

Institutions Affected by Katrina: On Their Way Back

"The Louisiana Story"

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New Orleans Area Institutions Affected by Hurricane Katrina

- ❖ Delgado Community College
- ❖ Dillard University
- ❖ Louisiana State University Health Sciences Center at New Orleans
- ❖ Louisiana Technical College – Sidney N. Collier Campus
- ❖ Loyola University
- ❖ Notre Dame Seminary
- ❖ Nunez Community College (St. Bernard Parish)
- ❖ Our Lady of Holy Cross College
- ❖ Xavier University
- ❖ Southern University – New Orleans
- ❖ Tulane University
- ❖ University of New Orleans





**Exit to
Delgado Community College**





**Back Entrance
Delgado Community College**





**Building 1 (Fine Arts Building)
Delgado Community College**





**Office
Delgado Community College**



Water line mark – 7' from floor.



Corridor
Nunez Community College



1st Floor Library



Library
Nunez Community College





**Gymnasium
Nunez Community College**





**Administration Building
Nunez Community College**





**Sidney Collier Campus
Louisiana Technical College**





**Sidney Collier Campus
Louisiana Technical College**





**Sidney Collier Campus
Louisiana Technical College**



Their Return...

❖ Fall 2005

- ❖ LSUHSC – reopened from several locations in the Baton Rouge Area during the Fall 2005 semester
- ❖ University of New Orleans – offered a full (compressed) semester beginning October 10 (on line and at satellite locations in the New Orleans area)

❖ Spring 2006

- ❖ Xavier began its Fall semester on Jan 4, 2006 and ran Fall and Spring consecutively, with spring ending in early Aug.

❖ Fall 2006

- ❖ Dillard University returned to its campus



How the numbers add up...

INSTITUTION	FALL 2006	FALL 2004	CHANGE	PERCENTAGE OF FALL 2004 ENROLLMENT
Delgado Community College	11,927	16,669	-4,742	72%
Dillard University	902	2,155	-1,253	42%
LSU Health Sciences Center at New Orleans	2,213	2,238	-25	99%
Louisiana Technical College – Sidney N. Collier Campus	Blank	417		
Loyola University New Orleans	4,115	5,423	-1,308	76%
Notre Dame Seminary Grad School of Theology	128	151	-23	85%
Nunez Community College	1,087	2,344	-1,257	46%
Our Lady of Holy Cross College	1,119	1,446	-327	77%
Southern University at New Orleans	2,312	3,647	-1,335	63%
Tulane University of Louisiana	10,606	12,667	-2,061	84%
University of New Orleans	11,747	17,350	-5,603	68%
Xavier University of Louisiana	3105	4,121	-1,016	75%
TOTAL	34,219	47,149	-12,930	73%

Source: IPEDS Peer Analysis System



Status of Campuses

- ❖ SUNO – continuing to work out of 50 trailers; no remediation has occurred
- ❖ Nunez – working out of second story of a classroom building
- ❖ Dillard – has returned to campus (temporary campus was the Hilton Hotel, site of AACRAO's 2000 Annual Meeting)



Doing More With Less

- ❖ Faculty
- ❖ Staff
- ❖ Budgets



Other Assistance

- ❖ Volunteers (AACRAO)
- ❖ Bush/Clinton Foundation monies



Review Your Records Storage

- ❖ On-site
- ❖ Backup
- ❖ Old records



Louisiana State University Health Sciences Center at New Orleans

- Largest health sciences center in Louisiana
- Trains 75% of state's health care providers
- Faculty and students treat hundreds of thousands of patients throughout the state

