuity | Vice President of Instruction | (956) 295-3386 |
| Business Operations | Vice President of Finance and Administration | (956) 295-3386 |
| Communications Operations | Director of Marketing and Community Relations | (956) 295-3690 |
| Facilities Operations | Vice President of Finance and Administration | (956) 295-3385 |
| Infrastructure Operations | Chief Information Officer | (956) 295-3802 |
| Student Operations | Vice President of Student Services | (956) 295-3649 |

Emergency Operations Officer (EOO) Plan



Texas Southmost College
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May 2016

Responsible Party
Vice President of Finance and Administration

Emergency Operations Officer (EOO)

- The EOO provides overall coordination of response and recovery support activities. The EOO is the Vice President of Finance and Administration.

To be Completed Annually Prior to June 1 Each Year

- Ensure Hurricane Plan is updated and tested.
- Ensure Emergency Response Team (ERT) members receive their badges.
- Update and send ERT members the phone listing of all ERT members.
- Confirm Emergency Operations Center (EOC) Set-up team members and have team determine availability of supplies needed.
- Contract for emergency evacuation transportation for Emergency Management Team (EMT) members.
- Contract for emergency communications equipment, as needed.
- Review all emergency response contracts and MOUs, as necessary.

To be Completed at Named Storm Point in the Gulf of Mexico

- Inform off-site EOC locations that we may need their assistance.
- Notify Communications Operations of named storm status.
- Communicate with local university on TSC campus site.
- Determine if Satellite phones are needed. If so, activate.
- Ensure hazardous material pick-up.

120 Hours Prior to Predicted Landfall in our Region

- Schedule campus meetings.
- Communicate with local university on TSC campus site.
- Distribute Power Inverters at campus meetings.
- Communicate with campus.
- Ask ERT members to update the email distribution list.
- Distribute 2 way radios.
- Monitor the progress of the storm.
- Verify availability of contracted emergency services.
- Secure golf carts.
- Communicate to ERT members to add a voice mail greeting on their cell phones.

96 Hours Prior to Predicted Landfall in our Region

- Monitor the progress of the storm.
- Communicate storm status to departments.
- Convene meeting with ERT members. The ERT members will meet and will be reminded of their responsibilities, to keep their cell phones and lap tops charged, how to use two way radios, and to activate voice mail on their cell phones.
- <http://tsc.edu/alerts>
- Communicate with local university on TSC campus site.

72 Hours Prior to Predicted Landfall in our Region

- If EOC off-campus site is needed, release EOC Set-up Team.
- Approve the essential Business Services Office and Human Resources personnel to re-locate to off-campus site.
- Communicate warning status to departments.
- Communicate with local university on TSC campus site.
 - Determine the dismissal of classes.
 - Determine the closure of campus.
 - Release non-essential personnel not required at this time.

48 Hours Prior to Predicted Landfall in our Region

- Send informational emails to the campus and local radio and television stations.
- If non-essential employees have not been released, they must be released at this time.
- Communicate with the Campus Security to ensure that the campus is fully evacuated with the exception of the campus security located at the Security Operations Center (SOC).
- Evacuate EOC to off-campus site if needed.

Post Storm Assessment

- Coordinate damage assessment.
- Track costs.
- Communicate with county officials.
- Communicate with local university on TSC campus site.

Emergency Operations Center Plan



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May 2016

Responsible Party
Vice President of Finance and Administration

Emergency Operations Center Plan

The Emergency Operations Center (EOC) will act as the central point of management and or communications through the Emergency Management Team (EMT) as part of the TSC Hurricane Preparedness Plan. The EOC may be activated on campus or off-campus.

Composition of Emergency Management Team

- **OFF-SITE**
 - President
 - Vice President of Instruction
 - Director of Marketing & Community Relations
 - Vice President of Finance and Administration
 - Vice President of Student Services
 - Chief Information Officer

Note: President to add other possible members

Role of Emergency Management Team

It is the responsibility of the EMT to manage the incident and respond to students and employee needs once the EOC is activated. The EMT will communicate with the Security Operations Center (SOC) which will remain on campus and active during a storm.

Emergency Operations Center Set-up Team

The EOC Set-up team will assist in preparing the EOC in the event that an evacuation is necessary.

Composition of Emergency Operations Center Set-up Team

- **Team Members**
 - Controller
 - Chief Information Officer
 - Vice President of Instruction
 - Director of Human Resources
 - Director of Educational Technology and Curricular Innovation

Role of Emergency Operations Center Set-up Team

It is the responsibility of the EOC Set-up Team to prepare the predetermined location with the necessary equipment, communication devices, housing (if required) and any other supplies and materials required for the EMT. The team will provide support to the EMT during the period that the EOC is activated to manage the incident. If evacuation is required for a hurricane, the set-up team will evacuate in advance of the EMT.

48 Hours Prior to Predicted Landfall in our Region

- **Arrive at off-site Emergency Operations Center (EOC) location.** Upon arrival, send message to the campus informing them of the safe arrival of the Emergency Management Team (EMT) at the EOC and activation of all EOC functions.
- **Send out emails to campus.** From the remote location the EMT will send out informational emails to the campus. These emails will be based on data acquired from the National Weather Service website. All employees and students will be advised to check for updates on the College website.
- **Send message to the Security Operations Center (SOC).** Use as a test communication between the operations centers.
- **Monitor hurricane@tsc.edu and emergency phones.** The EMT will monitor the emergency web site and emergency phones.
- **Communicate with Business Services Personnel.** Maintain communications with the Business Services personnel who relocate to Emergency Offsite Center.

24 Hours Prior to Predicted Landfall in our Region

- **Send out emails to campus.** From the remote location the EMT will send out informational emails to the campus. These emails will be based on data acquired from the National Weather Service website. All employees and students will be advised to check for updates on the College website.
- **Continue to monitor www.tsc.edu and emergency phones.** The EMT will monitor the emergency web site and emergency phones.
- **Communicate with Business Services Personnel.** Maintain communications with the Business Services personnel who relocate to the Emergency Offsite Center.
- **Communicate with SOC.** The EMT will communicate with the SOC.

At Landfall

- **Send motivational message.** The EMT will send a motivational message to the campus regarding everyone's safety and especially for those TSC Security personnel who might have ridden out the storm on-campus.
- **Continue to monitor www.tsc.edu and emergency phones.** The EMT will monitor the emergency web site and emergency phones.

Post Landfall

- **Send out emails to campus.** From the remote location the Emergency Management Team (EMT) will send out informational emails to the campus. These emails will be based on data acquired from the National Weather Service website. All employees and students will be advised to check for updates on the College website.
- **Continue to monitor www.tsc.edu and emergency phones.** The EMT will monitor the emergency web site and emergency phones.
- **Communicate with Business Services Personnel.** Maintain communications with the Business Services personnel who relocate to the Emergency Offsite Center.
- **Communicate with SOC.** The EMT will communicate with the Security Operations Center (SOC).
- **Recall of Emergency Response Team (ERT) Members.** Members of the ERT will be recalled, if necessary, by the EMT after consultation with the Emergency Operations Officer (EOO). The recall will occur utilizing the Emergency Notification System.
- **Notice on resumption of business.** As soon as a determination is made, information regarding the resumption of business will be posted on the website and distributed through local and regional news agencies.
- **Continue messages to campus.** The EMT will continue to provide messages to the employees and staff regarding the campus and the resumption of business.
- **Notice from President.** Once business has been resumed and employees and students are back on campus, the President will send a letter regarding the event.

Emergency Operations Set-Up Team Plan



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May 2016

Responsible Party
Vice President of Finance and Administration

Role of Emergency Operations Center (EOC) Set-Up Team

It is the responsibility of the EOC Set-up Team to prepare the predetermined location with the necessary equipment, communication devices, housing if required and any other supplies and materials required by the EMT. The team will provide support to the EMT during the period that the EOC is activated to manage the incident. If evacuation is required for a hurricane, the set-up team will evacuate with students in advance of the EMT.

Composition of Emergency Operations Center (EOC) Set-up Team

- **Team Members**
 - Controller
 - Chief Information Officer
 - Vice President of Instruction
 - Director of Human Resources
 - Director of Educational Technology and Curricular Innovation

To be Completed Annually Prior to June 1 Each Year

- Ensure each off-campus site EOC is still available and review MOUs.
- Coordinate with Emergency Operations Officer (EOO) on travel Plans for EMT.
- Obtain information on the number of vehicles and seats available.
- Review contract with an aviation company.
- Meet with EOC Set-up Team Members to review equipment and supplies needed for the trip.
- Identify and verify veterinary services in each of the off-site EOC locations.

