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## 1. Threat Assessment Team

- Threat assessment team created for distressed students, faculty, staff or visitors who may pose a threat to others. (VT.I.2)
- The threat assessment team works closely with the care team to build a complete fact-based assessment of referred, distressed students. (VT.I.24)
- Created a threat assessment process for employees following policy 5616 (Campus and Workplace Violence Prevention Policy); employees who may pose a threat to others are addressed by the threat assessment team. (VT.I.42)
- Threat assessment team includes diverse representatives and is empowered to develop protocols and procedures. (RP.3)

## 2. Reporting and Helping Distressed Students

- Residence hall staff annual training covers reporting requirements for aberrant, dangerous, or threatening behavior. (RP.19)
- Clear lines of communication have been established between the counselor on call and the two administrators on call so that appropriate information can be shared. (VT.I.30)
- Established the Dean of Students Office as a 24/7 point of contact and backup responsible for having the most comprehensive picture of a student who is at risk for violence to self or others. (VT.I.31)
- Established procedures for documenting and reporting incidents of aberrant, dangerous, or threatening behavior. (RP.16)
- Procedures are in place to direct professors who encounter troubled students to report disturbing behavior to the Dean of Students Office, which in turn can refer students to Care Team, Threat Assessment Team, and Cook Counseling Center. (RP.18)
- Repeated incidents of aberrant, dangerous, or threatening behavior are reported to counseling center and parents. Counseling may be required for continued campus housing and course enrollment. (RP.21)
- When campus police or another department receives information about an issuance of TDO (temporary detention order) for students and staff, it is reported to Care Team or Human Resources so that appropriate offices are made aware and parents can be notified. (RP.22)
- In cases of serious threat to self or others, Cook Counseling Center would communicate this information to the threat assessment team. Procedures are in place that allow the center to communicate with family and roommates in the event of a health and safety emergency to protect a student from harm to self or others. (RP.23)
- The Faculty Access web-based reporting system has been developed to ensure that serious incidents are reported centrally to the Dean of Students Office. (VT.I.29)
- Cook Counseling Center has developed a memorandum of understanding with the New River Valley Community Service Board (CSB) that provides for Cook Counseling Center to coordinate with the CSB to develop an appropriate treatment plan for any currently enrolled Virginia Tech student who receives a mandatory outpatient treatment order and report any student who fails to meet the requirements of such an order. (VT.I.8)
- The courts and the BHAs in the surrounding area have been made aware of the memorandum of understanding between Cook Counseling Center and the New River Valley Community Service Board. (VT.I.9)

- A system is in place that links troubled students to appropriate medical and counseling services either on or off campus. (RP.15)
- All supporting offices, including the Care Team and the Threat Assessment Team, are clear on how to respond to a student resistant to help. (VT.I.50)
- Self-endangerment prevention procedures have been developed (VT.I.15)
- The Cook Counseling Center has engaged other Virginia colleges in discussions of outpatient commitment, mandatory counseling, and external agencies relationships. (VT.I.34)

### **3. Emergency Preparedness—Planning**

- Updated the campus emergency preparedness response plan. (VT.S.57)
- A plan for canceling classes and closing the campus has been included in the university's emergency plan. (RP.56)
- The Emergency Response Plan is in compliance with federal and state guidelines. The university applied for a Department of Education Emergency Management grant for higher education institutions to develop integrated all-hazards emergency management plans. If the university is one of the successful applicants, resources would be available to complete a review and update the current hazard assessment and mitigation plan, emergency response plan, and continuity of operations plan, including further development of campus violence prevention and infectious disease components. (RP.2)
- The Emergency Response Plan will be reviewed annually. (VT.S.58)
- Campus police now report directly to the senior operations officer responsible for emergency decision making (Vice President for Administrative Services). (RP.10)
- The Cranwell International Center maintains a resource list of individuals who speak languages other than English. Updated lists are regularly provided to the VT police department and the police department dispatchers. (VT.C.124)

### **4. Risk Assessment (Threat Assessment)**

- The preliminary planning to establish a university risk assessment function has been completed; expertise in information technology, law enforcement, environmental health and safety, and facilities will be incorporated. Resources have been approved to establish a director of risk assessment position, which will report in the Office of Emergency Management. (RP.1 & VT.C.88)
- Head of campus police is a member of the threat assessment team and the emergency response team. (RP.9)
- All bomb threats are taken seriously. (RP.61)

### **5. Emergency Preparedness—Training**

- Campus police train with local police departments on response to active shooters and other emergencies. (RP.57)
- Campus police train for active shooters, waiting for a SWAT team often takes too long. (RP.11)
- University administrators who have policy and decision-making responsibilities during an emergency are scheduled to attend emergency management training by the Virginia Department of Emergency Management on June 13, 2008. The training will include essential National Incident Management System (NIMS) elements. (RP.88)

