



MASSACHUSETTS COLLEGE of PHARMACY and HEALTH SCIENCES

MCPHS Disaster Recovery Plan

In the event of institutional closure, MCPHS University will comply with all applicable state laws and regulations and will follow the New England Commission of Higher Education (NECHE)'s Considerations When Closing an Institution of Higher Education.

Safeguarding Student Records in the Event of University Closure

In the event of institutional closure, MCPHS University will comply with applicable state requirements for disposition of student records. For programs in Massachusetts, MCPHS will make arrangements with an accredited university (or universities) to take custody of relevant records. For programs in New Hampshire, records will be sent to the Higher Education Commission in the NH Department of Education to be retained in their central repository. For any program recognized by a specialty accreditor, we will also seek and comply with guidance provided by the accreditor.

Protection of Student Records

Student Information System (Student Records):

Ellucian's Colleague is the ERP system used by the majority of the administrative departments at MCPHS University. The system was initially installed in 2007 as a replacement for the Jenzabar Quodata ERP. Admissions, Student Financial Services, and the office of the Registrar were the first departments to use this platform. The Business office and G/L began using the system as their primary ERP in 2012.

The Colleague application is implemented on a Microsoft Windows 2019 server platform using Microsoft SQL Server 2019 as the database engine. Information Services maintains multiple instances of Colleague for production, testing and development. Each environment is maintained in separate virtual servers using VMWARE. University servers are housed at an off-campus data center in Worcester, MA. Physical access is controlled via card access systems managed by the datacenter vendor – Crown Castle. Change management is controlled by applying software patches and updates to the test environment, where individual departments test and verify the impact on their business processes. Once approved, updates are then applied to the production environment during normal scheduled maintenance. Software patches and updates are applied continuously throughout the year with the exception of high activity periods abutting the start and end of each term.

It has been and continues to be the policy of the institution not to modify the ERP source code. Additional customized modules have been purchased for invoicing and local address updates, but no other modifications have been made to the system. The institution is heavily invested in custom reports, developing its own reporting environment – OnColl.

Access to any of the institution's systems requires that users meet multiple levels of security requirements. Colleague has been configured to use LDAP for user authentication. Both Colleague and OnColl maintain security access within the application, each user is assigned specific rights based upon their role in the organization. Direct access to the database is restricted. Upon termination, user accounts are disabled, prohibiting access to the systems.

The institution uses a number of technologies to ensure the reliability of its systems. In addition to standard system backups, files are continuously replicated to Cloud service. In the event of a failure in Worcester, the systems can be brought online in the Cloud in short order.

Learning Management System (Blackboard):

Blackboard's Learn, Mobile & Collaborate services are used to provide on-line courses as well as to enhance on-campus offerings. In 2014, MCPHS University contracted Blackboard to host its Learn environments in order to maintain the maximum possible availability for student and faculty access. Blackboard Service Level Agreements (SLA's) require that systems be available at all times other than scheduled maintenance windows.

Video Conferencing Classrooms (Network Services):

MCPHS University maintains redundant high-speed links between campuses to ensure that network interruptions for these classrooms are minimized. If a link between Boston and Worcester fails, traffic is automatically routed through the Manchester campus network. The redundant links are configured with enough capacity to support the additional traffic loads indefinitely.