



TEXAS TECH UNIVERSITY

Office of the Provost

Student Life™

Student Involvement

STUDENT ORGANIZATION
RISK MANAGEMENT GUIDE

THE FOUNDATION & PRACTICE OF RISK MANAGEMENT

Because risk is inherent to the functioning of any entity, especially collegiate, student-led organizations, risk management should be viewed as a university-wide *culture* that intra-connected through campus departments to student organizations. To sustain quality risk management habits, every employee and student at the university must participate fully and remain committed to the TTU culture of prevention – seeking to move beyond simply responding to events and additionally taking responsibility for individual opportunities to evoke change in our organization/s. The key to establishing and maintaining a culture of risk management is to avoid combining over-confidence with under-experience by practicing *humility*.

All activities or events, regardless of size, involve levels of risk. As student organizations hosting events, both on and off campus, you need to be aware of potential risks and work to develop strategies to mitigate those risks. While risks vary in type and scope, they need to be accounted for in the planning process of all events.

TYPES OF RISK:

Physical Risks – Bodily injury that occurs due to participation in an event.

Reputational Risks – Incidents that result in negative publicity for the student organization, its members, their advisor(s), and/or the college. Reputational risks can occur after an event through media reporting.

Emotional Risks – Feelings of marginalization, discrimination, or trauma due to the content or nature of an event. Students or community members may experience emotional risk after an event has ended based on media coverage or anecdotal reports.

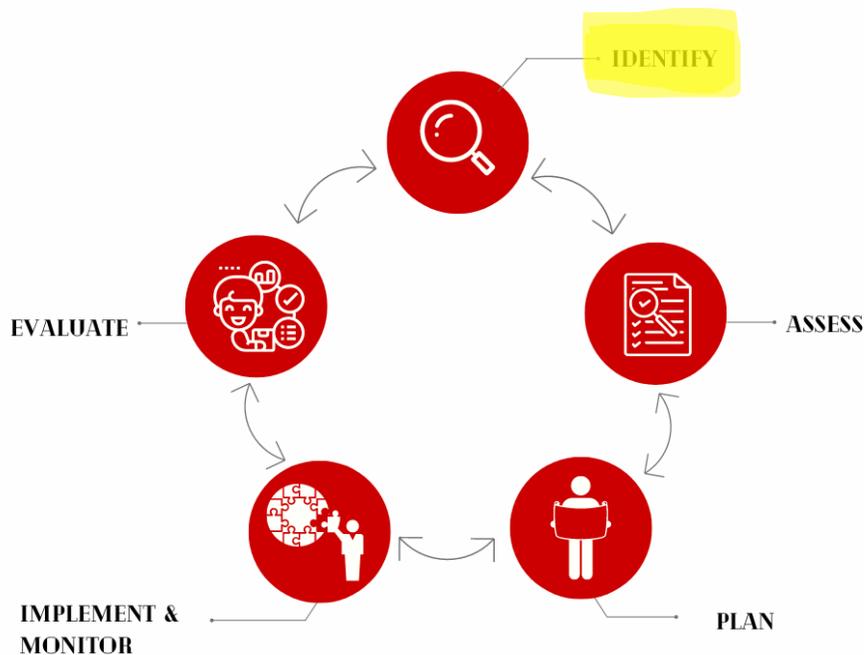
Financial Risks – Payments made before or after an event that impact the financial stability of the organization(s) hosting and associated with the event.

Facilities Risks – Structural damage caused to an event venue or surrounding environment during the event, or dangers associated with the venue including poor upkeep, lack of space, or inclement weather

RISK MANAGEMENT TOPICS

1. Possession and use of alcoholic beverages and illegal drugs.
2. Hazing.
3. Sexual abuse & harassment.
4. Fire, facilities, and other safety issues, i.e., possession & use of firearms/weapons/explosive devices.
5. Travel.
6. Behaviors at parties and other events held by the student organization.
7. Adoption of a risk management policy by the student organization.
8. Disability support.

