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UNIVERSITY

UNIVERSITY COUNCIL

December 1, 2026

INTRODUCTORY REMARKS & UPDATES

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Blair-Shannon Fire Tabletop Exercise
Fall 2026

Scott Brand, Emergency Preparedness Manager



Missouri State University Emergency Operations Plan (EOP)

- **Purpose:** Establishes an all-hazards framework for coordinating university resources, personnel, and outside agencies during major emergencies and disasters.
- **Key Components**
  - **All-Hazards Approach:** Provides a coordinated framework for responding to natural, technological, and human-caused emergencies.
  - **Basic Plan:** Establishes the overall organizational structure, responsibilities, authorities, and procedures for emergency operations.
  - **Emergency Support Functions (ESFs):** Organize university departments and resources into functional areas to support emergency response and recovery.

EOP: Incident Management, EOC & Priorities

- **Incident Management:** Utilizes the National Incident Management System (NIMS) and Incident Command System (ICS).
- **Emergency Operations Center (EOC):** Provides centralized coordination, resource management, information sharing, and support during significant incidents.
- **Three Primary Priorities**
- Life Safety
- Incident Stabilization
- Property Conservation

Emergency Support Functions (ESFs)

ESFs organize university departments and resources into functional areas, allowing the university to coordinate specific capabilities during an emergency. Individual ESFs can be activated independently or together, depending on the incident.

ESF 1	Transportation
ESF 2	Communications & Notifications
ESF 3	Facilities & Infrastructure
ESF 4	Fire
ESF 5	Emergency Management
ESF 6	Housing, Dining & Emergency Assistance
ESF 7	Logistics
ESF 8	Health & Medical
ESF 9	Search & Rescue
ESF 10	Hazardous Materials

ESF 11	Agriculture and Natural Resources
ESF 12	Energy and Utility Services
ESF 13	Safety & Security
ESF 14	Damage Assessment
ESF 15	Public Information

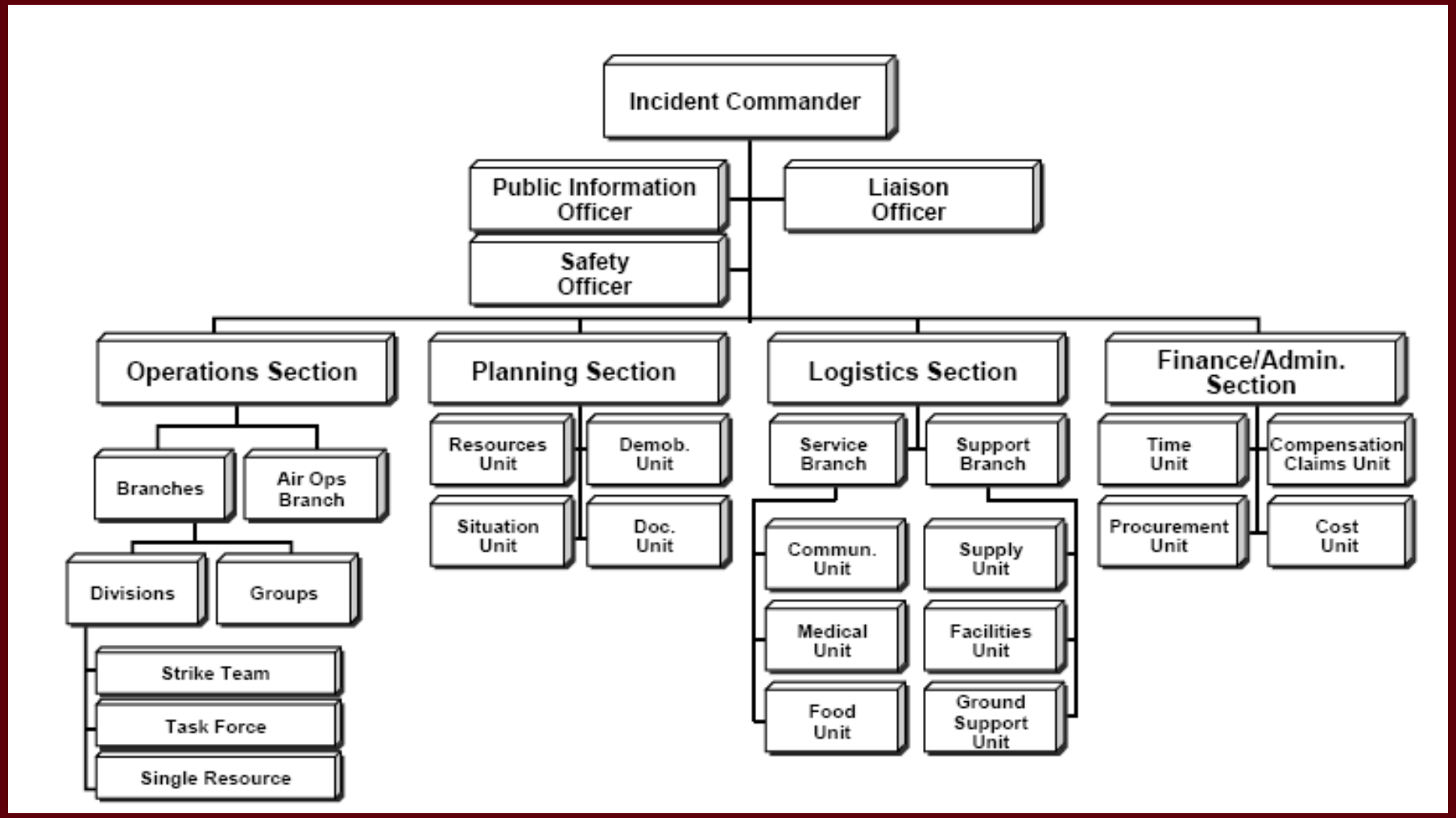
What is ICS?

