

**:RESOLVER**

# **The Ultimate Guide to Incident Management for Higher Education**



Fortunately, the number of students attending college and university continues to grow each year, and by 2027 undergraduate enrollment in the U.S. is projected to increase to [17.4 million students](#).

In higher education, continuous change is generally a positive thing. It means innovation, thought leadership, and fresh ideas. It means that students are learning, growing and starting to make their mark on the world. But as enrollment increases, it's expected that campus crime will too. It means that as campuses continue to grow, we try to contain risk by rectifying incidents that have already happened and use our learnings to try and predict what's likely to happen in the future.

Colleges and universities don't have the luxury of a "wait and see" mentality. Not with faculty, staff, students, and community members all relying on you to be ready. They need you to be on the ball so that you can respond quickly and effectively, minimize damage, and get things up and running again.

Security professionals at educational institutions are challenged with being reactive to current situations, while also being mandated to ensure that the school is forward-thinking to prevent and reduce the impact of future incidents.

It's not optional. Resilience is necessary.

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**19,841,014** Enrollment in degree-granting institutions <sup>1</sup>

**3,004** Four-year colleges <sup>2</sup>

**1,579** Two-year colleges <sup>2</sup>

## Higher Education: A Risk Review

When you hear the word “risk”, you might think of anything from slip-and-fall lawsuits to grading software hacks. Those risks and more are certainly important to your institution, but they’re not the kind of risks that can cause campus-wide disruption or even shut down your institution if they’re not handled properly.

Violent incidents can harm an institution and its community, not to mention the destruction to victims’ lives. Prevention of these incidents has driven the development of the Clery Act, which requires all U.S. campuses that participate in federal financial aid programs to publish safety reports, alerts, and victim resources.

### An Overview of the Clery Act

Originally enacted as Title II of the Student Right-to-Know and Campus Security Act of 1990, the Clery Act exists to hold institutions of higher education accountable for student safety. It requires any institution that receives federal funding to record and publish information about:<sup>3</sup>

- Criminal actions
- Hate crimes
- Sexual or domestic violence or intimidation
- Violations related to weapons, drug abuse, or liquor laws



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**Federally-funded U.S. colleges educate an average of 68% of all students in the country.** <sup>4</sup>

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The act requires institutions to publish an Annual Security Report including campus crime statistics for the past three years as well as policy statements related to how the campus handles such crimes. The institution must include information on crimes that occur within the boundaries of the campus, adjacent to the campus, and in buildings that students frequently use.

Each school must host and sponsor awareness programs dedicated to preventing crimes covered under the act. If such a crime occurs and the school believes that any members of its community are in immediate danger, it must issue a warning in a timely fashion.

The school must also provide victims of such crimes with written documentation of their rights. Disciplinary actions for perpetrators have to be prompt and must uphold the rights of both the accused and accuser.

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**\$559 billion** student spending by postsecondary institutions in the US, 2015-2016

**\$355 billion** expenses at public institutions

**\$189 billion** expenses at private non-profit institutions

**\$16 billion** expenses at private for-profit institutions

(Source: National Center for Education Statistics)

## The Act Evolves

Updated regularly since its inception, the Clery Act had its most recent revitalization in 2013 with the enactment of the Violence Against Women Reauthorization Act, which became effective in July of 2015.<sup>6</sup>

The changes relate to the way institutions handle dating and domestic violence, sexual assault, and related crimes. They require institutions to:

- Record and keep statistics related to these kinds of crimes
- Educate students and employees on the nature of sexual crimes and how to report them
- Submit a description of investigative, protective, and disciplinary protocol related to sexual offenses

The goal of these updates has been to reduce the incidence of sexual crimes and provide better support for victims on campuses nationwide.

## Clery Act Compliance - How Are We Doing?

The most important question is, has the act helped? Are colleges and universities complying with the Clery Act requirements, and are they complying well enough?

The short answer is, it's hard to tell, simply because we typically only have data on reported crimes. A 2016 survey by the Bureau of Justice Statistics showed that out of 23,000 students across nine schools, 60 reported rapes to campus authorities. Of these 60 crimes, 40 appeared on school Clery reports. That translates to one-third of reported rapes not making it onto official reports.<sup>7</sup>

In 2018, Campus Safety Magazine reported a domestic violence fatality that campus security could have prevented had they been more responsive, better coordinated, and more effectively trained in interpersonal violence interventions.<sup>8</sup>



The report addressed only one school, but it called attention to a disconnect between the requirements of the Clery Act and what colleges and universities are currently capable of doing.

We need to be proactive, and we need to be in touch with each other. To meet the very human needs of our campus communities, we need to use the 21st-century tools at our disposal.

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**Here's how Resolver helps world-class educational institutions comply with Clery Act requirements.**

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## Investing in Security Software

Corporate security professionals are quickly evolving from reactionary teams seen as the internal police to more rounded, risk-aware teams focused on building business value by streamlining operations and reducing the impact of incidents...before they happen.

They understand that when people's safety is at risk, it's not enough to wait until something happens and then respond. You have to learn as much as you can about what happened in the past so you can try to prevent it in the future.

Incident Management software gives you access to the information you need, when you need it. With all criminal incident data accurately tracked in one place solution, organizations leveraging software can rest assured that they're complying with Clery Act requirements and can pull the reports they need, at the exact moment they need them.



