

Faculty Forum on Campus Safety – April 23, 2009

Purpose: To update the campus on what has happened in regards to campus safety since the last open forum and receive feedback on what the committee can do further. The concerns and ideas that were brought forth from the initial forum were addressed and achievements and updates were given.

Heather Reed: Director of the Office of Student Life

We were already working on a number of initiatives and the last forum helped us to develop more areas we can work on. The Crisis Management Committee has a University-wide focus on development of policies and procedures. Since the last forum they have been working very hard to continue their current initiatives and integrate the new ones. Over the past year the following have been accomplished:

- Website Additions for Campus Safety and Crisis Response.
 - These websites include a lot of information and plans.
- Orientation video for students, faculty, staff and parents.
 - This video is shown at each orientation that summarizes K-State's campus safety features.
- We have updated the brochure that students who have been hospitalized received.
 - This includes information on support services on campus and where to go from there to return to normalcy and get caught back up.
- Linked to the Student Life website there is a Crisis Assistance website
 - <http://www.k-state.edu/studentlife/crisisassistance/>
 - This website breaks down resources and protocols by students; Parents and Families; and Faculty, staff and other departments. Under each of these tabs is relevant information.
 - The Faculty, Staff and other departments tab includes flowcharts on different crises that may arise. These charts were developed to help make decisions regarding who to contact and how to handle it.
- The work place violence policy has been updated to include new CIRT (discussed below) protocols.
- Policies are now in place for Counseling and Health Services support between Regents Institutions and Washburn between institutions during major crises.
 - This would come into place for a major crisis and we are now set up as institutions to support each other and share recovery and support resources.
- The voluntary and involuntary withdraw policy has been updated to better handle to situations we are facing today.
- The committee has reviewed a number of crises that have occurred on other campuses in order to consider and discuss our plans and responses. This has greatly helped us to adapt and revise our plans for things that have not come up at K-State.
- Critical Incident Response Team (CIRT)
 - This team will be fully operational starting the 2009-2010 school year.
 - This team is set up to handle any major crisis involving a student.
 - This does not replace other processes already in place but works with them.
 - CIRT is chaired by the Director of Student Life and includes members from all over campus.
 - Final approval on the CIRT final plan is pending.
 - We have piloted the CIRT plan on 3 cases this year to great success.
 - First case involved a student threat of faculty and staff
 - This case was deemed an actual threat and the CIRT convened and were able to deal with this difficult situation in such a way as to prevent any crisis. The student was sent back home.
 - The CIRT plan came out of extensive research and best practices from a number of similar institutions. The over-arching drive for this type of plan came from the review of Virginia Tech.
 - At Virginia Tech many different areas on campus had information about the student involved in the shootings, but there was no system in place to bring that knowledge together.

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- The CIRT was created to have everyone involved coming together, bringing information and expertise to respond appropriately. The right people for the situation to bring about the right solution, promptly.
- Their mission in the event of a crisis is to coordinate the response and work to return to normalcy.
- There will be training sessions and information coming soon for use this summer.
- A flow chart on how this would look in working with other areas is included in the PowerPoint presentation.

Steve Broccolo: Emergency Management Coordinator - Public Safety

- Automated phone service
 - This is NOT called reverse 911; that is a registered name but this is a similar service.
 - This service for KSU was greatly improved.
 - An additional T1 line was added and now we can call over 800 numbers in less than 9 minutes. Prior to this it could take at least 34 minutes for less numbers.
 - We now have the capacity to add many more numbers as well.
- Campus Emergency Management Plan
 - We worked on making this plan much more user-friendly and clear.
 - A public view of the emergency management plan is available on the website
 - <http://www.k-state.edu/safety/new/EmergencyInformation.html>
- Interactive Emergency Guide
 - An interactive emergency guide and a paper version of the guide have been developed. The paper version has been placed in various offices and in most classrooms.
 - The online guide is accessible from the main K-State page and clicking on emergency information.
 - It is meant to give information about what to do in certain situations. It provides the basic information; go to the Emergency Management Plan above for more detailed information.
- No guns allowed signs have been added to all main entrance doors.

Communication

- We are going for a multi-model approach.
- Explaining these plans and systems at orientation to get people aware early on about what we are doing.
- K-State Alerts includes
 - Automated Telephone System
 - Text Messaging System
 - Web Page Over-ride
 - Email Listserv
 - Police PA System
 - Campus Carillon
 - Tornado Sirens with Voice
 - Local media
 - K-State Staff with 2-way Radios
 - Soon adding the Alertus Emergency Beacons
- Text messaging system is being worked on and plans to greatly improve that system are being addressed.
- Voice messaging has been added.
- Now you can add 3 phones per person via the website.
- Currently around 7,800 people are signed up between KSU Manhattan and Salina.

