



*HARVEY CAME KNOCKING:  
LESSONS LEARNED*

UHV

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# UHV Timeline

**Thurs., August 24th** As a precaution non-essential staff were allowed to go home at

**12 noon-** It was too late to cancel move in

**300+** students move in

**3pm** City management states that it is too late to call a mandatory evacuation

**6pm** City calls for a mandatory evacuation

**Fri., August 25th.** 70+ student and one dog sent to UH

**Sat., August 26th** Damage Assessment, Cotton Construction Begins work

**Fri., August 8th.** Students return from UH

**Mon., August 11th.** Fall 2017 official starts

## EMERGENCY AID

- Emergency Fund
- \$55,000 + to 130 students
- Still applying for grants
- Harvey Financial Reconsideration Appeal
- Started with paper application and transition to CampusLab form

UHV





UHV



Jaguar Hall



UHV



Jaguar Hall



UHV



UHV JAG COURT



UHV



UHV - JAG SUITES

# UHV - JAG SUITES

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Cover blew off the roof.



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# DAMAGE ASSESSMENT

- **Jaguar Hall- Operational**
  - **Major Damages**
    - **Roof**
    - **Interior Flood Damage**
    - **Glass Window Front-Pool Area- Shattered Glass**
    - **Water Damage to Dorm Rooms**
  
- **Jaguar Suites- Operational**
  - **Minor damage**
  
- **Jaguar Court-Operational**
  - **Major Damages**
    - **Metal Roof Damage**
    - **Water Damage to Dorm Rooms**



# DAMAGE ASSESSMENT

- **North Building-Operational**
  - **Major Damages**
    - 10,000 sq. ft. of Carpet- Flooding 1<sup>st</sup> floor
    - Windows- Water blown through
    - HVAC Hood Vent- Blown Off the Roof
    - 3<sup>rd</sup> floor vacant- Water blown through
- **Center- Operational**
  - Interior water damage: Copula, 1<sup>st</sup> and 3<sup>rd</sup> Floors
  - Power Loss- Generator Use for 7 Days
- **West- Operational**
  - Wind Blown Water Damage

# DAMAGE ASSESSMENT

- **Total Building-Operational**
  - **Minor Water Damage**
- **Athletics (PCI) Building-Operational**
  - **Minor Water Damage**
- **Art Center Downtown- Operational**
  - **Minor Water Damage**
- **Town Plaza Mall - Vacant**
  - **Minor Water Damage**
  - **Broken Windows- Mall Walkway Areas**



# DAMAGES- INITIAL ASSESSMENT

<b>Campus Grnds Hurricane Harvey Recovery</b>	<b>\$ 111,000.00</b>
<b>Hurricane Harvey Evacuation</b>	<b>69,000.00</b>
<b>Jaguar Hall Hurricane Harvey Recovery</b>	<b>3,000,000.00</b>
<b>Jaguar Court Hurricane Harvey Recovery</b>	<b>370,000.00</b>
<b>Jaguar Suites Hurricane Harvey Recovery</b>	<b>7,000.00</b>
<b>Univ North Hurricane Harvey Recovery</b>	<b>133,000.00</b>
<b>Univ Center Hurrican Harvey Recovery</b>	<b>22,000.00</b>
<b>Katy Hurricane Harvey Recovery</b>	<b><u>6,000.00</u></b>
	<b><u><u>\$ 3,718,000.00</u></u></b>

# **WHERE ARE WE AT WITH THE REPAIRS FROM HARVEY AS OF MAY 5, 2018**

- **Campus Grounds Hurricane Harvey Recovery – 80% Complete**
- **Jaguar Hall Hurricane Harvey Recovery – 40% Complete (Roof and Curtain Wall Still Needing Repair)**
- **Jaguar Court Hurricane Harvey Recovery - Complete**
- **Jaguar Suites Hurricane Harvey Recovery - Complete**
- **Univ. North Hurricane Harvey Recovery – 75% (Carpeting in the Walker Auditorium and Classroom 111)**
- **Univ. Center Hurricane Harvey Recovery - Complete**
- **Katy Hurricane Harvey Recovery - Complete**



