

19th Annual
LOSS CONTROL WORKSHOP

A MIDWESTERN
HIGHER EDUCATION
COMPACT PROGRAM

Master Property Program



For all 2-year, 4-year, public or not-for-profit private
institutions of higher education

March 8-10, 2017
Sheraton Westport Lakeside Chalet • St. Louis, MO

Welcome!

Thank you for your interest in the Midwestern Higher Education Compact's Master Property Program (MPP) Loss Control Workshop. Whether your institution is a new member, prospective member, or has participated in the Master Property Program since its inception, we hope you will find the 19th Annual Loss Control Workshop a valuable opportunity to network with your colleagues and peers, and gain valuable knowledge from the sessions.

We've decided to liven things up in a lot of ways this year from an entirely new location, to some magic, to an app for your phone where you can follow the conference activities and engage with everyone in attendance! We have also changed the format of what used to be known as the "orientation or program refresher" to an interactive "get to know your program" session for ALL institutional participants.

This encompassing property insurance program is managed by the MPP Leadership Committee, a representative group of the member institutions, that meet on a regular basis. The committee provides oversight on the many issues of the program and makes decisions about renewals. Ultimately, the Leadership Committee evaluates every aspect of the program to ensure it remains the premiere property insurance program in higher education while bringing maximum value to its participating members.

Since the establishment of the program, risk managers from participating institutions have gathered annually. The program's Loss Control Workshop was derived from this annual meeting and created for the purpose of exchanging best practices and lessons learned. As an additional benefit, workshop participants include not only risk managers but also individuals from facilities, campus security, environmental health and safety, and others. Over the years the workshop has expanded, providing many sessions on multiple topics relevant to risk management and current events in higher education.

This year the workshop will begin on Thursday, March 9, beginning with breakfast at 7:30 a.m. and our welcome and opening plenary session following with the *Magical World of Loss Control!* Everyone will surely be entertained by this session. We will conclude on Friday, March 10, by 12:30 p.m. I can't wait to see you there!



Mick Doxey, Chair, Loss Control Workshop Committee
Assistant Vice President for Risk Management, Grand Valley State University

P.S.

Don't forget to register and book your hotel by Tuesday, February 14, at www.mhec.org/workshop!

SCHOLARSHIP OPPORTUNITIES

A limited number of conference scholarships, with a value up to \$500 (unless a higher amount is approved for extenuating circumstances submitted by the applicant) will be available for participating institutions of the 2015 MHEC Loss Control Workshop. These scholarships are intended to defer the cost of attendance for individuals that would not otherwise be able to attend due to budgetary and/or financial constraints. Supporting documentation detailing the need must be included with the application. Priority will be given to first-time applicants. Multiple scholarships awarded to the same institution will be limited and will be on a first-come, first-serve basis.

Scholarship funds have been made available through the MHEC Master Property Program. All scholarships will be awarded at the full discretion of the Loss Control Subcommittee. Hurry, the deadline for submitting applications is Monday, January 16, 2017!

For more details and to download the application go to: www.mhec.org/workshop.

REGISTER NOW

Register for the workshop and then
reserve your hotel! Guarantee you have a guest room
by Tuesday, February 14!
www.mhec.org/workshop

Pre-Workshop Meeting: All Insured Members Meeting

Wednesday, March 8, 2017 - 2:30 p.m. to 4:30 p.m.

While the current program is sponsored by the Midwestern Higher Education Compact (MHEC), it is overseen and directed by a committee of representatives from the member institutions - what MHEC terms the Master Property Program Committee. The All Insured Members Meeting occurs every March prior to the beginning of the Loss Control Workshop.

During this annual meeting MPP Leadership Committee members, supported by the program administration of Marsh and Captive Resources, provide subcommittee reports from Executive, Underwriting and Marketing, Loss Control, and Finance and Audit, as well as additional information about new initiatives, benchmarking data, market updates, dividend distribution, and set-forth the renewal strategy and timeline for the July 1st renewal.