RISK MANAGEMENT PROCESS



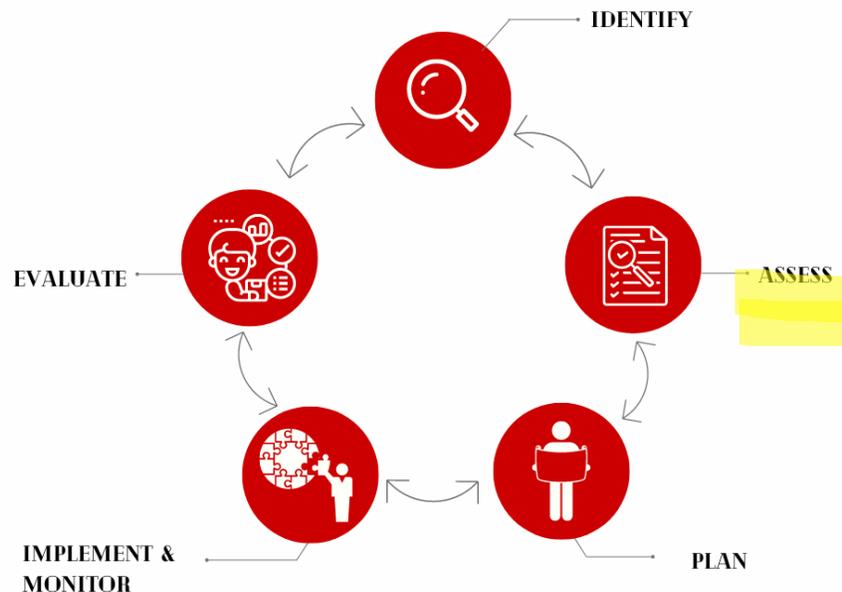
1. *Identify the risks* – Develop a complete list of all activities taking place at an event and determine the risks involved with each activity. Some things to keep in mind are to develop a reliable method to identify these potential risks, examine all sources of the risks, list all risks whether they are probable or not, and consider each risk from various stakeholder perspectives. This might entail looking at what has happened at past events if it's an annual event, researching the activities taking place online, or speaking to other organizations that have done similar events.

For example, if you are planning an event to welcome new members to your organization, you will need to identify each activity that in which participants might engage, as there are a multitude of risks involved in each different activity that happens during an event.

A.) If participants are going to engage in activity that involves physicality, such as playing Ultimate Frisbee, the risks surrounding being physical will need to be identified.

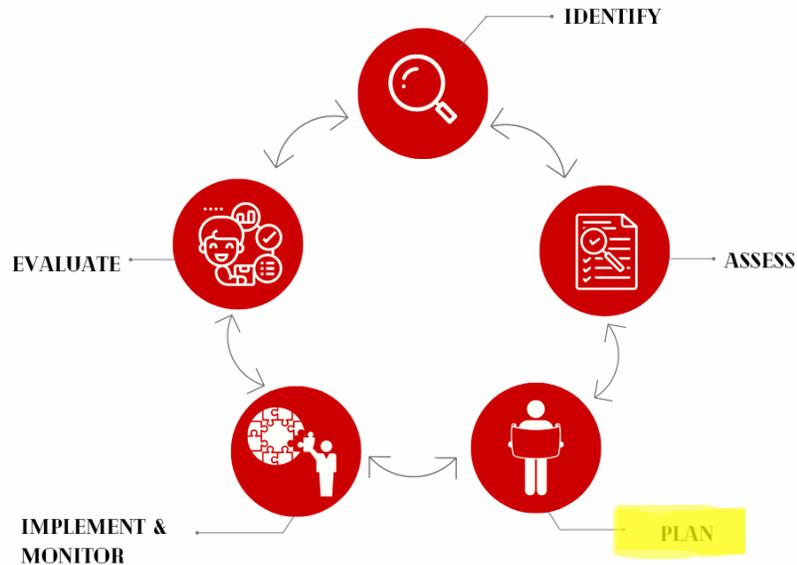
B.) Additionally, if at this new member welcome event food, such as hamburgers and hotdogs, will be served to attendees, the risks associated with serving food to guests must also be identified.

One can see how even in this small example, there is potential for risk to happen surrounding physical activities and consumption of perishable food.



