Risk Management Services and Resources From EduRisk

Browse this booklet or visit EduRiskSolutions.org to learn about our offerings for faculty, staff, and students.
United Educators’ (UE) mission to protect members goes beyond providing education-specific insurance. Through EduRisk, members have access to a comprehensive suite of risk management resources which address safety, compliance, and liability risks at schools and on campus. In addition, personalized attention is available from our risk management team via telephone and email.

EduRisk can enhance your risk management efforts by helping you address a wide range of important topics, such as:

- Title IX, VAWA, Campus SaVE Act, and Clery Act compliance
- Concussion and traumatic brain injury management
- Study abroad program safety
- Protecting minors
- Workplace harassment prevention
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Publications

Access our complete library of EduRisk publications on EduRiskSolutions.org. Resources for higher education institutions are continuously developed and updated to address topics such as sexual assault, concussion management, travel abroad safety, data privacy, bullying, security, and more. Publications include:

- **Claims studies**: Information about trends based on detailed analyses of member claims
- **Bulletins**: In-depth studies and risk advice
- **Checklists**: Practical actions for institutions to address challenges
- **Insights Blog**: Guidance on timely issues faced by institutions
- **Learning Link Blog**: News and tips for training administrators using EduRisk online courses

Podcasts

*Prevention and Protection*, UE’s risk management podcast, offers advice from UE and other experts on how to protect students, staff, and faculty at your school.

Campus Connect Newsletter

Keep up with all that EduRisk has to offer with Campus Connect—a weekly email newsletter that highlights the latest EduRisk resources and timely topics.
Risk Advice

When confronted with an issue that requires personalized advice, research, or authoritative resources, we understand the immediate need for credible information. Curious to know what other schools are doing, need a sounding board, or looking for general advice or data to support your needs on campus? Email risk@ue.org and a risk management consultant will reach out.

Risk Management Connect

Learn about the resources available to your institution by participating in a Risk Management Connect demonstration. During this virtual session, a risk management consultant will discuss your most pressing risk management concerns and highlight relevant resources to address your short- and long-term needs.

New members should take this opportunity to learn about the many resources available to them while renewing members will benefit from a discussion of new materials and suggestions for expanding use of available resources. The meeting will include a personalized, interactive demonstration of EduRiskSolutions.org.

Risk Management Premium Credit

UE provides eligible members with the opportunity to earn a risk management premium credit of up to six percent by engaging in qualifying activities. Although premium savings is an outcome of this program, the ultimate purpose is to improve the risk profile of your institution and keep faculty, staff, students, and visitors safe. Visit www.ue.org/rmpc for a list of qualifying activities.

Webinars

On a regular basis, EduRisk hosts webinars that feature UE and national experts discussing tactics for approaching risk management challenges and managing real-life scenarios. Invite others at your school or campus to participate in these webinars to learn how to navigate current challenges. Interactive question and answer sessions are an integral component of these programs. Webinars are recorded and available on EduRiskSolutions.org for those who cannot participate during the live event.

Workshops

Tenure Evaluation: The Goal Is Fairness

Available on EduRiskSolutions.org, The Goal Is Fairness includes the resources necessary to have a hands-on tenure evaluation workshop emphasizing the importance of clarity, consistency, candor, and caring. A short video, PowerPoint presentation, and facilitator’s guide make it easy for you to deliver this session to those involved in the tenure review process at your institution. Optional scenarios can be used to spur further discussion on applicability of these concepts to your specific situation.
Learning Programs

EduRisk blended learning programs enable institutions to deliver cost-effective online learning to students, faculty, supervisors, and other staff. UE’s comprehensive offerings include online courses as well as supplemental resources such as risk assessments, publications, blogs, videos, and learning games. Some institutions use these courses as a key component of meeting federal or state training requirements on issues such as workplace harassment prevention, sexual assault awareness and prevention, and concussion management. A risk management consultant can work with you to assist in building an implementation strategy.

