

# Dealing with the New Normal



Positioning your Campus Police and Public Safety teams to contribute strategic value to key stakeholders across your university

Tuesday, May 5<sup>th</sup> at 1:00 PM ET

Panel of esteemed speakers includes:



John Vinson, President  
of IACLEA



Jim Hundrieser, Ph.D.,  
VP for Consulting,  
NACUBO



Mike Davis, VP of Campus  
Safety and Chief of Police,  
Northeastern University



Claire Humble, Head of  
Campus Security,  
Teesside University

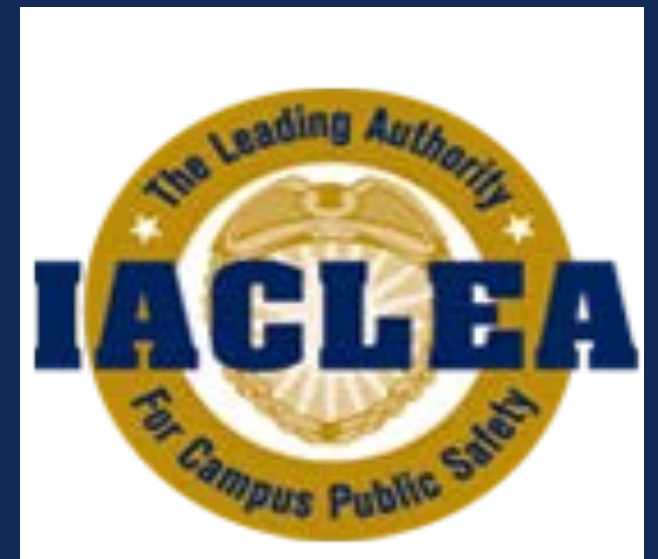


Glenn Farrant,  
CEO & Founder,  
CriticalArc

# The New Normal



John Vinson, President  
of IACLEA

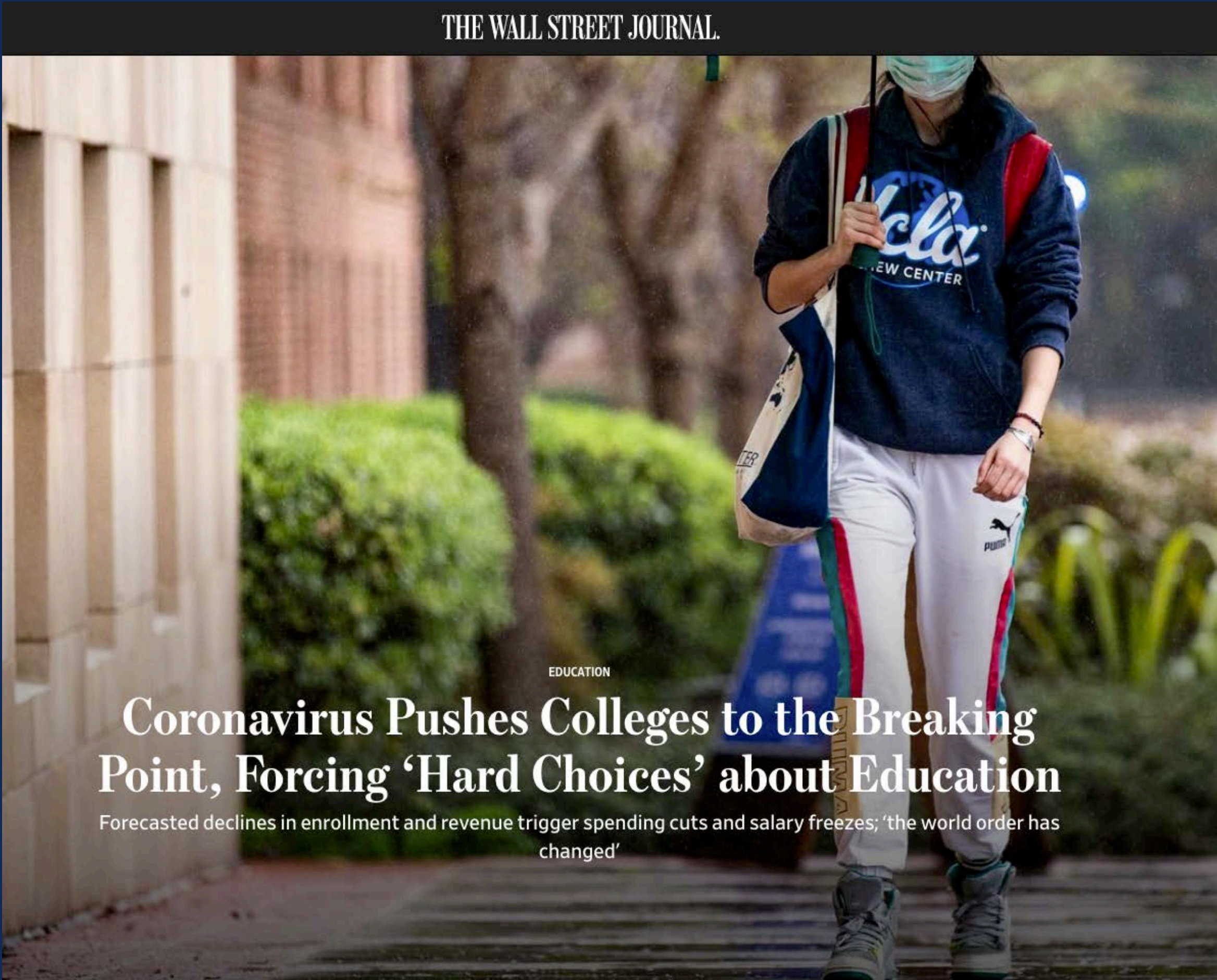








THE WALL STREET JOURNAL.



A person wearing a dark blue UCLA hoodie with 'UCLA' and 'NEW CENTER' printed on it, white athletic pants with a Puma logo, and a light blue face mask is walking on a paved path. They are carrying a white and blue tote bag and a cardboard box. The background shows a brick building and greenery.

## Coronavirus Pushes Colleges to the Breaking Point, Forcing 'Hard Choices' about Education

Forecasted declines in enrollment and revenue trigger spending cuts and salary freezes; 'the world order has changed'





Budget  
Shortfalls



Cost-Saving  
Measures

How Can We Adapt?





***INTELLIGENCE IS THE ABILITY TO  
ADAPT TO CHANGE***