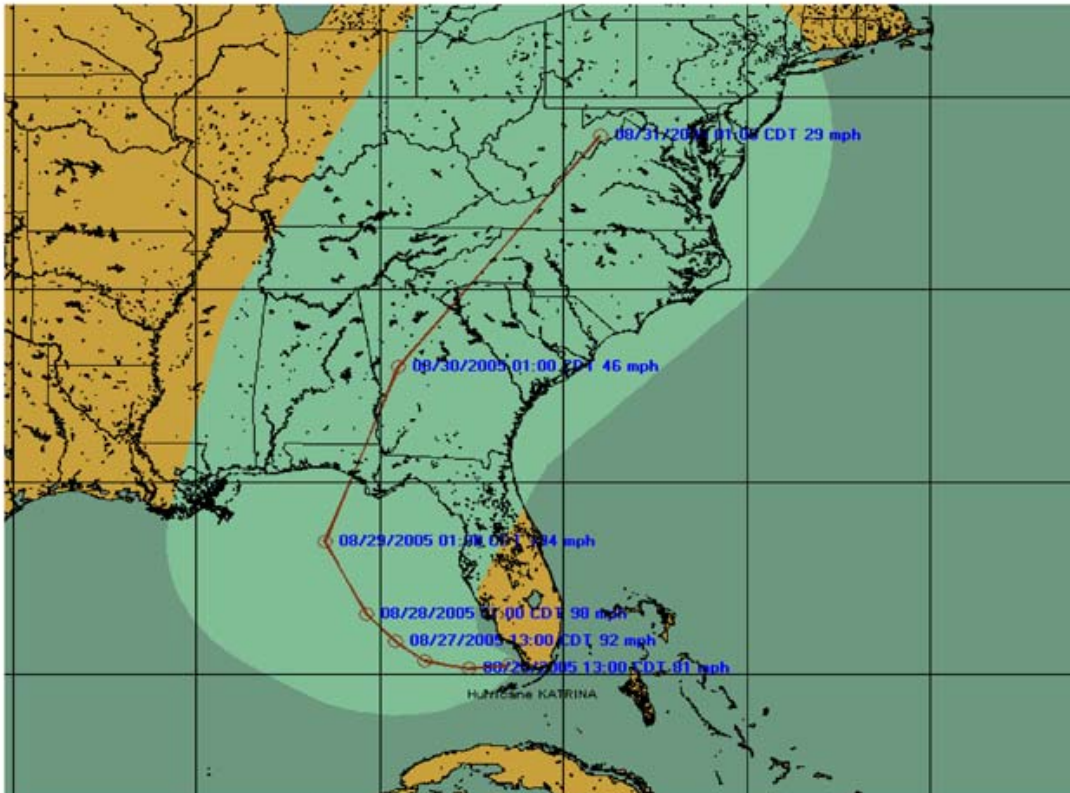


LSUHSC Pre-Katrina Academic Campus

Students	2,279
Faculty	1,271
Staff	3,809
Residents and Fellows	700
TOTAL	8,059



Friday, August 26, 2005



HURRTRAK RM/Pro 2005: Hurricane KATRINA - 08/26/2005 08:00 CDT



Friday, August 26, 2005

NWS TPC/NATIONAL HURRICANE CENTER MIAMI FL
5 PM EDT FRI AUG 26 2005

HURRICANE KATRINA DISCUSSION NUMBER 14

THE MODELS HAVE SHIFTED SIGNIFICANTLY WESTWARD AND ARE NOW IN BETTER AGREEMENT. THIS HAS RESULTED IN THE OFFICIAL FORECAST TRACK BEING SHIFTED ABOUT 150 NMI WEST OF THE PREVIOUS TRACK...ON THE EAST SIDE OF THE GUIDANCE ENVELOPE. HOWEVER...PROJECTED LANDFALL IS STILL ABOUT 72 HOURS AWAY...SO FURTHER MODIFICATIONS IN THE FORECAST TRACK ARE POSSIBLE.



LSUHSC Pre-Landfall

- Goals
 - Evacuate faculty, staff and students in danger
 - Establish emergency communications
- Outcomes
 - Health Sciences Center Closed 8/27/05
 - Historic mandatory evacuation of the city ordered 8/28/05
 - Faculty, staff and students scattered
 - Back-up web site with emergency notices and mailbox servers relocated to Shreveport 8/27/05



LSUHSC

Friday, August 26, 2005



LSUHSC Monday, August 29 - September 10, 2005



LSUHSC Medical Education Building



LSUHSC Medical Education Building



LSUHSC Dental School Campus



LSUHSC Dental School Campus



LSUHSC Dental School Campus



LSUHSC Evacuation

- September 2, 2006 – 180 faculty, students and administrators are evacuated



LSUHSC Post-Landfall

- Situation
 - Communications interrupted
 - All facilities damaged and unavailable
- Action Items
 - Establish operations base in Baton Rouge
 - Create emergency website for registration
 - Arrange temporary housing
 - Organize a temporary campus
 - Care for patients and evacuees



LSUHSC Medical Response

- LSUHSC faculty responsible for medical triage in special needs shelter



LSUHSC Medical Response

- LSUHSC Faculty and Students helped treat more than 28,000 patients in the Temporary Medical Operations Staging Areas at LSU—the largest civilian field hospital ever created