The Incident Command System (ICS) is a standardized, scalable management framework used to coordinate emergency response activities during incidents of any size. ICS provides a common organizational structure, clear lines of authority, and defined responsibilities that enable multiple agencies and departments to work together effectively.

ICS Key Principles

Key Principles

- **Common Organizational Structure** for managing incidents
- **Clearly Defined Roles and Responsibilities**
- **Unity of Command** (each person reports to one supervisor)
- **Manageable Span of Control**
- **Integrated Communications**
- **Resource Management and Accountability**
- **Scalable Response** for incidents ranging from routine events to major disasters


Incident Commander
Public Information Officer
Liaison Officer
Safety Officer
Operations Section
Planning Section
Logistics Section
Finance/Admin. Section
Branches
Air Ops Branch
Divisions
Groups
Strike Team
Task Force
Single Resource
Resources Unit
Demob. Unit
Situation Unit
Doc. Unit
Service Branch
Support Branch
Commun. Unit
Medical Unit
Food Unit
Supply Unit
Facilities Unit
Ground Support Unit
Time Unit
Compensation Claims Unit
Procurement Unit
Cost Unit

Overview

- Tabletop Exercise Overview
- Phase I: Initial Fire Response
- Phase II: Resident Displacement and Support
- Phase III: Post-Incident Recovery and Re-Occupancy
- After-Action Review

Exercise Scope

- Validates plans, policies, and procedures for responding and recovering a kitchen/dormitory fire.
- Tests student resource management and administration actions in event of mass displacement.
- Focus: Communication, ICS, effective communication, resource allocation, transition from evacuation → re-occupancy
- Scenario: Fire in Blair Shannon Dining Facility. Fire spreads to lobby, rendering dining facility and residential floors above out of service.

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Tabletop Core Capabilities Evaluated:

- Incident Command and Coordination
- Operational Communication
- Environmental Response/Health and Safety
- Logistics and Supply Management
- Reconstitution Planning

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Exercise Objectives

- Incident Command and Coordination
- Communication
- Evacuation and Protective Actions
- Resident Relocation and Support
- Resource Management
- After-Action Improvement

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Scenario Overview

- Date: February 8th, 2027
- Event: Blair-Shannon Dining Center Fire
  - On Monday, February 8th, 2027, at mid-afternoon, the Blair-Shannon Dining Center, a grease fire ignites in the kitchen. The fire spreads rapidly, rendering the kitchen and lobby unusable. Heavy smoke travels through the HVAC system and stairwells, causing significant smoke damage to the residential floors above and rendering the dorms uninhabitable.