- VT Police Department developed web-based presentations on recognizing and responding to emergencies for faculty/staff, students, and visitors. These will be made available for new employee and student orientation in summer 2008. (VT.S.73)
- University's application for the Department of Education emergency management grant described includes funding for: training and educational materials to increase awareness of emergency preparedness and response for faculty, staff and students; emergency response training for building coordinators; table-top exercises and National Incident Management Systems (NIMS) training for law enforcement and health and safety personnel, other emergency responders, and senior administrators charged with managing the university's response in the event of an emergency. (VT.S.73, RP.88, RP4)

## 6. Engaging and Assisting Students

- Two additional case managers were added to the staffs of the Dean of Students Office and Cook Counseling Center to improve follow-up services to students. (VT.I.3)
- Two case managers hired for the Dean of Students Office and the Cook Counseling Center to increase the capacity and quality of care. (VT.I.26)
- The Judicial Affairs Office refers to Care Team for monitoring those cases in which a student may pose a potential threat but has not been charged or convicted of a judicial offense. (VT.I.49)
- Faculty workshops on responding to disruptive or threatening student behavior are held on an ongoing basis and a taped version of the workshop is available on the web. (VT.I.51)
- Cook Counseling Center had developed a mandatory assessment procedure for students in need of mental health services. Additional mental health providers have been added to the Cook Counseling Center staff to provide treatment to students who have been deemed in need of mental health services. (VT.I.10)
- Virginia Tech recognizes its responsibility to a young, vulnerable population and promotes the sharing of information internally, and with parents, when significant circumstances pertaining to health and safety arise. (RP.13)
- Policies related to recognizing and assisting students in distress, the student code of conduct, judicial proceedings, and university authority to intervene with distressed students have been reviewed and revised. (RP.14)
- A comprehensive document that connects key elements of an effective program to promote mental health awareness and well-being has been drafted by the health and wellness area in Student Affairs. (VT.I.18)
- Refining the Care Team
  - The Care Team is a more formally recognized and visible structure in the university system. Permanent team members include a Virginia Tech law enforcement officer and the director for the Office of Services for Students with Disabilities. One person on the Team has a comprehensive picture of the cases being considered and is authorized if there is need to share information with others internally and externally. (VT.I.1)
  - Care Team Protocol has been reviewed and revised with regard to purposes, membership, and operating procedures. Members of the university at large are knowledgeable of the Care Team as a university resource. (VT.I.19)
  - Care Team membership has been reviewed in light of its purpose. A list of consultative team members has been reviewed and specified. (VT.I.20)

- Care Team formal agendas and case notes documentation and retention have been established in consultation with legal counsel. (VT.I.21)
- The Care Team includes in case deliberations, academic Deans for undergraduate studies or the Graduate School, as appropriate. These relationships are clearly described in the revised Care Team Protocol. (VT.I.22)

## **7. Drills**

- University executive level drill conducted on Tuesday, February 26, 2008.
- University's application for the Department of Education emergency management grant described includes funding for: training and educational materials to increase awareness of emergency preparedness and response for faculty, staff and students; emergency response training for building coordinators; table-top exercises and National Incident Management Systems (NIMS) training for law enforcement and health and safety personnel, other emergency responders, and senior administrators charged with managing the university's response in the event of an emergency. (VT.S.78, VT.S.68)

## **8. Violence Prevention Policy**

- *Violence Prevention policy has been revised.*
- Policy regarding weapons on campus is available to students, prospective students, parents, faculty, and staff. (RP.51)
- University's application for the Department of Education emergency management grant described includes funding for: training and educational materials to increase awareness of emergency preparedness and response for faculty, staff and students; emergency response training for building coordinators; table-top exercises and National Incident Management Systems (NIMS) training for law enforcement and health and safety personnel, other emergency responders, and senior administrators charged with managing the university's response in the event of an emergency. (VT.I.5)

## **9. Public Safety Building with 911 Dispatch Center**

- Preliminary planning is underway between VT and surrounding municipalities and governmental agencies, including Blacksburg, Christiansburg, Montgomery County, City of Radford, Radford University, and Virginia Tech, to establish a regional 911 dispatch center.