Multimedia Resources

EduRisk learning programs incorporate a variety of formats to address the diverse learning styles that adults and students bring to campus. These include:

- Media-rich, interactive online courses
- Articles
- Job aids
- Facilitator-led training materials

Education-Specific Scenarios

Education-specific scenarios form the basis for learning programs. These realistic examples are based on actual claims that have been reported to UE over our 30 years of managing claims. These simulations immerse the learner and aid in retaining information. When members of the education community are aware of high-risk situations, they are more likely to avoid them or respond in a manner that would prevent an incident.

Measuring Success

The greatest measure of success is identifying behaviors that have changed as a result of training. Effectiveness means that users are learning the content presented and are able to apply the knowledge and skills in their day-to-day campus interactions.

To collect immediate feedback, a survey is emailed to learners after course completion. The survey quantifies the level of learning and requests feedback on course content and the effectiveness of course objectives. To gauge the long-term value of the course, learners are sent a second survey 90 days after completion to assess whether skills or lessons from the course have been applied.
Accessing Courses

Learners on your campus—students, faculty, and staff—can register to access online courses on the Learning Portal using the custom training URL provided to your institution as part of the Learning Launch process. UE can also upload learner data in bulk for you.

Learning Launch

When ready to initiate a training initiative, training administrators should visit our Learning Launch service to discover and follow the steps and best practices for technical implementation. This is where administrators will submit their training plan to UE for review. We offer bulk upload and self-registration options. Visit www.EduRiskSolutions.org/learning-launch to learn more.

EduRisk Custom Services

Through EduRisk Custom Services, UE members are able to customize the EduRisk Learning Portal and online learning experience to integrate with other training initiatives, better fit the campus culture, and improve training rollout, implementation, and completion rates.

Because these initiatives are custom to your school, college, or university, there are fees associated with making these changes to the learning portal. Contact risk@ue.org for more information or visit www.EduRiskSolutions.org/edurisk-custom-services.

Round-the-Clock Assistance

- For help initiating your institution’s use of the EduRisk Learning Portal, contact launch@ue.org.
- Learners and administrators may visit portalhelp.ue.org to browse our catalog of self-help articles and access 24x7 live support.
Accommodating Student Disabilities

Disability accommodations are intended to eliminate or minimize barriers to services. Designed primarily for higher ed faculty, this course addresses several topics related to students with disabilities, including:

- How accommodations change for students when transitioning between K-12 and higher ed
- Types of disabilities and some common accommodations
- How professors should engage and accommodate students with disabilities, while adhering to their institutions policies

Accommodating Student Disabilities

Online course 15 minutes Faculty

Topics Covered:
- Changes in disability accommodations for students between K-12 and higher ed
- How common types of disabilities affect students
- Names of common accommodations for different types of disabilities
- The professor’s role in the accommodation process
- The DSO’s role in initiating and facilitating student accommodations at your institution
- The benefits that accommodations for students with disabilities can have for able-bodied students
Alcohol Awareness and Prevention

Misuse of alcohol can have a wide range of serious consequences, including academic failure, injuries, sexual assault, and death. This learning program emphasizes a harm-reduction approach that teaches students who choose to drink ways to use alcohol responsibly.

**Know Your Limit**

- **Online course**
- ☕ 30 minutes
- 👤 Students

**Alcohol: How Do You Measure Up?**

- **Interactive Assessment Tool**
- ☕ 20 minutes
- 👤 Students

**Topics Covered:**
- The importance of moderating alcohol intake
- The dangers of binge drinking
- Ways to intervene if friends have had too much to drink

**Healthy Alcohol Choices**

- **PowerPoint Presentation**
- ☕ N/A
- 👤 Training Administrators

**Topics Covered:**

This presentation can be used by trainers at your institution to discuss moderation with incoming students during orientation or information sessions.
Members of the higher education community want to perform their duties ethically. This course covers one potential trouble spot: conflicts of interest. What are they, and what are the best ways to avoid them?

**Avoiding Conflicts of Interest**

- **Online course**
- **15 minutes**
- **Employees**

**Topics Covered:**
- What conflicts of interest are and how to avoid them
- Steps to take when a conflict arises
- Possible restrictions on items such as gifts and travel
Avoiding Supervisory Pitfalls

Aimed to benefit supervisors in higher education settings, this learning program arms both new and experienced supervisors with useful knowledge to help recognize good supervisory practices while providing examples of common pitfalls to avoid.

