From the Director

Dear ISU community:

There is no question that the past year has been one like no other. We faced the unprecedented challenges of COVID-19 and its impacts on the university community. Office of Risk Management (ORM) staff played integral roles in the university’s response, including involvement with the early FEMA response; coordinating the safe return of students, staff and faculty from international destinations; volunteer and site management during fall 2020 move-in testing; serving on university response teams and working groups; coordinating communication through the dedicated university COVID-19 email; and developing tools and managing the contact tracing process. Staff continued to navigate rapidly-changing guidance and procedures and provided advice and support for events, student organization travel, and youth programs, for both in-person and online/virtual programming.

While the pandemic is not over, the university is moving forward, and ORM continues to respond to ISU’s needs. From initiatives to implement a new international travel registration policy, launch an enhanced youth program and volunteer registration system, and streamline background check processes, ORM continues to provide support and solutions to help departments and units across campus achieve their goals. If you have suggestions or feedback, we’d like to hear from you. Contact us at orm@iastate.edu or by phone at 515-294-7711.

Susanne K. Johnson
Director

The Office of Risk Management (ORM) provides risk management expertise, program resources, and a variety of insurance solutions to positively impact the university’s financial, physical and reputational well-being. We collaborate and execute strategies to manage risks and capitalize on opportunities to support the university’s mission.
Office of Risk Management Staff

Susanne Johnson, director
Kurt Beyer, senior risk and systems analyst
Brandy Cunningham, youth and volunteer programs manager
Stacy Ewing-Blount, communications and project manager
Shaun Jamieson, international risk manager
Cally Jennett, insurance and claims manager
Danielle Koester, youth and volunteer programs assistant
Pierce Zanders, insurance and risk analyst
By the Numbers

EVENTS AND STUDENT ORGANIZATION TRAVEL

- 547 events were registered through the University Event Authorization system
- 273 student organization trips were completed

INSURANCE AND CLAIMS

- Investigated and completed 107 motor vehicle accident claims
- Recovered through subrogation $32,332 of damages to ISU vehicles
- Purchased 44 insurance policies on behalf of university stakeholders
- Handled 39 incidents involving damage to ISU property
- Insured $4.85 billion in property under the university’s Master Property policy

INTERNATIONAL TRAVEL

- 719 registered ISU business trips
  - 536 travelers
  - 8,872 travel days
  - 84 countries
  - 276 cities

YOUTH AND VOLUNTEERS

- 165 youth programs completed (56,237 youth participants)
  - 148 university-sponsored programs (43,344)
  - 7 athletics programs (815)
  - 10 third party programs (12,078)

In addition to the program areas above, ORM also manages the background check process for individuals who interact with youth, and the motor vehicle record (MVR) check process for all drivers prior to university travel. In FY20, nearly 3,500 background checks and over 2,000 MVRs were completed.
Major Projects/Impacts

• Developed a new international travel registration policy that took effect January 1, 2020. The policy’s registration requirement ensures that international travelers on ISU-sponsored business are automatically enrolled in insurance that covers emergency medical care and evacuation services. Travelers also receive custom safety and security alerts and destination risk assessment. In addition, registration ensures university compliance with federal export control regulations.

• In the early months of the COVID-19 pandemic, ORM’s international risk manager provided expertise and resources to facilitate the successful return of about 500 international travelers.

• In June of 2020, ORM launched a new youth program and volunteer registration system (YPVRS). The new system simplified the registration and approval process for youth programs and provides youth program leaders a platform to more easily monitor and manage their staff and volunteers, and compliance with policies and requirements to protect the health, safety and well-being of tens of thousands of youth who participate in programs sponsored or endorsed by ISU or conducted on ISU property. YPVRS also enables program leaders to get timely results from our third party background check provider and efficiently track and manage required criminal background, national sex offender registry and motor vehicle record checks.

• In January of 2020, ORM, the Student Activity Center and IT’s WebDev team partnered to launch a new university event authorization system that requires registration of all on-campus and off-campus events conducted by ISU. The new system streamlines the approval process and improves event planning and coordination, ensures compliance with university policies and procedures, and enhances security and safety of the ISU community and visitors to campus.

• COVID-19 response - Risk Management staff played key roles in the following:
  o Incident Management team
  o University Response team
  o Events/Gatherings working group
  o Finance and Logistics working group
  o Strategic Response working group
  o Study Abroad working group
  o Public Information Officer (PIO) working group
  o University covid-19@iastate.edu email response

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