***STEPHEN HAWKING***





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**NACUBO**  
CONSULTING

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IACLEA

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FINANCE  
CONSIDERATIONS

Jim Hundrieser, Ph.D.  
April 2020



## What University Presidents Are Most Worried About

42% | Enrollment

27% | Finance

20% | Duration

14% | Uncertainty

9% | Completion

5% | Access

*“The combination of fear for health and safety and the economic impact at the same time is one that I haven’t experienced, and I don’t think most university leaders have.”*

Kent D. Syverud, Chancellor of Syracuse University.”

Source: <https://www.nytimes.com/2020/04/15/us/coronavirus-colleges-universities-admissions.html>

Source: <https://abc-insights.com/wp-content/uploads/2020/04/ABC-Insights-Covid-19-Strategy-Survey-of-AACU-Presidents-4.3.20-Final.pdf>





## BUDGET DECREASE

- Across the board
- Dependent by funding source – E&G / Auxiliary
- Strategic



## OPERATIONAL ENHANCEMENT PLAN

- Strategic priorities
- Impact of not implementing priorities
- Life safety/ Increases effectiveness (How) / Part of natural upgrades



## TECHNOLOGY PLAN

- One time vs. multi-year funding requirement
- Impact
- Industry Standards









## CRISIS MODE

- Want to, but feel they can't
- Need to make all decisions now - what can you stage for them
- Prioritization linked to risk mitigation