At Named Storm Point in the Gulf of Mexico

- Provide to Emergency Operations Center (EOC) Team Members a list of recommended items needed for the trip
- Provide videoconferencing equipment for Security Operations Center (SOC)
- Gather Communication and Computer Equipment
 1. 40" LCD Monitor PIP
 2. Portable videoconference system (Polycom Viewstation or comparable)
 - a. Remote Control (new batteries)
 - b. Microphone (2)
 - c. External Speaker
 3. Document Camera (1)
 4. Laptop (1)
 - a. VGA Cable
 - b. Power cord
 - c. Soft case
 5. Tape (tape down wires)
 6. Combination Locks (25)
 7. Laptop (25)
 - a. 6 VGA cable (2)
 - b. Power cords
 - c. Soft cases
 8. Range booster G Router (2)
 - a. Ethernet Cable (100)
 9. Data Projector (2)
 - a. Extra Lamp
 - b. VGA cable
 - c. Power cord
 10. 12' surge protectors (25)
 11. Portable screen (1)
 12. Printer
 - a. Toner
 - b. CD w/ drivers
 - c. USB cable
 13. Extension Cords (6)
 14. POE Ethernet switch 48 port

144 Hours Prior to Predicted Landfall in our Region

- Contact Hotel and reserve 25 rooms.

120 Hours Prior to Predicted Landfall in our Region

- Communicate with off-site Emergency Operations Center (EOC) locations.
- EOC set-up team to gather supplies/equipment/transportation needed for off-site location.
- Reserve aircraft for evacuation of Executive Staff.

96 Hours Prior to Predicted Landfall in our Region

- Communicate with off-site EOC locations.
- Obtain two vehicles and load equipment and supplies for off-site EOC location.
- Confirm make hotel reservations for Emergency Management Team (EMT).
- Print five copies of the Hurricane Plan and take to the off-site EOC.
- Take one copy of the Business Continuity Plan to the off-site EOC.
- Prepare maps with Evacuation Route.
- Coordinate a departure time and place.
- Get three cell phones, transfer instructions and passwords from Purchasing.
- Get a copy of the download of the schedule of course offerings from Instruction.

72 Hours Prior to Predicted Landfall in our Region

- Evacuate to off-site EOC. (if not, cancel hotel reservations – Hotel must be cancelled within 72 hours).
- Report to EOC every 2 hours (if EOC-Set up team evacuates).
- Confirm Pearson, TSC email and servers are fully operational and available for the remote location. The responsible parties for confirming that is operational before, during and after the Hurricane is the Chief Information Officer.

48 Hours Prior to Predicted Landfall in our Region

- Communicates with Emergency Operations Officer (EOO) about the safe arrival at off-site EOC.
- Set up EOC for arrival of EMT.
- Board evacuated animals.
- Continue monitoring and confirm Pearson is fully operational.

Emergency Academic Continuity Plan



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May 2016

Responsible Party
Vice President of Instruction

To be completed by the 10th Class Day of Summer I, Summer II, and the Fall semester

- **Download course offerings.** The Vice President of Instruction in collaboration with the Director of Educational Technology and Curricular Innovation downloads all course offerings for each building on campus. This information will be given to the Emergency Operations Center (EOC) Set-up Team.
- Faculty shall post syllabus, disseminate information on status to students and encourage use of Pearson.
- Faculty will include in their syllabus a link to the College's Hurricane Website.

Every two weeks during the summer and every month during the Fall semester, an email will be sent to the entire faculty reminding them of hurricane preparedness.

To be Completed Annually Prior to June 1 Each Year

- **Identify Team.** Identify team who will be available to provide support to the VPI in the development of a revised class schedule, if necessary. (Team would include Director of Educational Technology and Curricular Innovation, Director of Application Services, and Deans)
- **Create a basic online version of all TSC classroom courses via Pearson e-College.** The Director of Educational Technology and Curricular Innovation will help faculty upload course content and assignments to their online space or "shell," which is already available at Pearson e-College Digital Platform for all TSC courses offered.

At Named Storm Point in the Gulf of Mexico

- **The Divisional Deans.** The Divisional Deans will provide the part-time faculty list serve to the Director of Marketing & Community Relations.

120 Hours Prior to Predicted Landfall in our Region

- Monitor emails and web postings distributed as part of the Communications Plan.

96 Hours Prior to Predicted Landfall in our Region

- **List of Course offerings given to EOC Set-up Team.** The VPI in collaboration with the Director of Educational Technology and Curricular Innovation will give the downloaded files to the team.
- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.

72 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.
- The VPI will evacuate with the Communications Management Team (CMT) and Emergency Management Team (EMT) to offsite location.

48 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.

24 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.

Post-Hurricane Activity

- **Missed class time to be made up.** If instructional time has been compromised because of the hurricane, any missed class time must be made up by either online or in person with the instructor in accordance with minimum contact hour requirements established by the Texas Higher Education Coordinating Board.
- **Revise schedule.** The Office of the Vice President of Instruction will develop a revised schedule and present it to the President for approval.

Business Operations Plan



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May 2016

Responsible Party
Vice President of Finance and Administration

To be completed Annually Prior to June 1

- Establish financial center outside of Brownsville area to ensure continuity of cash flow. The financial center will be located in the designated off-campus site to ensure that web-based financial transactions can be provided without interruption and until business operations can be established on campus. Web-based transactions include payments to disaster recovery contractors and employee payroll transactions. The Uniform Statewide Accounting System (USAS) programs will be downloaded to laptops to ensure accessibility to state appropriations.
- Establish procedure for increase in Credit Card limits for hurricane preparedness and recovery. The Purchasing Department will establish procedures for emergency procurement of items necessary to safeguard College assets and for the disaster recovery and disbursements of credit cards and declining balance cards.
- Establish Declining Balance Card accounts. The Purchasing and Business Services will establish declining balance card accounts for use by the Emergency Operations Center (EOC) and Campus Security.
- Process affected payrolls and student disbursements prior to Colleague shutdown. Ensure that the Human Resources and Business Services process affected payrolls earlier than scheduled to ensure that employees are paid on time. Student disbursements should be processed prior to Abila/Colleague shutdown to ensure that students receive pending disbursements.
- Establish Automated Clearing House recovery procedure for continuous employee payroll payments. The ACH recovery and duplication procedure is necessary so that employees on direct deposit can be paid throughout the disaster recovery process.
- Promote Direct Deposit Campaign. A campus-wide marketing plan to promote Direct Deposit of payroll checks should be established to ensure that all employees are able to access funds during the recovery period.
- Promote a Direct Deposit Campaign to Students. A marketing plan to utilize direct deposit of payroll and non-payroll funds should be established for student and non-student employees who do not have bank accounts.
- Off-site personnel. Identify off-site personnel who will evacuate to the off-campus site.
- Notify Group Insurance benefit providers. Human Resources will notify the providers of the hurricane threat that exists in Brownsville so that they will be ready to assist employees.
- Establish FEMA reimbursement procedures. The procedures would include qualified payroll and material reimbursements and payment approvals.

120 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.

96 Hours Prior to Predicted Landfall in our Region

- **Assess progress of work-in-progress items.** The Controller will meet with staff to evaluate items such as: financial statements, current payroll being processed, bank balances and pending accounts payable disbursements.
 - If a payroll is pending, checks are to be run and the ACH file will be transmitted by the end of the day. If necessary, approval will be obtained from the Vice President of Finance and Administration (VPFA) for payroll staff to work overtime to complete this task.
 - For a monthly payroll, the ACH file will serve as the back-up file and be used to take off-campus site for future payroll payments to employees.
 - If this is a semi-monthly payroll, the ACH file will serve as the back-up file and be used for future payrolls.
- **Update insurance file.** Purchasing personnel will update the insurance file for equipment coverage.
- **Notify insurance providers.** The Human Resources Department will notify all Group Insurance Providers, that a

hurricane threat exists at TSC.

- **Make reservations.** Reservations for an off-campus site office at a hotel or designated off-site area will be made if the hurricane is predicted to be a category 3 or higher. This process will be coordinated with the Emergency Operations Center (EOC).
- **Meet with supervisors and staff.** Meet with staff for instructions on finalizing work-in-progress items that are deemed "crucial".
 - Instruct all staff to begin backing-up important files from their computers that are needed for monthly and annual reporting. Back-up data is to be sent to the off-campus site office.
- **Central Receiving to secure items.** Central Receiving secures all items in the warehouse that cannot be delivered to the appropriate departments and provides a listing of these items. This list is to be taken to the Security Operations Center (SOC) or to the off-campus site office.
- **Increase credit card limits.** The Business Services will increase credit card spending limits.
- **Activate Declining Balance Cards.** The Purchasing and Business Services Office will activate the cards for the EOC and Campus Security.
- **Run hard copies of reports.** Supervisors in respective areas run hard copies of the following financial reports for removal to off-site location:
 - YTD and MTD General Ledgers and Trial Balance.
 - YTD and QTD Employee Earnings Records.
 - Outstanding A/P detail.
 - Current A/R detail and aging reports.
 - Listing of Grants and Contracts and respective contact information.
 - Listings of Sponsorships and respective contact information
 - Current month's Check Register
- **Voucher items for processing.** Business Services staff will voucher all items available for processing. Employee reimbursement checks are released immediately after review by the Controller.
- **Central Receiving calls companies.** The Central Receiving Supervisor begins calling the Mail Service Company and all delivery companies to alert them of our pending closure.
- **Money sent to bank.** The Business Services must ensure that all money is sent to our Bank at the end of the business day or when the cashier area is closed.