## **10. Organizational Structure**

- A plan has been developed to identify backups for key Policy Committee members who are unable to physically respond during a campus emergency. The plan includes a method for keeping members who are not present adequately informed, including the installation of a dedicated land line conference phone so that members who are unable to physically reach the meeting facility can direct dial the group. (VT.S.66)
- To ensure a direct line of communication between the Director of Campus Security and Chief of Police and executive administration, the Virginia Tech Police Department now reports directly to the Vice President for Administrative Services who reports directly to the President. (VT.S.61)

- An additional 11 FTE have been allocated to the Police Department, as well as supporting, operating and equipment funds for the additional personnel. As of June 6, 2008, a majority of the 11 new positions have been filled or are in the recruiting process. (VT.S.62)
- The search for a permanent Director of Emergency Management was re-opened and has an anticipated appointment date of September 1, 2008. The Director will report directly to the Vice President for Administrative Services. (VT.S.63)
- Established the Office of Recovery and Support with the role of coordinating the activities of various university functions that have responsibility for some aspect of the post-April 16 event effort. (VT.C.99)

## 11. Privacy Laws and Information Sharing

- Legal counsel has prepared training on the privacy laws and information sharing.
- Clarified the understanding and application of FERPA and HIPPA guidelines plus constraints from additional state laws. (VT.I.14)
- Internal communication (“in the system”) regarding at-risk students is improved. (VT.I.4)
- Conducted a review of the universities application of FERPA to existing policies and procedures. Provided suggestions for on-going training for administrators, faculty, and staff. (VT.I.27)
- University policy recognizes that law enforcement, medical providers, and others assisting troubled students are designated school officials with an educational interest in sharing records. (RP.43)
- Virginia Tech agrees that national higher education associations should develop best practice protocols and associated training for information sharing. (RP.45)
- The university has adopted the definition given in the “Model Notification of Rights under FERPA for Postsecondary Institutions” regarding the release of FERPA-protected information to school officials who have a legitimate educational interest. (VT.I.28)
- University policies clarified regarding communication with parents regarding student behavior, academic progress, and health related issues. (VT.I.45)
- Articulated university policies on communication of vital information to outside agencies on cases that have relevance to campus or individual safety. (VT.I.32)
- Virginia Tech agrees that a mechanism to promote on-going dialogue between university services and local [outside agencies] services or institutions that deal with VT students who are acutely distressed, is needed. (VT.I.33)
- The Virginia Tech Police Department emphasizes safety as their first responsibility. (RP.12)
  - The Virginia Tech Police department mission statement supports this recommendation: “The Virginia Tech Police Department strives to enhance the safety and quality of life for students, faculty, staff and visitors through effective law enforcement and proactive crime prevention in partnership with the university community.”

## 12. Emergency Notification

- Virginia Tech complies with the Clery Act. (RP.5)
- Alerting messages include all key facts and are disseminated as quickly as possible, with explicit information. (RP.53)
- Virginia Tech has multiple communication systems, including some not dependent on high technology to include, VT Alerts, broadcast e-mails, weather/emergency hotline, VT home web

page, campus siren and loudspeakers, the university switchboard and coordinated use of public media outlets. (RP.55)

- Virginia Tech agrees that recipients should be urged to inform other. (RP.54)
- Campus emergency communications systems have multiple means of sharing information. (RP.6)
- In an emergency, immediate messages are sent to the campus community providing clear information on the nature of the emergency and actions to be taken. Initial messages are followed by update messages as more information becomes known. (RP.7)
- Campus police and administration officials have the authority and capability to send an emergency message. (RP.8)
- A procedure with instructions is in place for the handling of malicious calls. (VT.C.125)
- University call centers that interface with the public and with University employees are provided timely information updates. (VT.C.127)
- Individual eligibility defined for subscription to VT Alerts Enhanced Notification System. (VT.C.144)
- Completed a review of PIDs provided to the listserv distribution application. (VT.C.17)
- Evaluated the web interface used by University Relations setting the default to “immediate delivery” to avoid confusion and eliminate email delivery delays. (VT.C.18)
- Implemented use of an informational announcement to callers before connecting them to an operator during crisis situations. (VT.C.59)
- WUVT’s audio signal carried on the Campus Cable TV instructional channels. (VT.C.79)
- Warning sirens installed at two additional locations. (VT.S.52)
- Additional training on warning sirens provided to staff, including Police Department dispatch personnel. (VT.S.53)
- Multiple methods of notifying individuals have been deployed and additional methods will continue to be explored. (VT.C.109 & VT.C.145)
- Investigate the placement of additional message boards in the Blacksburg/New River Valley region has been rejected due to cost benefit considerations. (VT.C.85)
- Work with local agencies to determine the feasibility of using low-power AM/FM transmitters has been rejected due to cost benefit considerations. (VT.C.86)
- Work is underway to create a single web-based portal that will allow simultaneous transmission of emergency messages including classroom message boards, VT Alerts, broadcast e-mail, and home-page alerts. Work will be complete by Fall 08 semester. Later this year three others - WeatherLine, broadcast phonemail, and campus sirens - will be added to the portfolio. This software will decrease the time necessary to compose and distribute emergency communications. (VT.C.25)

