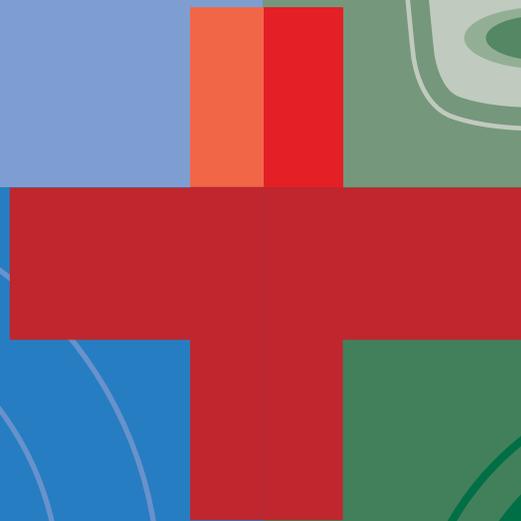
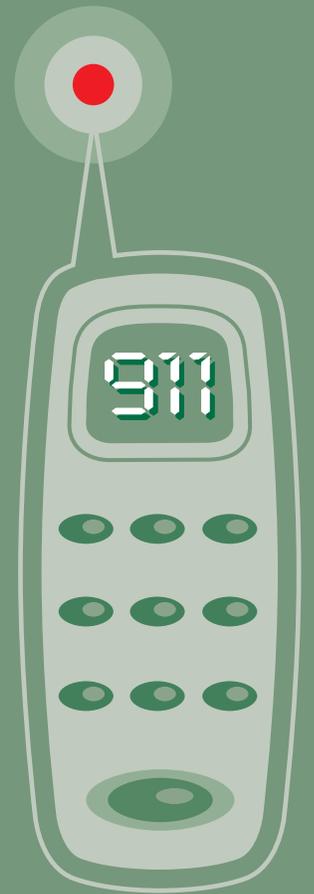


# Loyola University New Orleans Crisis Communication Plan



**LOYOLA  
UNIVERSITY  
NEW ORLEANS**

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## **I. Introduction**

Crises can happen anywhere, at any time, and often occur when they are least expected. When a crisis does occur, events usually unfold rapidly, leaving little time for planning. That is why advance preparation is essential.

Some crises can be predicted and prevented, and those that cannot be avoided can be minimized if handled properly. Aside from tangible damage, a crisis can also destroy an institution's reputation. The longer a crisis goes on, the more damage it can do to public support, employee and student morale, enrollment and fundraising. Therefore, it is necessary to handle crises in a swift and organized manner.

This plan deals specifically with crisis communication and coincides with the university's various safeties and emergency plans. The president of Loyola and/or the Director of Public Affairs and External Relations will activate this plan, if necessary, but the entire university community should be aware of the plan and of the roles they play in executing it. If any member of the Loyola community believes a crisis is pending or is under way, he/she should report it immediately to the President, Public Affairs or Loyola police.

The university will follow these guidelines to respond quickly to handle any crisis or emergency, as well as to inform the public about the crisis.

## II. Objectives of the Plan

1. Factually assess situations and determine whether communications are warranted.
2. Assemble a Crisis Communication Team that will make recommendations on appropriate responses.
3. Implement immediate actions to:
  - identify audiences that should be informed about the situation.
  - make those audiences aware of potential emergency situations and protective actions.
  - communicate facts and updates about the situation quickly and factually.
  - provide protective action guidance as appropriate.
  - minimize rumors.
  - restore order and/or confidence.

### **III. Key Audiences**

- Students
- Parents
- Faculty/Staff
- Board of Trustees
- Alumni
- Donors
- Media
- General Public
- Neighbors

#### **IV. Organization of Emergency Communications**

When leadership determines there is a danger or threat to the campus community, an emergency alert will be issued. That decision can be made by the President, Provost, Vice President for Student Affairs, Chief of Police or any of their designees.

Emergency communications will be directed and controlled from the Office of Public Affairs and External Relations, led by the Director of Public Affairs, who is also a member of the university's Emergency Management Team. In the event that this individual is unavailable, operations will be led by the Associate Director of Public Affairs. If the Associate Director is unavailable, the Associate Vice President of Marketing Communications will make communication decisions.

The Crisis Communication Team will work in concert with the university's Emergency Management Team in communicating a response to the crisis.