## **David Rachita, MA**

- Dean of Students
- Rachita@uhcl.edu
- 281-283-2568

## **Kristi Rickman, MS**

- Associate Director Academic Transfer Advising
- Rickman@uhcl.edu
- 281-283-2637

# DURING THE HURRICANE

- *The definition of **essential employees** changed*
- First Class Day
- Late Registration
- Billing Due Dates
- Census Date
- Emergency Aid development
- Buildings assessed two days before we returned



# CLASSROOM SPACE

## Classroom Impact

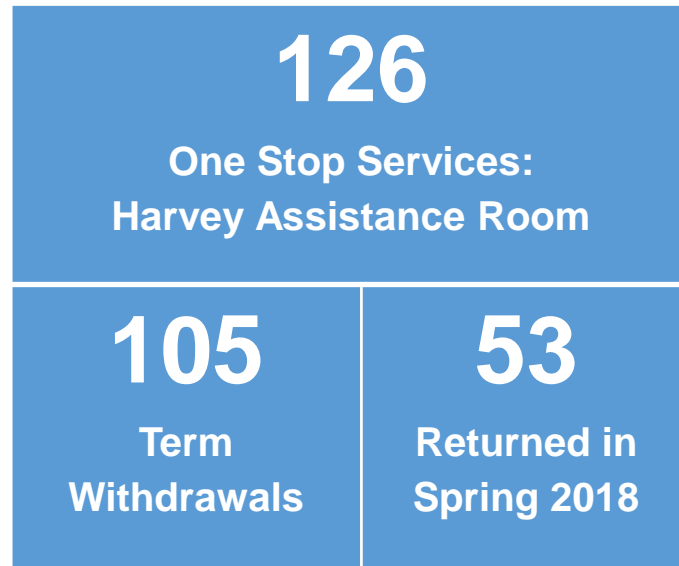
- UH-Clear Lake's main campus
  - Roof leaks; no flooding
  - Resolved by September 5th
- UHCL's Pearland Campus
  - 4 inches of water throughout
  - Reopened September 11, 2017
    - Finished repairs February 2018

## Communication of Changes

- Notifications – the new Everbridge Mass Notification system work flawlessly.
  - Polling, conference calling, and select group notification
- Email
- Website

# ENROLLMENT CHANGES

- Collaboration with Provost Office, VP Student Affairs, VP Enrollment Management, Faculty, and Academic Advisors



- Centralized POC for EM, Student Group, Communications



# HARVEY EMERGENCY GRANT

FA Disaster  
Form online



Fin Aid



DOS

## Awards

- \$40K raised through University Advancement
- \$25K grant received through Harvey HELP Emergency Student Aid Program
- \$58,600+ total funds awarded
- 60 students awarded

## Additional aid included:

- Barnes & Noble Book Store gift cards
- HEB Thanksgiving Meal/Dinner Kits
- Food, clothing, school supply drive
- New DOS Food Pantry