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- Alertus Systems are being planned out.
 - Small boxes that are connected to the Police Station and can have text messages sent to them. They flash and beep when a message is sent.
 - These are meant to serve two purposes:
 - To give information about a crisis or potential crisis to the campus.
 - To allow for reporting of a crisis and to call an officer to the area. (Future plans for this two way communication).
 - The plan now is a long term plan with more and more being added to the campus throughout the year.
 - First phase is to get them in all classrooms with a 50+ capacity in each building in various locations.
 - Then continue adding additional units.
 - Work on more capabilities and uses for them.
 - When we do get them we will be able to control what message is sent and where to send it. If we needed to get a different message to different buildings or only to specific buildings that capability will be there.
 - The timeline for these is still being worked out as it is in the procurement stage.
- Tornado Sirens now have voice capabilities.
 - We share control of these with the city so if there is something they need to alert us to, they can also use that system.
 - There are two of these loud speakers for voice on campus and one at the Jardine complex.

Regents safety consultant:

- We had sent off our procedures and protocols to the consultant.
- This was an initiative brought forth from the Board of Regents that we were excited to see.
- Overall the consultant had great things to say about K-State. They did give us some areas to further look at and suggestions for some new initiatives and we have been working on those.
- We will again update the Board of Regents in January 2010 where we plan to have a final report about the safety consultant's suggestions and review.
- All of our plans have been very open from the beginning and only our most sensitive plans are kept confidential.
- The bottom line with this is that we have support from the Board of Regents and this is a clear priority and we are already doing very well with safety plans and will continue to push ourselves to create a comprehensive and effective plan.

Questions from the Audience:

Some concerns were brought up regarding the fonts used in publications and the website. These concerns were that Times New Roman was not as crisp of a font but some of the newer fonts we had used were much better. Some suggestions for using colors that allow for the most accessibility to those with vision impairment were offered. These will be taken into consideration and changes that can be made will be made to accommodate the most viewers possible.

With all of these processes and ways to communicate, is it being thought out when it is a good idea to let buildings/areas on campus know and what they need to know?

This concern was brought up dealing with when and how to alert. If there was a gunman reported in one building would you want to alert that building that the gunman was there and risk the gunman knowing that we knew? Other concerns about the level of control over what messages were sent where etc were brought up. The

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K-State emergency response groups and staff are being and will be intentional and work to respond as effectively as possible. With all of these modes of communication, we must also think about how to effectively use them. This is going and as we integrate more methods, processes and technologies into our plans they will be integrated effectively and intentionally.

How does Salina fit into all of this and our plans/processes we are putting in place?

So far Salina is working independently, but using our plan as a start. They do have some unique needs and their plans and processes must reflect those. The K-State Alerts Text Message system can be set to receive message from the Manhattan or Salina Campus as those two systems can be separated. So this has not been an issue as to how to create a plan that works with both since they are creating their own plan. They can piggyback on anything that we do but it is their choice. Since their campus has different needs and systems they need to be the ones to decide how best to address their own needs.

What do we do if we are alerted of a crisis?

The concern was brought up that our buildings differ greatly and professors do not always teach in the building that their college is in. How is direction being provided for those circumstances? Part of this ties back into the Alertus Beacons. They will be able to provide tailored alerts and message for different buildings. As we continue to move forward more building specifics will be flushed out. As of right now the plans may seem vague and that is because we are working to lay down a very effective plan that can work in many situations. To create plans for every single “What-If” is not the way to go. We begin with very effective, intentional and thought out plans and then there will always be some level of professional judgment. In the case of any major crisis the Critical Incident Response Team will be there to coordinate campus response.

Right now the committee is waiting so as to not push/require too much work for each college, rather to work on building the foundation of plan and then work on more specifics as we get there. The plan at some point is to have the different College’s work on plans for their areas. Additionally Richard Herman and Steve Broccolo can do personalized sessions with faculty and staff relevant to their building. This can help figure out some of the nuances of particular areas. There is also a good video on the K-State Website that gives general information to help react in a crisis situation.

Hale Library is open 24 hours a day. What is being done to help protect the Faculty, Students and Staff in there after hours? What about the Alertus system or emergency guides in Hale?

Hale has its own PA system and uniformed security assigned at all times. The Police are available 24 hours a day and they are the contact person/initiating party in many of these circumstances. Most of the basic plans in the printed emergency guides are guiding them to call the police first. More guides can and will be placed around campus if requested from Public Safety.

Has any thought gone into items in classrooms to help protect them in the case of an emergency, such as barricading doors?

There are so many different classrooms and furniture variations that this is not as possible right now. Work is being done to create basic plans and moving from there. The emergency guides help give some direction about what to do that should work in all classrooms. These can be requested from Public safety. These are all ongoing processes and will continue to be so. We will always be looking to improve and move forward with our plans to best serve the campus community. It will take time and much effort to accomplish this.

If there are further questions please direct them to either Heather Reed, Director of Student Life or Steve Broccolo, Emergency Management Coordinator. There is a lot going on and K-State has been really working hard. We have improved greatly over the last two years and have even come a long way from last year.