The person attending this meeting is typically the primary representative for the property insurance program from your respective institution. We welcome other institutional representatives from your campus in addition to your local broker, if applicable.

ONE-ON-ONE WITH YOUR PROGRAM ADMINISTRATORS (OPTIONAL)

Thursday, March 9, 2017 - 9:45 a.m. - Noon and 1:15 p.m. - 2:30 p.m.

Friday, March 10, 2017 - 9:30 a.m. - Noon

During the breakout sessions on Thursday and Friday, attendees will have the opportunity for one-on-one discussions with program administrators: Marsh and Captive Resources, as well as engineering program service providers for the program. This will give program participants dedicated time to discuss loss control services, review various aspects of the engineering website, discuss your policy, gather information or evaluate your property exposures, or obtain answers to any other questions you may have.

THANK YOU TO OUR SPONSORS

Every year the Midwestern Higher Education Compact receives financial support from the program administrative team and other vendor support. This funding enables the Compact to provide the annual Loss Control Workshop to participating institutions without charging a registration fee and also enables MHEC to cover the cost of the hotel for most participants. The Compact believes strongly in providing an enriching and accessible professional development opportunity for risk managers, facilities managers, safety managers, fiscal officers, emergency preparedness directors, general counsels, and others that have a role in minimizing risks on their campuses.

Please thank our vendors for their contribution to this event. For a full listing of vendor sponsors, please see the listing on the MHEC website at www.mhec.org/workshop.

SESSION CATEGORIES

Attendees are welcome to attend any session of their choosing. Sessions have been identified by the following three categories, however information presented could pertain to all three categories:

- Risk Management Focus
- Facilities Focus
- Emergency Management/Safety Focus

GENERAL SESSIONS

Thursday, March 9, 2017

8:30 a.m. - 8:45 a.m.

Welcome & Introductions

Mick Doxey, Chair, Loss Control Workshop Committee, and Assistant VP for Risk Management, Grand Valley State University
Larry Isaak, President, Midwestern Higher Education Compact

8:45 a.m. - 9:30 a.m.

The Magical World of Loss Control

Todd Lamanske, Todd Lamanske Productions

Prepare for the crowd to be wowed with Todd's sleight-of-hand skills and hilarious comedy. He will magically remind the audience that much like our jobs in risk management and loss control, that things aren't always as they first appear. Sit back and be entertained by Todd's cool magic and humorous wit, or raise your hand in the air to be a part of this magic close-up and personal. But be warned, Todd can even read your mind. This high energy comedian will keep you asking for days, how did he do that?

2:45 p.m. - 5:00 p.m.

How Well Do You Know Your Program?

Carla Ahrens, Property Program Manager, Midwestern Higher Education Compact; David Letzelter, Senior Vice President, Marsh, and Thomas "T.J." Campisi, Vice President - Placement Specialist, Marsh; and Jared Stolin, Vice President, Marsh; and John Sobbecki, Senior Vice President, Captive Resources, LLC

Free ice cream! Now that we have your attention... Join this session to learn more about the many benefits the MHEC Master Property Program has to offer its constituents in an interactive, fun-filled atmosphere. Topics will range from basic information that all members need to know about the program (e.g., how to report a claim) to more complex subjects such as coverage and claims scenarios (e.g., how will my policy respond if the institution's priceless memoirs from John Travolta are destroyed). Representatives from MHEC, Marsh, Captive Resources and other program partners will facilitate the event, which is intended to be informative for everyone from new members just joining the program to those folks who have been involved in program leadership for many years. Oh, and about that ice cream... you will need to come to the session to see if we are serious or not.

Friday, March 10, 2017

8:30 a.m. - 9:30 a.m.