## **V. Loyola Emergency Management Team:**

Alicia Bourque, Director of Counseling and Health Services  
Ann Moss, Director of Facilities Operations  
Bret Jacobs, Exec. Director of Information Technology  
Donna Rochon, Manager Payroll and Benefits  
Jayme Naquin, Assistant Controller  
Joe Locascio, Director of Computer Services  
Kristine Lelong, Spec. Assistant for Board Relations  
Kurt Bindewald, Director of University Ministry  
Leon Mathews, Associate Vice President of Financial Affairs  
Lydia Voigt, Senior Vice Provost  
Matt Lambert, Associate Director of Public Relations  
Meredith Hartley, Director of Public Affairs  
Mike Connick, Controller  
Pat Bailey, Director of Loyola University Police Department  
Ric Bell, Director of Risk Management (Incident Commander)  
Robert Oehlke, Director of Construction and Safety  
Robert Reed, Assistant Vice President for Student Affairs  
Roger Pinac, Loyola University Police Depart Police Captain  
Roger White, Vice Provost  
Ross Matthews, Director of Human Resources  
Tootie Buisson, Financial Analyst

## **Executive Team:**

Bill Bishop, Vice President for Institutional Advancement  
Cissy Petty, Vice President for Student Affairs  
Donald Boomgaarden, College of Music and Fine Arts  
Ed Kvet, Provost  
Gita Bolt, General Counsel  
Jay Calamia, Vice President for Finance and Administration  
Jo Ann Moran Cruz, Dean, College of Humanities and Natural Sciences  
Kevin Wildes, President  
Luis Miron, College of Social Sciences  
Maria Lopez, College of Law  
Paul Fleming, Assistant Vice President for Administration  
Sal Liberto, Vice President Enrollment Management  
Ted Dziak, Vice President for Mission and Ministry  
Tommy Screen, Assistant to the President/Government Relations  
William Locander, College of Business

## **VI. Crisis Communication Team**

Composition of the Crisis Communication Team will include at a minimum (core team):

- Bret Jacobs, Executive Director of Information Technology
- Chief contact in affected area
- Meredith Hartley, Director Public Affairs and External Relations
- Pat Bailey, Director LUPD
- Robbie Reed, Asst. VP Student Affairs

Other personnel will be added to this core team to form the larger Crisis Communication Team, which will then formulate a response based on the nature of the crisis. Those added could include the following, depending on the situation:

- Alicia Bourque, Director of Counseling and Health Services
- Angela Turnbull, Special Events Coordinator
- Craig Beebe, Residential Life Interim Director
- Gita Bolt, General Counsel
- Jacee Brown, Web Communications Director
- James Shields, Communications Coordinator
- Joe Locasio, Director, Computer and Network Services
- Matt Lambert, Associate Director of Public Affairs
- Ric Bell, Risk Management Director (Incident Commander)
- Ross Matthews, Human Resources Director
- Sean Snyder, Communications Manager
- Terrell Fisher, AVP Marketing/Communications

## VII. Emergency Procedures

- **Assessment.** The individual who encounters the potential crisis should gather accurate information from the appropriate sources. After fact gathering, the appropriate individual should determine if an immediate response is necessary, and if so, should consult:

**Meredith Hartley**

**Director of Public Affairs and External Relations**

**Cell: 504-722-6078 Office: 504-861-5883**

The Director of Public Affairs will determine whether to convene the Crisis Communication Team and will immediately inform the University President and/or the Vice President for Institutional Advancement.

- **Assemble Crisis Communication Team.** The Director of Public Affairs determines if the situation warrants convening the Crisis Communication Team and calls all members of the core team together via telecommunications bridge line (866-453-5550) to assess the situation. After assessing the nature and scope of the situation, the core team should call together all remaining members of the Crisis Communication Team to implement a plan of action including some, or all, of the following recommendations;
- **Designate a spokesperson.** In most cases, the spokesperson should be the Director of Public Affairs. The Director of Public Affairs may also designate as spokesperson any person possessing direct knowledge of the crisis (i.e. Chief of Police in the event of a campus crime). In cases of significant crisis, the President or highest ranking university official should take the lead in conveying the administration's response to the crisis, showing that the university has control of the situation, calming public concern and setting an example for the entire campus.
- **Establish a Joint Information Center (JIC), if appropriate.** For large-scale disasters affecting the region or other agencies, a JIC may be necessary. The purpose of the JIC is to bring all members of the university's **Emergency Management Team** together to ensure accurate communication of information and to develop a response plan. Pre-determined locations of a JIC have been proposed for both Loyola campuses. The Public Affairs Events Coordinator will manage the set-up and maintenance of the JIC.
- **Prepare facts or statements.** Written information should contain a summary statement of the situation including all known details to be released to the media. This information should be made available to and approved by the appropriate content experts. These facts sheets should be analyzed with respect to the public's right to know and

concerns for privacy and security in consultation with University General Counsel.