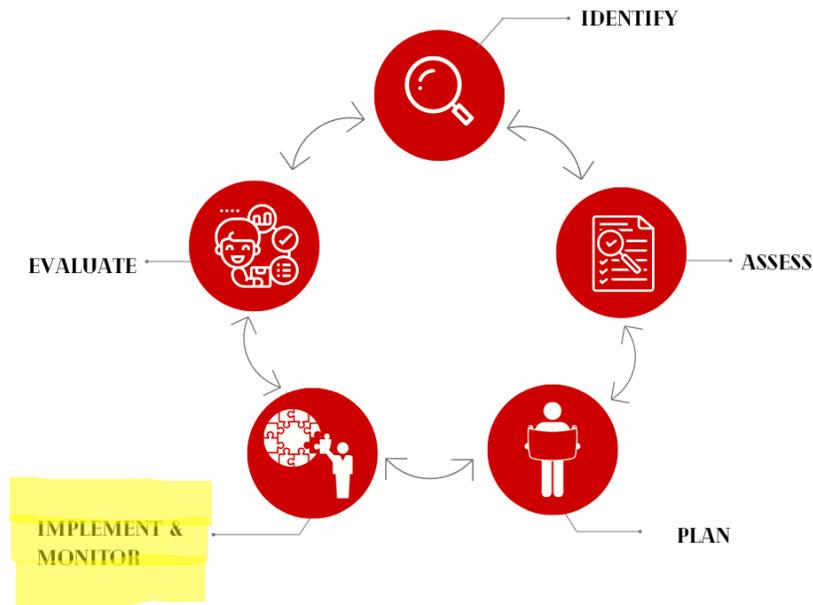
2. *Assess the risks* – Determine the relationship between the **probability** and the **impact** of the risks you identified in step 1. Things to consider in this phase are how important the risky activity is, the level of control you have over the risk, the potential of the risk to occur and actual losses that might come from the risk, and the benefits and opportunities that come with the risk.

- A.) For the New Member Welcome event described above, if this event is held outside, there could be a chance of harsh weather. Based on one’s geographical location (we all know how quickly the weather changes in West Texas), what is the **probability** that dangerous weather could occur, and how could severe weather **impact** the event?
- B.) Additionally, if Ultimate Frisbee is the activity of course in which attendees will participate, what is the **probability** that an attendee could be injured while participating in this game/activity during the event, and how could that attendee suffering an injury **impact** the event?
- C.) Next, if hamburgers and hotdogs are served at this event, what is the **probability** that an attendee’s health could be negatively affected by improper food handling practices, and what could be the **impact** on an attendee’s health and on the event?
- D.) Lastly, event planners must weigh the benefits and opportunities that come with the risks described in the above three examples. Planners should ask how important each activity is to the success of the event and organization, should gauge what the organization stands to gain from the event by moving forward with each activity versus what the organization might lose if something should go wrong.



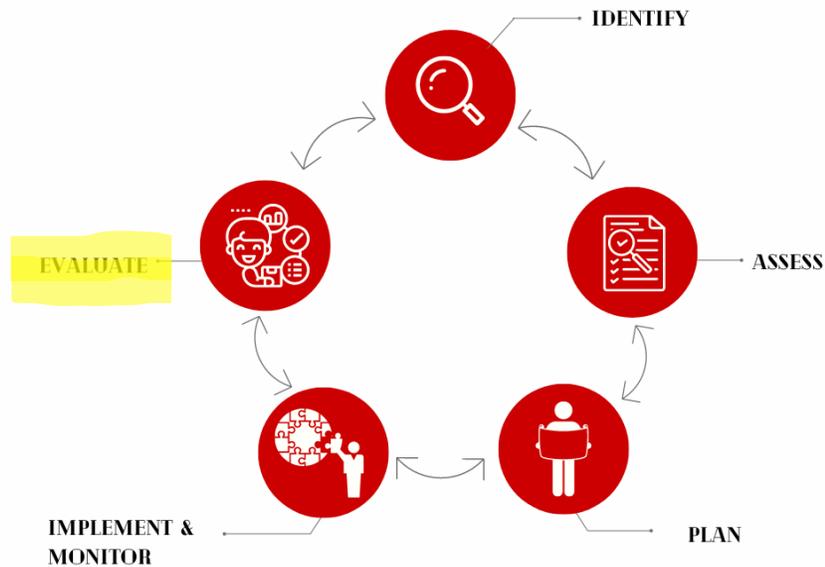
3. *Plan for identified risks* – The next step is to determine viable options and best practices for managing identified risks. The main question to ask in this step is what measures can be developed and implemented to reduce the likelihood that an incident will occur, reducing risk.