Blair-Shannon Quick Facts

- Capacity: ~ 712 guests
  - Attendance today: mid-afternoon, occupancy is low.

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Module 1

- During the afternoon at Blair-Shannon Dining Center, kitchen staff discover a grease fire.
- The fire alarm activates, and the fire spreads to render the kitchen and lobby unusable.
- Initial evacuation of the dining area and affected residential floors begins as smoke fills upper levels. Springfield Fire Department is en route.

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Module 1 Discussion

- Who assumes the role of Incident Commander and how is the ICS established?
- Can the role of Incident Commander change?
- Can there be multiple Incident Commanders?
- How is the fire and evacuation communicated to:
  - Diners and residents in the building (alarms, PA, text alerts, apps)
  - Staff & personnel
  - External partners
- What advance actions are taken for resident accountability and safety?
- Who communicates with parents, families, and media?

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Module 1 Wrap Up

ANY FINAL COMMENTS BEFORE WE ESCALATE THE SCENARIO?

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Module 2

- The fire is contained, but smoke damage assessment confirms the kitchen, lobby, and upper residential floors are uninhabitable.
- Approximately 700+ residents must be relocated immediately.
- Temporary housing and food service options are needed.
- Minor injuries and resident concerns are reported

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Module 2 Discussion

- How is the displacement communicated to residents, families, and staff?
- Who coordinates temporary housing (other residence halls, hotels, etc.) and resident transport?
- How will food services be provided for displaced students (alternative dining locations, meal plans, emergency provisions)?
- What messaging tone & content will be used (templates for texts, emails, social media)?
- Who is responsible for medical needs, personal belongings retrieval, and accountability for all residents?
- How are external partners (e.g., American Red Cross) engaged if needed?
- How does coordination with academic scheduling or student support services occur?

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Module 2 Wrap-Up

FINAL THOUGHTS BEFORE THE THREAT PASSES?

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Module 3

- Damage assessments are complete, and remediation (cleaning, repairs, smoke restoration) is underway.
- Plans are developed to safely re-occupy the facility and return residents.

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Module 3 Discussion

- How do we communicate all-clear and re-occupancy messaging?
- Who coordinates facilities damage assessments, remediation timelines, and re-occupancy approvals?
- How will coordination occur for resident return (move-in support, belongings, updated meal plans)?
- Who is documenting injuries, incidents, and costs?
- Will there be a post-event media statement or parent communications?



Module 3 Wrap-Up

FINAL COMMENTS BEFORE AAR?

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After-Action Review

- **Discussion:**
- What went well?
- Where can we improve?
- **Wrap-Up:**
- AAR/IP will be completed and distributed.
- Contact: scottbrand@missouristate.edu

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Questions?

Scott Brand

Emergency Preparedness Manager

scottbrand@missouristate.edu

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BOOMER BOT UPDATE

Missouri State UNIVERSITY

EDSIGHTS

Turning Student Voice into Action at Scale

End-of-Year Impact Summary

Missouri State-Springfield

EDSIGHTS

Agenda

- About EdSights
- Year in Review
- Looking Forward

EDSIGHTS

EdSights At-a-Glance

1M+
Students Actively Supported

96%
Partner Contract Renewal

280+
Higher Ed Partners

1 in 20
Students in the U.S using EdSights

"EdSights is doing something that more institutions should know about: giving them a sustainable and scalable way to hear the voices of students."



Dr. Vincent Tinto
Author of *Leaving College*

Trusted by 100+ Public Colleges

Kansas State University
University of Missouri
University of Nebraska
Oklahoma State University
Missouri State University West Plains

EDSIGHTS

- Financial Holds
- Academic Performance
- Demographic Information
- Staff Flags
- **The Student Voice**

