

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

The University as a Resilient Community: Applying Lessons Learned from Katrina

John Kiefer, The University of New Orleans

- Louisiana is unique
 - Plants, refineries, etc.
 - Lab for disasters
- UNO obtained DRU grant from FEMA in 2004
- Formed an interdisciplinary team
- Formed an advising team
- Applied a theoretical framework
 - Comfort's resilient social systems and resilient tech systems
 - Leavitt & Kiefer's resilient political systems
 - Kiefer & Miestchovich's resilient business systems (profit centers on campus)
- Building resilience at UNO prior to Katrina
 - Top-level support
 - Used a collaborative model
 - Unique capacity-building approach
- Completed plan August 2005. Not fully implemented prior to Katrina, which occurred that month
- 1/3 of University flooded
- Significant looting and vandalism—Kirschman Hall, damage to residence Halls
- Water damage
- Mold
- Impacted ability to communicate with faculty, staff, and students, which hampered recovery
- If someone had been on campus—police, etc.—windows could have been opened and drying started for mold remediation purposes
- Server was gone, and no alternate emails were available
- Off-campus classes in Baton Rouge/distance learning
- Focus on business continuity
- Off-site data storage was on Canal St., which was underwater. Hard drives on campus had to be saved in order to vital data, which existed nowhere else
- Could have done better
 - Implemented the plan
 - Moved students
 - Personal plans, pets, resources, cultural sensitivity
 - Alternative communications systems
 - Hardened site on campus for operations and police
 - Mold—
 - Mold remediation plan is very dependent upon access to campus
 - Plan to house and feed recovery personnel
 - Broader definition of “off-site”

- Need more inclusive plan that is continuously updated and improved, more student and community involvement
- Talk about disaster and evacuation plan at orientation
- Meeting of DRU group after every disaster to update plan
- Need to address mitigation better
- Stafford Act problems
 - Prohibited improvements such as chairs
 - Had to repair old furniture, which was more expensive
- Continuous process improvement