72 Hours Prior to Predicted Landfall in our Region

- **Directive from Vice President of Finance and Administration (VPFA).** The Controller will ensure that the directive from the VPFA regarding blank checks, the check signer, and hard copies of financial reports is followed. All items are to be taken to the off-site location in San Antonio or another secure location, as determined by the VPFA.
- **Relocate Business Services personnel.** Employees designated to evacuate to the off-campus site office will depart with identified materials.
- **Finalize pending processes.** Personnel dealing with check disbursements or payroll will finalize any pending processes before leaving.
- **Move vehicles.** Central Receiving will move all vehicles to an off-campus location.

- **Monitor communications.** Distribution of Communications will be monitored as part of the Communications Plan.
- **Employee communication.** Director of Human Resources will notify employees regarding health insurance point of contact information.
- **Human Resources Office precautions.** Human Resources staff will ensure that employee files are secured and protected from possible storm damage.

48 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Monitor communications distributed as part of the Communications Plan.
- **Off-site location.** Personnel in off-site location will monitor the storm's progress and maintain communications with the Emergency Operations Center (EOC).

24 Hours Prior to Predicted Landfall in our Region

- **Monitor communications.** Distribution of Communications will be monitored as part of the Communications Plan.
- **Off-Campus site location.** Personnel in off-campus site location will monitor the storm's progress and maintain communications with the EOC.

Post Storm

- Activate off-site financial center. Personnel will communicate with the EOC to determine if the off- site financial center will be activated.
- Human Resources will send an email communication to all employees on procedures for reporting time off as a result of a campus closure.
- Human Resources will contact the benefits-related vendors to advise the office of re-opening the campus.

Communications Operations Plan



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May 2016

Responsible Party
Director of Marketing & Community Relations

To be Completed Annually Prior to May 1

- Update and maintain the TSC Emergency Notification System website to make all campus constituents aware of the Campus Emergency Plan. Review canned messages for current and accurate information.
- **Hurricane front page.** When there is a hurricane or severe weather event, www.tsc.edu will point to a different front page: a Hurricane alternate front page at www.tsc.edu/alerts. This page will be populated with relevant storm information and updated until the event has passed. The normal front page will still be available and accessible by hyperlink on the hurricane front page.
- **Market the website.** The Hurricane Alert link will be added to the institution's home page at the beginning of hurricane season and will remain on the homepage throughout the hurricane season from June 1 – November 30. An email message will be sent to the campus at the start of hurricane season notifying them of the plan, as well as a reminder of which media outlets will be provided updates. Employees will be encouraged to update phone tree information in their departments. Marketing and Community Relations will post, at www.tsc.edu/alerts; information about the website will be printed on the Statement of Charges for students and on payroll envelopes for employees. A marketing piece will be printed and attached to all parking permits. Flyers will be printed and posted in classrooms and other campus facilities. Faculty will be encouraged to include the website on their course syllabi.
- **Develop Registry.** An employee registry will be developed which will be located on the Emergency Preparedness and Hurricane Alert websites and available at all times. The website will give employees the ability to access the registry so they may self-report themselves. Employees will be informed via email of the registry in advance of an evacuation.
- **Develop Inventory.** The Vice President of Student Services, Financial Aid and Facilities will provide the names and contact information to the Director of Marketing & Community Relations who will oversee the social media activities.
- **Develop marketing plan** for the campus. Messages to employees in reference to Group Insurance Benefits will be developed with the assistance from Human Resources. To assist employees in contacting the Group Insurance benefits providers, the providers will be notified of the hurricane threat that exists in Brownsville so they may be ready to assist employees.
- **Develop method for confirmation that students have reviewed emergency information.** A summary statement of the Campus Emergency Plan will be incorporated into TSC Online, with appropriate web links, and with an electronic signature requirement to confirm that students have read the plan.
- **Maintain emergency hurricane email accounts.** The email account www.tsc.edu/alerts will be used for sending important messages to the campus community. It will be used for receiving important messages if the Emergency Operations Center is located outside of Brownsville.
- **ITS will send emergency messages to College VoIP telephones, text messages and www.tsc.edu** (*See Information Technology Section*)
- Marketing and Community Relations will also send information to the following media outlets. Employees will be reminded to stay in contact with these media outlets during and after the storm.

| Television Stations | | Radio Stations | |
|---------------------|------------------|----------------|----------------|
| Channel 2 | KTLM (Telemundo) | KURV | AM 710 |
| Channel 3 | KNVO (Univision) | KGBT | AM 1530 |
| Channel 4 | KGBT-TV (CBS) | KGBT | FM 98.5 |
| Channel 5 | KRGV-TV (ABC) | KBTQ | FM 96.1 |
| Channel 8/23 | KVEO (NBC) | KTEX | FM 100.3 |
| Channel 10 | KMBH (PBS) | KBFM | FM 104.1 |
| | | KMBH | FM 88.1 & 88.9 |

| Newspapers | |
|-------------------------|--|
| The Brownsville Herald | |
| The Valley Morning Star | |
| Mid-Valley Town Crier | |
| McAllen Monitor | |
| Los Fresnos News | |
| San Benito News | |
| Port Isabel News | |

Establish Campus Points of Contact

| Marketing & Community Relations | | | |
|---------------------------------|---------------------------|----------------------------------|----------------|
| Primary: | Director | (956) 295-3690 | Office |
| Web Communications | | | |
| Primary: | Director | (956) 295-3690 | Office |
| Secondary: | Web Designer | (956) 295-3806 (956) 346-2802 | Office Cell |
| Help Desk Services (ITS) | | | |
| Primary: | Chief Information Officer | (956) 605-1159 | Cell |
| Secondary: | Director of IT | (956)650-8430 | Cell |

To be completed Annually Prior to June 1

- **Identify target audiences:** Determine who needs to be informed when an emergency situation arises, and in what order:
 - students, faculty, staff
 - news media
 - parents
 - public
- **Designate a College spokesperson.** The Vice President of Finance and Administration (VPFA) is the Institutional Emergency Operations Officer (EOO), and is also the College spokesperson during an emergency situation. The EOO represents the President during emergency situations. The EOO must be kept informed of the latest developments. The EOO will, on behalf of the President, issue the order to employees for resumption of operations.
- **Designate committee members to be part of the TSC Emergency Management Team (EMT).** The Director of Marketing & Community Relations will be part of the EMT. If the Emergency Operations Center (EOC) is established at an alternate location outside of the Brownsville area, the Director will be moved to this location.
- **Plan for items needed at Emergency Operations Center, such as:**
 - computer equipment with 24-hour internet network access
 - digital telephones with text messaging capability
 - satellite phones and/or radio transmitters, databases of contact information (media and vendor contacts, access codes, etc.), accommodations, transportation, meals, etc.
 - power inverters for ERT members vehicles
- **Provide guidance to the public.** If the crisis involves a closing of the campus, College Officials will inform the public about the dates and times the campus will be closed, when classes will be cancelled, and when employees will be dismissed from duty. The College will direct the public on where to go for more information – radio stations, television stations, email, and www.tsc.edu

- **Coordinate Media Activities.** Marketing & Community Relations will be the liaison between the media and the Emergency Operations Officer (EOO), and will coordinate press conferences and designate a press briefing room. In the event that a press conference with the news media involving members of the institution, the Emergency Operations Team (EOT) or others must be scheduled coordination, scheduling, and location of the press conference will be managed by the Marketing & Community Relations.
- Information Technology (IT) will send emergency messages to College VoIP telephones, text messages and www.tsc.edu
- **Post and disseminate messages.** Messages prepared by the Marketing & Community Relations will be sent via email to campus faculty, staff and students. Messages will also be posted at www.tsc.edu and update the hurricane alert page and social media sites.
- **Manage www.tsc.edu website.** IT and the Marketing & Community Relations will work with the EOO to determine alternate methods for using the website as a means to collect information from employees and students regarding contact information and location in the event of a heightened emergency.
- **Provide technology assistance.** IT and Marketing & Community Relations will provide assistance to the Emergency Management Team (EMT) members at an alternate, off-campus location, regarding web and email technology needs.

To be Completed at Named Storm Point in the Gulf of Mexico

- **Get list for part-time faculty.** The Help Desk is to receive an updated list serve from the Office of Human Resources of all part-time faculty.
- IT will send emergency messages to college VoIP telephones, text messages and www.tsc.edu
- **Send out emails to campus.** On behalf of the EOO, Marketing & Community Relations will send out informational e-mails to the campus by the end of the work day. These emails will be based on data acquired from the National Weather Service website. Marketing & Community Relations will, under the direction of the EOO, post messages at www.tsc.edu and will update the hurricane alert page. Marketing & Community Relations will post messages on social media sites.

120 Hours Prior to Predicted Landfall in our Region

- **Send out emails to campus.** On behalf of the EOO, the office of Marketing & Community Relations will send out informational emails to the campus by the end of the work day reminding them of the plan and which media outlets will keep them informed during and after the storm. These emails will be sent from www.tsc.edu/alerts and will be based on data acquired from the National Weather Service website. The office of Marketing & Community Relations will post messages at www.tsc.edu and will update the hurricane alert page. Messages will also be posted on social media sites.