LSUHSC Academic Response

- Arranged donations and discounts for textbooks and other lost supplies and equipment
- Arranged donation of scrubs and other apparel
- Secured lecture and lab space at alternate facilities



LSUHSC Academic Response

Allied Health Professions	LSU A & M and Our Lady of the Lake College
Dentistry	LSU South Campus
Graduate Studies	LSU School of Veterinary Medicine
Medicine	Pennington Conference Center
Nursing	CitiPlace United Artists Theater and SLU School of Nursing
Public Health	Online Course Delivery



LSUHSC Academic Response

- Worked through FEMA to secure a Baltic Ferry and trailers for student and faculty housing



LSUHSC Academic Highlights

- Classes resumed September 26, 2005
- Less than 5% withdrawal rate
 - majority of these students returned in subsequent semester
- Commencement held as originally scheduled on December 8, 2005



LSUHSC Registrar's Office



LSUHSC Registrar's Office



LSUHSC Registrar's Office



LSUHSC Registrar's Office



LSUHSC Registrar's Office



LSUHSC Registrar's Office Initial Response

- LSUHSC opened a 24 hour hotline with 20 phone lines to answer questions from students, faculty, staff, and the public
- Registrar's presence in this office began one week following the event
- High demand for transcripts and duplicate diplomas
- Student records system was not available for two weeks
- All information requests were processed manually
- Plans were initiated to recover documents from New Orleans



LSUHSC Registrar's Office Continued Response

- Secured replacement transcript paper from vendor
- Began using online services from the National Student Clearinghouse
 - Transcript Ordering
 - Enrollment verification
 - Degree Verification
- Identified staff that could return to work at a temporary location
- Ordered replacement seal, letterhead, and other documents



LSUHSC Records Recovery

- Paper files and microfiche rescued on October 12, 2006 by a document recovery vendor
- Paper files returned November 13, 2006
 - 450 cubic feet of paper files
 - 3 pallets
 - each page freeze dried, separated, cleaned, ozonated and irradiated prior to return
- Microfiche returned November 8, 2006
 - 21,981 students
 - 158,410 images
 - 90% recovery



LSUHSC Registrar's Office Temporary Location



LSUHSC Returns to New Orleans

Allied Health Professions	May 17, 2006
Dentistry	Still at LSU South Campus. Expected to return in June 2007
Graduate Studies	January 17, 2006
Medicine	June 5, 2006
Nursing	Graduate January 12, 2006 Undergrad May 25, 2006
Public Health	January 9, 2006 at UNO Technology Center



LSUHSC Registrar's Office Current Location



LSUSHC Registrar's Office Current Highlights

- All staff positions restored
 - first six months operating with reduced staff
- 50% of previous staff members remain
 - replacement staff from civil service furlough list
- No cash transactions
- May be located in temporary office space for up to three years



LSUHSC Campus Today



LSUHSC

Academic Highlights

- Enrollment remains stable
- Applications for professional programs remain strong
- Applications for most other programs also exceed availability
- 30% of faculty remain furloughed or retired
- Number of staff positions continue to increase



Lessons Learned

- ❖ Administration
- ❖ Staff
- ❖ Office Functions



Lessons Learned

❖ Administration

- ❖ Have a pre-determined “meeting place”
 - ❖ Must have sufficient space, phone, and internet connectivity and bandwidth to conduct business
- ❖ Not all administrators will be able to make it
 - ❖ Cross-train administrators in mission-critical areas
- ❖ Publicize communication methodology
 - ❖ rely on e-mail to communicate with students, faculty and staff
 - ❖ utilize the University issued e-mail account
- ❖ Create self-service functions so not reliant on people-power



Lessons Learned

❖ Staff

- ❖ Create a staff directory which includes the name of a contact person
 - ❖ Outside your area code
- ❖ Have a check in phone number outside your area code
- ❖ Verify personnel information with each new hire and distribute lists
 - ❖ So employees have copies for home and office (I keep a copy in my car)



Lessons Learned

- ❖ Office Functions
 - ❖ Need a back up plan
 - ❖ Services that can be offered
 - ❖ Enrollment verification
 - ❖ Transcribing (paper and electronic)
- ❖ Off Site Materials Storage