- A.) For the New Member Welcome event example, if this is an outdoor event, it would be wise to put into place a plan to follow if the event needs to be moved indoors or rescheduled due to inclement weather. This plan should be as detailed as the original plans for the event.
- B.) Next, regarding the Ultimate Frisbee activity, it would be wise to plan for associated risks by ensuring the playing field is free of obstacles, such as holes in the ground that could cause injury if stepped in. Having a first aid kit on hand would also be best practice and knowing when/if a situation is serious enough to involve emergency response, such as calling an ambulance or transporting a participant to an emergency care facility.
- C.) Regarding the serving of hamburgers and hotdogs at this event, it would be best practice to ensure that the people handling and cooking these food items should be knowledgeable of safe food handling. Attention should be paid to cooking and storing food at recommended temperatures and the sanitization of areas around the food.



4. *Implement the plan* – After determining that activities at the event can proceed, the next step is to put the plan into use. This step usually occurs during the event and could require a team of organization personnel to check in with various activities that are happening throughout the event. During this step, it is important to document how the measures (or the plan) to mitigate risk are working and what the outcomes are of measures so that current and future organization personnel have a log to refer to for later assessment and future event planning.

- A.) For the New Member Welcome event, implementing the plan to reduce risk during the playing of Ultimate Frisbee could look like appointing organizational personnel to monitor the game and check-in on attendees throughout the activity.
- B.) Regarding food service at this event, appointing organizational personnel to oversee the preparation, handling, serving, and storing of food items could ensure that proper food handling practices are implemented.



5. *Evaluate the plan* – Once the event has concluded, organizational personnel should meet to evaluate the entire event. Ideally, those in this meeting should reflect on the prior four steps of the event planning process – Identify, Assess, Plan, Implement and Monitor.

It would be best practice to ask the following questions:

- Were all risks successfully identified, or did unexpected risks occur?
- Based on the happenings within the event, were the probability or risk occurring and impact to the event accurately estimated?
- Was the plan that was developed to respond to risk appropriate to the identified risks and the functioning of the event?
- Lastly, were the proper number of organizational personnel used to truly monitor event activities and respond when/if needed?

If an incident took place during the event, it would be best practice to examine elements leading up to the incident and if there was anything that could have been done to prevent this incident. Finally, it would be best practice to document what worked and what did not work in the event planning process for the next time a similar event is planned.

- A.) Per the example of the New Member Welcome event: Did those appointed responsibility for food successfully execute these responsibilities? To our knowledge, did anyone who attended the event report being sick after consuming food products provided at the event?
- B.) Regarding game/s of Ultimate Frisbee, did game monitors intervene in any participant injuring during the event? If so, was appropriate first aid provided and was appropriate aid rendered to any injured participants?

RISK MANAGEMENT MATRIX

PROBABILITY	IMPACT			
	Could result in death, disaster, or irreversible damage; Will negatively impact the event. Catastrophic	Could result in injury or reversible damage; Will negatively impact the event. Critical	Impacts the event, but not the outcome Marginal	Little to no impact on the event. Negligible
Such a rare occurrence that it can be assumed it won't happen Unlikely	Medium	Medium	Low	Low
Possible to occur Seldom	High	Medium	Low	Low
Will occur at some point Occasional	High	High	Medium	Low
Occurs several times; Has occurred in the past Likely	Extremely High	High	Medium	Low
Will almost certainly occur during the event; Has occurred repeatedly in the past Frequent	Extremely High	Extremely High	High	Medium

Adapted from: Safety Management Services (<http://www.smsenergetics.com/risk-management/process-hazards-analysis/risk-assessment-matrix-2>); Information Assurance Training Center (<https://ia.signal.army.mil/IAF/IASOLesson8.asp>); and the University of Connecticut (http://www.studentactivities.uconn.edu/risk_matrix.html)

RISK MANAGEMENT ASSESSMENT

1. List ALL activities associated with the event.
2. Identify risks associated with each activity.
3. Using the RISK MANAGEMENT MATRIX, evaluate the impact and probability of each activity to identify the level of risk.
4. Identify practical solutions to reduce or eliminate risks.

Event Name: _____

Activities	Associated Risks	Impact	Probability	Level of Risk	Solutions
A.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	
B.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	
C.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	
D.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	
E.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	

- Activities with a LOW or MEDIUM level of risk should be fine to proceed with.
- Activities with a HIGH level of risk require significant planning, alteration, or additional support.
- Activities with an EXTREMELY HIGH level of risk should not take place.

