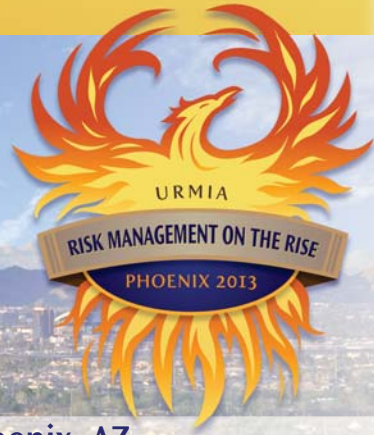


# URMIA's 44<sup>th</sup> Annual Conference



October 12-16, 2013 | Phoenix, AZ  
Arizona Grand Resort

*Registration Is Now Open!*



**URMIA**  
UNIVERSITY RISK MANAGEMENT &  
INSURANCE ASSOCIATION

# Risk Management on the Rise

## What's in Store for You at URMIA's 44th Annual Conference?

- Extend your educational opportunities by attending any of our four pre-conference workshops. This year, URMIA's is offering two new workshops: a partnership with NAFSA for risk managers and study abroad professionals to attend together and a communication summit.
- Take advantage of our extensive breakout session schedule: 36 sessions on everything from enterprise risk management and compliance to hazing and the Affordable Care Act.
- Celebrate URMIAcares' sixth year of giving back to the community that hosts our event by volunteering during this rewarding community service event.
- Build lasting professional relationships through our many networking opportunities, most of which are included in your registration.

### Conference Registration Rates

URMIA continues to keep registration rates as low as possible. One-day, student, and emeritus/retiree rates are also available. Contact [urmia@urmia.org](mailto:urmia@urmia.org) for details!

| Member Type          | Early Bird | On or After 9/1/13 | On or After 10/1/13 |
|----------------------|------------|--------------------|---------------------|
| Institutional Member | \$585      | \$685              | \$785               |
| Affiliate Member     | \$685      | \$785              | \$885               |
| Non-Member           | \$785      | \$885              | \$985               |

### Keynote Speakers, General Sessions, and Other Educational Opportunities

Sunday, October 13, 3-5 pm

**NEW MEMBER AND FIRST TIMER SESSION:** If you are new to URMIA or the conference, don't miss this opportunity to meet URMIA's leaders and make new friends before the opening reception.

Monday, October 14, 8:55-10 am

**KEYNOTE SPEAKER - "Kidnapped: A Story of Risk and Survival in Uganda,"** with Mitchell Keiver, *Control Risks*

Monday, October 14, 11:50 am-1:15 pm

**AWARDS LUNCHEON AND URMIA SALARY SURVEY UPDATE,** with Christine Eick, *Auburn University*  
Congratulate the recipients of the 2013 Distinguished Risk Manager and Innovative Risk Management Solutions Awards. Also, don't miss your chance to hear all about URMIA's updated 2013 Salary Survey, completed in April 2013, from Salary Survey Task Force Chair Christine Eick.

Monday, October 14, 4:15-5 pm and Tuesday, October 15, 4:30-5:15 pm

**URMIA COMMITTEE MEETINGS:** URMIA's success depends on your participation in our member-led committees. Get involved by attending a committee meeting at the conference.

Tuesday, October 15, 8-9 am

**GENERAL SESSION - "Communicate to Persuade,"** with Bill Dillon, *National Association of College and University Business Officers (NACUBO)*

Tuesday, October 15, 12:10-1:25 pm

**ANNUAL BUSINESS MEETING AND LUNCH:** Join us for the official passing of the gavel, induction of new officers, and a preview of the 2014 and 2015 annual conferences.

Wednesday, October 16, 8-9:15 am

**GENERAL SESSION - "Risk Management 2.0: The Future of Risk Management,"** with Janice Abraham, *United Educators Insurance*; TBD, *Education Advisory Board*; and Ruth Unks, *Maricopa County Community College District*

Wednesday, October 16, 12:30-1:45 pm

**GENERAL SESSION - "Threat Assessment: Best Practices for Any Institution,"** with Jeanne Obermayer, *Siena College*; Mikel Longman, *Maricopa County Community College District*; and Anita C. Ingram, *Southern Methodist University*

