KATRINA REVISITED:

ASSESSING PAST COLLABORATIONS
TO NURTURE FUTURE PARTNERSHIPS
Overview of Presentation

- Recap of Katrina’s Impact
- Collaborations Developed Post Katrina
- Assessing Collaborations
- Nurturing Future Partnerships
- Discussion
RECAP OF KATRINA’S IMPACT

- Estimated damages in excess of $125 billion.
- Over sixty billion in insurance claims.
- Physical damages to 17 colleges and universities exceeding at $1 billion.
- Lost Tuition at 17 colleges and universities estimated at $230 million.
- Deaths estimated at more than 1,400.
- Eighty-percent of New Orleans submerged in flood waters.
- Restoration of dozens of miles of New Orleans’ flood walls and levees.
- Over 278 thousand New Orleans residents displaced.
- Ten billion in repairs to roads, bridges, and the utility system in New Orleans alone.
“The magnitude of the emergency or crisis will dictate the ability to reinstate business-as-usual operations. The president, in collaboration with the Core Emergency Response Team, will determine when and how to best proceed with normal business operations. The contingency plan may include relocation of some or all business operations to alternate facilities on or off campus. A contingency plan will be developed based on the situation and the state of the facilities available for operation.”

–Emergency Preparedness Plan, 2005
COLLABORATIONS DEVELOPED POST KATRINA
Collaboration with “Consortium Institutions”: Tulane, Loyola, and Xavier Universities

- Courses
- Classroom Facilities
- Counseling Services
- Health Services
- Judicial Affairs
- Student Activities
- Intramural Sports
- Recreational Facilities
Collaboration with “Host Institutions”

- Enrollment After Deadline
- Full Tuition Without Board from One Semester to One Year
- Full Tuition and Board from One Semester to One Year
- Book Vouchers and Other Forms of Assistance
Collaboration with the New Orleans Riverside Hilton Hotel

- Residential Space (Hotel Rooms)
- Study Space (Vacant Rooms on Each Floor)
- Dining Space (Blue Devil Café)
- Classroom Space (Grand Ballroom)
- Academic Support (Grand Ballroom)
- Laundry Services (Expanded Laundry Room)
- Business Services (Lobby of Grand Ballroom)
- Use of Wellness Center in Hotel
- Use of Housekeeping Services
- Room Service (Optional)
- Free Internet Access
- Parking Services
- Hotel Security (Collaboration with Dillard Security)
- Work Study (Security, Housekeeping, and Dining)
Collaboration with Faculty, Staff, and Administrators

- Free Housing for Returning Faculty.
- Bonus for Returning Faculty.
Collaboration with Students

- Town Meetings to Provide Physical Presence of Faculty and Staff.
- Scholarships for Returning Students.
- Assurance of Establishing Normalcy at Hotel.
- Two 13-week Sessions Equal to an Accelerated School Year.
- Options to Register for Both 13-Week Sessions.
- Guarantee that All Required Courses would be Offered.
- Guarantee that Dillard Courses Would be Taught by Dillard Faculty.
- Options to Register for Courses at Consortium Institutions.
- Intent to Hold Baccalaureate and Commencement Exercises on the Avenue of the Oaks.
- Relaxed Academic Policies to Ensure that Credits Earned During Fall Semester from Accredited Colleges and Universities would be Accepted.
- Assistance to Graduating Seniors in Preparation for Entrance into Graduate and Professional Programs.
- Available Study Abroad Option.
ASSESSING COLLABORATIONS
Student Satisfaction Survey

- Twenty-Seven Multiple Choice Questions
- Three Open-Ended Questions
- Part I: Questions About Life Following Katrina
- Part II: Questions About Life in the Hilton Hotel
- Part III: Strategies for Recruitment, Retention, and Discussion of Issues that did not Emerge in Survey
Methodology

