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While FY20 was dominated by the uncertainty and unprecedented challenges of the pandemic, we entered FY21 a bit wiser and with a path forward to begin to return to more normal operations. We returned and reengaged with a renewed desire to be the best team we can be and to deliver the best service and support to our stakeholders. We wanted to be able to share who we are, what we do, and how we do it. We collaborated on a mission statement and articulated our culture and values. The results of that work are on page 2 of this report. We strive to live into those statements each day, and we hope that is reflected in our interactions with you.

We have expanded the ways in which we connect with the university community through newsletters, symposia, this annual report, and more individual ways. We are exploring additional opportunities to engage in the coming year and look forward to sharing more information with you.

Sincerely,
OUR MISSION

To provide expertise, resources and solutions to positively impact the university's financial, physical and reputational well-being.

OUR CULTURE - who we are

Continuous learners
We actively pursue formal professional development and continuing education, as well as informal opportunities to learn and grow.

Flexible/Adaptive
We are open to new ways of being and doing, changing direction if needed.

Collaborative
We cooperatively work together and with others to achieve project and institutional goals. We avoid working in silos and actively seek input from others.

Inclusive
We embody the ISU Principles of Community, make sure we have the right people around the table, and welcome and encourage feedback from all team members.

High performers
We produce high-quality work, demonstrate competence, and commit to professional excellence.

OUR VALUES - how we do what we do

<table>
<thead>
<tr>
<th>Excellent service</th>
<th>Effective communication</th>
<th>Positive impact for the university</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Remove obstacles/barriers</td>
<td>• Use appropriate channels of distribution</td>
<td>• Innovative</td>
</tr>
<tr>
<td>• Reduce friction/increase ease of use</td>
<td>• Clear, direct and timely</td>
<td>• Creative</td>
</tr>
<tr>
<td>• Figure out how to get to yes</td>
<td>• Inform/educate those we serve</td>
<td>• Efficient</td>
</tr>
<tr>
<td>• Solution-focused</td>
<td>• Outreach</td>
<td>• Big picture/systems thinking</td>
</tr>
<tr>
<td>• Supportive</td>
<td></td>
<td>• Partnering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Act as resource/expertise</td>
</tr>
</tbody>
</table>
RISK MANAGEMENT STAFF

Susie Johnson  
Director

Kurt Beyer  
Senior risk and systems analyst

Brandy Cunningham  
Youth and volunteer programs manager

Stacy Ewing  
Communications and project manager

Shaun M. Jamieson  
International risk manager

Cally Jennett  
Insurance and claims manager

Danielle Koester  
Youth and volunteer programs assistant

Brooke Lents  
Student organization safety coordinator

Beeta Siwik  
Youth and volunteer programs coordinator

Pierce M. Zanders  
Insurance and risk analyst
By the numbers:

**Events**

- 270 university/third party events were approved (266 in person, four virtual).
- 541 student organization events were approved (535 in person, six virtual).
- 3,877 students enrolled in SafeFood 101, the online course required for persons who plan to prepare or serve food for an ISU event.

**Student Organization Travel**

- 75 trips were authorized through the Student Organization Travel Authorization (SOTA) system.
  - Trip information:
    - The most distant destination: Apollo Beach, Florida
    - The most popular out-of-state destination: Minnesota
    - 53 of the 73 trips were for competitions
INSURANCE AND CLAIMS

By the numbers:

- Investigated and completed 79 motor vehicle accident claims
- Recovered through subrogation from liable party or liability carrier for damages to ISU vehicles: $37,842.36
- Claimed and collected from the Regents Motor Vehicle Self-Insurance Program (MVLP) for physical damage claims to ISU owned vehicles: $109,467.80
- Paid through Regents MVLP to third parties for auto liability claims: $24,030.51
- Recovered through the State of Iowa Executive Council 29c20 process on behalf of ISU for damages to ISU General Fund properties: $160,351.61
- Purchased 46 insurance policies on behalf of university stakeholders
- Handled 146 incidents involving damage to ISU property
- Handled 36 incidents involving damage to non-owned ISU property
- Insured $4.95 billion in property and contents under the university's master property policy

Risk Management was tasked with collecting data and estimating costs for all ISU on-campus and off-campus clean up and property damage related to the August 11, 2020 derecho. The information was used for initial FEMA reporting and estimating, and the final storm damage total was $1,300,604.28.