# Conference Schedule at a Glance



## Saturday, October 12

|                 |  |
|-----------------|--|
| 8 am-5 pm       | CONFERENCE REGISTRATION OPEN   |
| 8 am-4 pm       | URMIA BOARD OF DIRECTORS MEETING   |
| 8:30 am-5:30 pm | NAFSA/URMIA PRE-CONFERENCE WORKSHOP: Developing Your International Risk Management Action Plan: Proven Techniques to Integrate Study Abroad and Risk Management to Optimize Outcomes <i>(Additional fee)</i> |
| 9 am-5 pm       | PRE-CONFERENCE WORKSHOP #1: Associate in Risk Management Review Session - ARM-54 Risk Assessment <i>(Additional fee)</i>   |
| 1-5 pm          | PRE-CONFERENCE WORKSHOP #2: Risk Management 101: Practical Application for Higher Education <i>(Free! See conference website for information)</i>  |
| 6-9 pm          | PRESIDENT'S RECEPTION - Paseo and Palm Court at the Arizona Grand Resort <i>(Invitation only; for new members, first time attendees, Annual Conference Committee, and URMIA's leadership)</i>                |

## Sunday, October 13

|            |  |
|------------|--|
| 7 am-3 pm  | GOLF OUTING - ASU Karsten Golf Course <i>(Additional fee)</i>  |
| 8 am-5 pm  | CONFERENCE REGISTRATION OPEN   |
| 8 am-12 pm | URMIA/NAFSA PRE-CONFERENCE WORKSHOP: Developing Your International Risk Management Action Plan: Proven Techniques to Integrate Study Abroad and Risk Management to Optimize Outcomes <i>(Additional fee)</i> |
| 9 am-12 pm | PRE-CONFERENCE WORKSHOP #3: Communication and Leadership Summit – Enhancing Your Professional Influence <i>(Additional fee)</i>  |
| 1-4 pm     | PROCTORED EXAM for ARM-54, ARM-55, and ARM-56 <i>(Additional fee)</i>  |
| 1-4 pm     | URMIacares COMMUNITY SERVICE EVENT   |
| 3-5 pm     | NEW MEMBER AND FIRST TIMER SESSION   |
| 8-11 pm    | OPENING RECEPTION - Rustler's Rooste   |



## Monday, October 14

|               |  |
|---------------|--|
| 7:15-8:00 am  | SEVENTH ANNUAL ALL AFFILIATES MEETING  |
| 7:30-8:15 am  | BREAKFAST  |
| 8 am-5 pm     | CONFERENCE REGISTRATION OPEN   |
| 8:15-8:50 am  | WELCOME AND ASSOCIATION HIGHLIGHTS - President Gary Langsdale, Executive Director Jenny Whittington, Conference Chairs Steve Holland and Ruth Unks, and Special Guest Rufus Gasper, Chancellor of Maricopa County Community College District |
| 8:55-10:00 am | KEYNOTE SPEAKER - "Kidnapped: A Story of Risk and Survival in Uganda," Mitchell Keiver, <i>Control Risks</i>   |

|  |  |  |   |  |
|--|--|--|---|--|
| <b>Breakout Sessions</b><br>10:20-11:50 am | <b>Global Operational Compliance</b><br>Stacey Tsantir, <i>Univ. of Minnesota</i><br>William Hoye, <i>IES Abroad</i> | <b>A Comedy or a Tragedy: Is Your Campus Theater as Safe as You Think?</b><br>Nicole L. Craig, <i>Univ. of California</i><br>Brent Cooley, <i>Univ. of California</i><br>Erike Young, <i>Univ. of California</i> | <b>Hazing: It's all Fun and Games Until...</b><br>James Keller, <i>Saul Ewing LLP</i><br>Benjamin Evans, <i>Univ. of Pennsylvania</i><br>Jennifer DeRose, <i>Saul Ewing LLP</i> | <b>The Claim: A Case Study of the BIG Liability Claim that Can Happen on Campus</b><br>Craig McAllister, <i>Cornell Univ.</i><br>Valerie Cross Dorn, <i>Cornell Univ.</i><br>Julie Katchmir, <i>United Educators Insurance</i> |
|--|--|--|---|--|