96 Hours Prior to Predicted Landfall in our Region

- On behalf of the EOO, Marketing & Community Relations will send out informational emails to the campus by the end of the work day. These emails will be based on data acquired from the National Weather Service website. Marketing & Community Relations will post messages at www.tsc.edu/alerts and update the hurricane alert page under the direction of the EOO. Messages will also be posted on social media sites.
- **Alert Status message to campus.** Marketing & Community Relations will send an email on behalf of the EOO, informing employees and students that TSC is on an "Alert Status." The message will include the need to backup all computer files and will include a schedule of backup activities to be performed by IT. Marketing & Community Relations will post messages at www.tsc.edu/alerts as well as on social media sites.
- **Message to employees regarding benefits.** The Office of Human Resources will send a message to all employees regarding contacts for benefits during the storm period.

72 Hours Prior to Predicted Landfall in our Region

- **Send hurricane update notification.** Marketing & Community Relations will send an email on behalf of the Emergency Operations Officer (EOO), stating updated hurricane conditions. These emails will be based on data acquired from the National Weather Service website. The message will also include information that the College home page will be replaced with the hurricane alternate web page. The office of Marketing & Community Relations will post messages at the hurricane alternate page and on social media sites.
- **Hurricane Web Page.** Marketing & Community Relations will oversee the replacement of the College home page with the hurricane alternate web page.
- **Message regarding evacuation of students and Emergency Management Team (EMT).** If required, and upon the completion of the evacuation of students and the EMT, a message will be sent informing the campus.
- **Transfer web and email servers to remote location,** if necessary. If web and email servers are re-directed to remote locations as ordered by the EOO in anticipation of an electrical shutdown, certain web pages must be established. These web pages will not transfer to a remote location.

48 Hours Prior to Predicted Landfall in our Region

- **Send out emails to campus.** On behalf of the EOO, Marketing & Community Relations will send out informational emails to the campus by the end of the work day. These emails will be based on data acquired from the National Weather Services' website. Marketing & Community Relations will post messages on the hurricane alternate page as well as on social media sites.
- **Send out notice to regional media outlets.** On behalf of the EOO, the office of Marketing & Community Relations will send out an informational email to local radio and television stations regarding the status of the campus.
- **Message regarding evacuation of students and EMT.** If required, and upon the completion of the evacuation of students and the EMT, a message will be sent informing the campus. (If not completed at 72 hours)
- **Message from off-campus site.** A message will be sent to the campus community stating that the EMT has reached its remote location and will be contacting them with additional information.
- **The EMT will start to monitor www.tsc.edu/alerts and emergency phones.** The EMT will monitor the emergency email and emergency phones from the off-campus site.

24 Hours Prior to Predicted Landfall in our Region

- **Send out emails to campus.** From the remote location, the EMT will send out informational emails to the campus community using the emergency email address www.tsc.edu/alerts. The campus community will be reminded of their responsibility to listen to media outlets when to return to work. In case of power outages, listen to radio stations listed in the plan for updates. These emails will be based on data acquired from the National Weather Service website. All employees and students will be advised to check for updates on the TSC website. Marketing & Community Relations will post messages on the hurricane alternate page and on social media sites.
- **Continue to monitor www.tsc.edu/alerts and emergency phones.** The EMT will monitor the emergency email and emergency phones

At Landfall

- **Send motivational message.** On behalf of the President, the office of Marketing & Community Relations will send a motivational message to the campus regarding everyone's safety and especially for those Campus Security personnel who will ride out the storm on campus. Marketing & Community Relations to post message on hurricane alternate page and on social media sites.
- **Continue to monitor www.tsc.edu/alerts and emergency phones.** The Emergency Management Team (EMT) will monitor the emergency email and emergency phones.

Post Landfall

- **Send message from Information Technology.** As soon as available, IT will send a message to the EMT regarding the status of the campus.
- **Continue to monitor www.tsc.edu/alerts and emergency phones.** The EMT will monitor the emergency email and emergency phones.
- **Damage assessment on website.** As soon as available the initial damage assessment conducted by Campus Security will be posted to www.tsc.edu by the EMT.
- **Recall of ERT Members.** Members of the Emergency Response Team will be recalled, if necessary, by the EMT after consultation with EOO. The recall will occur via mobile telephones and email message.
- **Notice on resumption of business.** As soon as a determination is made, information regarding the resumption of business will be posted on the website and Marketing & Community Relations will send informational email to campus, which will also be posted on the hurricane alternate page and on social media sites. IT will send a text message to students and employees registered in the emergency notification system, informing them as to when to return to campus after a storm. Notices will also be distributed through local and regional news agencies.
- **Continue messages to campus.** The EMT will continue to provide messages to the employees regarding the status of the College and the resumption of business.
- **Notice from President.** Once business has been resumed and employees and students are back on campus, Marketing & Community Relations will send message to the campus on behalf of the President regarding the event. Marketing & Community Relations will post the message on the hurricane alternate page and on social media sites.

Facilities Operations Plan



Texas Southmost College
TRADITION • INNOVATION • OPPORTUNITY

May 2016

Responsible Party
Vice President of Finance and Administration

To be completed annually prior to April 15:

- Tool Crib Personnel will verify that all materials are accounted for and that all items on checklist are up to date.
- Tool Crib Personnel will verify that all hurricane materials are in good condition (plywood, sandbags, etc.).
- Tool Crib Personnel will order and purchase necessary materials in order to restock supplies.
- Tool Crib Personnel will order and purchase extra material (plywood) for post storm emergencies.
- Tool Crib Personnel will make sure all materials are labeled correctly.
- Tool Crib Personnel will compile and organize plywood board pallets in order of importance and priority.
- Office personnel shall verify that all crew member information is correct and up to date.
- Individual crews to determine status of campus conditions prior to hurricane season (include checklist, verify building assignments per group and make any necessary changes to compensate for workload of missing personnel for any particular group).
- Crew members are to be familiarized and trained to use all heavy machinery and lifts.
- Complete re-entry forms as required for South Padre Island access; one per vehicle.
- Emergency Response Team (ERT) ID needs to be updated.
- Review storm drain systems throughout campus.
- Order water bottles for Facilities and Physical Plant use.

To review and update annually by May 1:

Review all pre-position contracts. The following contracts for services must be reviewed.

| | |
|---|---|
| Fuel Services | Valero |
| Trash Disposal | GMS 2965 E. 13th Street Brownsville, Texas 78520 Phone (956) 544-2100 Fax (956) 544-4527 |
| Water Extraction / Drying | Custodial Services |
| Indoor Air Quality | State Approved Contracts |
| Glass Repairs | Ben's Glass & Metal |
| Mold Remediation | Terracon |
| Hazardous/Solid Waste Management Services | GMS |
| Power Generation | State Approved Contractors |
| Repair Contractors | State Approved JOC Contractors |
| Thermal Plant Repairs | Fox Mechanical PB Tech Mechanical |

- **Material Check List.** Ensure that materials are available. Physical Plant personnel will ensure that the following item are available in case of a storm.
 - Plywood
 - Anchors and screws
 - Batteries (6 volts, AAA, AA, C, D)
 - Caution tape
 - Chainsaw chains
 - Deodorizers
 - Diesel Fuel
 - Disposable overalls
 - Drills
 - Empty sandbags
 - Extension ladders
 - Fence
 - Filled sandbags
 - Flashlights
 - Gas & propane stock
 - GFCI cord plugs
 - Gloves
 - Lumber in stock 2 X 4 x10's
 - Masking & duct tape
 - Mosquito repellent
 - Nails
 - Nets
 - Pallet strapping gun & strap
 - Plastic bags (30 gal.)
 - Plastic sheeting
 - Plywood clips
 - Portable generators
 - Rain coats
 - Ratchet tie downs
 - Rope
 - Shrink wrap
 - SPI personnel notification
 - Water boots
 - Water jugs
 - Water pump
- **Employee Contact Checklists.** Ensure that the checklist is updated yearly and as needed.
- **Inventory Checklist.** Inventory check as per group assignments.
- **Building Sandbag Checklist.** Ensure that the correct numbers of sandbags are available for each area indicated.

| Sandbag Checklist | # of sandbags |
|---------------------|---------------|
| Art Center | 30 |
| Bookstore | 49 |
| Campus Security | 18 |
| CCD | 28 |
| Commissary Building | 36 |
| Cortez | 21 |
| Education Building | 18 |
| Eidman | 18 |
| FBMC | 111 |
| Gorgas | 60 |
| Gym | 24 |
| ITECC | 500 |
| Lecture Hall | 41 |

| Sandbag Checklist | # of sandbags |
|---------------------------|---------------|
| Oliveira Student Services | 56 |
| M 1 | 52 |
| M 2 | 36 |
| M O | 24 |
| Music | 15 |
| North | 25 |
| Lightner | 36 |
| Riverside I & II | 40 |
| SET-B | 83 |
| South | 49 |
| Tandy | 51 |