**94** gun incidents in U.S. schools

**23** school violence incidents involving deaths or injuries

**163** fatalities in U.S. school shootings

**97** record high for annual school shooting fatalities before 2018

Source: BBC.com <sup>9</sup>



## How are Security Teams Using Software?

Whether you're evaluating your preparation level for an active shooter situation or tracking the report rate of interpersonal violence on campus, software allows you to collect, aggregate, and interpret data from past events so that you are prepared for any events to come.

With access to relevant data like this, the corporate security team at Humber College has been able to identify at-risk areas and effectively demonstrate the need for additional resources.

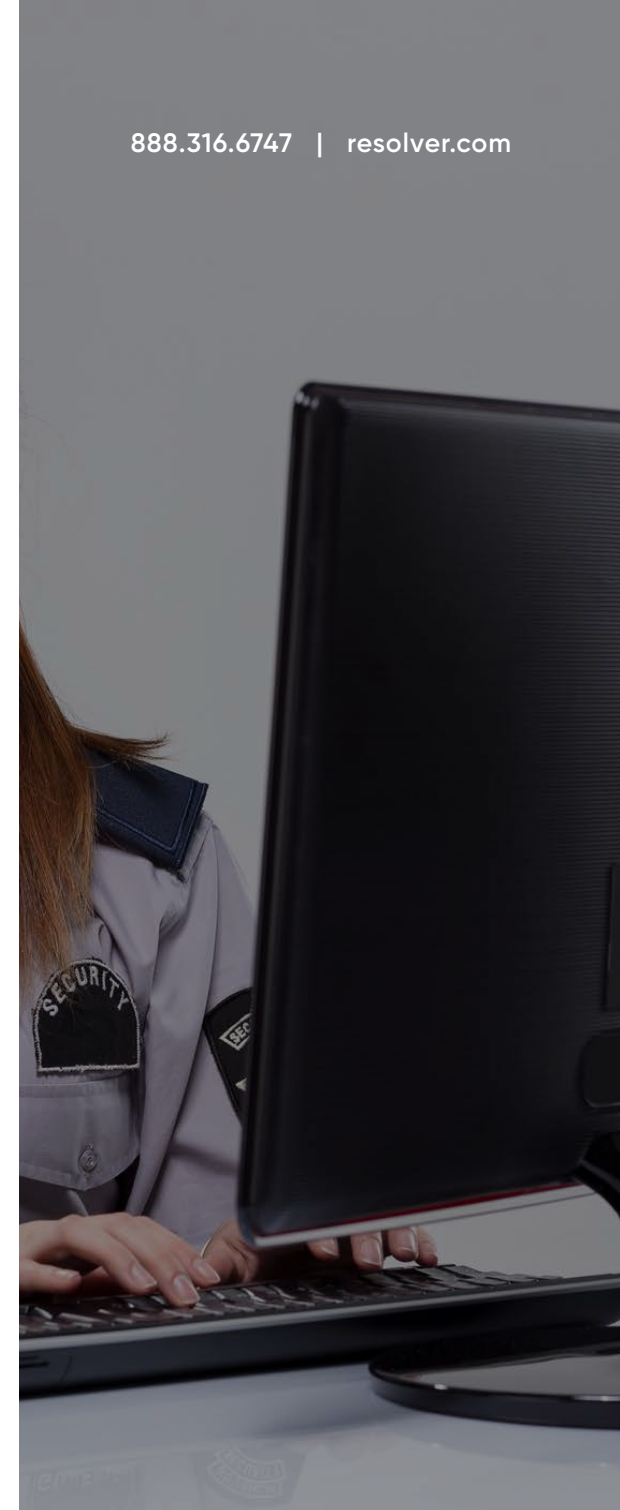
*"We noticed an increase in incidents reported on one of our campuses at a specific time. Using the data provided by Resolver, we were able to justify the investment of an additional security guard. Before Resolver, we wouldn't have been able to make that connection and demonstrate the need for the additional investment," says Keith Pua, Public Safety Coordinator, Humber College. "Since working with Resolver, Humber's Department of Public Safety has gained the ability to maintain a high-level view of what's happening at the college and make data-driven decisions."*

Software also allows you to more effectively handle the incidents that do happen. Instead of manually processing each event and directing it to the appropriate people, technology solutions automatically assign response actions to the appropriate personnel.

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**Need some help making the case to invest in security software?  
Try Resolver's ROI calculator!**

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## The Time to Act Is Now

We no longer live in a world where we can develop a plan, set it in stone, and go on with our lives. It's time for a more proactive approach, one that addresses all four aspects of incident response:

1. Incident prevention
2. Complete evaluation and management of risk
3. Timely detection of threats and active incidents
4. Rapid recovery and return to normal operations

Yes, it's a lot to expect, but it's absolutely necessary to protect what matters most to your organization. Fortunately, with [the right software](#), it can all integrate smoothly into your existing security operations program.

People are depending on you. Your security system should let you focus on them.

## Resolver for Educational Institutions: Protecting What Matters

When your business is people, there can't be any shortcuts. Resolver helps world-class educational institutions reduce the frequency and severity of events impacting their organization. With powerful incident reporting and comprehensive views across the organization, students can rest easy knowing that you've got them covered.

Interested in learning more about how Resolver can help your business Protect What Matters? [Request a Demo](#) today.

**8,000** forcible sex incidents on campuses

**18.5** on-campus crimes per 10,000 full-time-equivalent (FTE) students

**860** reported hate crimes on campuses

**262** percent increase in reported sexual offenses since 2001

Source: National Center for Education Statistics



## References:

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- [3] <https://clerycenter.org/policy-resources/the-clery-act/>
- [4] <https://www.insidehighered.com/news/2015/06/12/study-us-higher-education-receives-more-federal-state-governments>
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