# Monday, October 14 (continued)

|  |   |  |  |   |
|--|---|--|--|---|
| 11:50 am-1:15 pm                         | AWARDS LUNCHEON AND URMIA SALARY SURVEY UPDATE - Christine Eick, <i>Auburn University</i>   |  |  |   |
| <i>Breakout Sessions</i><br>1:30-2:45 pm | <b>Reducing Study Abroad Program Risks Through Online Information and Orientation Resources</b><br>Gary Rhodes, <i>Center for Global Education at UCLA</i><br>Brandon Lee, <i>Terra Dotta</i><br>Laura Angelone, <i>International SOS</i><br>Frank Gillingham, <i>HTH Worldwide</i>                               | <b>Advancements in Return to Work</b><br>Susan Shemanski, <i>Sedgwick</i><br>Kevin Confetti, <i>Univ. of California</i>  | <b>Bridge the Gap in the Research Fiscal Cliff: Explore Steps to Quantify, Treat, and Finance the Risk of Research Business Interruption</b><br>John McLaughlin, <i>Arthur J. Gallagher Risk Management Services</i><br>David Liner, <i>Southern Methodist Univ.</i><br>Luke Figora, <i>Univ. of Chicago</i><br>Mary Breighner, <i>FM Global</i> | <b>Meet the Innovative Risk Management Solutions Award Recipient</b>  |
| <i>Breakout Sessions</i><br>3-4 pm       | <b>Lessons Learned from International Risk Managers from Four Continents Around the Globe</b><br>Kathy Hargis, <i>Lipscomb Univ.</i><br>Bernadette McLellan, <i>Univ. of Cambridge</i><br>Robbie Sinclair, <i>Griffith Univ.</i><br>Michael Histed, <i>Ottawa Univ.</i><br>Peter Grant, <i>Univ. of Cape Town</i> | <b>The Holy Grail: A Framework to Effectively Manage Sport Clubs</b><br>Zachary Gifford, <i>California State Univ.</i><br>Ian McGregor, <i>McGregor &amp; Associates</i> | <b>Student Health Insurance and the Affordable Care Act</b><br>Ellen Shew Holland, <i>Oregon University System</i><br>Phillip Dendy, <i>Univ. of Texas System</i>  | <b>Getting to Know Your Association: URMIA Resources and How to Access Them</b><br>Keely Sims, <i>URMIA</i><br>Christie Wahlert, <i>URMIA</i> |
| 4:15-5 pm                                | URMIA COMMITTEE MEETINGS  |  |  |   |
| 6:30 pm                                  | MEET AND GREET DINNERS  |  |  |   |



# Tuesday, October 15

|   |  |  |  |  |
|---|--|--|--|--|
| 7:30-8 am                                     | BREAKFAST  |  |  |  |
| 8 am-5 pm                                     | CONFERENCE REGISTRATION OPEN   |  |  |  |
| 8-9 am  | GENERAL SESSION - "Communicate to Persuade," Bill Dillon, <i>National Association of College and University Business Officers (NACUBO)</i>   |  |  |  |
| <i>Breakout Sessions</i><br>9:20-10:35 am     | <b>International Education Programs and Risk Management: Can't We All Just Get Along?</b><br>Alexis Santí, <i>Cornell Univ.</i><br>Craig McAllister, <i>Cornell Univ.</i><br>Arlene Snyder, <i>Arcadia Univ.</i> | <b>Board Fiduciary Responsibility and Risk Management: A Partnership Made in Heaven?</b><br>D. Jean Demchak, <i>Marsh USA Inc.</i><br>Susan Whealler Johnson, <i>Association of Governing Boards of College and Universities (AGB)</i><br>David Pajak, <i>Syracuse Univ.</i>                   | <b>Minors on Campus: Come Out, Come Out Wherever You Are</b><br>Richard Perry, <i>Marsh Risk Consulting</i><br>Mick Doxey, <i>Grand Valley State Univ.</i><br>Chris Weber, <i>Ferris State Univ.</i><br>Mimi Konicki, <i>Oakland Univ.</i><br>William Kemp, <i>Wayne State Univ.</i> | <b>Risky Business Week: Implement URMIA's Risk Management Week on Your Campus</b><br>Keswic Joiner, <i>Minnesota State Colleges and Universities</i><br>Michael DeHart, <i>Syracuse Univ.</i><br>Christie Wahlert, <i>URMIA</i>  |
| <i>Breakout Sessions</i><br>10:55 am-12:10 pm | <b>Student Liability, Indemnity, and Other Bells and Whistles of Student Experiential Learning Agreements</b><br>Brett Johnson, <i>Snell &amp; Wilner, LLP</i><br>Scott Shuman, <i>Midwestern Univ.</i>          | <b>Enhancing Your Risk Management Program with a Cost Allocation System</b><br>Mark Walls, <i>Marsh USA Inc.</i><br>Mark Kebert, <i>Purdue Univ.</i><br>Ed Knollmeyer, <i>Univ. of Missouri System</i><br>Doug Huffner, <i>The Ohio State Univ.</i><br>Laura Peterson, <i>Univ. of Wyoming</i> | <b>From Idea to Implementation: Practical Steps for Executing Your Institution's Child Sex Abuse Prevention Plan</b><br>Andrew Goldblatt, <i>Univ. of California, Berkeley</i><br>Aaron Lundberg, <i>Praesidium, Inc.</i>  | <b>The General Counsel and Risk Manager: Forging a Strong and Effective Working Relationship</b><br>Steve Holland, <i>Univ. of Arizona</i><br>Laura Todd Johnson, <i>Univ. of Arizona</i><br>Ruth Unks, <i>Maricopa County Community College District</i><br>Peter Kushibab, <i>Maricopa County Community College District</i> |
| 12:10-1:25 pm                                 | URMIA ANNUAL BUSINESS MEETING AND LUNCH  |  |  |  |

