Wednesday, March 20, 2013
Workshop Session 4

Time of Session: 3:30-5:00PM
Session Title: The University of New Orleans – Post Katrina
   A. The University as a Resilient Community: Applying Lessons Learned from Katrina
      Speaker: John Kiefer, The University of New Orleans
   B. Preparation for the Storm: Evacuating Students Prior to a Hurricane
      Speaker: Pam Rault, The University of New Orleans

Room: 250
Head Count: 14
Note Taker: Sabrina Freeman
Preparation for the Storm: Evacuating Students Prior to a Hurricane
Pam Rault, The University of New Orleans

- Experience taught universities to plan
- Always lessons learned no matter how much planning
- Taking from theory to practice is difficult but necessary
- Definition of crisis—disrupts normal operations and threatens life, safety, property
- Crisis management team
- Crisis level, dimensionality
  - Critical incidents
  - Campus emergency
  - Disaster
- Type of crisis
  - Unintentional, such as a hurricane
  - Intentional, such as a school shooting
- Crisis management cycle
  - Planning
  - Prevention
  - Response
  - Recovery
  - Learning
  - This cycle is dependent upon organizational size and resources
- Evacuation of students
  - Process of finding a site
  - Negotiating the terms of the agreement
    - Term
    - Facilities, operations, expenses, meals
    - Insurance requirements
  - When The University of New Orleans evacuated for Isaac, the agreement was signed over a month after it was drafted, just before the hurricane—the day of evacuation
    - The term of this contract was one year.
      - Millsaps College opened facilities (2 gyms with showers)
      - $22 for Red Cross cots
      - Disabled students go to residence halls or hotel
      - 3 meals per day
      - Costs all known to UNO
      - Arranged for email capabilities for students to communicate with loved ones
        - Students actually moved to a residence hall@ Millsaps in the end
        - Agreement took months
  - UNO has 9,000 total students. 300 had reported that they needed evacuation arrangements, but only 120 did not find other evacuation arrangements and had to be evacuated by UNO.
Evacuation took 3 buses
  - Buses called for pick-up
  - Residence Hall meeting called to let students know what to expect
  - Police escorted buses
Residence halls checked and some students were found
Campus was closed for the dates of the 30th and 31st of August
Unforeseen issues:
  - Water leak at Millsaps
  - Tornado watch at Millsaps
  - Hurricane moving toward Millsaps
  - UNO still without power
Students told what to do if tornado hits
Power comes back on at UNO
Residence Hall and campus assessed for damages
University officials had to figure out ways to get students home safely through the aftermath of the storm in Mississippi
LESSONS LEARNED:
  - Student response to evacuation orders is not always what one would expect
  - Delay in payment request—forgot to request W-9 from Millsaps
  - Faster, more efficient ways to load buses, such as swipe cards
  - Non-UNO students wanted to evacuate with UNO
  - Better coordination with Housing/Student Affairs—Get to know Housing staff. Housing is set up differently at different universities.
  - Non-UNO student at Privateer Place
    - Liability—insurance will not cover non-UNO students
    - Could not leave student
    - Called Delgado
    - Delgado accepted liability, and the student evacuated with UNO