Adapted from the University of Connecticut (http://www.studentactivities.uconn.edu/risk_matrix.html)

OPTIONS TO MANAGE RISK

1. *Risk Acceptance* – For events with low levels of risk, consideration of risk acceptance could be appropriate. While the risks may not be highly impactful, the organization should still implement a plan in case an incident occurs.
 - May include: Phone number for Campus Police, Medical facilities, and emergency contacts for event attendees.
2. *Risk Modification* – Making changes to the event to reduce risk.
 - May include: Change in location, day, or time, and/or the addition of having advisors, campus staff, and/or security present for the event.
3. *Risk Transfer* – Shifting part or all liability for the event to another party.
 - May include: Hosting the event at or using a third party vendor, purchasing additional liability insurance, requiring participants to sign waivers.
4. *Risk Elimination* – Completely removing part or all an activity. This should be used as a last option when the risks cannot be accepted, cannot be removed through modifications, and cannot be covered through a shift to other parties.

IF AN INCIDENT OCCURS....

1. *Take immediate care* – If someone is injured, avoid touching them if possible, and call emergency responders and any emergency contacts listed for the individual. In the case of a disaster, find a safe place to go or follow the instructions given by the local authorities. Call TTU Police Department (806-742-3931) if you are on campus, or 9-1-1 if you are off campus.
2. *Document the incident* – Take note of the people involved, witnesses, and a detailed description of the incident.
3. *Submit a report* – TTU provides many avenues for reporting incidents that could affect students. It is best practice to consider the phrase, “When in doubt, report it” when considering reporting an incident. It is also best practice to consider the indirect effects that an incident could have on others present during an incident. TTU’s Raiders Report website (depts.ttu.edu/dos/report_a_concern.php) is the central location where all forms of reporting can be found.
4. If an incident occurs during a trip, it is best practice to call the organization’s Faculty/Staff Advisor to alert them of the incident.

Adapted from Kim-Senior, T. (2013). *Risk management for student organizations*. J. Phillips (Ed.). Little Falls, NJ: PaperClip Communications.

TEXAS TECH UNIVERSITY - CAMPUS RESOURCES

1. Risk Intervention & Safety Education ([RISE](#))

Contact Information:

Phone: 806-742-2110

Email: rise@ttu.edu

Address: Suite 247, Drane Hall, Box 43099

Resources & Services:

- Central office for prevention education and the promotion of well-being at TTU.
- Educates on:
 - Alcohol, tobacco, and other drugs.
 - Bystander intervention.
 - Campus safety.
 - Consent & sexual assault prevention.
 - Coping with stress.
 - Healthy relationships.
 - Mental health.
 - Sexual health.
 - Suicide prevention.
- RISE Peer Educators – team of students who promote well-being and education to the student body through outreach, programming and events, and workshops.
- [Available Workshops](#):
 - Alcohol and other drugs
 - Sexual assault prevention & consent education
 - RISE/Title IX 101
 - Bystander intervention (Raiders Respond)
 - Healthy relationships (One Love)
 - Sexual & reproductive health
 - Safe Night Out (SNO) Training,
 - QPR (Question, Persuade, Refer) Lifesaver Training
 - Body Project
 - Mental Health First Aid (MHFA)
- All workshops, or customized workshops, are available to student organizations and can be requested (one month in advance) by contacting the RISE Office.
- STI Testing Locations
- [Raider Restart](#) – Program designed to provide individualized education for students about substance abuse and the impacts of alcohol and other drugs on one’s health, wellness, and academic success.
- [Raider Recharge](#) – A wellness coaching program available to all Red Raiders that focuses on personal growth.
- [R.A.D. Training \(Rape Aggression Defense\)](#) – Open to all female-identifying students and to student organizations.

2. Office of the Dean of Students (ODOS)

Contact Information:

Phone: 806-742-2984

Email: deanofstudents@ttu.edu

Address: Suite 203, Student Union Building

Resources & Services:

- [Student Academic Support Resources](#) – topics surrounding:
 - Class absences.
 - Withdrawal from classes.
 - Dropping a course.
 - Incomplete.
 - Academic standing policies.
- [Support Resources](#) –
 - Academic integrity.
 - Academic performance.
 - Career & Majors.
 - Classroom disruption & student conduct.
 - Death of student.
 - Disability support.
 - Family emergency.
 - Financial.
 - Grievances
 - Illness and injury.
 - Parent & family members.
 - Personal crisis/distress.
 - Substance abuse.
 - Suicidal ideation/thoughts.
 - Threats or acts of violence.
- [Financial Resources:](#)
 - Raider Relief – Advocacy and Resource Center – here to support the needs of students and connect them with the most essential resources required to achieve academic goals at TTU.
- [Students of Concern:](#)
 - Are you concerned for a student, a member of a student organization, or a friend who is a TTU student?
 - Submit a *Student of Concern Report* to aid in helping a fellow Red Raider get the early intervention, risk assessment, and referrals.
 - Once you share your concern through reporting, outreach to the student will happen within one day.

