

**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 30 and 31<sup>st</sup> 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