### Avoiding Supervisory Pitfalls

<table>
<thead>
<tr>
<th>Online course</th>
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**Topics Covered:**
- The importance of documenting performance issues and addressing them with employees promptly
- Conducting timely and accurate performance evaluations
- Recognizing when to seek help from Human Resources

### Legal Literacy for Supervisors

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This publication provides a basic overview of key employment laws to help supervisors handle situations on their own or recognize when to get help for complex matters. Use this guide to help clarify areas of confusion when troublesome situations arise.
Concussion Awareness

Responding appropriately to concussions has become a critical component of keeping athletes safe. EduRisk tackles this important topic through online courses and tip sheets for students and coaches. This learning program is designed to educate coaches, staff, and students on recognizing and responding to the symptoms of concussions. Resources include a checklist for creating an effective concussion management plan and blog posts.

Concussion Awareness

Online course

- 30 minutes
- Students, Coaches, Athletics Staff

Topics Covered:
- The danger of ignoring concussion symptoms
- The sports most impacted by concussions
- The seriousness of concussive injuries
- The importance of removing potentially concussed athletes from play
- Why athletes and coaches should encourage reporting of symptoms and discourage “playing through” concussions

Best Practices Checkup

Assessment Tool

- 35 questions
- Staff

Topics Covered:
- Concussion education
- Legal counsel
- Roles of coaches
- Medical evaluation
- Emergency response
Contracting Fundamentals

Good contracting practices and understanding of indemnification and insurance will help protect your institution’s bottom line. This learning program includes an introductory online course as well as resources such as A Guide for Reviewing Contracts and A Checklist for Effective Releases.

Contracting 101: Contracting Fundamentals

Online course 60 minutes Faculty, Staff, and Supervisors

Topics covered:
- What is a binding contract?
- What are core provisions in written contracts?
- Why are contracting policies important?
Crisis Response Planning

Are you prepared to address incidents such as a sexual assault during a school-sponsored study abroad trip or embezzlement involving a staff member? Any incident, large or small, can negatively impact your institution’s reputation or financial strength.

This learning program was developed to help your institution prepare, improve, and test your plan for responding to a wide range of potential internal crises. Through a mini-course and an online game, staff will learn how to compose an effective crisis response team and plan, test, and train others on responding to a crisis. Administrators will benefit from the interactive Best Practices Checkup, sample tabletop exercises, and a video demonstrating how to facilitate tabletop exercises.

Crisis Response Planning

Online course  20 minutes  Faculty, Staff, and Supervisors

Topics covered:
- Defining internal crises
- Involving key stakeholders
- Preparing a crisis response plan
- Communicating throughout a crisis

Crisis Within: The Game

Trouble at Dangerous Creek College

Learning Game  20–30 minutes  Faculty, Staff, and Supervisors

Practice your reaction when faced with the following scenarios:
- Bedbug infestation
- Flu outbreak
Data Security

Data breaches are a very real threat facing educational institutions. As hackers attempt to access sensitive information in new and ever-evolving ways, it’s essential to train on these risks to increase awareness of potential threats and mitigate the consequences of a breach. The Data Security learning program can provide faculty and staff with a high-level overview of data security issues and practical steps your institution can take to avoid data breaches.

Malware

Online course  10 minutes  All Employees

Topics covered:
- Why academia is a target of malware attacks
- Identifying the different types of malware
- Ways that malware can be distributed
- The increasing threat of malware, especially ransomware
- Where to seek help if a malware attack is suspected

Passwords

Online course  10 minutes  All Employees

Topics covered:
- What makes a good password
- Best practices for using passwords
- The importance of creating a unique password for each website
- What password managers are and how they work
- The basics of multifactor authentication
Mobile Devices and Third-Party Websites

Online course  🕒 10 minutes  📘 All Employees

Topics covered:
- The importance of keeping mobile device software up-to-date
- How to avoid phishing schemes on mobile devices
- The benefits of using multifactor authentication
- Using cloud services that comply with school policies

