

Risk Management Successes

Campus president shall develop policies that “manage the risk without unduly curtailing or modifying activities necessary to the CSU mission.” CSU Executive Order 715¹

Campus Success

CSU Chico – Academic Senate Committee and Additional Resources

- Deanna Berg is chairing an Academic Senate committee on risk management that intends to establish RM policies for service-learning placements.
- Deanna also received financial resources to pay for a staff person to help with risk management. The local K-12 school district started a new policy that all service-learning students be screened through the campus service-learning office. As a result of this new policy, Deanna’s office is placing 600 additional students and she demonstrated the need for additional resources.

CSU Fullerton – Electronic Automation

- The Service-Learning and Internships Center is moving toward complete automation of the risk management component through computer databases, web interface and online e-signature verifications, providing the Center’s staff the ability to focus on quality, and less on logistics. All tracking of student placements is done on-line and all required paperwork can also be accessed by students on-line. We have received approval to generate a system which will allow students to utilize a secure e-signature for the required consent forms which will eliminate the need to collect and store mass quantities of paper for long periods of time.

CSU Monterey Bay – Task Force and Paying for TB Tests

- Academic Risk Management Task Force, chaired by Seth Pollack and Rich Taylor, the campus risk manager, has been established. “The charge to this group will be to develop a process for weighing risks against academic value for student placements in non-campus settings, define when a community contract requires a risk management review, create a review flow chart, and determine who should be involved in the review process.” The complete description of this campus-wide dialogue is included in this document.
- TB Testing for service-learning students is now paid for by the Health Center. Before this new agreement, the service-learning center paid for all TB tests.

Chancellor’s Office Success

Clarification on Executive Order 849

- As you may recall, before the Directors’ Retreat, I received information stating that the CSU should be named as an additional insured entity in service-learning agreements. This issue was clarified in an email that Season sent on October 19. I stated that the “Campuses may choose to amend the requirement of naming the CSU as an additional insured entity in agreements that cover service-learning experiences,

¹ Available at <http://www.calstate.edu/eo/EO-715.pdf>

as long as the risk identification and evaluation section in Executive Order 849 is completed.”

Raising Awareness

- We agreed at the Directors’ Retreat that provosts should be aware of the complexities and implications of the risk management policies. Risk management has been discussed at two meetings, October 5 and February 16. During the first meeting, provosts received the document on page 4, which outlines the issues.

Fingerprinting Assessment

- California Service Corps (formerly GOSERV) convenes a monthly meeting with representatives from diverse service entities to discuss different service initiatives as well as pressing topics. In February, the group talked about fingerprinting, and we decided that an assessment of the current fingerprinting issues would be useful. Once the assessment is completed, the group will determine what type next steps can be taken to address the challenges.

Description of Risk Management Task Force at CSU Monterey Bay, email written by Diane Cordero de Noriega, provost to Dear Dan (Business and Finance Vice President),

We have recently had several conversations within Academic Affairs concerning the challenge our campus is facing as we deal with the CO’s requirements for “managing risk”, particularly as it relates to our students being at off-campus locations.

Our current risk management process, forms and criteria don't address academic-related situations. It is essential that we carefully consider how the increased emphasis on risk management could impact our academic model and CSUMB’s commitment to community service and partnerships.

While the administrators in Business & Support Services are working hard to address the new risk management issues related to off-campus learning sites, the development of the review process and criteria for considering risks associated with academic placements must be a collaborative effort between Academic Affairs and A&F. The placement of our students at off-campus locations, to broaden their learning opportunities, is core to our academic model. So, we must find ways to manage the risk issues associated with these off-campus placements without compromising our commitment to service learning, internships, community partnerships, and other learning opportunities that are available to our student only in a community setting.

In discussing this with the Academic Chairs and the Deans, it was agreed that the campus needs to create an Academic Risk Management Task Force. The charge to this group will be to develop a process for weighing risks against academic value for student placements in non-campus settings, define when a community contract requires a risk management review, create a review flow chart, and determine who should be involved in the review process. I will also ask the group to establish the

criteria for review, create standard forms to be used, determine which campus unit will manage the review process and the renewal of the agreements between CSUMB and the off-campus partners.

The Academic Risk Management Task Force would include 10 representatives:

- One faculty representative from each College
- Service Learning Director
- One Dean
- Director of Grants & Contracts
- Business & Support Services Director
- Risk Services Manager
- Student Representative

I am planning to ask Seth Pollack to co-chair the Academic Risk Management Task Force, and I would like to ask that Rich Taylor serve as the other co-chair. I will meet with the Task Force at its first meeting to charge the group, and ask that they complete their work and provide their recommendations to both of us by April 1, 2005.

Please give me a call if you would like to discuss this matter. I would like to send out the invitation to the proposed members of the Academic Risk Management Task Force next week.

Thanks,
Diane

**Risk Management Practices and
Academic Affairs Involvement**
Presented at the October 5, 2004 Meeting

Opening Question: Currently, what are your campus's risk management policies and practices in relation to student learning experiences?

Background

- Service-learning directors have been implementing guidelines outlined in the *Best Practices for Managing Risk in Service Learning* manual. Through their implementation efforts, they are noticing that Academic Affairs is minimally involved when risk management decisions are being made that affect student learning experiences.
- Individual faculty, department chairs and deans are also raising questions about campus-wide risk management policies.
 - For example, students involved in service learning, internships and teacher preparation are working at several schools in one school district. What is the most efficient and effective risk management approach? Who within academic affairs should ideally oversee the development of an agreement with the school district? What happens if the Risk Management Office disapproves of student activities?
 - CSU Fullerton and CSU Monterey Bay have developed campus-wide risk management policies. CSU San Bernardino is considering a similar approach.
- Nine campuses were involved in an audit on risk management practices, including the service-learning program.

Risk Management Expectations

- "Agreements with outside parties (community-based organizations, school districts, governmental entities) must be in writing and shall specify minimum insurance requirements ... and hold harmless provisions," according to Executive Order 849, California State University Insurance Requirements.
- All community and applied learning experiences – pre-service teacher education (in some cases), teacher preparation, internships, co-operative placements and service learning should follow Executive Order 849 guidelines. Campus policies and procedures should also be developed and monitored for off-campus field trips and study abroad experiences and/or programs, according to Executive Order 715.
- Depending on the learning experience, additional requirements (i.e., fingerprinting) and forms may be necessary.

Problems

- Academic Affairs is not fully participating in a coordinated way when risk management policies are being made that affect student learning.
- As a result, the breadth and depth of student learning experiences are not being determined by Academic Affairs.
- Implementation of risk management guidelines is complex and demanding.

Questions for Discussion: How can academic affairs play a more active role in the risk management decision-making process when it affects students' educational experiences?