We have plenty of data **about** students but little **from** students directly

EDSIGHTS

Why the Student Voice Matters

WITHOUT STUDENT VOICE

LAGGING INDICATORS

- Financial Holds
- Early Alert
- LMS Logins
- Mid Term Warning

actually driven by

WITH STUDENT VOICE

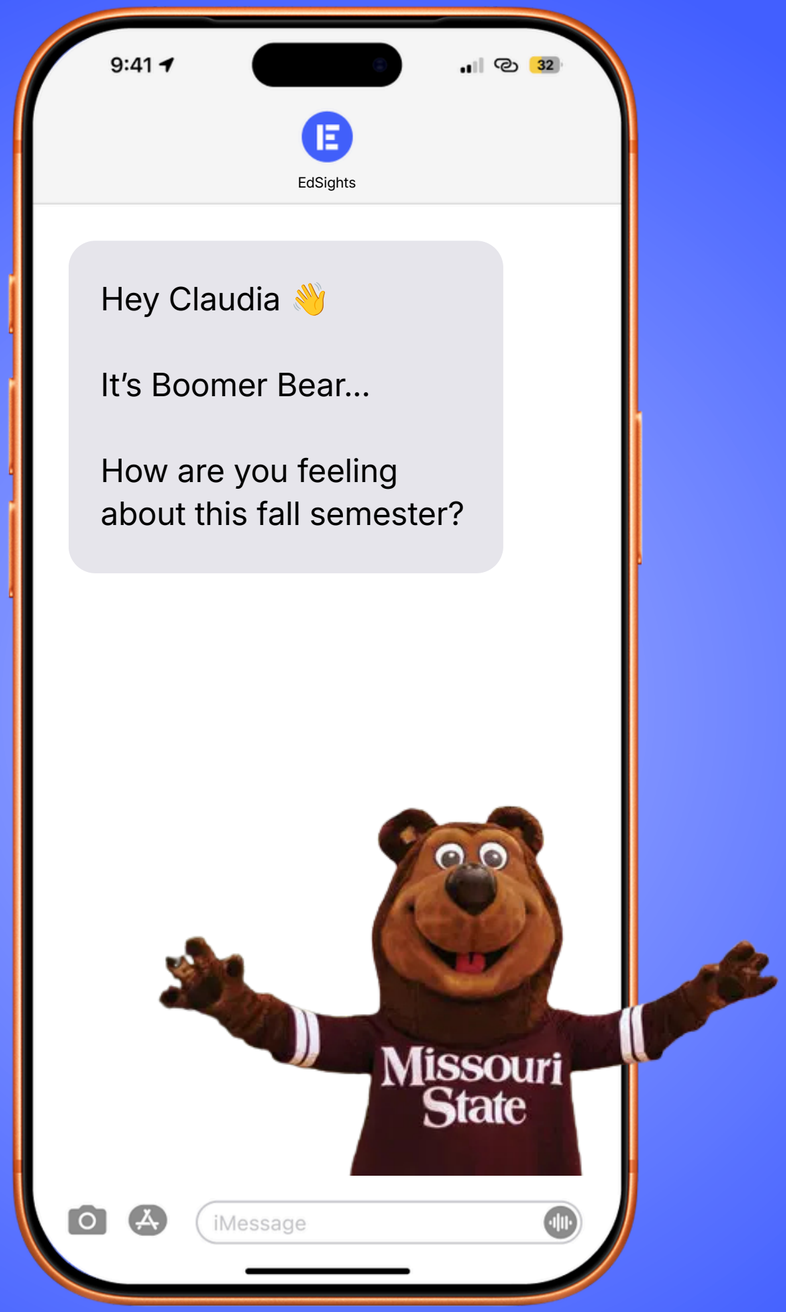
LEADING INDICATORS

- Food Insecurity
- No interest in major
- Balancing work & school
- Poor wellness

EDSIGHTS

How EdSights Works

Always-on student insight and action



- SMS-Based - No app downloads or logins
- 24/7 student Q&A support
- Proactive research-backed outreach personalized to students and their needs

EDSIGHTS

The Student Voice Analytics Engine

ACADEMIC PERCEPTIONS

Example Barriers Uncovered:

Course Engagement
Perceived Course Relevancy
Self-Efficacy

FINANCIAL DISTRESS

Example Barriers Uncovered:

Food or Housing Insecurity
Balancing Work & School
Supporting a Child



WELLNESS

Example Barriers Uncovered:

Emotional wellbeing
Physical Wellbeing
Lifestyle

ENGAGEMENT

Example Barriers Uncovered:

Belonging
Lack of Support System
Morale

EDSIGHTS

Overall Student Engagement

PROACTIVE CAMPAIGNS

90

# of campaigns sent proactively checking in with students on key drivers of persistence in the ‘25-‘26 academic year

ENGAGEMENT

44%

% of students actively engaging with the student voice AI

TEXTS RECEIVED

39k+

# of texts students have sent in the last 12 months

Engagement by Tag

Tag	Engagement Rate
Undergraduate	45%
Graduate	38%
First-Generation	47%
Not First-Generation	42%
On-Campus	47%
Off-Campus	43%

Engagement by Year

Year	Engagement Rate
Freshman	47%
Sophomore	47%
Junior	45%
Senior	43%

EDSIGHTS

Proactively Identifying Risk

Catching issues before they escalate

94%

of students reached through proactive check-ins

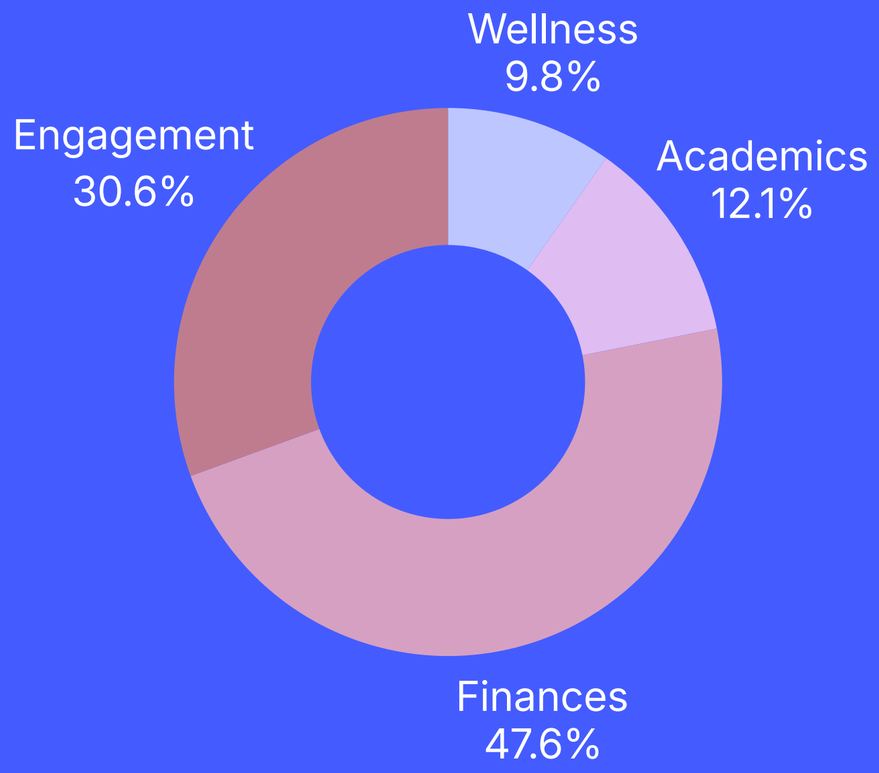
3.4k+ automatic connections to resources

1.8k+ students flagged for staff follow-up

EDSIGHTS

Understanding Student Risk

Drivers of Student Risk



Student Risk Insights

- Students in the McQueary College of Health and Human Services are at **higher risk** for "Mental & Physical Health"
- Nursing students are at **higher risk** for "Morale”
- Students pursuing a Bachelor of Science are at **higher risk** for “Lifestyle”

EDSIGHTS

Turning Signals into Interventions



Identified 119 students last spring whose job responsibilities were making it hard for them to stay in school and connected them to a Success Coach and Financial Aid



Identified 146 students last fall who rated their health and well-being as "poor" and connected them to the Counseling Center, Campus Recreation, and/or Magers Health and Wellness Center



Identified 240 students last fall who felt “neutral” or that they didn’t belong at Missouri State and connected them to the Involvement Ambassador, Campus Events, and Bearlink

EDSIGHTS

Turning Intent into Early Intervention



318 STUDENTS FLAGGED

as unsure about returning or not returning for the Spring ‘26 term



Students are highlighted on the EdSights Dashboard for follow-up



164 STUDENTS RETAINED

$779k of at-risk tuition revenue saved

*Based on annual in-state tuition & fees for ‘24-’25 on College Navigator

EDSIGHTS

Understanding Persistence Drivers

I just have had a really tough time academically and I feel like I can't undig the hole I made

Burned out

I really want to, but I am worried about not being able to pay my account off.