## Tuesday, October 15 (continued)

|  |  |  |  |  |
|--|--|--|--|--|
| <p><i>Breakout Sessions</i><br/>1:35-2:50 pm</p> | <p><b>ERM: Lessons Learned and Tools Used from One University's Nearly 10-Year Implementation Journey</b><br/>Margaret Zapalac, Texas A&amp;M Univ.<br/>Lawrence Keller, Texas A&amp;M Univ.</p> | <p><b>To Waiver or Not to Waiver...That Is the Question!</b><br/>Larry Deger, EIIA<br/>Mark Logel, Univ. of Evansville<br/>Natasha Baker, Hirschfeld Kraemer LLP</p>       | <p><b>Understanding Excess Versus Reinsurance Contracts from a Claim Handling Perspective</b><br/>Richard Spiers, Genesis Management and Insurance Services Corporation<br/>Diane Leone, Inter-University Counsel Insurance Consortium</p> | <p><b>The Governance Forecast: Can Your Institution Stand the Heat of a Blowup?</b><br/>Kimberly Turner, Texas Tech Univ. System</p>   |
| <p><i>Breakout Sessions</i><br/>3:10-4:25 pm</p> | <p><b>Fine Arts Risk Management</b><br/>Luke Figora, Univ. of Chicago<br/>Adrienne Reid, Huntington T. Block Insurance Agency</p>  | <p><b>Get Smart! Post-Crisis Response to Move You from Chaos to Control</b><br/>Steven Stoeger-Moore, Districts Mutual Insurance<br/>Joseph DesPlaines, Empathia, Inc.</p> | <p><b>Controlling Large Workers' Compensation Losses Through Personnel Policies</b><br/>Jeanne Hoin, Midwest Employers Casualty<br/>David Parker, Midwest Employers Casualty<br/>Jane Hall, Boston College</p>                             | <p><b>Minimizing the Disaster, Maximizing the Property Claim</b><br/>Jeff Taxier, American Technologies, Inc.<br/>Bruce Hooper, Arizona State Univ.<br/>Gary Leonard, Univ. of California<br/>Mike Bruaski, York Risk Services<br/>Dan Ward, American Technologies, Inc.</p> |