Alert Status and Preparedness – 6 Days

- Call Facilities meeting with hurricane prep team leaders.
- Attendance is required during any activation or emergency situation.
- Supervisor will give status and position of tropical storm.
- Hurricane prep team members to meet to plan possible mobilization.
- Group leaders will verify all crew members' phone numbers.
- Office to provide list of personnel of who is on vacation/sick leave.
- Rearrange personnel to supplement missing crew members.
- Check buildings as per assigned groups. Crew leader from top to bottom:
- Board up plywood, shutters, and sandbags at Port Mansfield and South Padre Island Center. Also, turn off power, gas, and water for Port Mansfield only. (Notify Campus Security and seal doors)
- Start picking up and storing patio furniture or loose items around campus.
- Order sand if necessary after group leaders have made assessments and make sandbags if required.
- Notify Facilities and Physical Plant personnel of possible activation if storm continues.
- Remind personnel to have adequate supplies of water, gas tanks, medical supplies, first aid kits, and windows covers as applicable at their homes.
- Fuel all vehicles and equipment; check fuel quantity, refill tank if necessary.
- Order water bottles.
- All work crews to be on same schedule. Prepare plant for operation; mechanic shop to verify area is clean, dump truck, etc.
- Fuel all generators and test.
- Clean all roof drains, gutters and storm drains.
- Test all pumps, both portable and buildings sumps.
- Empty all campus waste containers.
- Designate vehicle parking location.
- Compile additional material lists to be purchased.
- Locate storage space for outside furniture

120 Hours Prior to Predicted Landfall in our Region

- Continue with 6-Day Preparation.
- Start sandbag distribution in the morning; sandbag crew to assist buildings prep teams with positioning.
- Conduct Facilities and Physical Plant meeting on status. (Notify of possible activation by next morning).
- Provide crew the availability of preparing personal property in the afternoon; comp time or vacation can be used for this.
- Tool Crib Personnel to load trailers with plywood pallets. Ready to mobilize in the morning.
- Notify City to shut down Resaca Pump and/or empty Resaca.
- Shutdown irrigation timers and systems.
- Verify fuel level for all generators.

96 Hour Notice - Tropical Storm Threat

- Monitor storm threat.
- Hurricane Prep team leaders to distribute sand bags as per the Building Sandbag Checklist. Sandbags should not block any exit doors.
- Secure all roof hatches.
- Check water bottles and have them re-filled.
- Working hours to be determined by urgency.
- Crews that finish need to contact Facilities and Physical Plant Management for re-assignment.
- Assign ITECC vehicle with goose neck capabilities.
- Verify crew contact information.

96 Hours Prior to Predicted Landfall in our Region

- Monitor storm threat.
- Hurricane Prep team leaders to distribute sand bags as per the Building Sandbag Checklist. Sandbags should not block any exit doors.
- Tool Crib Personnel and movers to take plywood on trailer to campus and distribute; use Cushman's for transporting nets.
- Proceed to board up windows. Buildings to be covered according to plywood layout: Building priorities from top to bottom: Sand Crew to continue with sand bag placements: See attached list, do not block any door exits.
- Secure all roof hatches.
- Check water bottles and have them re-filled.
- Working hours to be determined by urgency.
- Crews that finish tasks need to contact Facilities and Physical Plant Management for re-assignment.
- Assign ITECC vehicle with goose neck capabilities.
- Change a/c schedule; remove from night schedule.
- Verify crew contact information.

72 Hour Notice – Tropical Storm Watch

- Monitor.
- Position boards to cover all windows and openings.
- Assess work in progress to reprioritize group labor.
- Re-test all back-up generators to ensure readiness.
- Ensure that all construction sites are tied down, cleaned up and secured.
- Ensure that all outside furniture is stored.
- Make sure all radios and batteries must be on chargers.
- All cellular phones and radios should be tested to ensure all personnel have communications.
- Crews that finish need to contact Facilities and Physical Plant Management for re-assignment.
- Campus Security will be notified of Facilities and Physical Plant's personnel's name and cellular phone numbers.
- Designate location for radios where the majority of radios can be stored so as not to have them all in one location.
- Group leaders provide final storm preparations and update.

72 Hours Prior to Predicted Landfall in our Region

- Monitor.
- Initiate the covering of all windows and openings. (See building board schedule)
- Begin placement of all sand bags except exit doors. (See sandbag schedule)
- Assess work in progress to reprioritize group labor.
- Re-test all generators to ensure readiness.
- Ensure that all construction sites are tied down, cleaned up and secured.
- Ensure all outside furniture is stored.
- Make sure all radios and batteries should be on chargers.
- All cellular phones and radios must be tested to ensure communication.
- Crews that finish need to contact Facilities and Physical Plant Management for re-assignment.
- Campus Security will be notified of Facilities and Physical Plant's personnel's name and cellular/beeper phone numbers.
- Designate location for radios where the majority of radios can be stored so as not to have them all in one location.
- Long distance radios to be issued to critical Facilities and Physical Plant personnel.
- Group leaders provide final storm preparations and update.

48 Hour Notice - Tropical Storm Warning

- Verify that building personnel have evacuated the building.
- Finalize installation of boards in all first floor doors & windows. (See building board schedule).
- De-energize dimming control system in TSC Arts Center and Fort Brown Memorial Center. Shut down all exterior fountains and pumps.
- Finalize the placement of sand bags and flood barriers at designated points. (See sandbag schedule).
- Deliver the last supplies to critical areas.
- Group leaders should meet with crew to ensure everyone is accounted for.
- All groups should meet at Facilities and Physical Plant for a brief meeting before being dismissed. At this time, group leaders need to verify any phone number changes in case emergency contact is needed.
- Inform Campus Security and/or command post teams as each area is secured and personnel leave the campus.
- Assign Thermal Plant personnel for onsite duty to monitor systems during storm. (For Cat 1, 2 & 3 only)
- Inform crews of return process; listen to TV, radio, or wait for a call to return to duty.
- Crews that finish need to contact Facilities and Physical Plant Management for re-assignment.
- Relocation of select communication devices and specialty equipment. (See check list)
- Thermal Plant wireless card to be issued to Director for emergency communication.

48 Hours Prior to Predicted Landfall in our Region

- Verify that building personnel have evacuated the building.
- De-energize dimming control system in TSC Arts Center and Fort Brown Memorial Center. Shut down all exterior fountains and pumps.
- Finalize the placement of sand bags and flood barriers at designated points. (See sandbag schedule).
- Finalize the placement of all boards in all accessible doors and windows.
- Finalize the placement of all nets in door openings (as required).
- Crews that finish need to contact Facilities and Physical Plant Management for re-assignment.
- Relocation of select communication devices and specialty equipment. (See check list)
- Deliver the last supplies to critical areas.
- Group leaders should meet with crew to ensure everyone is accounted for.
- All groups should meet at Facilities and Physical Plant for a brief meeting before being dismissed. At this time, group leaders need to verify any phone number changes in case emergency contact is needed.
- Inform Campus Security as each area is secured and personnel leave the campus.
- Assign Thermal Plant personnel for onsite duty to monitor systems during storm. (For Cat 1, 2 & 3 only)
- Review recall procedures.
- Thermal Plant wireless card to be issued to Director for emergency communication.
- All HVAC and electrical power to remain on until Utility Company disconnects service.

48 Hour Notice - Employee Dismissal

- All essential personnel must be released prior to 48 hour warning.
- The Security Operations Center (SOC) is opened for operations.

24 Hours Prior to Predicted Landfall in our Region

- Monitor communications distributed as part of the Communications Plan

Internal Damage Assessment/Resumption of Business

- Campus Security will determine storm status and safety level before authorizing Security Operations Center (SOC) Personnel to perform initial assessment of campus.
- The initial assessment of campus may involve the Vice President of Finance and Administration (VPFA), the Director of Facilities and Physical Plant, and key maintenance personnel.
- The initial assessment team will report their findings to the Emergency Management Team (EMT) and make recommendations on the recall of Emergency Response Team (ERT) members and/or the resumption of business.
- If campus is safe to enter, and if necessary, Facilities and Physical Plant employees recall procedures will be initiated.
- Facilities and Physical Plant employees will check in at the SOC.
- Supplies will be issued by tool crib and team assignments made (radios, rain coats, boots, etc.)
- Teams will review assigned areas and complete checklist for damage assessment (use FEMA form on website).
- Checklist forms will be turned in to Campus Security at the SOC.
- Campus Security will inventory damage and communicate with the EMT.
- The President will issue order on date for resumption of operations.
- The office of Marketing and Community Relations will provide information to Staff and the General Public through various forms of media.

Recall of Facilities and Physical Plant

- The EMT will recommend to VPFA the recall of all Facilities and Physical Plant personnel.
- All Facilities and Physical Plant employees will be contacted via phone or radio / TV if phone systems are down.
- Employees must listen to news reports to determine if they are being asked to report to work.
- All Facilities and Physical Plant personnel will report to work when recalled.
- All Facilities and Physical Plant personnel will sign in at the SOC and report to Facilities and Physical Plant for building assignments.

Utility Startup Procedures

- A complete analysis of all buildings will be performed by Facilities and Physical Plant employees before any power is restored.