Evacuation Plans

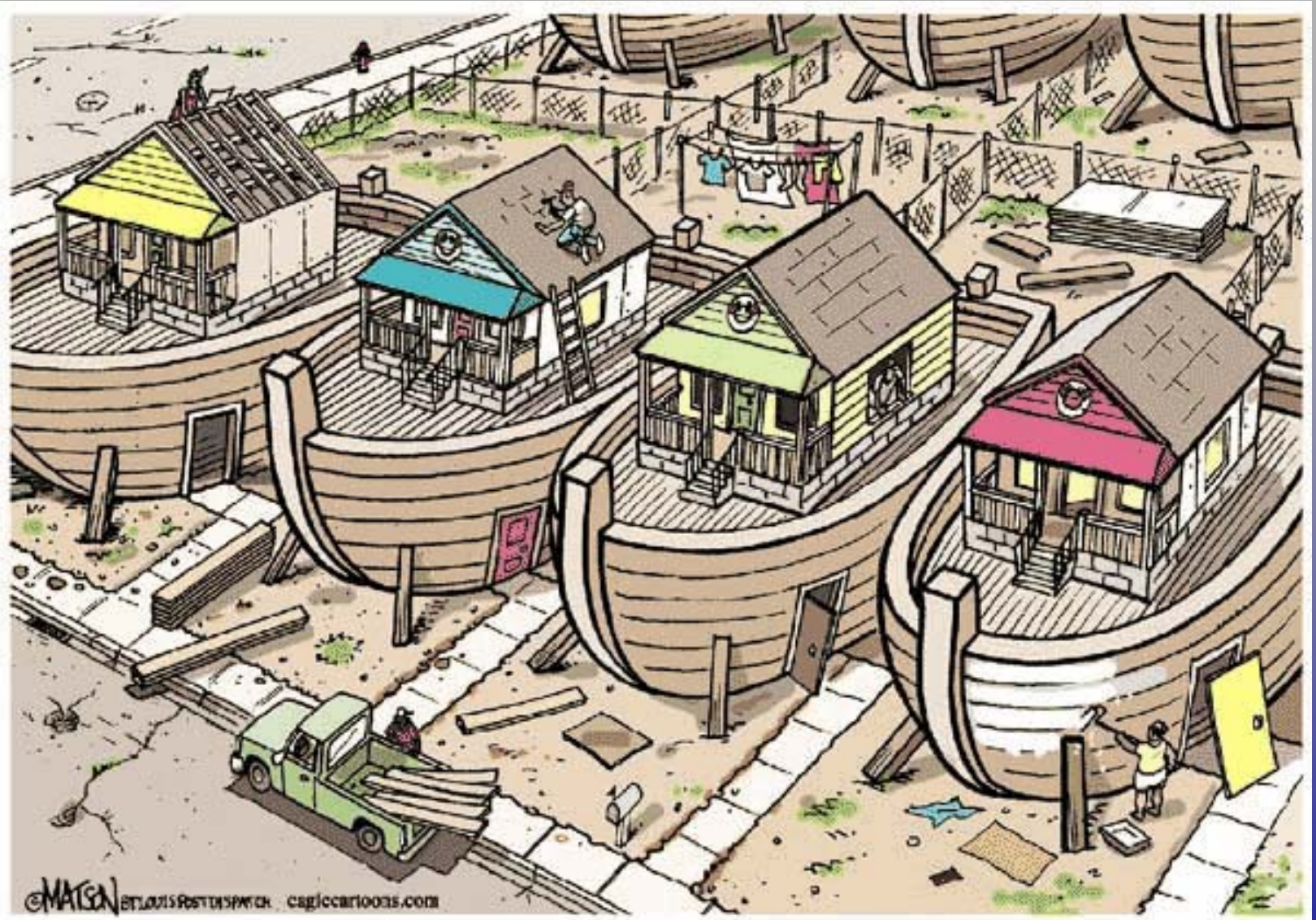
- ❖ Institutional Planning
 - ❖ Hurricane Emergency Team
 - ❖ Hurricane Emergency Implementation Team (HEIT)
 - ❖ Emergency Information Hotline (provides an official recorded announcement of the latest information on the status of the operation of the university)
 - ❖ Hurricane Emergency Control Center
 - ❖ Policies on Class Cancellation
 - ❖ Dismissal of Employees/University Closing
 - ❖ Administrative Instructions
 - ❖ Essential Personnel
 - ❖ Returning to the Campus



Office Responsibilities

- ❖ Securing Office – What's Entailed
- ❖ Removing essential materials
 - ❖ University seal
 - ❖ Laptop computers
 - ❖ Transcript Paper
 - ❖ Letterhead/Envelopes
- ❖ Updated Emergency Lists





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