### **13. A New Campus Information Architecture**

- The planned architecture upgrade is part of the University’s capital plan and is included to transform the University’s technology environment to support current and future instruction, research, and outreach. The planned upgrade is based on obsolete, 20-year old elements in our campus infrastructure, plus new emerging research and instruction support requirements. With the implementation of the campus architecture each enhancement will be evaluated for the incorporation of aspects that add to the overall safety and security of the campus. The upgrade will be incorporated over the next five years. (VT.C.1)

- Multiple, physical access routes to upstream service providers to ensure there is no single point of failure that could compromise data communications are continually accessed and implemented, as required. (VT.C.4)
- Inventories of spare equipment have been increased to facilitate rapid deployments. (VT.C.12)
- As new facilities are constructed fire systems are upgraded to communicate over a more robust communications topology. (VT.S.39)

#### **14. University Management of Personal Information**

- Developed strategies, policies, procedures, and processes for promoting availability of emergency contact information for students and employees. (VT.C.97)
- All students are required to provide or to affirm the entry of minimal emergency contact information at the time of registration. (VT.I.36)
- Instructions for reporting a suspected exposure were publicized in the Fall, 2007 IT Reference Guide. [computing.vt.edu](http://computing.vt.edu) and will be emphasized at [security.vt.edu](http://security.vt.edu). Information on determining the need for notification and responsibility for funding the notification has been drafted, to be updated and included in the Computer Incident Response Checklist maintained by the IT Security Office. The IR checklist contains sample text for notification letters. (VT.C.120)
- Policy and standards are approved by VP for IT and ready to be signed. The next step will be to share the policies and standards with the data stewards and communicate to university community. Employees will be expected to start acknowledging compliance in summer or fall 2009. (VT.C.110)
- IT personnel have conferred with Institutional Research regarding the composition and charge of a data governance group. Policies from peer institutions are being examined on an ongoing basis. (VT.C.106)
- Ad-hoc groups have been discussing data classification. Certain sensitive personally identifying data elements were identified in the Standard for Storing and Transmitting Personally Identifying Information. (VT.C.118)

#### **15. Information Technology Emergency Resource Planning**

- Vendors have provisioned, at no charge until used, two “800 numbers for use in emergency situations. The university Continuity of Operations Plan (COOP) notes the availability of these numbers. (VT.C.122)
- Engaging peer institutions to discuss policies and procedures relative to providing traditional telephone service in a university environment, especially during periods of extraordinarily high call volume is ongoing. (VT.C.63)

#### **16. Network Infrastructure**

- Improvement of upstream network capacity to commodity Internet service providers to ensure appropriate bandwidth is continually assessed and implemented, as required. Web hosting and other services have increased capacity to serve additional users and allow the distribution of richer content. (VT.C.3)
- Efficiency of the process for provisioning guest access is continually assessed and implemented, as required. Recommendations VT.C.131 and VT.C.134 are associated with this activity. (VT.C.9)



- Purchased wireless network management software used during the post-April 16 response period. (VT.C.10)
- Regular meetings of area public safety groups and their representatives with Communications Network Services to discuss communications needs is ongoing. (VT.C.41)
- Capacity-planning and resource-engineering practices of the campus telephone systems for improved performance in crisis situations is continually assessed and implemented, as required. (VT.C.54)
- Analog direct-inward-dial (DID) trunks were converted to integrated services digital network (ISDN) trunks. (VT.C.55)
- Remote access trunks leveraged to allow up to 184 additional, inbound calls to campus during peak usage periods. (VT.C.56)
- Emergency trace requests are processed expeditiously. (VT.C.61)
- A strategy for creating additional diversity with regard to the connectivity between the campus telephone system and the public switched telephone network (PSTN) is ongoing. (VT.C.65)
- The planning and engineering design work for a circuit dedicated for key personnel to ensure access to the Public Switched Telephone Network during crisis situations is complete. Implementation for this priority trunking solution is pending final funding approval and specification of the telephone numbers that will utilize the service (VT.C.57).

#### **17. Banner Textual Display System**

- The installation of a banner textual system for classrooms has been approved by the Virginia Tech President's Policy Group.
- Work is underway to install electronic message boards in all 176 general purpose classrooms. Messages will be fed from centralized Emergency Notification system [initiative # 12 (VT.C.25)] that feeds, Broadcast email, web alerts, VT Alerts, etc. Installation will be complete by beginning of Fall 08 semester. (VT.S.43)

#### **18. Integrating Person-Location Information**

- A report has been included in the Hokie SPA providing information on instructors and students by building. (VT.C.96)
- As of May 2008 the Banner system and the Hokie Passport system have been integrated to enable photo identification of students by authorized faculty and staff within the Banner student information system.