Communicators must use best judgment when speed is essential.

**(Prepared statements addressing various scenarios are listed in the Crisis Scenarios section.)**

- **Notify key constituencies.** Determine key constituencies that should be notified of the emergency. It is important to keep administration, faculty, staff and students informed of appropriate details and actions taken by the university during an emergency. Effective communications will help quell rumors, maintain morale and ensure continued orderly operations of the university. Among those to be considered for communication in an emergency situation are:
  - Students
  - Faculty/Staff
  - Parents of Students
  - Law Enforcement Agencies
  - Board of Trustees
  - Alumni
  - Donors
  - Neighbors
  - Media
  - General Public
  
- **Assign a member(s) of the CCT to communicate the facts of the situation** (contained in the fact sheet) **and the university's intended response.** The method of communication will be determined, based on the type and scale of emergency, by the CCT.
  
- **Alert the media.** Determine whether a news conference and/or a news release are an appropriate means of conveying the information to the news media and the public. Public Affairs will determine logistics of the news conference including when, where and how the media will be contacted, which media will be contacted, who will supervise the news conference, who will appear, etc.
  
- **If the situation warrants, establish a Media Center.** Designated media center locations have been proposed on both campuses (see locations below). At the minimum, the media center must have a briefing room for news conferences. For events that may last several days, consideration should be given to creating a media work room and a Joint Information Center (JIC) as listed above. The Public Affairs Events Coordinator will manage the media center and JIC if they are established.

The Media Center should also contain a media workroom for media to file stories. It should be well equipped with desks, electrical power and wireless internet access. Working with Information Technology, journalists can be provided passwords to gain wireless access.

The JIC will be established if it appears media coverage will be intense over a period of days, if many agencies are involved in the response, or if the governor declares a state of emergency.

The media work room and the JIC should be in close proximity to the media briefing room.

If a media center is to be established, immediately contact Facilities and IT for support. Facilities should help expedite securing the physical location and IT should help establish phone banks, television and internet accessibility.

#### **Proposed on-site Media Center locations:**

Main Campus:

- Monroe Library, Multimedia Rooms 1 or 2
- Danna Student Center, Audubon Room

Broadway Campus:

- College of Law, Rm. 405, Gisevius Lecture Theatre
- College of Law, Rm. 308, Appellate Moot Court Room

#### **Proposed on-site Joint Information Center (JIC) locations:**

Main Campus:

- Monroe Library, Seminar Rm. 4
- Danna Student Center
- Danna Student Center, Octavia Room

Broadway Campus:

- College of Law, Morris Bart Instructional Laboratory

#### **Proposed SAT Truck Sites on Campus:**

Main Campus:

- Between DSC and Monroe Library
- Behind Communications Music Complex
- In the horseshoe

Broadway Campus:

- Pine Street (in front of College of Law)

- **Photography.** Determine the need to assign a photographer or videographer to take pictures of the scene. This may prove helpful in responding to media inquiries, for possible later litigation, as well as documenting events. Determine whether it is appropriate to allow

location shooting by TV and newspaper photographers. Determine when, where and who will accompany the media.

- **Other spokespersons.** Brief the CCT, administrative personnel, and any other individuals who may serve as spokespersons or who might be made available to the news media on the procedures that are to be followed for the release of information and how to address public inquiry. Counsel this person in terms of appropriate ways to deal with the media.
- **Loss of telephone service.** Cellular phones should be used in the event that landlines are down. Public Affairs will maintain a list of cellular phone numbers for key university officials and law enforcement agents.
- **Loss of power, telephone and email systems.** In the event that all normal communication systems have been disrupted, LUPD vehicles are equipped with loudspeakers in order to provide emergency instructions. If necessary, runners will be assigned to maintain communication with emergency response/support organizers. **(See Appendix #5 for flowchart of Loyola's Emergency Communications Systems.)**
- **Student and employee identification.** In the event of an emergency, the Office of the Registrar (504-865-3237) can provide information on which students are scheduled to be in a given building at a given time. Ross Matthews in Human Resources (504-864-7757) can be contacted to determine which employees are scheduled to be in a particular building at a given time.
- **Maintain the media center during clean up and restoration activities.**

## **VIII. Emergency Messaging System**

An emergency alert will be issued when leadership determines there is a danger or threat to the campus community. That decision can be made by the President, Provost, Vice President for student affairs, chief of police or any of their designees. The Office of Public Affairs will determine the method of communication and issue the emergency alert.