# HARVEY ONE STOP ASSISTANCE

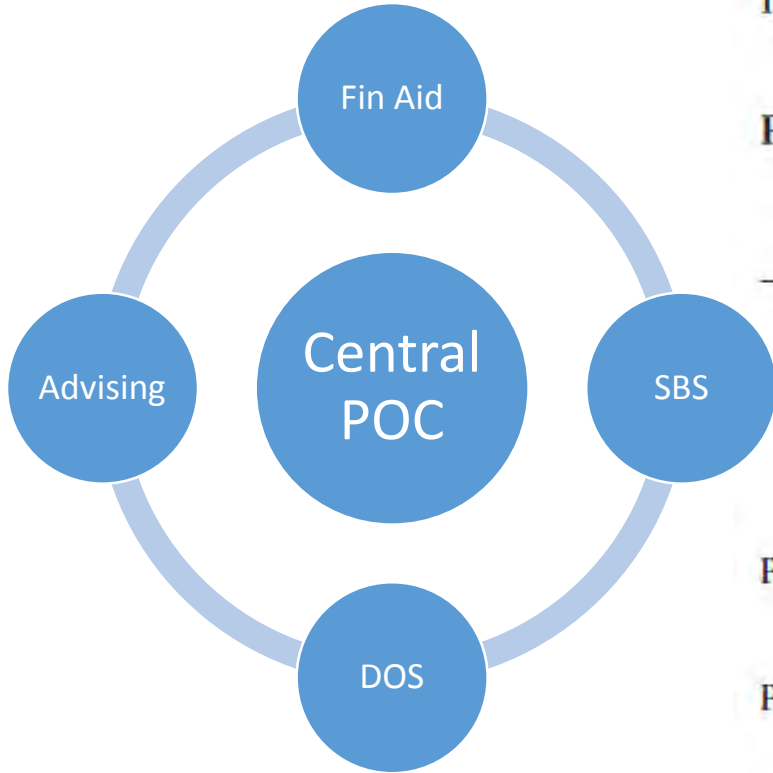
- 3 Days of Enrollment & Student Service assistance in a centralized room
  - Tuesday, Sept. 5<sup>th</sup>: 1:00 p.m. – 7:00 p.m.
  - Wednesday, Sept. 6<sup>th</sup>: 10:00 a.m. to 7:00 p.m.
  - Thursday, Sept. 7<sup>th</sup>: 10:00 a.m. to 7:00 p.m.
- Created a centralized point of contact for all enrollment and financial aid related questions for those who could not make it to campus, email [EnrollmentMgmt@uhcl.edu](mailto:EnrollmentMgmt@uhcl.edu) or call 281-283-3068.



## HURRICANE HARVEY HARDSHIP FORM

I have been affected by Hurricane Harvey. I wish to withdrawal from all of my classes for the fall 2017 semester.

**Please initial all that apply.**



\_\_\_\_\_ I have discussed the implications of my withdrawal on my financial aid with the Office of Financial Aid.

\_\_\_\_\_ I have discussed the implications of my withdrawal on my veterans benefits with the Wendell Wilson Office of Veteran Services.

Printed Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to the Office of the Registrar via email at [registrar@uhcl.edu](mailto:registrar@uhcl.edu) or fax 281-283-2530 by September 25, 2017.

# LESSONS LEARNED

- Bring staff back 1 day prior **to prepare** for students
- Be flexible with the definition of **essential**
- Establish plan for **emergency aid** *before* emergencies occur
- Develop **plan for communication** (phone tree)
- **Overcommunicate** to students *and faculty*
- Develop **business plans** for the future
- Practice and plan for **ALL disasters**





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# WE WERE PREPARED...

**The University closed on Thursday, August 24**  
**Twitter, Facebook, Emergency Alerts, UH Emergency**  
**Website, UH Website, News Outlets**  
**Safety Protocol for Hardware**  
**Essential Employees were organized**





# HURRICANE HARVEY IMPACT

- Inches of rainfall 50
- Gallons of rain 27 trillion
- Damage amount \$125 billion
- People affected 13 million
- Homes destroyed 135,000
- Cars destroyed 1 million





OUTLET  
434  
WOOD PL.  
PUBLIC  
PARKING  
NO 2ND

125  
2















# DURING THE HURRICANE

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- **University was closed for 6 business days/11 calendar days**
- **The definition of **essential employees** changed**
- **Census Date**
- **Add/Drop Dates**
- **Billing Due Dates**
- **Emergency Aid development**
- **Buildings assessed two days before we returned**
- **President Messages**



# CLASSROOM SPACE

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## Classroom Impact

- **72 damaged classrooms**
- **38 sections displaced**
- **1,059 students affected**
- **3 permanently damaged classrooms**