## MAY GET FUNDED

- Safety equipment
- Technology that provides documentation
- Staffing or services through a staggered approach



## STUDENT EXPERIENCE

- Safety
- Positively impact recruitment
- Staff fully trained with new or updated safety protocols
- Customer services at the highest levels



Jim Hundrieser, Ph.D.  
Vice President, Consulting Services



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# **Preparedness as the Antidote to Uncertainty**

*The Evolution of Safety*

Michael A. Davis,  
Vice President & Chief of Police





Police  
Operations

Emergency  
Management

International  
Safety



# PREPAREDNESS

## To PREVENT

Utilization of Tools  
and Resources to  
Deter Incidents

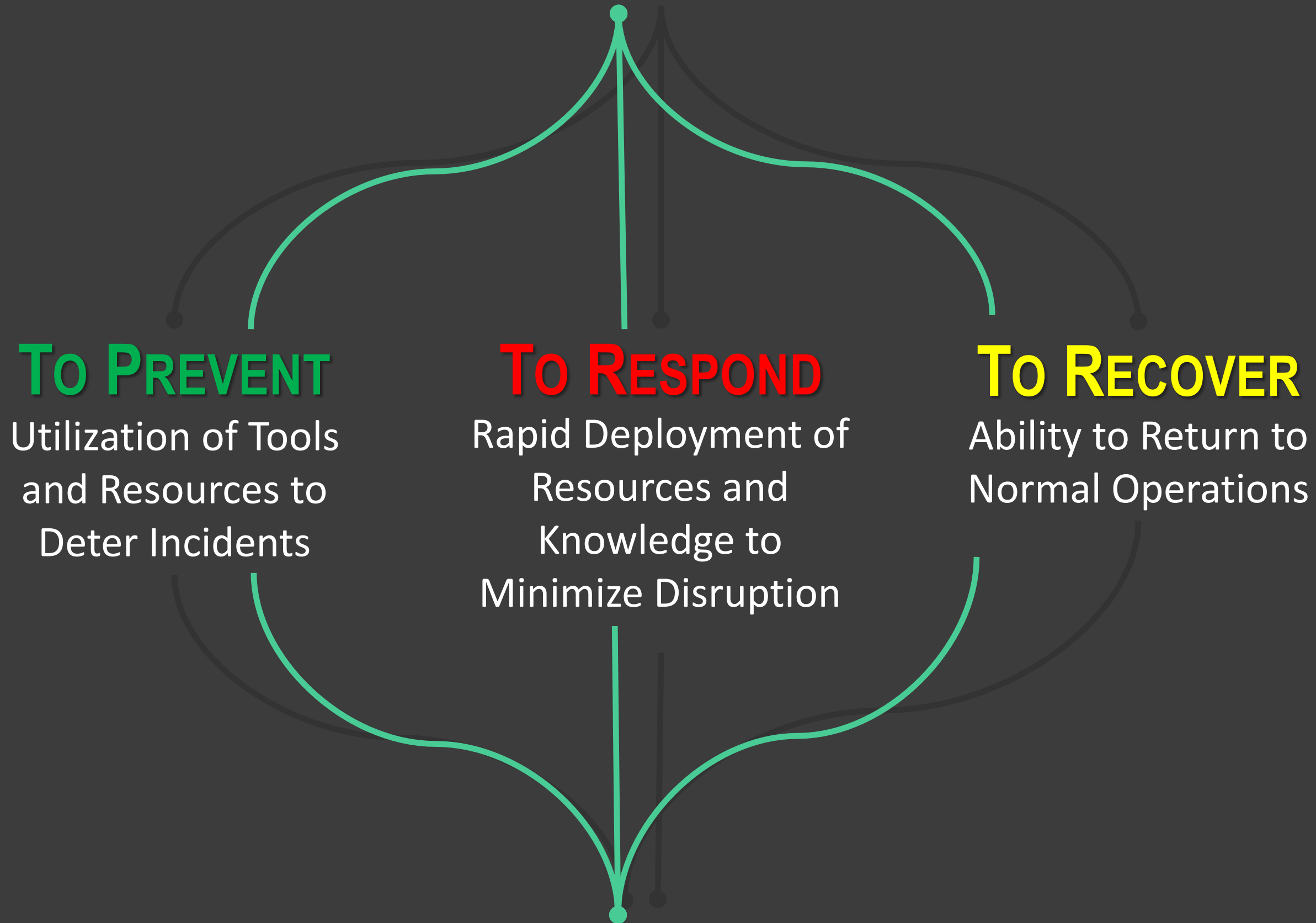
## To RESPOND

Rapid Deployment of  
Resources and  
Knowledge to  
Minimize Disruption

## To RECOVER

Ability to Return to  
Normal Operations

# RESILIENCY





# NORTHEASTERN 2025

INDIVIDUALS

PREVENT  
RESPOND  
RECOVER

FUNCTIONS

PREVENT  
RESPOND  
RECOVER

SPACES

PREVENT  
RESPOND  
RECOVER



What's Next- Optimization

# The 'Business' of Security within the HE Sector

*Growing a Safety & Security Culture  
Strategically and Operationally*

Claire Humble Head of Security Teesside University  
[c.humble@tees.ac.uk](mailto:c.humble@tees.ac.uk)



# Building a Safety and Security Culture

- Rebranding of the security team -

[https://www.tees.ac.uk/sections/about/public\\_information/emergency.cfm](https://www.tees.ac.uk/sections/about/public_information/emergency.cfm)