Phishing

Online course  🕒 10 minutes  📘 All Employees

Topics covered:
- What motivates scammers to deploy phishing emails
- Where to seek help if you believe you’ve encountered a phishing scam
- How to stay vigilant when using institutional email

Physical Security and Unintended Disclosures

Online course  🕒 10 minutes  📘 All Employees

Topics covered:
- The risk of allowing physical access to physical files and electronic devices
- Types of sensitive data at academic institutions that can be exposed
- The importance of preventing unauthorized access to secured buildings and locking unattended physical files and electronic devices
- How to avoid inadvertent disclosures
- The risks of device theft while traveling
Driver Safety

Driving on school business and transporting passengers is a serious responsibility and drivers must be ready for the unexpected. Proper preparation for trips, minor adjustments to driving habits, and elimination of distractions can help reduce risks on the road. The Driver Safety online course, which is available in both staff and student versions, help those driving on or off-campus for school business to identify and mitigate those risks and learn specific strategies for handling emergency situations.

Driver Safety Training

Online course  ☝  45 minutes  ⬇  Faculty, Staff, Supervisors, and Students

Topics covered:
- Baseline knowledge of safe driving behaviors
- Driver safety training such as trip preparation, defensive driving, traveling with passengers, and long distance driving
FERPA: Protecting Student Privacy

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student educational records. This course covers when (and when not) to release student records to avoid FERPA violations. Administration, faculty, graduate students, and teaching assistants at higher education institutions can benefit from this course.

Topics Covered:
- What FERPA is
- Student rights under FERPA
- What are (and what are not) student records
- Common exceptions to the law
Healthy Relationships

Though often unreported, dating violence and harassment affect a significant percentage of today’s adolescents and young adults. This course will help students identify characteristics of healthy and unhealthy relationships and know how to respond to an abusive relationship.

**Healthy Relationships**

Online course  ⏳ 40 minutes  🔄 Students

**Topics Covered:**
- Characteristics of healthy and unhealthy relationships
- Forms of dating abuse
- Victims of cyber abuse
- Dating abuse in the LGBT community
- How students can get help
Federal law requires Health Insurance Portability and Accountability Act (HIPAA) training for individuals who have access to Protected Health Information (PHI). This course is designed to provide institutions with a centralized and consistent solution for educating students and employees with access to PHI. Employees at campus health centers, students participating in healthcare-related internships or rotations, and faculty members conducting research involving health records can benefit from completing this course.

**Topics Covered:**
- How HIPAA protects patient medical data
- The different types of identifying information protected by HIPAA
- Guidelines for disclosing and protecting patient data
- How to report unauthorized disclosures of protected data
The Impressions course informs incoming and first-year college students how to prevent and report sexual assault. It was developed to help institutions meet training obligations under Title IX and the Violence Against Women Act and is meant to complement other prevention efforts at your institution.

**Impressions**

- **Online course**
  - **45 minutes**
  - **Incoming and First-year Students**

**Topics Covered:**

- Definitions of sexual harassment, sexual violence, dating violence, domestic violence, and stalking
- The “culture of care” at higher educational institutions
- Prevention, including bystander intervention techniques
- How to report and where to go for support
- The meaning of consent
Intervene

Intervene was developed by Cornell University and is available to educational institutions to help cultivate college health and well-being. Intervene is based on a well-studied Pro-Social Bystander Intervention Theory, which suggests seven steps for successfully intervening in a problematic situation. The video models how students can successfully navigate these steps in an authentic fashion, utilizing a variety of personal strategies.

**Intervene: Video**

| Video | 20 minutes | Students |

The Intervene video includes brief filmed scenarios demonstrating ways in which student bystanders can successfully intervene in problematic situations.

**Intervene: Bystander Intervention Workshop**

| Video | 60 minutes | Students |

This 60-minute workshop provides an opportunity for students to view the Intervene video with others and engage in a facilitated conversation to reflect upon the attitudes and behaviors that influence the process of intervening as an individual or with assistance.
News about sexual assault on campus is prevalent and disturbing; these incidents harm students and damage institutions’ reputations. It’s important to enlist students in the fight against these crimes. Use this course to teach students about how to protect their campus from sexual assault.