Damage to Farm House Museum grounds and signage
Photo courtesy of ISU Facilities Planning and Management

Damaged hoop structure at the Compost Facility, ISU Research and Demonstration Farms
Photo by Tim Goode
Due to the pandemic, international travel in FY21 was limited until after travel restrictions were lifted in March 2021, with most trips in June 2021.

○ Faculty and staff travel:
  ▪ 36 trips
  ▪ 17 destinations

○ Student travel:
  ▪ 11 trips to two destinations (U.S. Virgin Islands and Guatemala)

The international insurance market has become very active since the pandemic began. Several companies reduced coverage and added exclusions. Others innovated and added services quarantine coverage. As a result, ISU changed providers for both travel accident/emergency insurance and global liability insurance packages and added quarantine coverage. The coverage has been utilized in several ways, including to meet host country entry requirements and for travelers who tested positive for COVID-19 when attempting to return home.

"I recently traveled to Italy for a conference and program site visits – my first international trip since the pandemic began. Shaun’s guidance was invaluable. He helped me understand ISU’s international travel policy and protocols and navigate the various COVID entry/exit/re-entry requirements in an ever-changing landscape. I felt well-informed and prepared to travel safely and successfully during a pandemic. I absolutely would encourage other ISU faculty and staff to take full advantage of Shaun’s expertise when planning international travel."

Sarah Kyle, Ph.D.
Professor and Chair
Department of Art and Visual Culture
YOUTH AND VOLUNTEER PROGRAMS

Youth programs

<table>
<thead>
<tr>
<th>Background checks (motor vehicle records, National Sex Offender Registry, national criminal search, Global Sanctions and Enforcement, CDL, Child Abuse Awareness &amp; Prevention training)</th>
<th>1,692</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth programs completed (on campus, virtual/online, and off campus)</td>
<td>120 programs</td>
</tr>
<tr>
<td></td>
<td>23,466 youth</td>
</tr>
<tr>
<td></td>
<td>2,945 staff</td>
</tr>
<tr>
<td>Youth internships and job shadow opportunities</td>
<td>2 youth</td>
</tr>
<tr>
<td></td>
<td>13 staff</td>
</tr>
</tbody>
</table>

Programs were held for Pre-K through 12th grade youth, covering a variety of topic areas from agriculture, math and science to writing, art, drama and music.

Volunteer Opportunities

The university volunteers policy was updated in March 2021 and new procedures were implemented, including an online volunteer opportunity request and registration system to streamline processes and enable better tracking and record retention for volunteer supervisors. Twelve opportunities were submitted and 41 volunteers were registered in FY21. The average duration for each volunteer service was 110 days.

"I coordinate the Go Further Girls STEM conference, held twice each semester for 350 students each session. The conference involves presenters from all over campus and industry and up to 80 volunteers— it’s a lot to keep track of. The enhanced online registration system has been so helpful for me to track the status of my volunteers’ background checks and to make sure we’ve submitted all required volunteer agreements and other forms. I really appreciate how Risk Management has streamlined the registration and training processes and made them so much more efficient.

What I appreciate most about the youth and volunteer programs staff is their excellent customer service – they respond quickly and get me the help I need. When one of my non-ISU volunteers needed help logging in to the YPVRS system, they were happy to help walk them through the process. Brandy has been very receptive to feedback and suggestions for improving the system and processes. She also has helped me draft communication to share with my program staff and volunteers to make sure everyone understands what is expected and needed. The team makes things as simple as possible for both me and our volunteers – it really helps take things off my plate so I can spend my time on other important aspects of planning and conducting the program."

Sarah DuBois
Program Specialist
The Program for Women in Science and Engineering (WiSE)