#### **19. Student Rescue Squad Reporting Relationship**

- The student rescue squad will be coordinated under the Virginia Tech Police department effective July 1, 2008. (VT.S.86 & VT.S.87)

#### **20. VT Alerts**

- Virginia Tech faculty, staff and students will have to either opt-in or opt-out of the VT Alerts notification system. (VT.C.142)
- Worked with Virginia Tech Police to determine if individuals from outside Virginia Tech (law enforcement and first responders) are included in the VT Alerts Automated Notification System. (VT.C.143)

- Access is available throughout the campus for subscribing to VT Alerts Automated Notification System. (VT.C.147)
- Personal information in VT Alerts Automated System is provided and maintained only by the subscriber. (VT.C.146)
- Mass notification methods are significantly improved by the purchase of an upgraded emergency notification system, “VT Alerts.” (VT.S.55)

## 21. Interim Suspension

- Revised policy and procedures scheduled for approval at June 2008 BOV meeting. (VT.I.48)

## 22. Virginia Tech Police Department

- The Virginia Tech Dispatch Center audio recording system was expanded. (VT.C.28)
- Virginia Tech Police and Rescue portable radio caches were expanded. (VT.C.29)
- Direct connection to Carilion hospital in dispatch to request medevac helicopter. (VT.C.31)
- Transferred calls are now terminated on the 911 lines instead of administrative lines. (VT.C.38)
- Implemented a unified response center for all responding and emergency teams. (VT.C.128)
- The university has 59 emergency blue light phones that are monitored by Virginia Tech Police Department dispatch, and stations are tested once every 30 days. (VT.S.56)
- Virginia Tech consulted with the International Association of Campus Law Enforcement (IACLEA) about the establishment of command centers. (VT.C.126)
- Ability to send overflow calls from Virginia Tech 911 center to Blacksburg Police is dependent on a new telephone system for the VTPD and additional services from Verizon Business, in addition to formalizing an agreement with the Blacksburg Police Department. Funding for a new telephone system has been approved and planning is underway. (VT.C.39)
- A solution to monitor both phone lines and radio frequencies on a single headset in the Dispatch Center is dependent on a new console system. Awaiting funding. (VT.C.45)
- **Virginia Tech Police Department Additions/Changes since April 16, 2007**
  - **Executive**
    - **Policy:**
      - *The Chief of Police is a member (chair) of the university Threat Assessment Team.*
      - *Chief of Police and Operations Captain have the ability and authority to send emergency notifications through multiple means.*
      - *Chief of Police was added to the university policy group.*
      - *The mission statement of the police department was changed at the recommendation of the Governor's review panel.*
    - **Organization:**
      - *Nine sworn positions and two administrative positions were given to the police department. The sworn positions include Deputy Chief, Sergeant, Investigator and six officers.*
      - *The Rescue Squad reporting structure has been changed to now reporting to the Police department.*
  - **Operational**
    - **Mental Health Issues:**

- *A member of the police department is a standing member of the university's Care Team. Care team information is made available to police supervisors.*
- *Parents are contacted when students are taken into custody for mental health evaluation (TDO).*
- *Notification to Cook Counseling Center, Dean of Students and Judicial Affairs in cases involving students who have mental health issues or who have harassed another person by email, instant message or other means. We also are documenting in the report who was notified and when.*
- *Increased emphasis in handling students with mental health issues and harassment complaints.*
- *Patrol/Investigations:*
  - *Increased emphasis on foot patrols and patrols inside academic buildings during the day.*
  - *Obtained an electric personal mobility vehicle (T3) to assist in visibility of police officers and ability to respond more quickly when officers are out of the vehicles.*
  - *Obtained a second T3 for the security guards to use at night for increased visibility and patrol.*
  - *Placed bolt cutters in all patrol vehicles.*
  - *Added an explosive detection canine, equipment and vehicle to the department. Officer and canine were trained by the Virginia State Police.*
  - *Increased the number of detectives.*
  - *Implemented a dignitary protection unit.*
  - *Joined the regional accident investigation team. This team was utilized to assist our department with the recent traffic fatality on campus.*
- *Equipment:*
  - *All officers and EMS personnel were supplied with a key to open classrooms since the installation of locks on the doors.*
  - *Rifles were obtained for patrol officers.*
  - *Changed some patrol vehicles from un-marked to marked in order to increase visibility.*
  - *Added vehicles to the department in order to be more efficient.*
  - *Obtained new and additional bicycles for officers' patrol use.*
  - *Obtained a trailer to allow better storage, availability and use of crime scene equipment.*
  - *Purchased new uniforms for security guards to enhance their visibility and to hopefully instill confidence from the public.*
- **Administrative**
  - *Policy:*
    - *Reviewed and modified student weapons storage procedures. Changes included requiring the person to state they are not a felon and a statement that weapons will not be released if the person has consumed alcohol.*
  - *Training:*