- Securing our buildings - *Including Halls of Residence*

- Patrol Plans – *Right place, Right time;*

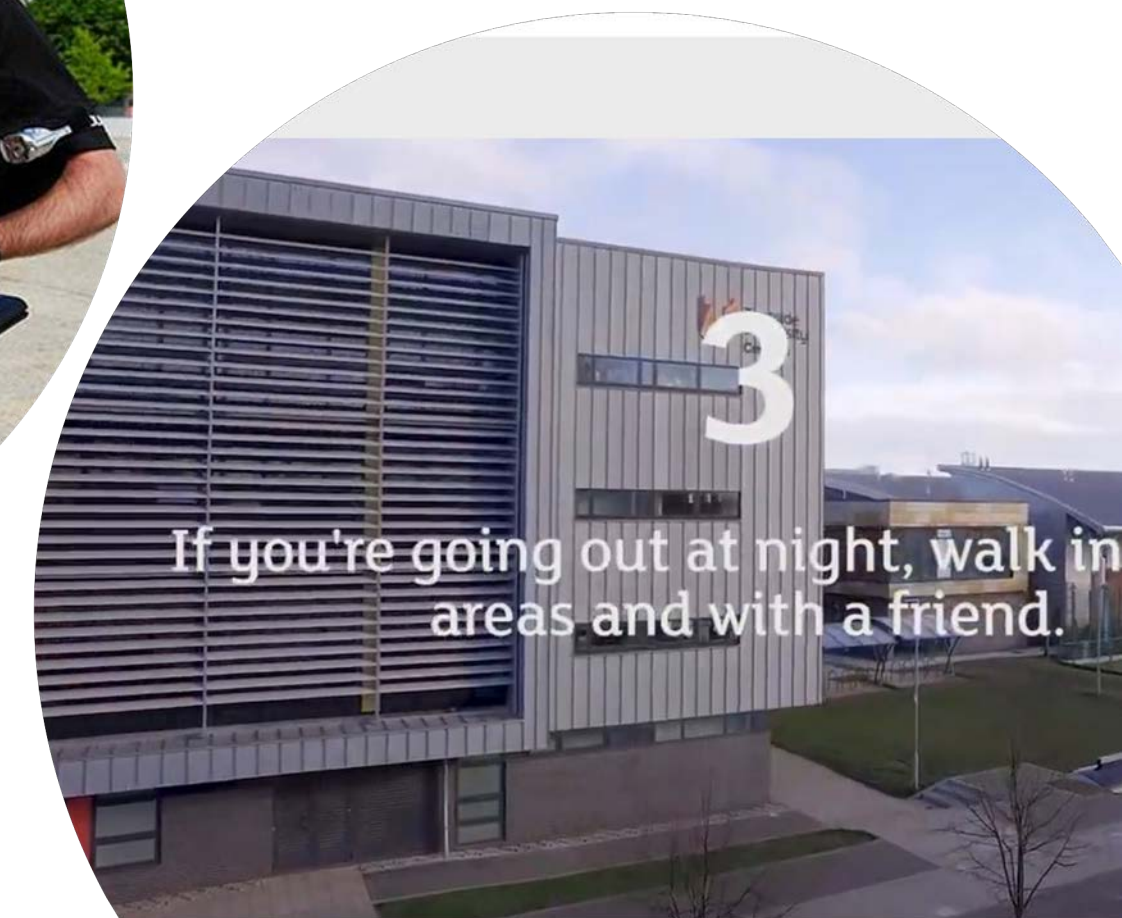
*Understanding demand*

- Improving Technology - CCTV – *Motion Detection*

*and Horns*

- Growing a Safety & Security Culture, *Strategically and Operationally*

- Invest in something tangible – *Empowering staff and students to keep themselves safe - Safezone*





# Creating a High Performance Culture - A Transformational Change

## PEOPLE

- Values - *Professionalism, Respect, Integrity & Honesty, Motivation, Empathy, Diversity (valuing)*
- **Culture – *Growing a high-performance team***
- Review of Structure – *Team Leaders*
- Growing Diversity – *Through recruitment and conditions*
- Sense of purpose – *Be Safe Feel Safe*
- Understanding the Environment – *Student Characteristics*
- Understanding how we contribute – *Safety & Security – Recruitment and Retention*
- Holding staff to account – *Challenging poor performance/behaviour*
- Rewards and Recognition – *Small acts go a long way*
- Feedback – *Providing the platform*
- Training & induction process – *Ensuring our team have the skills to do their job – Degree Apprentice*
- Professionalising Offer – *Be the Best We Can Be*
- Near Miss – *Not accepting poor behaviour (externally)*
- Fit for purpose – *Remaining agile and continue to evolve*