Fostering a Safety Culture on Your Campus

Holden Thorp, Provost and Executive Vice Chancellor for Academic Affairs, Washington University in St. Louis

Interest in promoting safety in academic research laboratories has grown in recent years, following high-profile incidents in which researchers were injured or killed. Many colleges and universities are interested in fostering a safety culture that goes beyond compliance with regulations: affirming a constant, institution-wide commitment to safety and integrating safety as an essential element in the daily work of researchers. A strong, positive safety culture arises not because of a set of rules but because of a constant commitment to safety throughout an organization. Such a culture supports the free exchange of safety information, emphasizes learning and improvement, and assigns greater importance to solving safety-related problems rather than to placing blame. High importance is assigned to safety at all times, not just when it is convenient or does not threaten personal or institutional productivity goals. An ideal laboratory safety culture ensures that all researchers who set foot in an academic laboratory, from inexperienced students to senior principal investigators (PIs), understand that they are entering an environment that requires special precautions. They are aware of the hazards posed by the materials with which they and other labs are working, take appropriate steps to mitigate them, and are prepared to take rapid measures to protect themselves and their co-workers in the case of unexpected events. They place a high priority on safety practices, and those around them encourage and support safe working conditions.

Noon to 12:30 p.m.

Closing Raffle

MEALS

Special dietary requests indicated during the registration process have been acknowledged, please notify the servers.

Thursday, March 9, 2017

7:30 a.m. - 8:30 a.m.

BUFFET BREAKFAST

Noon - 1:00 p.m.

BUFFET LUNCH

6:00 p.m. - 8:00 p.m.

NETWORKING RECEPTION AND DINNER - Join your colleagues for an evening of fun in Patrick's. This casual event will feature complimentary beverages and a buffet dinner. The venue is located directly next door to the hotel in the Westport Plaza.

Friday, March 10, 2017

7:30 a.m. - 8:30 a.m.

BUFFET BREAKFAST with Roundtable discussions. Pick at table-topic of your liking and join the group discussion!

RISK MANAGEMENT BREAKOUTS

Thursday, March 9, 2017

9:45 a.m. - 10:45 a.m.

Is the Clery Act Really "Clear"?

Jean Demchak, Managing Director, Global Education and Public Entity Leader, Marsh

The ever growing focus on the higher education industry by the Department of Education, Office of Civil Rights, and other regulatory bodies continues to be one of the top drivers of change in the industry. This culture of scrutiny has given higher education a unique place as one of the most regulated industries in the United States. This session will provide a laser focus on the Jeanne Clery Act with a special review of changes to the Act, and what you need to know about its impact on your institution. Several examples of issues/fines and lessons learned will be provided with a special spotlight upon Penn State University as a case study to review timeline, steps in the process of audit, recommendations, compliance, fines, etc. Expect to leave this discussion with sound guidance on solutions developed that may benefit your institution.

11:00 a.m. - Noon

Covering the MPP: A Claims Journey Through the Property Policy

Ken Ploeg, Vice President, Marsh; and Dan Veldman, National General Adjuster, Crawford & Company

This session will explore the broad policy language contained with the MHEC Master Property Program Policy using real-life claim experience to assist in the understanding of the policy response to specific types of losses and the coverage available to the members via the Master Property Program Policy. We will provide a refresher of the claims handling process and also take a look at the role of the institution's risk manager, the claim adjuster, and Marsh (program administrator) in the loss process. The added benefits of the MHEC Master Property Program Policy relative to standard property forms will also be reviewed. This will be an interactive discussion to include a Q & A time throughout the entire session.

1:15 p.m. - 2:30 p.m.