### Lasting Choices: Protecting Our Campus From Sexual Assault

- **Online course**: 30 minutes
- **Students**

**Topics Covered:**
- Sexual assault investigations
- The role of alcohol in sexual assault
- How to report incidents
- Intervention strategies
Mosaic

Offenses like sexual violence and discrimination diminish the entire campus community. UE understands that addressing these problems is a top priority for colleges and universities—and it’s the right thing to do. To help your institution navigate today’s complicated regulatory environment, we’ve developed the Mosaic learning program.

This learning program is designed to teach all employees how to identify, address, and prevent:

- Workplace discrimination, harassment, and retaliation
- Sexual assault, intimate partner violence, and stalking

Prevent Discrimination and Harassment Together*

| Online course | 40 minutes | Faculty, Staff, and Supervisors |

This course, which is available in both supervisor and non-supervisor versions, teaches employees to identify, prevent, and respond to workplace harassment, discrimination, and retaliation in higher education. How can we best respect differences and see things from the perspective of others?

Prevent Sexual Violence Together

| Online course | 45 minutes | Faculty, Staff, and Supervisors |

Examine how sexual violence, intimate partner violence, and stalking affects campus communities. What are these offenses, how can you recognize them, and what can we each do to help put them to an end? This course helps institutions meet training obligations for higher ed employees under Title IX and the Violence Against Women Act.

*Also available in Spanish
Protecting Children From Sexual Misconduct

Educators have a responsibility to protect the well-being of minors. This learning program describes good practices for preventing incidents of sexual misconduct and responding properly when allegations are made. Those involved with internships, student teaching, or other programs requiring interaction with minors will benefit from this learning program.

Training administrators will have additional materials to support the learning program including case study videos, a policy and audit guide, and employee background check resources.

Protecting Children: Identifying and Reporting Sexual Misconduct

Online course

- 30 minutes
- Faculty, Staff, and Supervisors who work directly with Children

Topics covered:
- Predators
- Warning signs
- Danger areas
- Boundaries
- Codes of Conduct
- Reporting

Protecting Children: Hiring Staff Who Work With Minors

Online course

- 30 minutes
- Faculty, Staff, and Supervisors who serve as hiring managers

Topics covered:
- Hiring practices and background checks
- Investigations
- Discipline

Protecting Children: Shine a Light

Video

- 10 minutes
- Faculty, Staff, and Supervisors who do not work directly with children

This short video covers the warning signs of sexual abuse by adults, specific locations to keep an eye on, and concrete steps for reporting incidents or suspicions.
Protecting Payment Card Information

This course is designed to give learners a high-level overview of working with payment card information on their campuses, including how to keep this information safe and avoid unauthorized disclosures.

After taking this course, learners will understand:

- Their role in safeguarding cardholder information during payment transactions
- Possible consequences for not safeguarding cardholder information
- Common risks and mistakes during payment card transactions
- Best practices for securing payment card transactions
- Their responsibility to report possible disclosure or security issues
Short-Term International Programs

Short-term international programs lasting a few weeks or less deserve the same vetting, preparation, and planning associated with more traditional semester-long study abroad programs. This learning program includes an online course as well as written and audio resources that help higher education institutions prepare students and staff for safe and rewarding educational experiences around the world.

Topics covered:
- Developing policies for program review and approval
- Preparing and orienting trip leaders and students prior to departure
- Managing the trip by monitoring participant activities, enforcing policies, and responding to emergency situations
- Evaluating the program to identify lessons learned and improve future trips
Show Some Respect! Prevent Harassment

Students who feel that they are part of a respectful learning environment are more engaged at school, and have a better self-concept and physical well-being. Harassment by peers, on the other hand, can interfere with students’ learning—negatively affecting the capability to pay attention in class, concentrate on studies, or worse. This course will help students identify, report, and prevent harassment.

Show Some Respect! Prevent Harassment

Online course  🕒  30 minutes  🔄  Students

Topics covered:
- The types of behaviors that can be considered harassment
- How to address and report harassing behaviors
Teaching Science Safely

Careless handling of materials and equipment in the science laboratory can have serious, even deadly, consequences. This learning program helps institutions manage and reduce risks by establishing comprehensive lab safety policies. Administrators and lab instructors can use the Teaching Science Safely online course to reinforce existing knowledge.