## Communication of Changes

- **Over 3000 emails sent**
- **Internet access issue**

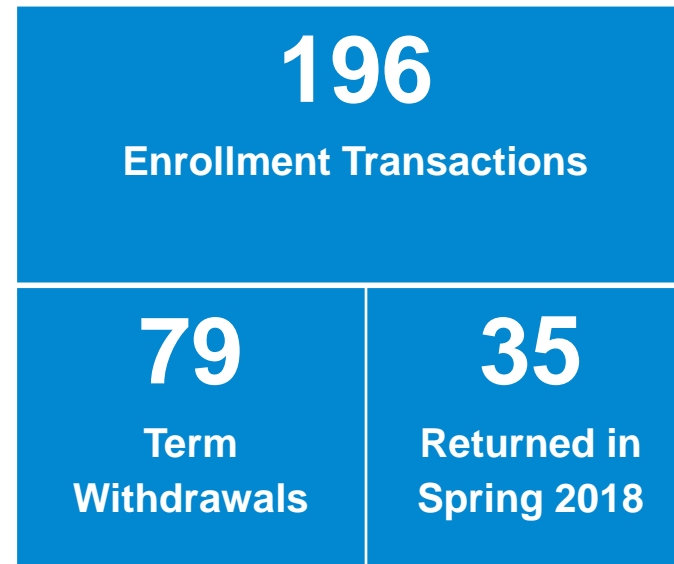




# ENROLLMENT CHANGES

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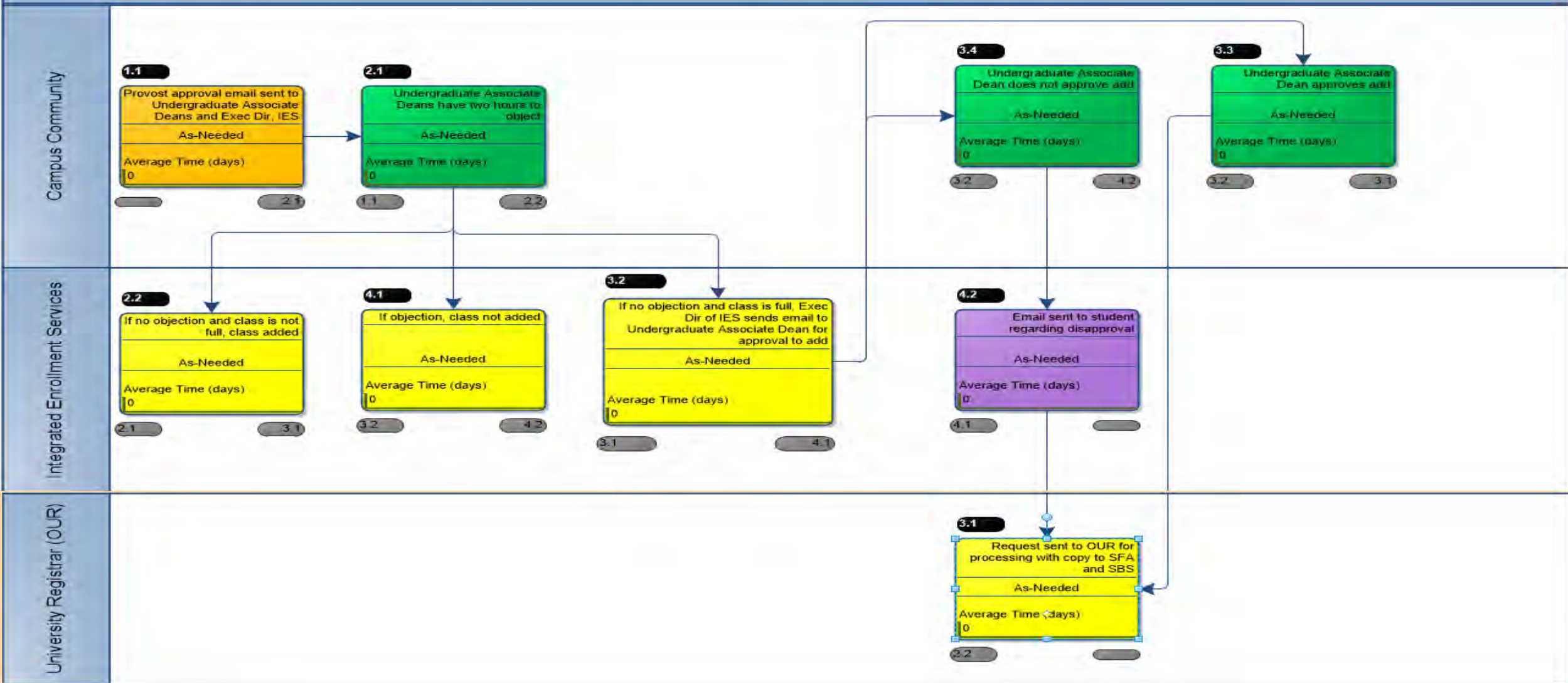
- **Collaboration with Provost Office, Undergraduate Academic Affairs, Faculty and Academic Advisors**