- Sample Survey
- Developed by Dean of Students and SGA President (Dr. Marc C. David and Mr. Cortez Watkins)
- Approved by Vice President of Student Development (Dr. Freddye Hill)
- Distributed to 250 Students by Residence Life Manager (Mr. Artis Hicks)
- Analyzed by Dean of Students (Dr. Marc C. David)
- 127 Surveys Returned
<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis</th>
<th>Action</th>
</tr>
</thead>
</table>
| How would you rate Dillard’s response in the aftermath of Hurricane Katrina? | Excellent—7.0%  
Above Average—26.7%  
Fair—46.4%  
Below Average—12.5%  
Poor—6.2%  
Note: At least fair. | Develop website and other communications networks as soon as possible. |
| How would you describe the retrieval process in the aftermath of Hurricane Katrina? | Excellent—11%  
Above Average—11%  
Fair—30.7%  
Below Average—8.6%  
Poor—26.7%  
No Response—11.8%  
Note: At least fair. | Expand time for retrieval, schedule appointments for pick up, notify students by personal letter. |
| How would you describe the insurance claims process for damaged/missing belongings? | Excellent—14.9%  
Above Average—15.7%  
Fair—36.2%  
Below Average—11.8%  
Poor—12.5%  
No Response—8.6%  
Note: At least fair. | Increase insurance allotment. |
| How would you describe your experience with registration at the Hilton Hotel during the spring semester | Excellent—13.8%  
Above Average—18.8%  
Fair—44.8%  
Below Average—11.8%  
Poor—11%  
Note: At least fair. | Allow campus life to work with hotel when assigning rooms. |
<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you describe your residential life experience at the Hilton?</td>
<td></td>
<td>Take extra measures to ensure that roommates are compatible.</td>
</tr>
<tr>
<td>How would you describe your parking experience at the Hilton?</td>
<td></td>
<td>Lower parking cost, assign all parking in garage, or assign security for outside lot.</td>
</tr>
<tr>
<td>How would you describe the shuttle service during your stay at the Hilton?</td>
<td></td>
<td>No action necessary.</td>
</tr>
<tr>
<td>How would you describe the extracurricular activities Dillard has provided at the Hilton?</td>
<td></td>
<td>Negotiate more social space, plan more activities, and do a better job of advertising activities.</td>
</tr>
<tr>
<td>Question</td>
<td>Excellent—%</td>
<td>Above Average—%</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------</td>
<td>------------------</td>
</tr>
<tr>
<td>How would you describe your dining experience at the Hilton?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How would you describe the rules, policies, and procedures at the Hilton?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How would you describe the safety/security in the hotel?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How would you describe the career development services at the hotel?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Description</td>
<td>Recommendation</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| How would you describe the business services provided at the hotel?     | Excellent—4.7%  
Above Average—14.9%  
Fair—37.7%  
Below Average—26.7%  
Poor—14.1%  
No Response—1.5%  
Note: At least fair. | Hired more work study students to distribute mail.                                               |
| How would you describe technology services at the hotel?               | Excellent—10.2%  
Above Average—23.6%  
Fair—40%  
Below Average—14.9%  
Poor—8.6%  
No Response—2.3%  
Note: At least fair. | Negotiate space for computer labs in hotel or hire security to monitor labs in Trade Center during evening hours. |
| How would you describe the health and wellness services at the hotel?   | Excellent—9.4%  
Above Average—18.8%  
Fair—33.8%  
Below Average—18.1%  
Poor—14.1%  
No Response—5.5%  
Note: At least fair. | Rehire nurse and contract doctors to see students at the hotel.                                 |
| How would you describe the behavioral health (counseling) services at the hotel? | Excellent—3.9%  
Above Average—16.5%  
Fair—54.3%  
Below Average—11.8%  
Poor—6.2%  
No Response—7.0%  
Note: At least fair. | Rehire at least two counselors to see students in the hotel full time.                           |
<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Above Average</th>
<th>Fair</th>
<th>Below Average</th>
<th>Poor</th>
<th>No Response</th>
<th>Note: At least fair</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you describe the sense of normalcy at the hotel?</td>
<td>7.8%</td>
<td>18.8%</td>
<td>39.3%</td>
<td>9.4%</td>
<td>9.4%</td>
<td>1.5%</td>
<td></td>
<td>Reserve more academic and social space.</td>
</tr>
<tr>
<td>How would you describe your academic experience at the hotel?</td>
<td>13.3%</td>
<td>19.6%</td>
<td>43.3%</td>
<td>14.9%</td>
<td>7%</td>
<td>1.5%</td>
<td></td>
<td>Give students more options for research and community service projects (They were all Katrina focused).</td>
</tr>
<tr>
<td>How would you describe the academic advising services at the hotel?</td>
<td>11.8%</td>
<td>18.8%</td>
<td>38.5%</td>
<td>17.3%</td>
<td>11%</td>
<td>2.3%</td>
<td></td>
<td>Rehire more faculty and expand course offerings.</td>
</tr>
<tr>
<td>How would you describe the academic support provided at the hotel?</td>
<td>15.7%</td>
<td>24.4%</td>
<td>41.7%</td>
<td>11%</td>
<td>3.1%</td>
<td>3.9%</td>
<td></td>
<td>No recommendation.</td>
</tr>
<tr>
<td>In the aftermath of Hurricane Katrina, what can Dillard do to increase enrollment?</td>
<td>Refer to responses</td>
<td>Offer more scholarships/financial aid, use students to recruit, improve facilities and technology, sponsor more extracurricular activities, and advertise.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In the aftermath of Hurricane Katrina, what can be done to retain students who elected to return?</td>
<td>Refer to responses</td>
<td>Offer more financial aid and scholarships, offer more extracurricular activities, develop better communication and organization, and show a more caring spirit toward students who returned.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please take this opportunity to discuss any issues that did not emerge during this survey</td>
<td>Refer to responses</td>
<td>Address racial tension, offer more paraphernalia, reduce noise level, offer more options for community service, and make books available in a more timely fashion.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Conclusion

- Since most of responses were at least fair and since Dillard was able to maintain around 1,200 students during both 13 week sessions, we can conclude that the partnership developed with the New Orleans Riverside Hilton Hotel was a success.

- Taking appropriate action as prescribed in the rubric will ensure that students have an even greater positive experience if a collaboration of this magnitude should ever become necessary again.
NURTURING FUTURE PARTNERSHIPS FUTURE
Moving Forward

- Establish Ongoing Articulation Agreements with Consortium Institutions (Beyond MLK Week).
- Establish Exchange Programs with Host Institutions.
- Establish More Internships, Apprenticeships, Co-ops, and Agreements with Local Agencies and Businesses the University May Need to Partner with in the Event of Another Crisis.
- Establish More Internships, Apprenticeships, Co-ops, and Agreements with State and Federal Agencies the University May Need to Partner with in the Event of Another Crisis (FEMA, American Red Cross, Salvation Army, etc.).
- Establish More Opportunities for Faculty and Students to Bond with Each Other and the University So They Feel Invested.
Discussion

- What are the risks for a natural or human disaster on your campus?

- What are some of the partnerships you can nurture to offset the impact of a natural or human disaster on your campus?

- How can you begin nurturing these partnerships when you return to your campus?
Marc C. David, Ph.D.
Division Chair, Religion and Humanities
Morris College

Mr. Artis Hicks, M.A.
Residence Life Manager
Dillard University
Works Cited