Crisis Response: A Case Study Using the ACPA Professional Competencies

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Introduction and Outline

- Background and interests
- Outline:
  - Crisis response
  - ACPA Professional Competencies
  - Case Study
  - Case Study and Competencies
  - Lessons learned
  - Resources
  - Questions
Crisis Response

- Recent crises in many different areas.
- Hurricane Katrina (Tulane)
- Sexual assault (Duke)
- Homicide/Suicide (Virginia Tech)
- Decreased public confidence.
- Increase in media access (cell phones, camera phones, blogs, twitter, etc.).
Crisis Management

- Increase in training, conferences, publications.
- Increase in alert systems, text messaging, alarm systems, active shooter videos, etc.

- What about student affairs expertise?
- What about best practices?
ACPA Professional Competencies

- Advising and Helping
- Assessment, Evaluation, and Research
- Ethics
- Legal Foundations
- Leadership and Management/Administration
- Pluralism and Inclusion
- Student Learning and Development
- Teaching
Case Study

- Homicide/suicide threat made by student
- Residential student
- Warning signs
- Events of the day
- Follow-up
Case study and Competencies

- Break up into eight groups.
- Analyze case in context of a competencies.
- How does it apply?
- What should we be focusing on?
- How should this case be handled in relation to the competencies?
Lessons Learned

- No such thing as a weekend.
- Anyone can be a first responder.
- Anyone should be prepared to lead a crisis management team.
- Have your policies in place.
- Review your policies.

- What lessons did you learn?
Resources


National Incident Management System (NIMS).


Questions

- Questions?

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