4:30-5:15 pm URMIA COMMITTEE MEETINGS

6:30 pm GALA AT CORONA RANCH

## Wednesday, October 16

**Save \$100 by registering before September 1, 2013**

|  |   |  |  |   |
|--|---|--|--|---|
| <p>7:30-8 am</p>                                   | <p>BREAKFAST</p>  |  |  |   |
| <p>8 am-12 pm</p>                                  | <p>CONFERENCE REGISTRATION OPEN</p>   |  |  |   |
| <p>8:00-9:15 am</p>                                | <p>GENERAL SESSION - "Risk Management 2.0: The Future of Risk Management," Janice Abraham, <i>United Educators Insurance</i>; Vincent Morris, <i>Arthur J. Gallagher Risk Management Services</i>; and Ruth Unks, <i>Maricopa County Community College District</i></p>                     |  |  |   |
| <p><i>Breakout Sessions</i><br/>9:40-10:55 am</p>  | <p><b>Hazard Communication Standard 2013: A Transition Guide for Educators</b><br/>Jon Peebles, ACE Environmental Risk<br/>Frank Westfall, ESIS<br/>Paul Fox, Texas Christian Univ.</p>   | <p><b>The Importance of Driver Selection and MVR Reviews</b><br/>Erike Young, Univ. of California</p>  | <p><b>Workers' Compensation Issues and Answers: The Sequel</b><br/>Mark Walls, Marsh USA Inc.<br/>Kathy Hargis, Lipscomb Univ.<br/>Kevin Confetti, Univ. of California<br/>Betty Coulter, Univ. of North Carolina, Charlotte<br/>Doug Huffner, The Ohio State Univ.<br/>Barbara Schatzer, Univ. of San Diego<br/>Michael Liebowitz, New York Univ.</p> | <p><b>Higher Education Compliance: An Enterprise Approach</b><br/>Scott Wightman, Arthur J. Gallagher Risk Management Services<br/>Jeff Chasen, Univ. of Kansas</p> |
| <p><i>Breakout Sessions</i><br/>11:15-12:30 pm</p> | <p><b>Heads Up! Managing the Risk of Concussion in Collegiate Athletics</b><br/>Michael Oteworth, Genesis Underwriting Management Company<br/>Charles Gfeller, Seiger Gfeller Laurie LLP<br/>Randy Cohen, Univ. of Arizona</p>  | <p><b>ACORD Certificates: Bag of Tricks</b><br/>Karen Vecchi, Univ. of California<br/>Nicole Craig, Univ. of California<br/>Kori Johanson, ACORD</p> | <p><b>Silver Linings Coverage Playbook (2013 Edition): New and Historical Insurance Policies for the 21st Century</b><br/>Jerold Oshinsky, Jenner &amp; Block LLP<br/>Linda Kornfeld, Jenner &amp; Block LLP<br/>David Snowe, The Pennsylvania State Univ. Margaret Janowiak, The Pennsylvania State Univ.</p>   | <p><b>From Design to Implementation to Evaluation: Lessons Learned Implementing ERM</b><br/>Michael Somich, Duke Univ.<br/>Raina Rose Tagle, Baker Tilly</p>        |
| <p>12:30-1:45 pm</p>                               | <p>FINAL GENERAL SESSION - "Threat Assessment: Best Practices for Any Institution," LUNCH, AND CONFERENCE CLOSING - Jeanne Obermayer, <i>Siena College</i>; Mikel Longman, <i>Maricopa County Community College District</i>; and Anita C. Ingram, <i>Southern Methodist University</i></p> |  |  |   |
| <p>1:45-3:15 pm</p>                                | <p>POST-CONFERENCE ROUND TABLES</p>   |  |  |   |
| <p>3:30-5:30 pm</p>                                | <p>URMIA BOARD OF DIRECTORS MEETING</p>   |  |  |   |

# Other Activities and Events

## URMIACares Community Service Event

Sunday, October 13, 1-4 pm

If you haven't participated in URMIACares yet, this is your year! URMIACares gives attendees and guests the chance to give back to the community hosting our conference through various community service activities. It's a great chance to get to know fellow members and do some good before the conference kicks off.



## Guest Tours (additional fee required)

Sunday, October 13; Monday, October 14; and Tuesday, October 15

This year's guest tours will let you experience Phoenix's unique culture and natural beauty. On Sunday, attendees and guests can join us for, "Architects Tour: Frank Lloyd Wright." On Monday, don't miss the "Sedona Day Tour" to view the natural wonders of this much-frequented town. On Tuesday, get on board with "Native Heritage and Desert Wonders," and gain a broader perspective at the Heard Museum and the Desert Botanical Gardens.

## Golf Outing (additional fee required)

Sunday, October 13, 7 am-3 pm (8 am shotgun start)

The golf outing gives attendees and guests the chance to spend some time on the course before the conference begins. This year's outing will be at the ASU Karsten Golf Course. Visit the website for more!

## Opening Reception - Rustler's Rooste

Sunday, October 13, 8-11 pm

Established in 1971, the legend has it that the site of Rustler's Rooste, high atop a butte in the foothills of South Mountain, was once a hideout for cattle rustlers. Today it is a legendary cowboy steakhouse with a view, overlooking the city lights from its sprawling patios and offering the best in Western entertainment. This will be a great chance to reconnect with your colleagues and meet new friends. Attendees should dress comfortably for the weather, and we encourage you to wear your school colors!