TSC Facilities

Hurricane Threat Response

| | Tropical Storm | | | Hurricane | | |
|---|---------------------|--------------------|----------------------|---------------------|--------------------|----------------------|
| | Threat (96 hrs.) | Watch (72 hrs.) | Warning (48 hrs.) | Threat (96 hrs.) | Watch (72 hrs.) | Warning (48 hrs.) |
| Monitor | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Positioning of sand bags | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Positioning of boards | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Board Installation – 1 st floor | | | ✓ | ✓ | ✓ | ✓ |
| Board Installation – 2 nd floor | | | | ✓ | ✓ | ✓ |
| Sand bag placement 90% (except exit doors) | | | ✓ | | ✓ | ✓ |
| Critical electrical system shutdowns. Close buildings sand bag completion. | | | ✓ | | | ✓ |

Notes:

Positioning - Placement next to area where it will be used or in specified location.

Return to evaluate campus as soon as possible as conditions are safe.

Prepare building for occupancy 24 hours after storm makes landfall or as directed.

Infrastructure Operations Plan



Texas Southmost College
TRADITION • INNOVATION • OPPORTUNITY

May 2016

Responsible Party
Chief Information Officer

To be completed annually prior to June 1 each year

Glossary: IT: Information Technology
SOC: Security Operations Center (Tandy)
CS: Campus Security (Tandy)
EMT: Emergency Management Team
EOC: Emergency Operations Center (Tandy)
EOO: Emergency Operations Officer
ERT: Emergency Response Team
DRC: Disaster Recovery Center (Tandy)

- **Emergency Contact Information (when telephony system is shutdown):**
 - Call 956-295-3700 to contact Campus Security
 - Visit self-registration web site to register your contact information and to find others' contact information: This site is only for ERT members. Non-ERT members must use www.tsc.edu site to self-register.
- **Main Planned Functions:**
 - Perform system and data backups
 - Maintain persistent web and email presence (via hosting provider)
 - Provide internet & telephony for SOC and EOC
 - Maintain minimum network core operation
 - Maintain telephone 295 telephone numbers (via hosting provide)
 - Cover vital equipment

List of essential buildings: The following buildings are considered to be essential, and electric/HVAC utilities must be provided to the specified parts of the buildings until the specified time as indicated below:

SOC/Tandy - (Network and Phone Service) (Electric power and HVAC needed at all times)

EOC/Tandy – Tandy Building (Network and Phone) (Electric power and HVAC needed at all times)

- **Available Services:** Following is the list of main available services during campus shutdown:
 - Pearson
 - Webmail.tsc.edu
 - Rerouting of main TSC number to cell phone
 - General voicemail message on campus extensions
 - PeopleAdmin
 - Network services (Tandy EOC only)
 - VPN (Tandy EOC)
 - Emergency Alert System
 - Cable TV (Tandy EOC only)
 - Access Control (only in buildings with electric power)

- **Unavailable Services:** Following is the list of main unavailable services during campus shutdown:

- Datatel
 - MyTSC Online
 - ASTRA
 - Network services (except in Tandy EOC)
 - Telephony services (except in Tandy EOC)
 - SAGE/Abila
 - Informer Reporting
 - Image Now
- **Telephony:** Main TSC phone number (800-295-3600) will be routed to the Emergency Operations Center (EOC) cell phone numbers in case the institution's telephony system shuts down.

120 Hours Prior to Predicted Landfall in our Region

- Information Technology (IT) will notify users regarding the expected shutdown of systems (including ERP) and network services.
- Determine if necessary forms, supplies or equipment will be required and available.
- IT will perform daily, full backups at night and ensure backups are copied to offsite storage provider.
- IT will continue to replicate all disk to disk backups to offsite storage provider.
- Help Desk will cover equipment with water-proof material in non-essential computer labs.
- IT, in coordination with Facilities and Physical Plant, will check electric power related issues (such as UPS units) to prepare for power problems.
- IT will test Internet and Telephony for Security Operations Center (SOC) and EOC located in Tandy
- IT will coordinate with EOC to get a recorded message to be used as a general campus wide voicemail.
- IT will remind Facilities and Physical Plant about refueling the generators for storing fuel.
- Actual load-test needs to be done for at least thirty minutes on the generators. All operations related with the above generator must be tested.
- IT will remind Facilities and Physical Plant that both emergency and normal electric power circuits, as well as, HVAC to the following areas must remain in operation: Tandy
- IT will confirm the availability (and functionality) of self-registration sites: www.tsc.edu/ert (for ERT members) www.tsc.edu (for non-ERT members)

**The network in different buildings will be shut down and equipment covered during the period between the 72-hour mark and the 48-hour mark. Non-essential buildings will be shutdown first. The process of shutting down the network in all the buildings (except the ones specified to have the network up at all times) will be completed by the 48-hour mark. Depending on the weather during this period (between the 72-hour mark and the 48-hour mark), the process of shutting down the network in different buildings will be delayed as much as possible.*

96 Hours Prior to Predicted Landfall in our Region

- Information Technology (IT) members placed on alert. Leave is cancelled for all affected personnel.
- IT response activated: (1) Situation Assessment begins. (2) IT Phone Tree updates occur. (3) Vendor and inventory records updated.
- Emergency Management Team (EMT) is updated on IT assessment results and provided recommendations, shut-down schedule, and IT Phone Tree updates.
- IT begins notification procedures. This includes internal notices to IT staff as well as general preparation instructions to faculty and staff
- IT holds open meeting to review back-up, pack-up and shut-down (BPS) schedules with affected college personnel and to answer questions.
- IT will monitor services from the hosting service provider per the following list:

Web Services:

- www.tsc.edu

E-Mail Services:

- Outlook / Webmail

Technology Services

- Help Desk will cover equipment with water-proof material in the remaining computer labs.
- IT will prepare for covering equipment in different communication rooms.
- IT will meet with Human Resources and Payroll Department staff to:
 - Review the monthly payroll calendar.
 - Identify and revise, if necessary, upcoming payroll processing and pay date timelines.
 - Assign staff to specific duties.
 - Obtain updated contact information for each employee.
- Meet with the Human Resources Office to coordinate processes.

72 Hours Prior to Predicted Landfall in our Region

- EMT is updated on results of open meetings and is provided any updates or changes to call tree & shut-down schedule.
- IT notification procedures continue. Backup, Packup and Shutdown (BPS) Schedule distributed. Latest call tree issued to all CIRT and IT Disaster Recovery Team
- IT BPS Phase I begins. Phase I includes full back-up and shut down of non-critical elements.
- All IT users are reminded that they will be taken off the systems at 48 hours before landfall.
- IT users will have email and web access from hosting service provider.
- At 48 hour mark, internal servers will no longer be available. Final backup will start at 48 hours before landfall and completed by the 40-hour mark.
- IT will ensure last full backups have replicated successfully to the hosting service provider.
- IT will lock access to network applications (such as registration of user computing devices) and will start backing up systems.
- IT will activate General Voicemail on all TSC extensions with the exception of designated extensions.
- IT will start shutting down the network services. The network will be shut down in non-essential buildings first. Security Operations Center (SOC) (Network and Phones), Emergency Operations Center (EOC) (Network and Phones),
- IT will inform Facilities and Physical Plant of network shutdown so that power and HVAC can be turned off in the buildings not requiring power and HVAC at 48-hour mark.
- IT will cover vital equipment with water-proof material in Tandy.

- Information Technology (IT) will verify the access of the available services (offered through remote locations) from on and off-campus locations. Especially,
 - Access of www.tsc.edu from on and off-campus
 - Access of webmail from on and off-campus
 - Access of Pearson from on and off-campus
- IT will shut down all network and telephony systems except for the following:
 - Portion of Core Network
 - Internet and Telephony systems for Tandy

48 Hours Prior to Predicted Landfall in our Region

This is the “Evacuation” stage. Therefore, the only thing that needs to be done at this stage is to evacuate. Following is a checklist of items that IT should have taken care of before leaving campus at this time:

- **IT Backup, Packup and Shutdown (BPS) Phase II begins.** Incremental back-up and the shut-down of non-essential site-specific and unit-specific systems.
- **Network shutdown announcement:** Help Desk should have informed the campus community of a complete shutdown at this time. Exceptions were noted in the earlier sections.
- **Internet and Telephony Systems:** IT should have already tested the Internet and Telephony systems for the Security Operations Center (SOC) and Emergency Operations Center (EOC).
- **Online services:** Online services, such as online registration of user computing devices, should no longer be available.
- **Backup of systems (Datatel):** IT should have already backed up data and sent to off-site storage.

Emergency backup disks will not contain any information that is entered into the system after the “announced” time at which the backup was initiated on the system. Users are responsible for maintaining their own backups (diskette or paper documentation) of work they choose to do after this time. Users should back up critical data NOT stored on the network as well.
- **Shutdown data/voice/video networks:** IT should have already shutdown networks in different buildings on Fort Brown campus and International Technology, Education and Commerce Center (ITECC). While shutting down networks in different buildings, IT should have covered the network equipment with waterproof material. Essential buildings should have been the last ones to be shutdown
- **Device configurations:** IT should have saved the essential device configurations on the designated remote hosted server.
- **Vital equipment:** IT should have covered remaining uncovered vital equipment in computer rooms and concentrator cabinets across campus. At that time, IT equipment on campus should have “gone black” (with the exceptions noted earlier) no later than the 40-hour mark.
- **Notify Campus Security:** IT must call Campus Security to let them know that IT staff has evacuated the campus.
- **Final IT notification to college personnel.** IT begins evaluation of Backup, Packup and Shutdown (BPS) implementation and reports findings to Emergency Management Team (EMT).
- **Monitoring:** IT starts remote monitoring of systems and their continuous availability to users.