Lessons Learned from "Waging" Cyber Security

David Marple, Director of Risk Management, Illinois State University; and Dario Marotta, Detective, Illinois State University PD

Institutions of higher education are becoming prime targets for cyber attacks because their openness of online communities and the vast amount of data they collect and maintain. According to many expert sources, institutions of higher education are the third most likely target of criminal cyber-related activity. In December of 2015, Illinois State University (ISU) acquired cyber liability insurance coverage. Two months later a breach occurred where criminal actors accessed specific human resources data, and from that point forward began to systematically divert employee payroll into outside bank accounts. The initial institutional response involved on-campus computer professionals searching webmail access logs of all employees compromised. In addition, efforts began to identify off-campus Internet Protocol (IP) addresses that may have been the source of a data breach. Initial findings determined that direct deposit accounts and routing numbers were changed from one outside IP address. The criminal actors were able to determine when payment was processed into the employees' accounts by reading information on ISU's own public website. Upon further investigation, it was determined that the criminal actors' IP address appeared to have come through a Virtual Private Network (VPN) in Russia. In this talk, we detail the investigation efforts by law enforcement including the FBI, computer forensic details, cyber insurance details and policy language, and the journey of criminal investigations that went from the East Coast to the West Coast.

Friday, March 10, 2017

9:45 a.m. - 10:45 a.m.

"Success" Planning

Mick Doxey, Assistant Vice President for Risk Management, Grand Valley State University (Moderator); Greg Clayton, University of Nebraska-Lincoln (retired); Gayle M. Schanou, Director, Benefits and Risk Management, University of Nebraska-Lincoln; and P.J. Kale, Executive Director, Office of Risk Management; University of Illinois

This session will explore the importance of succession planning to participating institutions of the MHEC Master Property Program (MPP) to ensure a successful consortia program. Over the next several years, many institutions will lose a number of key staff and officials to retirement, and this will subsequently impact the MPP. When these people leave they will be taking a wealth of institutional knowledge and history with them. The challenge is to prepare for this changing of the guard for an effective transition to the next generation. Please join us as representatives of higher education, including service providers, to discuss succession planning from a variety of perspectives.

11:00 a.m. - Noon

Emerging Risks Within International Programs

Jean Demchak, Managing Director, Global Education and Public Entity Leader, Marsh

The current global environment brings concern around civil unrest, social instability, and involuntary migration issues facing many countries. This session will review the emerging risks around international programs, how the changing global environment impacts these programs, with comparison to the increased demand by senior management to increase higher education international initiatives with the hope of securing new revenue streams. We will align those drivers of change with suggested solutions or best practices for consideration.

Thursday, March 9, 2017

9:45 a.m. - 10:45 a.m.

Solar Power Systems: Risks and Protection

Jared Stolin, Vice President, Marsh

Is your campus considering solar power systems? Have you already installed these systems? Can you expect solar power to possibly be installed sometime in the future on your campus? If you answered yes to any of these questions, then this presentation is for you! Solar power systems have a variety of property loss risks and fire response planning considerations that should be contemplated both during the design phase and for the life of those systems. This presentation will cover some basic and important technical aspects of these systems, property risk considerations, lessons learned from losses, and risk control measures to effectively install, manage, and operate these systems in a safe manner.

11:00 a.m. - Noon

Next Generation Energy Program Utilizing Data Analytics

Bryan Goodwin, Assistant Director Physical Plant, Missouri Southern State University; and Keven Ward, Public Sector Consultant, Trane

This is not your traditional energy project approach! Data-driven decision making is finding its way into virtually every industry, including building management. In light of the ever-growing deferred maintenance backlog, the ever-growing emphasis on building performance, and the ever-shrinking financial resources for projects and personnel this session is timely. This interactive session will showcase an ongoing data-analytics driven "Next Generation Energy Program" approach that aligns with the key priorities shared by administrative, financial, academic, political, foundation, and facility stakeholders. Discussion topics will include: 1) Assessing and aligning facilities with academic programming priorities; 2) Data-based financial and performance visualization; 3) Benchmarking beyond energy data and indoor air-quality performance - utilizing data-analytics; Data-analytics for project prioritization, justification, performance, and staff skill-set assessment / training and staffing models; 4) Ongoing Cx Process; and 5) Selecting a strategic partner who will guarantee results verified by data-analytics and offers unique procurement advantages that are equipment and technology agnostic.