When in doubt, report! Caring is the Red Raider way!

3. Title IX – Office for Student Civil Rights and Sexual Misconduct (SCRSM)

Contact Information:

Phone: 806-742-7233

Email: titleix@ttu.edu

Address: Suite 232, Student Union Building

Resources & Services:

- Title IX – A federal law that prohibits discrimination on the basis of sex in an educational program or activity. *TTU does not tolerate discrimination or harassment based on or related to sex, gender identity, sexual orientation, national origin, religion, disability, or protected veteran status.*
- Sex-Based Discrimination includes:
 - Sexual harassment
 - Sexual assault
 - Sexual exploitation
 - Domestic & dating violence
 - Stalking
 - Discrimination based on one’s pregnancy, nursing, or parenting status.
 - (sex-based discrimination includes discrimination or harassment based on one’s sexual orientation and gender identity).
- Civil Rights Legislation protects students from discrimination/harassment based on the following protected classes:
 - Race, national origin, religion, disability, protected veteran status, and age.
- How can Title IX- Office for SCRSM help?
 - Provide supportive measures and resources.
 - Provide education and prevention.
 - Investigate to pursue disciplinary outcome.
 - Facilitate informal resolutions.
 - Stop behavior from continuing or escalating.
- How to Report an incident of sexual misconduct or discrimination based on a protected class:
 - [File an Incident Report online.](#)
 - Contact the Title IX-Office for SCRSM at 806-742-7233.
 - Reports are private and will not be shared with students, faculty, non-Title IX staff, or parents, without written consent.
 - Title IX will not share information with the Police/Law Enforcement Departments unless requested by student or to comply with a lawfully issued subpoena.
 - Students can report anonymously (exemption: student employees are mandated reporters).
- When to Report & Reporting Processes:
 - When an incident has negatively affected academics, employment, or student involvement.
 - When one has concerns about safety or the safety of others.
 - When assistance and support are needed but one does not wish to disclose details or names.
 - When a No Contact Order might be needed to prohibit communication between parties.
 - When one would like the University to facilitate an informal resolution or investigate the incident.
- Pregnancy & Parenting Support – the Office for SCRSM provides support for pregnancy, parenting, childbirth, false pregnancy, termination of pregnancy, and recovery for any of these. Partners are included too! For support, complete the [Pregnancy & Parenting Support form](#).

4. Alcohol and Drug Resources

Resources & Services:

- Raider Assistance Program (RAP) – Provides safe and confidential assessment, education, and treatment referral.
 - Student Health Services – 806-743-2848
- [The Center for Collegiate Recovery Communities \(CCRC\)](#) – Program that assists students in recovery to flourish through accountability and support. Host daily 12-step meetings.
 - Human Sciences - 806-742-2891
- [Raider Ride](#) (Safe Ride), TapRide App (Every day – 6:30pm-2:45am) – Free transportation to or from anywhere within the Lubbock City Limits when your destination starts or ends at TTU. TTU ID required.
- Risk Intervention & Safety Education (RISE) – Provides alcohol and drug workshops and interactive programming for student groups, organizations, and individuals.
 - Drane Hall 247, 806-742-2110
 - [Rise.ttu.edu](#)
- eCHECKUP To Go (by RISE) – Online, personalized assessment tools for alcohol or marijuana use.
 - [Online Assessments](#)
- [Raider Restart](#) (by RISE) – One-on-one conversations to help students learn skills to reduce the negative impacts of substance use.
 - Contact RISE to set-up an appointment – raiderrestart@ttu.edu
 - Drane Hall 247, 806-742-2110

5. Student Counseling Center (SCC)

Contact Information:

Phone: 806-742-3674

Email: debra.ashley@ttu.edu

Address: Student Wellness Center, 201 (on the corner of Flint Ave. & Main St.)

