Institutions Affected by Katrina: On Their Way Back

“The Louisiana Story”

by

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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
Gymnasium
Nunez Community 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...

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

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
<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>2,279</td>
</tr>
<tr>
<td>Faculty</td>
<td>1,271</td>
</tr>
<tr>
<td>Staff</td>
<td>3,809</td>
</tr>
<tr>
<td>Residents and Fellows</td>
<td>700</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>8,059</strong></td>
</tr>
</tbody>
</table>
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
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
<table>
<thead>
<tr>
<th>Program</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health Professions</td>
<td>LSU A &amp; M and Our Lady of the Lake College</td>
</tr>
<tr>
<td>Dentistry</td>
<td>LSU South Campus</td>
</tr>
<tr>
<td>Graduate Studies</td>
<td>LSU School of Veterinary Medicine</td>
</tr>
<tr>
<td>Medicine</td>
<td>Pennington Conference Center</td>
</tr>
<tr>
<td>Nursing</td>
<td>CitiPlace United Artists Theater and SLU School of Nursing</td>
</tr>
<tr>
<td>Public Health</td>
<td>Online Course Delivery</td>
</tr>
</tbody>
</table>
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
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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
<table>
<thead>
<tr>
<th>Program</th>
<th>Date/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health Professions</td>
<td>May 17, 2006</td>
</tr>
<tr>
<td>Dentistry</td>
<td>Still at LSU South Campus. Expected to return in June 2007</td>
</tr>
<tr>
<td>Graduate Studies</td>
<td>January 17, 2006</td>
</tr>
<tr>
<td>Medicine</td>
<td>June 5, 2006</td>
</tr>
<tr>
<td>Nursing</td>
<td>Graduate January 12, 2006 Undergrad May 25, 2006</td>
</tr>
<tr>
<td>Public Health</td>
<td>January 9, 2006 at UNO Technology Center</td>
</tr>
</tbody>
</table>
LSUHSC Registrar’s Office
Current Location
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
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
  - Transcripting (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
MORE REALISTIC F.E.M.A. GUIDELINES FOR REBUILDING IN NEW ORLEANS