Student Operations Plan



Texas Southmost College
TRADITION • INNOVATION • OPPORTUNITY

May 2016

Responsible Party
Vice President of Student Services

To be Completed Annually Prior to June 1 Each Year

- **Collaborate** with Marketing and Community Relations to develop web material, email, and voice messages for campus community.
- **Post** Materials Around Campus.
- **Update** contact information for all key Student Services' staff members.

Note: After initial development all materials will be updated annually, prior to June 1st.

To be Completed Annually Prior to September 1 Each Year

- **Develop** Material for Student Organizations.
- **Develop** Material for Students with Disabilities.
- **Develop** Material for Student Orientation and ORIN 0101 Course.
- **Develop** Name Badges for Emergency Management Team (EMT).
- **Develop** Name Badges for Emergency Response Team (ERT).

To be Completed at Named Storm Point in the Gulf of Mexico

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.

120 Hours Prior to Predicted Landfall in our Region

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.

96 Hours Prior to Predicted Landfall in our Region

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.
- **Remain** available to Marketing and Community Relations to create and edit statements intended for students

72 Hours Prior to Predicted Landfall in our Region

- **Receive** information from Emergency Management Team (EMT).
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.
- **Remain** available to Marketing and Community Relations to create and edit statements intended for students.
- **Relay** messages regarding academic changes and facility closures to Student Services team.

48 Hours Prior to Predicted Landfall in our Region

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.
- **Remain** available to Marketing and Community Relations to create and edit statements intended for students.
- **Relay** messages regarding academic changes and facility closures to Student Services team.

24 Hours Prior to Predicted Landfall in our Region

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.
- **Remain** available to Marketing and Community Relations to create and edit statements intended for students.
- **Relay** messages regarding academic changes and facility closures to Student Services team.

At Landfall

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Assist** in coordinating response efforts/resources during the event as required.

Post Landfall

- **Receive** information from EMT.
- **Receive** information from www.tsc.edu/alerts.
- **Notify** Student Services leaders and keep updated as required.
- **Remain** available to Marketing and Community Relations to create and edit statements intended for students.

ITECC Hurricane Plan



Texas Southmost College
TRADITION • INNOVATION • OPPORTUNITY

May 2016

Responsible Party
Vice President for Finance and Administration

To be Completed Annually Prior to June 1 Each Year

1. The Leasing Office will update the Master International Technology, Education and Commerce Center (ITECC) Telephone and Email Address List which includes all tenants.
2. Distribute the ITECC Hurricane Plan to all tenants.
3. Review the ITECC Hurricane Plan with all tenants.

72 Hours Prior to Predicted Landfall in our Region

1. Tenants should notify the Leasing Office when they have completed their readiness procedures. The Leasing Office will notify Security Department when all tenants have completed their readiness procedures.
2. Once the CLOSED NOTICE is received and inspection is complete, "SECURED – NO ACCESS" labels must be placed on all office doors. Once label is affixed to door, re-entry is prohibited without authorization from Campus Security.
3. Essential personnel not required at this time may be released.

48 Hours Prior to Predicted Landfall in our Region

1. If essential employees have not been released, they must be released now.
2. The entire ITECC Building will be locked and secured by Campus Security Department.
3. Access to the ITECC Building will not be allowed.
4. The Emergency Phone Number for Campus Security is (956) 295-3700.

24 Hours Prior to Predicted Landfall in our Region

1. The TSC Security Operations Center (SOC) is opened for operations and will be manned by Campus Security personnel.
2. Campus Security personnel will continue to patrol the Fort Brown Campus (Main Campus) and the ITECC until 12 hours before storm landfall or wind speed of 60 mph.
3. Signage will be placed at Campus Security Office to inform of phone numbers and location of Campus Security during the storm.
4. Vice Presidents will be notified that the Security Operations Center is operational.

Post Storm

Internal Damage Assessment / Resumption of Business

1. The Vice President of Finance and Administration (VPFA) will determine storm status and safety level before authorizing Security Operations Center (SOC) personnel to perform initial damage assessment of the Fort Brown Campus (Main Campus) and of the International Technology, Education and Commerce Center (ITECC) Building.
2. The initial damage assessment may involve the VPFA, the Director of Facilities and Physical Plant, and the Facilities and Physical Plant Supervisors.
3. The initial assessment team will report their findings to the Emergency Management Team (EMT) and make recommendations on the recall of Emergency Response Team (ERT) members and/or the resumption of business.
4. If the Fort Brown Campus and/or the ITECC are safe to enter, and if necessary, ERT re-call procedures will be initiated.
5. ERT members will check in at the SOC.
6. Supplies will be issued and team assignments made (radios, rain coats, boots, forms, etc.)
7. Teams will review assigned areas and complete checklist for damage assessment.
8. Checklist forms will be turned in to Campus Security at the SOC.
9. Security will inventory damage and communicate with the EMT.
10. The president will issue order on date for resumption of operations.
11. The office of Marketing & Communication Relations will provide information to staff and the general public through various forms of media.

Employee Re-Call Procedures

1. The office of Marketing & Community Relations will provide updated information to the following news agencies.

Television Stations

| | |
|--------------|----------------|
| Channel 4 - | KGBT-TV |
| Channel 5 - | KRGV-TV |
| Channel 2 - | KTLM Telemundo |
| Channel 3 - | KNVO Univision |
| Channel 10 - | KMBH-TV60 |

Radio Stations

| | |
|--------|----------|
| KURV - | AM 710 |
| KGBT - | AM 1530 |
| KGBT - | FM 98.5 |
| KTEX - | FM 100.3 |
| KBFM - | FM 104.1 |
| KMBH - | FM 90.5 |

2. If you evacuate, please listen to regional radio and television stations for up-to-date information about Brownsville.
3. Employees must listen to news reports to determine if they are being asked to report to work or check the College website at www.tsc.edu.
4. If employees are recalled back to work, they must report by specified date and time.
5. Employees are not to report to the Fort Brown Campus and/or the ITECC unless a recall of employees has been issued.
6. Unauthorized entry to the Fort Brown Campus and/or the ITECC will not be allowed.
7. In the event of an emergency or critical need, authorization to enter the Fort Brown Campus and/or the ITECC must be received from Campus Security prior to re-entry.
8. Leave after the Emergency has been addressed.

Authority / Contacts

Per the Emergency Response Plan, the President has designated the Vice President of Finance and Administration (VFPA) as the Institutional Emergency Operations Officer (EEO).

In this capacity, the EEO will initiate Hurricane Status Alerts and will issue notices. The recall of personnel and staff members will also be initiated through the EEO.

The EEO will, on behalf of the President, issue the order addressing resumption of operations.

| | | |
|------------------|--|--|
| Contacts: | Campus Security | |
| | Emergency | 911 |
| | Campus Emergency | (956) 295-3700 |
| | Emergency Email | Hurricane@tsc.edu |
| | Office of Human Resources | (956) 295-3770 |
| | Campus Phone Number | (956) 295-3600 |
| | Vice President of Finance and Administration | (956) 295-3385 |

Hurricane Plan for Departments



Texas Southmost College
TRADITION • INNOVATION • OPPORTUNITY

May 2016

Responsible Party
Vice President of Finance and Administration

Pre-Hurricane Planning for Departments

- Each department should have on hand supplies to secure equipment and/or documents.
- Update Staff Recall List and sent to appropriate Vice President. The form is available at: www.tsc.edu/hurricane
- Review employee recall procedures.
- Review list of essential/non-essential personnel for department.
- Review Emergency Work Schedule.
- Review Hurricane Plan for Departments and Departmental Plan.

Pre-Hurricane Planning for Home / Personal

- Determine whether your residence will be safe from flooding and wind damage.
- Know what HURRICANE WATCH and WARNING mean.
- Prepare a Personal Evacuation Plan and Disaster Supply Kit.
- Prepare your home for high winds.
- Know what to do when a HURRICANE WATCH is issued.
- Know what to do when a HURRICANE WARNING is issued.
- Know what to do after a Hurricane is over.
- Practice and maintain your plan.
- For more information, please see: www.redcross.org, www.nhc.noaa.gov, or www.epa.gov/espanol/eventos/naturales/huracanes.htm

Supplies to have on hand (for Home / Personal)

- First Aid Kit.
- Extra prescriptions, medications, written copies of prescriptions, other special medical items.
- Important documents and records, photo ID's proof of residence, information you may need to process insurance claims.
- Cash.
- Battery-operated radio.
- Flashlight with extra batteries.
- Phone numbers of family and friends.
- Road maps, a travel plan, hotel reservations, list of places between your town and your destination you can stop if highways are clogged.
- Three-day supply of non-perishable food, one gallon of bottled water per person per day.
- Coolers for food and ice storage, paper plates, plastic utensils.
- Manual can opener, knife, tools, booster cables, fire extinguisher, duct tape, tarp rope.
- Blankets, pillows, sleeping bags and extra clothing.
- Toilet paper, cleanup supplies, personal hygiene products.
- Eyeglasses, sunglasses, hearing aids.
- Special supplies needed for babies, older adults and pets.