1:15 p.m. - 2:30 p.m.

Dialogues on Diversity: Understanding the 'T' in LGBTQ

Sonia R. Rucker, Coordinator of Institutional Equity and Diversity and Title IX Coordinator, Southeast Missouri State University

On college campuses, in public and private organizations, topics related to diversity, equity, and inclusion are frequently being discussed more openly and thoroughly. While people are becoming more comfortable discussing issues related to racial/gender equity, and even sexual orientation, there is one area of diversity which is still somewhat taboo and one in which most people have relatively no experience, interest or understanding---Transgender communities. Despite the progress which has been made in creating more inclusive work environments, LGBTQ community members experience higher rates of discrimination, bias, harassment, and in some instances violence, than most any other diverse group. For some, the rights and treatment of those who are members of the LGBTQ community are seen as less important and as a result, most organizations fail to provide adequate training and/or resources for members of this community. This session will provide an overview of the issues impacting LGBTQ communities in general and those who identify as transgender specifically.

Friday, March 10, 2017

9:45 a.m. to 10:45 a.m.

Roof Maintenance and Management Programs

Terry G. Ping, CEO, President, and Senior Consultant, Enviro Tech Services, LLC

Maintaining roofs can be a very challenging and a difficult undertaking, given the variety, complexity, and age of various roof systems. Additionally, some systems may require additional expertise and knowledge to properly maintain them. There are many program ideas that may be considered to smartly manage roofs. This includes inspection and maintenance programs to extend longevity of roof systems and ensure their proper functionality, roof replacement policies and protocols, and wise selection of the right products for new roof systems. This session will focus on helping members maximizing roofing investments and develop effective roof management and maintenance programs on their campuses.

11:00 a.m. to Noon

Clearing up Fire System Nuisances

Jared Stolin, Vice President, Marsh

False fire alarms, fire panels suddenly showing trouble alarms, failed emergency lighting, and accidental sprinkler operations...Those that have been around long enough on college campuses have probably experienced some or all of these types of problems. Can anything be done to address or avoid these issues? The answer is yes! This presentation will review numerous aspects of fire systems and some of their common failure points, and will also overview various practices and programs that can help alleviate the risk of nuisance fire system problems such that these systems can be relied upon with less concern about these unexpected negative events.

Thursday, March 9, 2017

9:45 a.m. to 10:45 a.m.

Best Practices for Chemical Storage and Management

Johnny Centineo, Executive Director, University of Nevada Las Vegas; and Robert Deaver, Chemical Information Officer, University of Nevada Las Vegas

Many institutions struggle with the management of chemicals, and/or may have uncertainty on the quality of the safety programs they have in place addressing chemical storage and handling practices on their campuses. The University of Nevada Las Vegas (UNLV) was like many schools in this regard, and as a result formalized their chemical management program. In part, this included the in-house development of a software program named CHIMERA, which covers chemical inventory management, hazard information, safety data sheets, safety inspection, and safety equipment inspection software applications. This presentation from CHIMERA's developers Johnny Centineo and Robert Deaver will provide an overview of the history that brought UNLV to the development of this product, and highlight the software program elements that make CHIMERA useful.

11:00 a.m. to Noon

Managing the Infectious Disease Risk on Campus

John Bos, Assistant Bureau Chief for the Bureau of Communicable Disease Control and Prevention, Missouri Department of Health and Senior Services

Colleges and universities are confronted with a myriad of infectious disease risks. The ability of the university to contain the spread lies in anticipation of outbreaks, recognition of symptoms, and effective response. This session will discuss university preparedness strategies, their interactions between local and state health department resources and services, and the role of the Centers for Disease Control in the overall identification and management of infectious disease.

1:15 p.m. to 2:30 p.m.