The Emergency Messaging System employs several communication methods in order to notify the university community of emerging situations. Emergency alerts can be issued via campus-wide emails, mobile text and voice messages, emergency postings on the homepage of the university's website, via official Loyola Facebook and Twitter announcements, campus phone voicemail recordings, and Loyola's emergency hotline recording, 504-865-2186, or toll-free, 1-888-94LOYNO.

### **Protocol for Initiating Emergency Messaging System:**

#### **For Hurricane Alerts:**

- When a storm enters the Gulf of Mexico, the Emergency Management Team meets/discusses any potential threat and commences emergency planning procedures.
- When New Orleans is placed within the storm's cone of uncertainty, or if a watch or warning is posted for the area, Public Affairs will issue an emergency website posting and send out a campus-wide email notifying the LU community of the potential threat.
- When it has been determined that New Orleans will be directly affected by the storm, Public Affairs will issue an emergency website posting and send out a campus-wide email notifying the LU community of the situation and will advise them to begin implementing their personal emergency plans. If the decision to evacuate has been made by LU administration, then PA will issue that statement via all communication vehicles.

#### **For an Immediate Threat on Campus:**

1. LUPD is notified of emergency situation.
2. LUPD responds to incident to verify/assess the situation.
3. LUPD determines if there is a threat to campus. If so, LUPD calls LU President and Public Affairs to provide all known details about the situation.
4. Public Affairs initiates communication response:
  - a. Post emergency message on website homepage
  - b. Draft and send an emergency voice/text message
  - c. Draft and send an emergency hotline message
  - d. Draft and send email message for LU campus community
  - e. Draft and send Twitter message and send out

- f. Draft and send status update on official Loyola University Facebook page
5. Public Affairs sends voicemail and text alert to Core Team to notify them of the incident and to provide them directions for assembling the Emergency Management Team.

**For Suspension of Operations (i.e. Campus Closing):**

1. Leadership determines the campus will suspend operations.
2. Public Affairs is notified of the suspension, the reason for it, and the details regarding which personnel will still need to report for work.
3. Public Affairs sends out notification via text, voicemail and website communications.
4. Public Affairs sends out a campus-wide email and hotline recording.
5. Public Affairs notifies media of campus closing.

**Procedures for sending messages:**

**Posting on website homepage:**

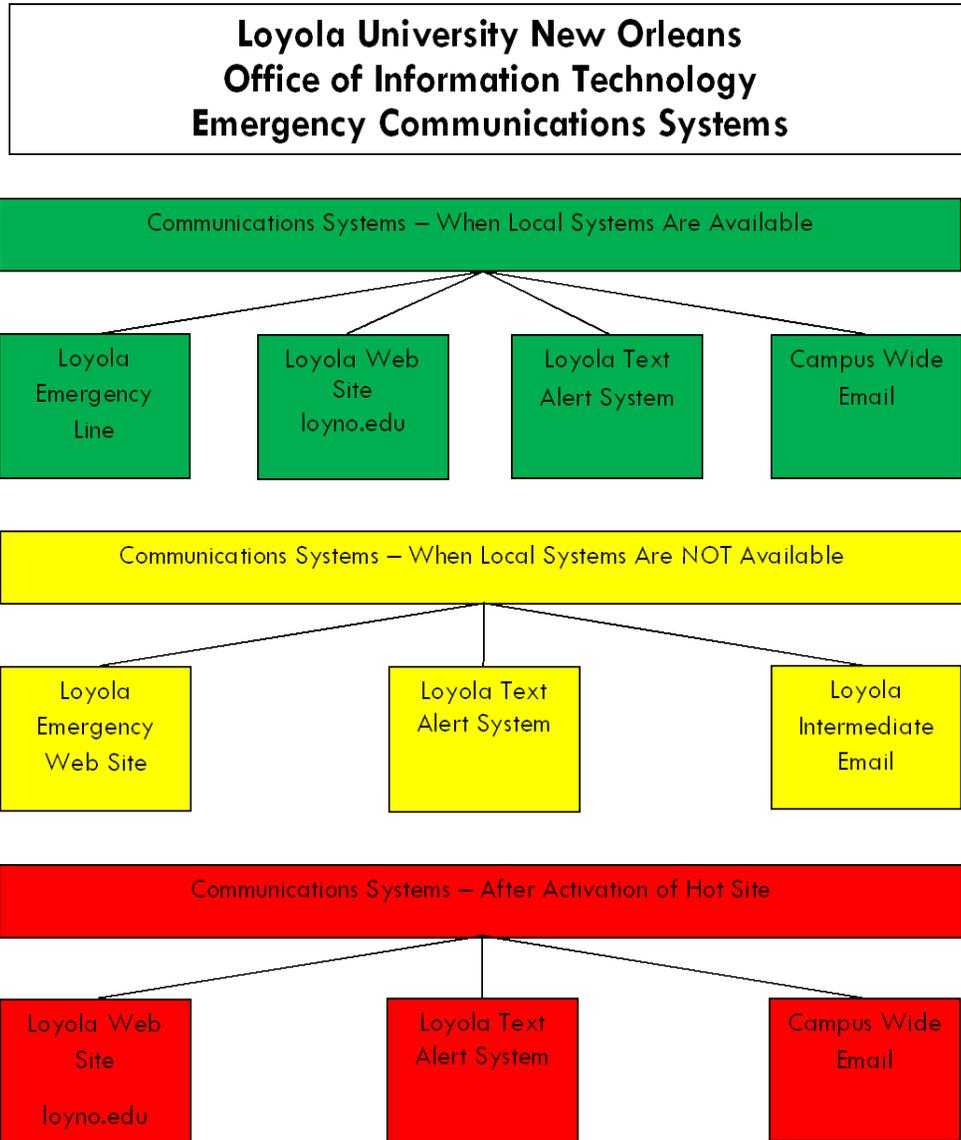
1. Log on to Loyola Admin
2. Go to Emergencies
3. Add emergency announcement
4. Designate level of emergency
5. Create homepage headline
6. Post emergency message copy
7. Click add announcement
8. Hit publish