Supplies to have on hand (for departments)

- Batteries
- Computer Back-up System
- Cord
- Duct Tape
- Flashlights
- Labels
- Plastic Storage Containers & Locking Lids
- Tarpaulin
- Trash Bags (do not use for computers or other electronics)

Alert Status and Preparedness Plan – 96 Hours

Staff reports for duty. Inform both on-site and essential off-duty staff of Alert Status and Preparedness Plan. (96 hours)

1. Faculty and staff will backup document and data files on their hard drives immediately after notice is received. Backup media must be labeled with dept., name and room #.
2. Departments should identify a safe central storage area for backup media.
3. Information Technology Services staff will publish a schedule of backup activities and perform the backup of all major systems.
4. Department heads review previously prepared staff recall list, updates phone numbers and reviews staff recall notification procedures.
5. Department heads assess their areas and determine which files and other materials need to be removed and stored in plastic containers with locking lids.
6. Prepare labels for containers. Files determined to be stored in plastic containers should be placed in an interior room at least 30" from the floor.
7. Assist customers until you receive notice that TSC will be closing.

Warning Notification: Finalize Plans – 72 Hours

Staff reports for duty. These steps should be implemented immediately on receiving Warning Notice and completed before the end of the workday. (72 hours)

1. Secure equipment (see PC/VoIP video on hurricane web site at www.tsc.edu/hurricane), clear off desks and put files in containers.
2. Assist customers until you receive notice that TSC will be closing.
3. When departments receive official notice of campus closure:
 - a. Department heads do a final check of all areas under their supervision to insure that all preparations have been completed.
 - b. All doors should be closed; all electrical connections disconnected. Equipment and materials secured.
 - c. Non-essential employees should be released at this time
4. Departments should notify their respective Vice President (VP) of their readiness. Each divisional VP or designee will notify Campus Security when their division has completed their readiness procedures.
5. Once closed notice is received and inspection is complete, "Secured – No Access" labels must be placed on all office doors. Once label is affixed to door, re-entry is prohibited without authorization from Campus Security.
6. Essential personnel not required at this time may be released.

Secure Facilities – 48 Hours

1. If essential employees have not been released, they must be released now.
2. All facilities will be locked and secured by Campus Security, and access will not be allowed.
3. The phone number for Campus Security is (956) 295-3700.

Establish Security Operations Center (SOC)

1. By June 1, Review SOC Supplies.
2. At 24 Hour Point: SOC is opened for operations and will be manned by Campus Security personnel.
3. Campus Security personnel will continue to patrol the campus until 12 hours before storm landfall or wind speed of 60 mph.
4. Signage will be placed at Campus Security Headquarters to inform of phone number and location of Campus Security during the storm.
5. Vice Presidents will be notified that the SOC is operational.

Campus Security – Ride Out the Storm

1. Campus Security will monitor weather reports and provide updates to college administration, as necessary.
2. Campus Security will cooperate and communicate with other law enforcement agencies on storm status and community readiness. Updates will be provided to college administration as necessary.

Internal Damage Assessment / Resumption of Business

1. The Campus Security will determine storm status and safety level before authorizing Security Operations Center (SOC) Personnel to perform initial assessment of campus.
2. The initial assessment of campus may involve the, the Director of Facilities and Physical Plant.
3. The initial assessment team will report their findings to the Emergency Management Team (EMT) and make recommendations on the recall of Emergency Response Team (ERT) members and/or the resumption of business.
4. If campus is safe to enter, and if necessary, ERT recall procedures will be initiated.
5. **ERT Members report to the Security Operations Center.** Once the ERT Members have been allowed access to the campus, they must report to the SOC. At this point, Campus Security Communications will maintain a log of all personnel who access the campus.
6. Supplies will be issued and team assignments made. (radios, rain coats, boots, forms, etc.)
7. Teams will review assigned areas and complete checklist for damage assessment.
8. Checklist forms will be turned in to the Chief of Campus Security at the SOC.
9. Campus Security will inventory damage and communicate with the EMT.
10. The President will issue order on date for resumption of operations.
11. The office of Marketing & Community Relations will provide information to staff and the general public through various forms of media.

How to Stay in Touch

- If an employee evacuates, a Registry will be available to provide employees with relocation and phone number information through the College's website: www.tsc.edu
- The TSC Website will be maintained offsite and periodic updates will be provided through the College's web site: Hurricane@tsc.edu will be used to contact EMT.
- Hurricane update information will be sent by the office of Marketing & Community Relations through the email Hurricane@tsc.edu.
- The Emergency Phone number to be used is: [\(956\) 295-3700](tel:9562953700)

Employee Re-Call Procedures

Marketing & Community Relations will provide updated information to the following news agencies.

Please watch:

| | |
|------------------|---|
| KGBT-TV, | Channel 4 |
| KRGV-TV, | Channel 5 |
| KNVO-TV | Univision, Channel 48 Cable Channel 3, |
| KVEO-TV | Channel 23, Cable Channel 8, |
| KTLMTV | Telemundo, Channel 40, Cable Channel 2, |
| KMBH-TV | Channel 60, Cable Channel 10 |
| Weather Channel, | Channel 34 |

On radio, please listen

KURV-AM (710)
KGBTAM (1530)
KGBT FM (98.5)
KTEX FM (100.3)
KBFM (104.1)
KMBH (88.1 & 88.9)

1. If employees evacuate, they should listen to regional radio and television stations for up-to-date information about Brownsville.
2. Employees must listen to news reports or check website at www.tsc.edu to determine if they are being asked to report to work.
3. Unauthorized entry to the campus will not be allowed.
4. Employees are not to report to the campus unless a re-call of employees has been issued.
5. If employees are recalled back to work, they must report by the specified date and time of the recall.
6. Members of the Emergency Response Team will be recalled, if necessary, by the EMT after consultation with Campus Security. The recall will occur via mobile telephones and email message.
7. Leave after the Emergency: Emergency administrative leave for handling serious personal problems after normal operations are resumed, e.g., extensive home damage, will be granted on an individual basis by forwarding requests through appropriate administrative channels. Final approval will be through the appropriate Vice President.

Authority/Contacts

Per the College's Emergency Response Plan, the President has designated the Vice President of Finance and Administration (VPFA) as the Institutional Emergency Operations Officer (EOO).

In this capacity, the EOO will initiate Hurricane Status Alerts and will issue notices to the campus. The recall personnel and staff members will also be initiated through the EOO.

The EOO will, on behalf of the President, issue the order to employees for resumption of operations.

| | |
|--|--|
| Campus Security | (956) 295-3700 |
| Emergency | 911 |
| Emergency Email | Hurricane@tsc.edu |
| Vice President of Finance and Administration | (956) 295-3385 |

Internal Damage Assessment / Resumption of Business

The Director of Marketing and Community Relations will provide information to staff and the general public through various forms of media.

Departmental Hurricane Checklist

Pre-Hurricane Planning – Prior to June 1

- ___ Each department should have on hand supplies to secure equipment and/or documents.
- ___ Update Staff Recall List and send to appropriate Vice President.
- ___ Review Employee Recall Procedures.
- ___ Review list of essential/nonessential personnel for department.
- ___ Review Emergency Work Schedule.
- ___ Review Hurricane Plan for Departments and Departmental Plan.

Alert Status Planning – Approximately 96 Hours

- ___ Update Staff Recall List and send to appropriate Vice President.
- ___ Review Employee Recall Procedures.
- ___ Review list of essential/nonessential personnel for department.
- ___ Review Emergency Work Schedule.
- ___ Review Hurricane Plan for Departments and Departmental Plan.

Warning Status Planning – Approximately 72 Hours

- ___ Secure equipment, clear off desks and put files in containers.
- ___ Assist students and the public until notice is received that the College will be closing.
- ___ Empty out refrigerators.
- ___ When departments receive official notice of College closure:
 - a) Department heads do a final check of all areas under their supervision to insure that all preparations have been completed.
 - b) Make sure all doors are closed; that all electrical connections are disconnected; and that equipment and materials are secured.
 - c) Non-essential employees should be released at this time.
- ___ Departments should notify their respective Vice President (VP) of their readiness. Each divisional VP or designee will notify Campus Security when their division has completed their readiness procedures.
- ___ Once closed notice is received and inspection is complete, “Secured – No Access” labels must be placed on all office doors. Once this label is affixed to door, re-entry is prohibited without authorization from Campus Security.

GLOSSARY

Colleague (see Datatel)

Datatel Integrated software and services used to build Enterprise Education Platforms for higher education.

DRC Disaster Recovery Center (Tandy)

EMT Emergency Management Team

EOO Emergency Operations Officer (VPFA)

EOC Emergency Operations Center

ERT Emergency Response Team

ITECC International Technology, Education and Commerce Center. An off-campus facility.

MOU Memorandum of Understanding

SOC Security Operations Center (Tandy)

SPI South Padre Island

TSC Texas Southmost College

USAS Uniform Statewide Accounting System

VoIP Voice over IP

VPI Vice President of Instruction

VPFA Vice President for Finance and Administration