Resources & Services:

- [Togetherall](#) – Free mental health support community for all TTU students.
- [MySSP](#) – Connects students with free, confidential emotional health and wellbeing support conveniently available 24/7 via the app, telephone, or web.
- [Therapy Assistance Online](#) (TAO) – Interactive, web-based program that provides well-researched and highly effective strategies to overcome anxiety, depression, and other common concerns.
 - Contact the Student Counseling Center for an initial appointment [to get started](#).
- [Manage Your Mood](#) – Four-week life skills group designed to address mild depression, excessive worry, and anxiety by giving tools needed for healthier outcomes. Meets weekly throughout the academic year.
- [Group Counseling](#) – Multiple group therapy options offered, but types of groups are subject to change and rotate as active options depending on the semester.
- Brief Counseling – For individuals and couples. Focuses on short-term treatment goals and provides a limited number of sessions between 30-45 minutes in length.
 - [Brief Individual Counseling](#)
 - [Brief Couples Counseling](#)
- [Online Resources](#) – Educational workshops that are offered to all students, faculty, and staff and distance learners who might benefit from learning how to overcome some simple challenges we all face in our daily lives. This is **NOT** therapy.
 - Understanding Sleep
 - Simple Behavior Changes
 - Over-the-Counter Sleep
 - Relaxation and Sleep
- [Mindspa](#) – Provides enrolled students, faculty, and staff a space for deliberate and intentional relaxation and stress management. Equipped with features and tools to help you relax your body and calm your mind.
 - Available by appointment.
- Crisis Prevention – [Students of Concern Report Form](#)

- [Suicide Prevention Training](#) – QPR (Question, Persuade, Refer): A Suicide Prevention Program

6. Student Disability Services (SDS)

Contact Information:

Phone: 806-742-2405

Email: sds@ttu.edu

Address: 130 Weeks Hall, MS 45007

Resources & Services

- [Services Offered by SDS](#):
 - Campus accessibility and service/resource information.
 - Campus disability awareness education.
 - Sign Language Interpreter services.
 - Information regarding and referral to a variety of campus and community resources.
 - Information regarding student organizations, activities, and support groups.
- [Disability Laws](#):
 - The Americans with Disabilities Act (ADA) of 1990:
 - The ADA details administrative requirements, complaint procedures, and the consequences for non-compliance related to both services and employment. The ADA requires provision of reasonable, effective accommodations for eligible students across educational activities and settings.
 - Section 504 of the Rehabilitation Act of 1973:
 - Section 504 of The Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs, public and private, that receive federal financial assistance. Section 504 includes institutions regardless of whether they have open door, selective, or competitive admissions practices.
 - How these Law Apply to Higher Education:
 - The Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 were designed to ensure that colleges and universities are free from discrimination in their recruitment, admission, and treatment of students.
- [Interpreter Requests](#): The interpreter request form is for students registered with SDS. If you are not a registered student of SDS, please contact the department or organization hosting the event in order to secure interpreters.
- [Service Animals](#): Per ADA, a dog that is trained to do work or perform tasks for the benefit of an individual with a disability. Service animals are allowed in public places, because of the owner's need for the animal at all times.

- [Emotional Support Animals](#): Per 2020 HUD regulations, an ESA does ameliorate identified symptoms of an individual's emotional or psychological disability and can possibly be a Housing Accommodation. Not permitted outside of the residence halls.

7. Student Legal Services (SLS)

Contact Information:

Phone: 806-742-3289

Email: studentlegalservices@ttu.edu

Address: Student Union Building, Suite 307

Resources & Services:

- Appointment Scheduling:
 - Appointments are required.
 - Call SLS office (806-742-3289) to schedule an appointment.
- [Services Provided](#): offered to enrolled TTU students.
 - Landlord/Tenant Disputes

Consumer and Civil Matters

Criminal Defense (case by case determination)

Estate Planning (Wills, POA's, Probate, Advance Directives)

Name Changes

Uncontested Divorces

Waivers/Releases

Notary Public Services

Referral to Private Attorneys/Outside Agencies

Mediation

- Student Legal Services [FAQs](#):

General questions

Auto

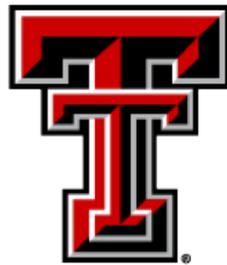
Criminal

Consumer Credit

Landlord/Tenant

Notary Public

Other questions



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