**Sending GroupCast/Text/Voice/Hotline message:**

## IX. Communication Vehicles Available for an Event:

<b>Vehicle</b>	<b>Audience</b>	<b>Under Control Of:</b>
Facebook and Twitter	FB friends of Loyola, Twitter followers	Public Affairs, FSC, Webteam
Mobile Text/Voice Message Alert	All subscribers	Public Affairs, Information Technology
Website Homepage www.loyno.edu	Anyone with internet access	Webteam
Hotline Recording: 504-865-2186 1-888-94LOYNO (1-888-945-6966)	General Public	Public Affairs, Information Technology
Campus Phone Voice Mail	Employees, residence halls, students on campus	Public Affairs, Information Technology
Campus-Wide Email	Students, faculty, staff, Board of Trustees	Public Affairs
Email to Parents	Parents listed with LORA	Public Affairs, Student Records, Webteam
Alumni e-newsletter/ email	Alumni in our database	Alumni Relations, Webteam, Public Affairs
Media Alert/ News Conference	Media	Public Affairs
Police Vehicle Loudspeakers	Pedestrians on campus	Loyola University Police Department
Blackberry PIN Message	University Administrators	Blackberry users with PIN Number access

# APPENDIX #1



## APPENDIX #2

### FAQs – Post-Katrina Readiness

#### **In terms of student safety, what did you learn from Hurricane Katrina?**

We learned that Loyola's hurricane evacuation plan – in place for the past ten years - served us extremely well. There's always room for improvement, and we learned that we need to improve communications with parents and students during an evacuation and any subsequent campus closure. We established an emergency internet home page, with a backup hosting site, that works to ensure that the website will be available during emergencies.

This website also allows for continuance of email so that members of the university community can communicate and receive official information even when normal systems are down.

From an academic perspective, we encourage faculty to use the Blackboard.com website to host course-related information so that students can communicate with their course instructors and professors to minimize any temporary disruption of coursework.

#### **Is the university prepared for another Katrina-like event?**

While we certainly do not expect to go through another disastrous storm such as Katrina, we are indeed even more prepared to deal with the challenges that we learned come from such a situation. Again, the number one lesson we learned was to continually and effectively communicate with all impacted parties. That lesson was put to the test during Hurricane Gustav in 2008, and the university executed a very successful evacuation and return to campus for that emergency.

#### **Were students' records or the university's business records ever in jeopardy during Katrina and will they be in the event of future storms?**

No, because we maintain a back-up system at an out-of-state facility.

#### **How is the university participating in the post-Katrina New Orleans rebuilding effort?**

Loyola is very much involved in the rebuilding of our community. The Loyola University Community Action Program (LUCAP) actively places students in challenging, interesting and meaningful volunteer efforts.