Topics covered:
- How to establish and implement policies to protect students and others in a lab
- Safety measures while conducting experiments
- Use of personal protective equipment
- How to ensure that students follow procedures so that safety is second nature
In recent years, several universities have faced sexual predator scandals, some involving scores of victims. To help institutions create a culture of prevention and reporting of sexual abuse, United Educators has created the Trust Betrayed video for you to share with faculty and staff.

**Trust Betrayed: Safeguarding Your Students From Sexual Predators**

- **Video**
  - 10 minutes
  - Faculty and Staff

**Topics covered:**
- Reasons serial sexual abuse can remain unexposed
- How to recognize the warning signs of sexual abuse
- Concrete steps for reporting incidents or suspicions
Understanding the Clery Act

Under the Clery Act, institutions must track and disclose campus crime and security information—a process that can be confusing and time-consuming. This course helps administrators, faculty, and staff understand the Clery Act and how it helps to make campuses safer.

**Understanding the Clery Act**

- Online course
- 15 minutes
- Faculty, Staff, and Supervisors

Topics Covered:
- Who the Clery Act applies to
- Requirements for institutions, including crime logs, annual security reports, and timely warnings
- The role of campus security authorities
- How campus geography plays into Clery reporting
Workplace Harassment Prevention

A workplace free from harassment fosters a positive work environment, builds a sense of community, and reinforces the shared mission that is unique to educational institutions. This learning program can help learners recognize and prevent unlawful harassment. UE recommends that faculty, staff, and supervisors complete at least one course each year.

Resources for this learning program include *Overview of the Law on Harassment* and *Preventing Unlawful Harassment—Tips for Employees*. Instructor-led workshop materials are available for training administrators to use in implementing the learning program onsite. These include a facilitator’s guide, PowerPoint presentation, and case studies.

**Workplace Harassment: Fundamentals***

| Online course | 40–50 minutes | Faculty, Staff, and Supervisors |

Topics covered:
- Definition of types of harassment and protected groups
- How to recognize and report incidents of harassment and retaliation

The supervisor module also covers:
- Responding to an incident reported to you
- Preventing retaliation against an employee who has made a complaint

The faculty module also covers:
- Academic freedom as it relates to harassment complaints

*Also available in Spanish*
Youth Athletics

School sports provide an enriching experience to complement students’ academic learning. The large number of students participating in athletic programs calls for growing attention to player safety.

This learning program will help students, parents, and coaches recognize and respond to common hazards in sports programs including concussions and heat illness. Though tailored to a high school audience, higher education institutions can use these resources to prepare for summer camps offered to juveniles.

### Heat Illness Prevention

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<td>Audience</td>
<td>Faculty, Staff, Supervisors, and Students</td>
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**Topics covered:**
- Recognizing signs and symptoms of heat illness
- Implementing an athlete emergency action plan

### Concussion Recognition & Response

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**Topics covered:**
- Seriousness of concussion injuries
- Signs and symptoms of concussions
- Importance of reporting signs and symptoms

### Best Practices Checkup

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**Topics covered:**
- Athlete medical issues
- Crisis response
- Coach training
- Transportation
EduRisk is your destination for education-specific risk management on topics that are relevant to your institution.

Have a topic you’d like us to cover next? Email risk@ue.org and let us know.

What UE members are saying about EduRisk Learning Programs:

“The scenarios were well done. I have had many opportunities for training in workplace harassment over the years and I feel this was one of the best.”

“The message was clearly communicated and gave the student many opportunities to practice handling situations in a safe virtual setting.”

“I love being able to do this training online at my desk, when it fits my schedule. That is such a big gift, and I am grateful that it minimizes disruption to my workflow and responsibilities.”
EduRisk™ provides education-specific risk management resources to colleges and schools and is a benefit of membership with United Educators (UE). As a member-owned company, UE is committed to helping educational institutions by offering stable pricing, targeted insurance coverage, extensive risk management resources, and exceptional claims handling.

To learn more, please visit www.UE.org. Follow UE on Twitter: @UnitedEducators.

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