- *Increased training for personnel to include: Hostage negotiation, Crisis Intervention Training, Death Investigation, Active Shooter Instructor.*
- *Received training/clarification of FERPA and CLERY.*
- *Continue and enhance the field training of our officers and Blacksburg Police that includes officers switching departments for familiarization in other jurisdictions. This has been expanded to include Christiansburg Police, Radford Police and Montgomery County Sheriff.*
- *Conducted active shooter training with the Blacksburg Police department in December. Additional training was conducted within our department which also included the dispatchers.*
- *Increased firearms training and in the process of raising minimum qualification scores.*
- *Conducted tabletop exercises for command staff and the patrol shifts are also doing their own tabletop discussions.*
- **Community Relations:**
  - *Enhanced Satellite Station at War Memorial Gym to more efficiently serve the community.*
  - *Strengthened relationship with area police departments including the State Police.*
  - *Provided local police departments with maps of campus.*
  - *Redesigned the police department website and are using this as a means to communicate with the community. The website links to VT Alerts, emergency tips/training and other information sites.*
- **Communications**
  - **Policy**
    - *Implemented "common language" radio transmissions to better enable communications with other departments during emergencies.*
  - **Equipment**
    - *Obtained a direct connection telephone system to Carilion Hospital in Roanoke to request medevac helicopter or other assistance.*
    - *Added a third workstation in dispatch and upgraded the design of the room.*
    - *Added a non-public telephone number in dispatch so department personnel have a way to contact dispatch when all the public lines are busy.*
    - *Applied for a grant to upgrade/replace dispatch radio consoles.*
    - *Expanded the audio/radio/telephone recording system in the dispatch center.*
    - *Expanded the police portable radio cache including batteries and charging ability.*
    - *Expanded the Nextel battery cache and charging ability.*
    - *Applied for a grant to purchase a transportable radio console, which amplify emergency communications by providing multi-frequency capability and redundancy for the police department emergency communications center.*

### 23. First Responder Radio Communications

- Virginia Tech Police Department and the Rescue Squad use common language for radio transmissions. This brings the university in compliance with National Incident Management System (NIMS) requirements. (VT.S.70)
- In May 2008, the Virginia Tech Police Department was offered and is considering an opportunity to participate in an existing regional grant program called “COMLINC Interoperability Project for Division 6 and Division 3.” The project plans to deploy equipment from SyTech Corporation that, if implemented, could provide IP interoperability for selected regional radio systems.

### 24. Safety – Self Reporting

- The creation of an electronic “people locator system” was rejected. (VT.S.48)
  - This initiative and recommendation has been rejected as a useful means of allowing the university community to communicate in an emergency situation. Although the concept of having a site where individuals can check-in with their status has merit it is felt there are many other methods available to individuals to communicate their status in an emergency. Social networking and the use of technology to support this networking is evolving very quickly with student being one of the most adaptive groups. The use of cell phones, instant messaging, and web based forums that the students are vastly more familiar with, makes developing a university on-line system dedicated to emergency postings redundant. With the array of options available to individuals to communicate between themselves makes a university developed on-line system for reporting an individual’s status not the best investment of the university’s resources and this recommendation has been rejected.

### 25. Campus Well-Being

- Campus Well-Being has been a part of the university culture for many years but will be incorporated as an element of the university strategic plan update. (VT.I.7, VT.I.13, VT.I.44)
- *Campus Well-Being*
  - *The recommendations pertaining to campus well-being reflect the overarching concern with the safety of community members. These recommendations are carried out both through the specific recommendations contained elsewhere in the review process, and in the on-going activities of university offices. Specifically, this overarching initiative is created through the recommendations for initiatives for (a) a threat assessment team; (b) reporting and helping distressed students; (c) engaging and assisting students; and (d) the violence prevention policy.*
  - *Programs build upon policy and organizational structures to support a safe campus. The foundation blocks of these efforts include the following:*
    - *Virginia Tech’s core values*  
[www.president.vt.edu/strategicplan/mission\\_values.php](http://www.president.vt.edu/strategicplan/mission_values.php)
    - *The Virginia Tech Principles of Community* [www.vt.edu/diversity/principles-of-community.html](http://www.vt.edu/diversity/principles-of-community.html);
    - *The Campus and Workplace Violence Prevention Policy*  
[www.policies.vt.edu/5616.pdf](http://www.policies.vt.edu/5616.pdf).
  - *The Principles of Community were affirmed by the board of visitor’s on March 14, 2005, and affirm the inherent dignity and value of every person and strive to maintain a*