LUCAP offers over a dozen great ways to become actively involved in advocacy and service projects which help the New Orleans community. This

active community is student-directed, and LUCAP volunteers work with a variety of issues in different ways, including feeding the homeless, tutoring learners of all ages, spending time with the elderly, attending protests, building with Habitat for Humanity, and sponsoring speakers and events for social justice. LUCAP has developed close ties to Loyola's Justice Council and Social Justice Scholars, as well as New Orleans' Hope House, People's Institute, Ozanam Inn, Common Ground and Catholic Charities. Participation in our programs provides a chance to make a real difference while attending Loyola. Volunteer opportunities are detailed at [www.loyno.edu/lucap/](http://www.loyno.edu/lucap/).

**Is the university financially stable since Katrina?**

Our bond rating has remained constant since Katrina. Loyola has been **Rated "A+"** for standard long-term and underlying rating on issued bonds by Standard & Poor's.

## APPENDIX #3

### FAQs – General Safety

#### **How do I know that Loyola and New Orleans are safe places to go to school?**

New Orleans continues to get a lot of media coverage as the area continues its recovery. Indeed, the new and unique opportunities brought about by the rebuilding have been relayed to us as reasons why some chose to go to school here. Loyola is in the midst of a university district and the reality is that most of the high profile crimes occur away from our campus and university district.

#### **Does the university have a police department?**

We have State of Louisiana certified and commissioned law enforcement officers. Public Safety's presence on campus is highly visible. University police officers are radio dispatched and can respond almost immediately. Working together as a community, we attempt to make personal awareness our top priority in deterring crime. This coupled with preventive measures and effective law enforcement helps Loyola maintain the safe community it has always been.

#### **What is the campus safety record?**

According to the *Reader's Digest 2008 March issue*, Loyola University New Orleans received an A rating for its safety record and was listed, among other top universities, as being one of the safest universities in the country.

#### **How is the campus coping with the perceived crime rate?**

Our record demonstrates that the campus is a safe place. Our crime statistics compare very favorably to other neighboring university campuses in the university district.

#### **Does the university have a proactive, after-hours safety program (student/faculty/staff escort service)?**

Yes, Loyola has an on-call, 24-hour escort service to accompany, on request, students, faculty and staff to parking areas, class or on-campus residences. Throughout the campus, we have strategically placed '911' emergency blue light phones to immediately contact the university police department. We also have more than 50 CCTV cameras that are continually monitored by the university police. As an added assurance of student safety, campus residence halls have an ID card electronic access on a 24/7 basis.

Additionally, Loyola offers a "silent witness" online system where students are encouraged to report suspicious or criminal activities to university police.

**Is there an ongoing liaison between university security and the New Orleans area law enforcement agencies?**

Yes, university police representatives have continual contact with NOPD including an area-wide weekly conference on crime activity. Loyola also regularly communicates emerging campus and area issues concerning crime and safety to faculty, staff and students in the form of e-mailed BOLOs (Be on The Look Out).

**Are students given any formal instruction/guidelines on living in New Orleans?**

Students receive information and safety advice as part of the freshman orientation. Ongoing communication on this subject is also disseminated via the residence halls – with particular attention to safety messages provided during Mardi Gras.

## APPENDIX #4

### FAQs – Hurricane/Evacuation Preparedness

#### PARENTS

##### **How does Loyola prepare its students for the possibility of hurricanes?**

All Loyola students are required to file a Personal Evacuation Plan with the university indicating an evacuation location and emergency contact information. The form should be updated if plans change. It is available through the Loyola Online Records Access (LORA). Students are urged to provide their parents with the same information. Students should also update their currently preferred email through LORA.

Loyola also has an Emergency and Safety Preparedness webpage as a reference for parents/students/faculty/staff:  
<http://www.loyno.edu/emergency/>

If a hurricane threatens New Orleans, Loyola University will keep you informed of the status of operations on campus, including class cancellations and evacuations. Complete official information is communicated on the Emergency Information Line (504-865-2186) and the Loyola home page, [www.loyno.edu](http://www.loyno.edu).

##### **How can I contact my student?**

Parents can, at any time, call the office of the Vice President for Student Affairs at 504-865-3030. However, we cannot stress enough the need to plan ahead. Parents should insist that students file and continually update their personal evacuation plan and share this information with them. Also, we encourage students prior to hurricane season to coordinate with their parents and give numerous possible contact numbers for places they may go in an emergency and to share friends' names and cell phone numbers.