## PEOPLE

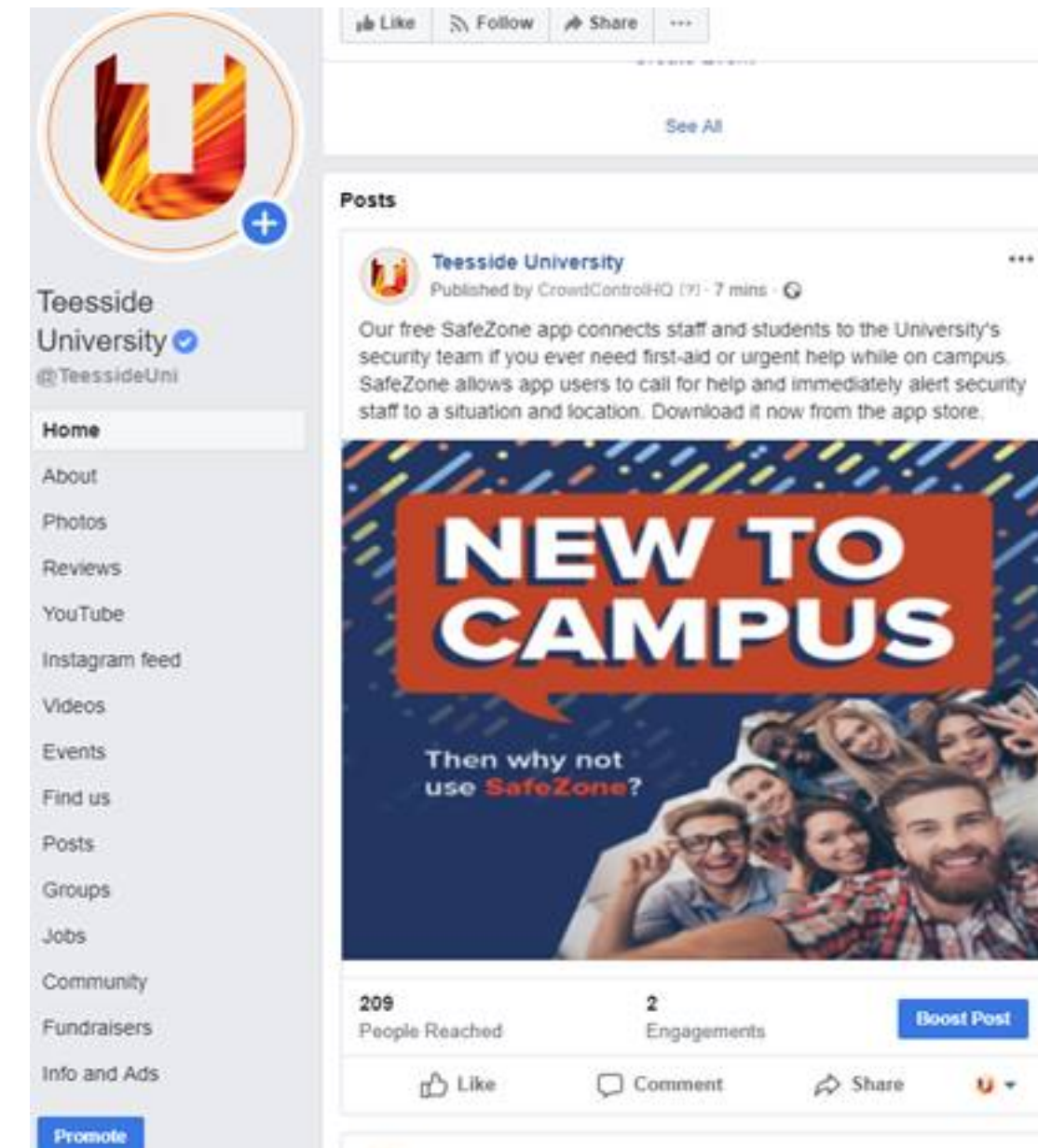
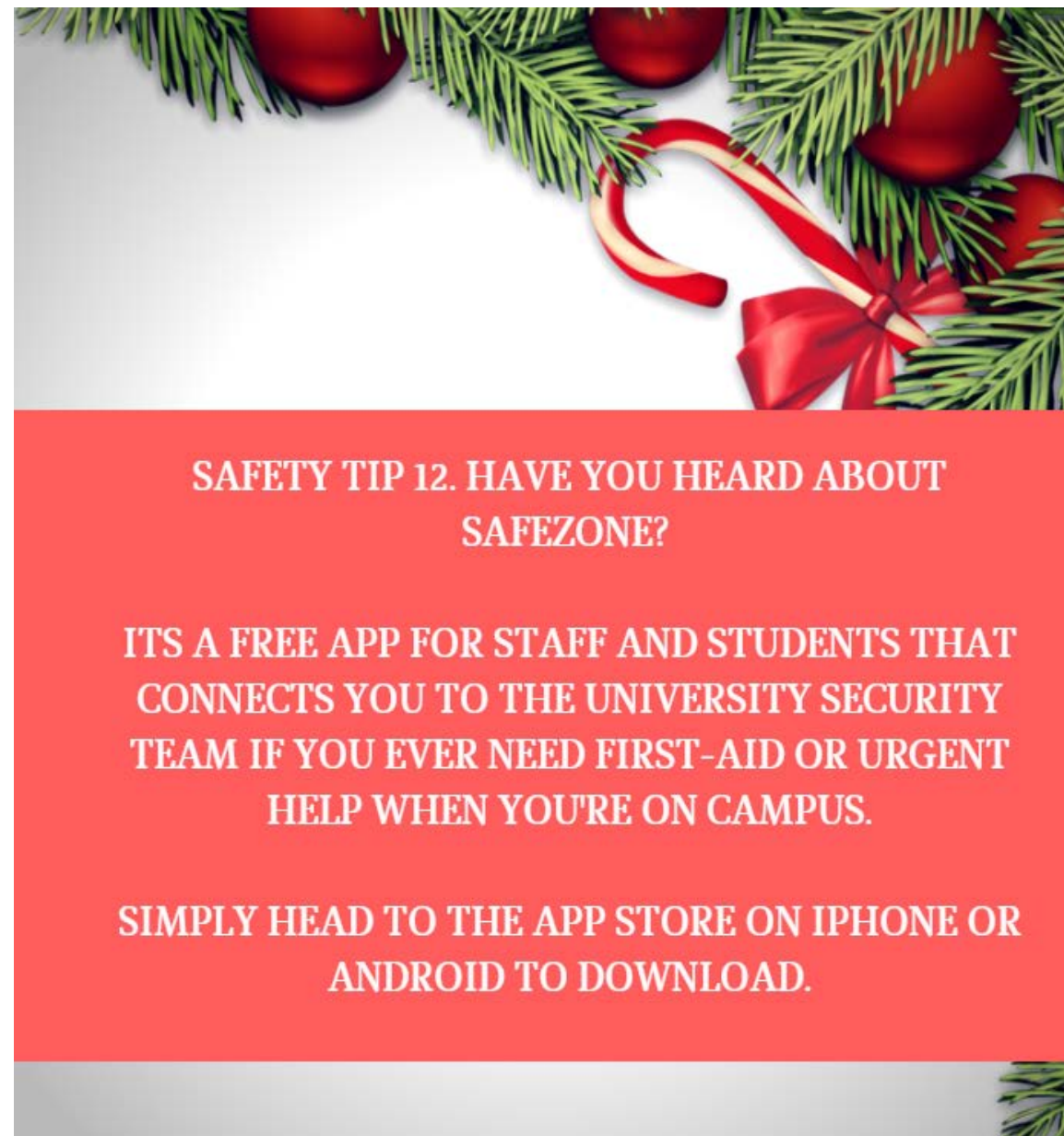
Safety, Mental Health and Wellbeing within security:

