



The University Of South Florida Achieves Emergency Management Accreditation Using Veoci

Overview

The Need

The University of South Florida needed to track numerous program elements collaboratively.

The Solution

Veoci provided a platform on which team members could track individual training, monitor overall progress, and consolidate data from after action reporting.

The Benefit

A digital solution that kept team members on the same page, streamlined communication, and allowed the program to operate at a high standard of efficiency. These methods were showcased as part of the USF Emergency Management Program's EMAP accreditation assessment.

Background

The University of South Florida (USF) manages a student population of 50,000 and a staff of 16,000. In order to communicate and respond rapidly to an incident or emergency, such as a power outage or hurricane, they are constantly looking for ways to make their critical event management as effective and efficient as possible. As a part of this effort, in 2015, Jennifer Fleischman, Director of Emergency Management at USF, developed a needs assessment to identify growth areas for USF's emergency management program. The assessment was built around the Emergency Management Accreditation Program (EMAP) and looked for opportunities to strengthen operations according to that standard. EMAP is a nationally recognized program that assesses EM systems for federal organizations, state and local governments, higher education institutions, and the private sector.

The Accreditation Process and How Veoci Helped

EMAP outlines 64 standard areas for assessment that include incident management, training, and hazard identification. EMAP also requires a robust emergency management and continuity program, team communication, and record keeping and documentation.

USF selected Veoci to be their platform for managing incidents, emergencies, events, and related activities. Veoci provided USF with a unique, no-code set of solutions built on a common platform that fully integrated and centralized multiple processes, data streams, documents, and mapping while also providing a communications and collaboration system to bring teams together. This created a single system of record that allowed USF to consolidate its daily operations and incident response across all its campuses, including Tampa, St. Petersburg, and Sarasota-Manatee.

Thousands of employees from different departments such as academics, information technology, facilities management, support services and business/finance needed to participate and coordinate activities. With Veoci, all departments could use the platform for their needs. The Facilities Management team used a Veoci Asset Tracking solution to stay aware of resources and when they needed to be

replaced. Faculty could submit a Travel Request Workflow that was implemented during COVID-19. USF also used Veoci to coordinate with other local institutions of higher education.

USF used Veoci Workflows to effectively gather, share, and consolidate data from multiple sources, and made tracking response activities, as well as after action reporting, simpler. Team members could upload relevant information from anywhere, and documentation was easily accessible when it came time to present information for EMAP. This information was also useful internally, as it allowed teams to gauge the efficacy of their incident response and formalize best practices based on the results.

Veoci also helped with planning for accreditation. The team tracked outstanding tasks and their completion statuses using Dashboard Tiles, and made the Tiles available to all relevant personnel. This cut down the communications needed to complete different tasks, and ensured that everyone knew the team's collective progress. Tiles were customized to show short term, yearly, and overall goals and the completion statuses of those goals. Veoci Rooms added more flexibility within this process. The USF team built out different Rooms with informational Dashboards, tracking, and communication options. This configuration allowed individual personnel to see the responsibilities and information directly relevant to their role in the accreditation process, plus a view of the program's overall progress.

USF also used Veoci to make sure all employees were up to date with the necessary training for their roles. Training courses can be posted to the platform and assigned to personnel; managers can track the completion status of courses within Veoci, in list or table format, for quick check-ins. Any necessary communication was also done through Veoci, keeping relevant information centralized and available.

Veoci is also a critical tool for USF's internal daily operations and incident response. It provides a platform for quick and easy communication from the field during an incident, which is essential to maintaining functions across the three campuses. It also allows all relevant stakeholders to stay up to date on available resources for maintaining daily functions, which cuts out extra communication while performing tasks.

Moving Forward

In 2021, USF received EMAP accreditation, becoming the first multi-campus program to do so. Though USF achieved their goal of attaining accreditation, there is still work to be done. EMAP requires a reaccreditation to be done every five years to ensure that a program stays up-to-date. Standards for maintaining accreditation continue to change as new safety possibilities and concerns arise, and USF is committed to keeping their campuses at the forefront of emergency management; Veoci will help the university continue tracking and improving their efficacy, formalizing best practices, and adapting to new standards as needed.

“Veoci offers an all-encompassing system that was beneficial in improving our emergency management program at USF to the point that we could achieve the EMAP accreditation.”

Jennifer Fleischman

Director of Emergency Management
University of South Florida

[Learn more about Veoci for campus and emergency management.](#)

[Learn more about the program at USF.](#)

[Learn more about EMAP accreditation.](#)