##### **I have exhausted all other means but can't reach my student—who can help me?**

Students who are unable to evacuate the area on their own will be assisted by university personnel in the evacuation. You may contact Assistant Vice President of Student Affairs Robert Reed at 504-494-4824 to find out if your son or daughter has been evacuated with the university.

##### **Where have students been evacuated?**

Students who are unable to evacuate the area on their own will be taken to Wesley College in Florence, Miss., which is located nine miles outside of Jackson, Miss.

**Who can answer my questions?**

Until such time as the campus has been evacuated, you may always contact the main offices of Loyola administration at 504-865-3847. Once the order to evacuate has been given, Loyola will put in place its Emergency Hotline Number that people can call for the latest pre-recorded emergency information. That number is 504-865-2186, or toll free, 1-888-94LOYNO (1-888-945-6966). These numbers, along with all other up-to-date emergency information, will always be available and prominently displayed on the Loyola website.

**How long will this evacuation last?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**How long will operations on the campus be suspended?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**How will I know when it is safe for my student to return to Loyola?**

Before any students will be allowed back on campus, Loyola officials will have deemed it safe for return. Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**When will classes resume?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**What about Blackboard? How does that work?**

Please refer to the student guide link at [www.loyno.edu](http://www.loyno.edu) for instructions on how to use Blackboard, or you get help by calling the 24/7 Blackboard assistance number, **1-866-562-7278**.

**Is there any physical damage to the university?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Are student records safe?**

Yes. All official university records are maintained both on campus and in a secure off-site location out-of-state.

**Am I due a refund for costs associated with tuition, student fees, or campus meals and lodging?**

This will likely depend upon the circumstances and timing of the evacuation and length of the subsequent closure. Students and parents will be informed

of their options as soon as they become available. Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **What are you doing to help students who live off-campus prepare for future emergencies?**

We encourage all students living off-campus to have the emergency recommendations brochure and file their own emergency preparedness plan. Also, as in the case of on-campus students, we cannot stress enough the importance of planning ahead and ensuring that parents have all necessary contact information.

## **STUDENTS**

### **Who can answer my questions?**

Until such time as the campus has been evacuated, you may always contact the main offices of Loyola administration at 504-865-3847. Once the order to evacuate has been given, Loyola will put in place its Emergency Hotline Number that people can call for the latest pre-recorded emergency information. That number is 504-865-2186, or toll free, 1-888-94LOYNO (1-888-945-6966). These numbers, along with all other up-to-date emergency information, will always be available and prominently displayed on the Loyola website, [www.loyno.edu](http://www.loyno.edu).

### **How long will this evacuation last?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **How long will operations on the campus be suspended?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **How will I know when it is safe to return to Loyola?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **When will classes resume?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **What do I do about my class assignments?**

This will likely depend upon the circumstances and timing of the suspension of university operations. In the event of a short-duration evacuation (two days or less), all coursework issues will be handled by your instructor once classes resume. In the event of a longer-duration evacuation (more than 48 hours), the Blackboard system will be activated for all courses.

**How do I access Blackboard?**

Please refer to the student guide link at [www.loyno.edu](http://www.loyno.edu) for instructions on how to use Blackboard, or you get help by calling the 24/7 Blackboard assistance number, **1-866-562-7278**.

**I couldn't get into Blackboard—who can help me?**

Please call the 24/7 Blackboard assistance number, **1-866-562-7278**.

**I didn't see my course(s) on Blackboard—who can help me?**

Please check with the 24/7 Campus Help Desk hosted by a Blackboard student guide. If this does not resolve your issue, please contact your instructor directly via Loyola email.

**How will this evacuation affect my ability to graduate on time?**

It will have no effect on your graduation status.

**Do I need to enroll in another college or university?**

This will likely depend upon the circumstances and timing of the evacuation and length of the subsequent suspension of operations. Students and parents will be informed of their options as soon as they become available. Loyola policy is to make up classes with a brief semester extension if we miss four or more days. Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Is there any damage to the university?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Are my records safe?**

Yes. All official university records are maintained both on campus and in a secure off-site location out-of-state.

**Am I due a refund for costs associated with tuition, student fees, or campus meals and lodging?**

This will likely depend upon the circumstances and timing of the evacuation and length of the subsequent suspension of operations. Students and parents will be informed of their options as soon as they become available. Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**I left personal items in my Residence Hall. When can I retrieve them?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information. Also, please refer to your Loyola student guide for further instructions on this matter.

## **FACULTY AND STAFF**

**NOTE:** All faculty and staff members are reminded to continually check the Loyola website, ([www.loyno.edu](http://www.loyno.edu)), for all updated information.