*climate for work and learning based on mutual respect and understanding, the right of each person to express thoughts and opinions freely, and the enriching value of human diversity. The Principles reject all forms of prejudice and discrimination and pledge commitment to these principles.*

- *The Campus and Workplace Violence Prevention Policy sets expectations for the identification and prevention of workplace and campus violence, and to take action in the wake of any violence. The policy outlines prohibited acts, prohibits firearms and other weapons, and establishes the workplace Violence Prevention and Risk Assessment Committee under the direction of the Vice President for Administrative Services..*
- *Action plan*
  - *Through the leadership of President Steger, the university's strategic plan will build in the concern for campus well-being throughout the elements of the plan. This pervasive importance of well-being elevates the section on student well-being to the entirety of the university.*
  - *Individual areas of the university have already taken the initiative to ensure that campus well-being is systematically included as appropriate in all activities. For example, the university standard for project management in information technology requires that implications every project evaluate potential enhancements to university safety and security as a result of doing this project.*
- *Examples of activities*
  - *Specific programs build upon these foundational tools. Among these are the following:*
    - *SafeWatch. SafeWatch promotes individual and collective responsibility among students, faculty, staff, and guests to incorporate the Principles of Community into their relationships. Modeled after Neighborhood Watch programs, SafeWatch provides a means to report and evaluate reports of suspected violations or incidents. SafeWatch Reports are reviewed by personnel in the Dean of Students Office, and are immediately escalated if imminent danger is possible [www.safewatch.vt.edu](http://www.safewatch.vt.edu).*
    - *Campus and Workplace Violence Prevention and Crisis Management Resource Manual. This manual provides a clear definition of campus and workplace violence, ways to recognize early signs of violence, identification of ways to prevent violence, and actions to take when confronted by violence. Importantly, the manual provides a single place to identify the university resources available to students, faculty, staff, and community members, and guidelines on most appropriate direction of concerns to those resources [www.hr.vt.edu/downloads/CMRmanual.pdf](http://www.hr.vt.edu/downloads/CMRmanual.pdf).*
    - *Environmental, Health and Safety Services. This office provides information about risks, indicators, prevention, and response to workplace violence [www.ehss.vt.edu](http://www.ehss.vt.edu).*
    - *Women's Center. The Women's Center offers programs and events designed to raise awareness of women's issues. The workshop series on self-care and wellness offers programming on diverse topics on physical and mental health, as well as supporting activities like "kids Night Out" or the dissertation writing work group. Outreach programs offer presentations to groups on violence against women, and support student programs such as Sexual Assault and*

*violence Education by Students (SAVES)*

[www.womenscenter.vt.edu/programming.html](http://www.womenscenter.vt.edu/programming.html).

- *Hokies Respect. The goal of this program is to achieve a reputation of exemplary hospitality and respect for sports opponents and for fellow Hokie fans*  
[www.alumni.vt.edu/respect](http://www.alumni.vt.edu/respect).
- *Housing and Dining Services. The popular “WELL” is theme housing that builds a community around a substance-free lifestyle*  
[www.studentprograms.vt.edu/themehousing/well.php](http://www.studentprograms.vt.edu/themehousing/well.php). *The WELL joins other theme housing units that work to integrate students’ experience throughout their collegiate experience.*
- *Human Resources: CommonHealth and Work/Life Resources serve employees through education, information, and referrals to other university or community resources, and offer programs that address work/life balance and physical and emotional wellness. Human Resources provides programs and services for employees through the state’s Employee Assistance Program. These include individual counseling services and educational seminars. An outreach coordinator/case manager, funded by a Department of Education grant, is employed within Human Resources to work with faculty and staff.*
- *New Virginia Tech Resource Center for faculty and staff: A new resource center will be opened in spring 2008, to complement on-campus services and serve as a site for interventions with faculty and staff, departments, and other associated groups. It will provide walk-in, call-in, and on-line access to services, information and referral, assessment of needs, and coordination of interventions such as intake, workshops, and facilitated discussion groups.*

## **26. LCD Message Boards**

- Installation of indoor LCD message boards will be pursued in the pedestrian high traffic areas.