- Violence Risk Assessment – *External consultant – Recommendations*
- SOP's – *Fully reviewed and fit for future purpose*
- Near Miss – *Not accepting poor behaviour*
- Health and Safety Assessments – *Training – Qualifications*
- De-briefing – *Lessons Learned*
- Counselling Services – *Self Review*
- BWC – *Latest technology*
- CCTV – *Review and updated technology*
- Greater situational awareness - *Safezone Command*
- Team Building – *Sense of healthy competition*
- Training – *Investing, Growing and Developing our staff*

Out of hours – *become capable guardians for our students on campus and within Halls*

# Positive Security Narrative

## Empowering our staff and student to keep themselves Safe





# Security - Assisting with Student Recruitment and Retention

## International

- UK SIM cards in-country – peace of mind
- Meet and Greet service – briefing from security
- Visiting Agents all get briefing – talk in country
- PVC International – uses in his presentation marketing Safezone now International Students are arriving with an expectation

## Domestic

- Open days – visible and engaging with parents and guardians
- Halls of Residence – assistance only a press away





# Teesside University tops international student satisfaction survey

🕒 25 March 2019

🐦 @TeesUniNews

About us

International students rated Teesside University as number one out of 199 world universities for overall average international student satisfaction, according to an influential survey.





## The 'Business' of Security within the HE Sector

*As the Higher Education Sector is adapting to becoming a Business, the 'Business' of Security within these Institutions must adapt and evolve to remain relevant and fit for future purpose*

# ***Thank You***

Claire Humble Head of Security Teesside University  
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# QUESTION & ANSWER



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