- **Student Groups, 3Cs Communication, Track Enrollment**

**Description**

To define the process for adding classes due to Hurricane Harvey per Provost Approval





# EMERGENCY AID

- Cougar Emergency Fund
- \$1.2 million to 600 students
- Harvey Financial Reconsideration Appeal
- One application

myUHID: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 College: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

UNIVERSITY of HOUSTON  
 OFFICE OF SCHOLARSHIPS & FINANCIAL AID

**Cougar Emergency Fund Request (Harvey)**

**& Hurricane Harvey Financial Reconsideration Appeal (FRA)**

Your financial aid status will determine which sections of this form you must complete. Please check one the three boxes below.

- Currently-enrolled students who have completed the Free Application for Federal Student Aid (FAFSA) and seek additional aid due to the storm must complete all steps (1,2,3,4,5 and 6).
- Currently-enrolled students who are eligible to complete the FAFSA (citizens and eligible non-citizens), but have not done so, should first complete the FAFSA at [www.fafsa.gov](http://www.fafsa.gov), in addition to completing all steps (1, 2,3,4,5 and 6) of this form. Completing the FAFSA will allow the University to connect you with every type of funding available maximizing how we can assist you financially.
- Currently-enrolled international students & TASFAA-eligible students should complete steps 1,2,3 and 6.

This form should be used to report changes to your household's financial situation that are a direct impact of Hurricane Harvey. Print this form and complete all appropriate sections as indicated in the instructions above. Submit the completed form with all required supporting documentation:

- via fax at 713.743.9098,
- directly to the Office of Scholarships and Financial Aid (SFA) at the Welcome Center, or
- call SFA for guidance in order to submit via myUH self-service: 713.743.1010, option 5

Processing cannot begin until all required documentation is submitted.

STEP 1: Letter of explanation

- You must provide a detailed, typed, signed and dated letter supporting your request. If you are a dependent student, the letter must be signed by the student and at least one parent, unless your parent is physically unavailable to sign.

STEP 2: Type of loss or household expense

You will be required to attach the documentation indicated below. Additional documentation may be requested.

- Death of parent or spouse
  - Submit copy of police report, obituary and/or death certificate.
- Residence or business loss
  - Address of property loss

- Attach all possible documentation in the form of photographs and insurance and/or FEMA claims submitted

University of Houston - Office of Scholarships and Financial Aid · Welcome Center 4400 University Dr, Houston, TX 77204-2010  
 Phone (713)743-1010 · Fax (713)743-9098 · Welcome Center M-Th 8am-7pm; Fri 9am-5pm · [www.uh.edu/financialaid](http://www.uh.edu/financialaid)





# LESSONS LEARNED

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- Be flexible with the definition of **essential**
- Establish plan for **emergency aid** *before* emergencies occur
- Develop **plan for communication** (phone tree)
- **Know the players**
- **Overcommunicate** to students *and faculty*
- Develop **business plans** for the future

**UH**  
**HERE,**  
**WE**  
**GO**  
**FOR IT.**

**JOIN THE CAMPAIGN**

# QUESTIONS?

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