## **27. Information Technology Support Services**

- VT Portal/My VT has available a pool of additional servers during times of heavy loads, which can be moved into production if and when necessary. (VT.C.22)
- FM receivers have been added to allow the insertion of both WVTF and WUVT onto the Campus CATV information and instructional channels. (VT.C.67)
- Plans and strategies have been developed for rapid deployment of a “light” version of the VT Home Page. (VT.C.21)
- Services that would benefit from redundancy and the increased capacity and reliability provided by load balancing have been identified. (VT.C.8)
- IM service has been expanded throughout operational units within IT. (VT.C.24)
- As servers are replaced as part of life-cycle maintenance, expansion and upgrades are being performed in such a way as to support reliability and robustness. (VT.C.15)
- Full failover capabilities will require additional hardware and a software upgrade. A redundancy improvement can be realized with additional hardware. (VT.C.23)
- Ongoing data preservation needs have made full implementation impossible, as the older equipment is required to maintain backup copies made prior to the start of the migration project.

Transfer of the older data is underway; the volume of stored data is such that this project will likely take until mid to late August of 2008 to complete. (VT.C.92)

- Storage and equipment upgrades in progress will provide additional features and resources to offer potential users. (VT.C.93)

### **28. Building Card Access**

- University policy requires compliance with a standard electronic access system. Control and management of all access control on campus is under the Police Department and the Facilities Key shop. (VT.S.10)
- Students' access in residence halls in which they do not reside is limited to public spaces only. (VT.S.26)

### **29. Protocol and Policy**

- Engaged the local service provider to discuss their capacity-planning and resource-engineering strategies relative to crisis situations. (VT.C.58)
- The Department of Homeland Security National Communications System has confirmed Virginia Tech's eligibility and approved our participation in the Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS). The Point of Contact (POC) account has recently been activated to request GETS cards and request WPS. (VT.C.51)

### **30. Management System for Authentication and Authorized Access**

- Virginia Tech has implemented a sophisticated identity management system and will continue to evolve its technological capabilities. An identity management system is designed to manage user credentials and provision access to resources and systems. A recent third party review of the current status of identity management and data security at Virginia Tech acknowledged that Virginia Tech was ahead of many other higher education institutions in addressing a comprehensive management system. Virginia Tech is committed to the continued development and incorporation of additional functionality that will advance a secure environment and ensure appropriate individuals can authenticate and are authorized to access the university systems. (VT.C.141 & VT.C.104)

### **31. Secured Student Mail**

- Mail rooms are currently centralized by residential area. To ensure security, access to mail rooms has been separated from access to the respective residence hall in which the mail room is located. Students who reside in other buildings may retrieve their mail, but may not enter the residential section of the building where their mail room is located. (Alternate solution for VT.S.28)

### **32. Locking Hardware**

- Hardware on exterior doors checked to ensure that they are not subject to being chained shut. Modification of hardware on those doors identified in the survey of all E&G buildings has been completed. Further modifications will be completed on an as needed basis. (RP.60)
- Interior locks installed on all general assignment classrooms. (VT.S.2)



- Fifty six custom size doors and hardware sets in Norris Hall were replaced. Drop bar devices in Norris Hall were also replaced with flat rails. (VT.S.6)
- The university modified its design guidelines and standards to not allow door hardware or openings to be chained shut. (VT.S.8)
- The university is installing interior locks on all 157 general assignment classroom doors. Materials to complete the re-keying of selected non-general classrooms have been ordered and are planned for completion prior to the start of the 2008 fall semester classes. (VT.S.4)

### **33. CCTV Surveillance System**

- Under Review
  - Extensive use of surveillance cameras is incongruent with the university's culture. However, the new Director of Emergency Management will be charged with exploring use of surveillance cameras on a very limited basis in specific areas including but not limited to areas with blue code phones. (VT.S.32)
  - The new Director of Emergency Management will be charged with exploring a very limited CCTV system for specific areas. (VT.S.33)

### **34. Additional Implemented Recommendations**

- To assure parents and students that safety and security on campus is one of the university's top priorities, a letter, including a list of safety and security features at Virginia Tech, was sent out to parents and students from the President in June prior to orientation. (VT.S.77)
- Virginia Tech has a plan to stand up a joint information center with a public information officer and adequate staff during major incidents on campus that includes available outside resources and the means for obtaining their assistance quickly, and the management of the media and of self-directed volunteers. (RP.84)
- Virginia Tech Police Department staff reviewed all internal Police Department gun storage procedures and modified the "Student Weapons Storage Form." (VT.S.71)
- Short and long-term counseling is available to first responders, students, staff, faculty members, university leaders, and the staff of The Inn at Virginia Tech. An outreach coordinator/case manager position was filled in Human Resources to increase awareness of resources and coordinate follow-up services for faculty and staff. (RP.87)
- A victim assistance office or designated campus victim advocate ensures that victims of crime are made aware of their rights as victims and have access to services. (RP.92)