Biological Hazard Safety and Security

Erin E. Smith, Biosafety Specialist, Kansas State University

Biological hazards are present throughout all college campuses. In addition, many higher education institutions are considering or undertaking research and development programs based upon or including these hazards. As the prevalence of these programs increase, there is an increased need for a more thorough understanding of this risk, and for developing appropriate management programs for this type of hazard. This session will include an overview of the Kansas State University Biological Research Institute (a biosafety level 3 operation), and the establishment of safety and security protocols there. Attendees will leave this session with a better understanding of biological hazards, the criteria established for different hazard levels, and program concepts and practical considerations for implementing appropriate safety and security practices and procedures for biological hazards.

Friday, March 10, 2017

9:45 a.m. to 10:45 a.m.

Water, Water Everywhere... But Do You Dare to Drink It?

Rick Vohden, Senior Vice President, Marsh

The recent discover of contamination to the drinking water supply inspired many cities and school systems including colleges and universities to test the quality of the supplies within their facilities. Some discovered lead and other contaminants in excess of allowable levels. This session discusses the processes and analytics undertaken to determine the local water quality and actions undertaken as a result of those tests.

11:00 a.m. to Noon

Student Welfare, Safety, and Security

John Humlicek, Associate Director of Housing for Facilities, University of Illinois at Urbana-Champaign; Heather M. Reed, Assistant Vice President and Associate Dean and Director of Student Life, Kansas State University; and Harriet Green-Sappington, Associate Director of Housing Operations, University of Missouri

The safety and security of students is a top priority to every parent when sending their kids off to college. Developing formal and effective programs to ensure this, may be considered a sensible and good practice. Quality programs can also be of value to institutions in their marketing to prospective students. There are a variety of programs and approaches that can be incorporated on campuses that may have an impact on this broad issue. This presentation will be a panel discussion including representatives from several program members in which they will share their valuable insight and some unique initiatives and program elements implemented on their campuses related to student welfare, safety, and security.

Thursday, March 9, 2017

7:30 a.m. - 8:30 a.m.
Breakfast

8:30 a.m. - 8:45 a.m.
Welcome & Introductions

8:45 a.m. - 9:30 a.m. GENERAL SESSION
The Magical World of Loss Control

9:45 a.m. - 10:45 a.m. BREAKOUTS
RM: Is the Clery Act Really "Clear"?
FAC: Solar Power Systems: Risks and Protection
EMGY MGMT/SAFETY: Best Practices for Chemical Storage and Management

11:00 a.m. - Noon BREAKOUTS
RM: Covering the MPP: A Claims Journey Through the Property Policy
FAC: Next Generation Energy Program Utilizing Data Analytics
EMGY MGMT/SAFETY: Managing the Infectious Disease Risk on Campus

Noon - 1:00 p.m.
Lunch

1:15 p.m. - 2:30 p.m. BREAKOUTS
RM: Lessons Learned from "Waging" Cyber Security
FAC: Dialogues on Diversity: Understanding the 'T' in LGBTQ
EMGY MGMT/SAFETY: Biological Hazard Safety and Security

2:45 p.m. - 5:00 p.m. GENERAL SESSION
How Well Do You Know Your Program?

6:00 p.m. - 8:00 p.m.
Networking Reception and Dinner

Friday, March 10, 2017

7:30 a.m. - 8:30 a.m. ROUNDTABLE DISCUSSIONS
Breakfast

8:30 a.m. - 9:30 a.m. GENERAL SESSION
Fostering a Safety Culture on Your Campus

9:45 a.m. to 10:45 a.m. BREAKOUTS
RM: "Success" Planning
FAC: Roof Maintenance and Management Programs
EMGY MGMT/SAFETY: Water, Water Everywhere... But Do You Dare to Drink It?

11:00 a.m. to Noon BREAKOUTS
RM: Emerging Risks Within International Programs
FAC: Clearing up Fire System Nuisances
EMGY MGMT/SAFETY: Student Welfare, Safety, and Security

Noon to 12:30 p.m.
Closing Raffle