### **Where have students been evacuated?**

Students who are unable to evacuate the area on their own will be taken to Wesley College in Florence, Miss., which is located nine miles outside of Jackson, Miss.

### **Who can answer my questions?**

Until such time as the campus has been evacuated, you may always contact the main offices of Loyola administration at 504-865-3847. Once the order to evacuate has been given, Loyola will put in place its Emergency Hotline Number that people can call for the latest pre-recorded emergency information. That number is 504-865-2186, or toll free, 1-888-94LOYNO (1-888-945-6966). These numbers, along with all other up-to-date emergency information, will always be available and prominently displayed on the Loyola website, [www.loyno.edu](http://www.loyno.edu).

### **How will I know when it is safe to return to work?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **When will classes resume?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **Who is making decisions about the university while operations are suspended?**

The key administrative team will be evacuated together to Dallas where Father Wildes, along with the university cabinet, will continue to make any and all decisions that affect the institution.

### **How long will this evacuation last?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

### **How long will operations on the campus be suspended?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Will I be paid, and my benefits continue, while the university is closed?**

Depending on the duration of the evacuation, a decision will be made as to the continuation of salary and benefits.

**I have not yet put my coursework on Blackboard. How do I do that?**

Please call the 24/7 Blackboard assistance number, **1-866-562-7278**.

**Is there any damage to the university?**

Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Are personnel and student records safe?**

Yes. All official university records are maintained both on campus and in a secure off-site location out-of-state.

**GENERAL/MEDIA**

**Have all students living on campus been accounted for?**

All students are required to submit a personal emergency evacuation plan with the university before moving into the residence halls. Students with special needs will be evacuated by the university.

**Have all university employees been accounted for?**

The university will work to ensure that both student and employee safety is the first concern during any emergency situation. All university employees are asked to contact their immediate supervisor to notify them of their whereabouts during an evacuation.

**Who is in charge of the university, and where are they?**

The key administrative team will be evacuated together to Dallas where Loyola President Rev. Kevin Wildes, along with the university cabinet, will continue to make any and all decisions that affect the institution.

**Where have students been evacuated?**

Students who are unable to evacuate the area on their own will be taken to Wesley College in Florence, Miss., which is located nine miles outside of Jackson, Miss.

**Who can answer my questions?**

Until such time as the campus has been evacuated, you may always contact the main offices of Loyola administration at 504-865-3847. Once the order

to evacuate has been given, Loyola will put in place its Emergency Hotline Number that people can call for the latest pre-recorded emergency information. That number is 504-865-2186, or toll free, 1-888-94LOYNO (1-888-945-6966). These numbers, along with all other up-to-date emergency information, will always be available and prominently displayed on the Loyola website.

**Have there been any injuries?**

Please contact the Director of Loyola's Office of Public Affairs, 1-504-722-6078, and/or refer to the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**How long will this evacuation last?**

Please contact the Director of Loyola's Office of Public Affairs, 1-504-722-6078, and/or refer to the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**How long will operations on the campus be suspended?**

Please contact the Director of Loyola's Office of Public Affairs, 1-504-722-6078, and/or refer to the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**When will you make a decision about when the university will resume operations?**

Please contact the Director of Loyola's Office of Public Affairs, 1-504-722-6078, and/or refer to the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Is there any damage to the university? If so, how much?**

Please contact the Director of Loyola's Office of Public Affairs, 1-504-722-6078, and/or refer to the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**Are student records safe?**

Yes. All official university records are maintained both on campus and in a secure off-site location out-of-state.

**Will refunds be offered for costs associated with tuition, student fees, or campus meals and lodging?**

This will likely depend upon the circumstances and timing of the evacuation and length of the subsequent closure. Students and parents will be informed of their options as soon as they become available. Please check the Loyola website, [www.loyno.edu](http://www.loyno.edu), for all updated information.

**What did you do differently this time from what happened during Katrina?**

Katrina was an unprecedented disaster, but also a learning experience for the university. After Katrina, we took many measures based upon the experience to ensure that the university would continue to operate in as seamless a manner as possible given the circumstances. While it is nearly impossible to adequately prepare for all situations, we have taken certain steps, such as the following:

- Ensured all students living on campus have personal emergency plans.
- Expanded offerings and expertise in hybrid online courses by building upon the Blackboard system. We have also installed measures that will allow Blackboard to service all university courses for an interim period of time.
- Better developed our ability to communicate with all of our audiences, including students, parents, faculty, staff, alumni and media, in the case of an emergency.