Stay tuned for more on our conference scholarship program!

## Meet and Greet Dinners

Monday, October 14, 6:30 pm

URMIA guides will lead small groups to a local restaurant for a "Dutch" treat dinner. Sign up at the registration desk.



## Gala at Corona Ranch

Tuesday, October 15, 6:30 pm

Don't miss our final event of the conference: the gala at Corona Ranch! This year, the gala will feature a Mexican rodeo, mariachi bands, music, dancing, and festive patios with a view. Network and enjoy one last evening with your colleagues, and get a taste of the area's culture.

## Final General Session, Raffle Lunch, and Conference Closing

Wednesday, October 16, 12:30-1:45 pm

This year our final lunch will also feature a general session on threat assessment best practices for any higher ed institution. The grand finale for the URMIA scholarship raffle will also take place during lunch. Raffle proceeds support URMIA's scholarship program, so bring your donated items for this fun URMIA tradition.



## Pre-Conference Workshops

### **URMIA/NAFSA Pre-Conference Workshop - Developing Your International Risk Management Action Plan: Proven Techniques to Integrate Study Abroad and Risk Management to Optimize Outcomes**

Saturday, October 12 (8:30 am-5:30 pm) and Sunday, October 13 (8 am-12 pm)  
ADDITIONAL FEE REQUIRED; *register online*.  
Spend a day-and-a-half with experts from URMIA and NAFSA to create a customized international risk action plan for your campus. Pairs of risk management and education abroad professionals will work together to discuss specific operational, financial, and strategic aspects of risk management and confer on future trends from study abroad and risk management experts.

### **Pre-Conference Workshop #1 Associate in Risk Management Review Session - ARM-54 Risk Assessment, Erike Young, University of California**

Saturday, October 12, 9 am-5 pm  
ADDITIONAL FEE REQUIRED; *register online*.  
Don't miss this valuable review session for the first ARM class, ARM 54-Risk Assessment. The ARM is a nationally recognized designation that enhances your risk management skills by teaching you how to build and implement a balanced risk strategy using retention, transfer, and hybrids. URMIA will also offer proctored exams for ARM-54, ARM-55, and ARM-56 for an additional fee on 10/13/13, 1-4 pm.

### **Pre-Conference Workshop #2 Risk Management 101: Practical Application for Higher Education, Brenda Tappan, United Educators Insurance, and David Snow, The Pennsylvania State University**

Saturday, October 12, 1-5 pm  
FREE FOR CONFERENCE ATTENDEES! *Register online*. This primer in risk management is being offered for the fifth year, better than ever! Risk means different things to different people. Attendees will have the chance to explore what risk looks like for them and how to use this information to better manage their institutions' risks. Attendees will also explore how to make risk management "real" for others on campus by utilizing formal risk management processes to identify, mitigate, and respond to potential exposures.

### **Pre-Conference Workshop #3 Communication and Leadership Summit - Enhancing Your Professional Influence, Allison Vaillancourt, The University of Arizona**

Sunday, October 13, 9 am-12 pm  
ADDITIONAL FEE REQUIRED; *register online*.  
As higher education risk managers, we are vital to the success and sustainability of our institutions. To be effective, we must enhance our visibility and professional influence with students, staff, faculty, and leadership. This interactive workshop will provide you with new strategies for improving your risk management message, building professional relationships, and communicating effectively at all levels.

## Special Thanks to Our Sponsors...

For a complete list of sponsors, visit [www.urmia.org](http://www.urmia.org).

FM Global - *Conference Gifts and Notebooks*  
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Terra Dotta - *Pre-Conference Workshop*  
Hiscox Inc. - *Keynote Speaker*  
AIG - *Gala Dessert Reception, Break, and URMIAcares*  
ACE USA - *Breakfast*  
Cross Insurance, Inc. - *President's Reception*  
United Educators Insurance - *Internet Caf *  
American Appraisal - *New Member/First Timer Session and URMIAcares*

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Ascension Benefits and Insurance Solutions - *URMIAcares*  
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Safety National - *Friends of URMIA and URMIAcares*  
Saul Ewing LLP - *Friends of URMIA*  
Sedgwick CMS - *Friends of URMIA*  
Summit America Insurance Services - *URMIAcares*  
Travelers - *Break*



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