Too expensive

Coming to this college is the most I've ever felt out of place.

struggling keeping up with classes with working and family

gpa & money

I want to graduate in May, but can't enroll because I cannot get student aid for this semester

I'm not sure if I can keep going in college I'm doing pretty bad in my classes and it's really discouraging.

Thanks for sharing that, Mattie. It sounds like you're in a tough spot, and I'm here to help however I can.

If you're considering your options, meeting with your Advisor might be a good idea. They can help you discuss making changes to your academic plan or even withdrawing if that's what you decide.

Just log in to MyMissouriState and check out the academic resources to find your advisor's contact info 👇
my.missouristate.edu

EDSIGHTS

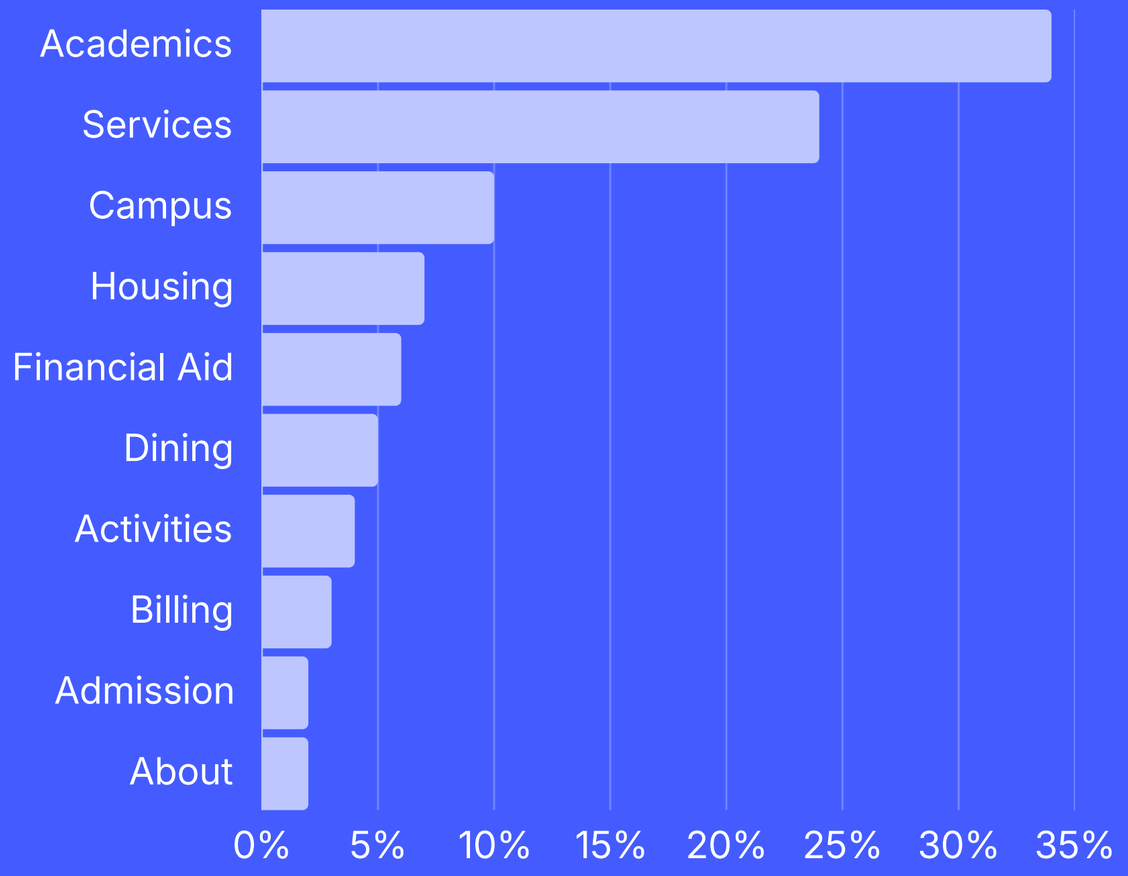
Answers for Students, Time Back for Teams

2k+

STUDENT QUESTIONS ANSWERED

170+

STAFF HOURS SAVED



Student Voice Score®

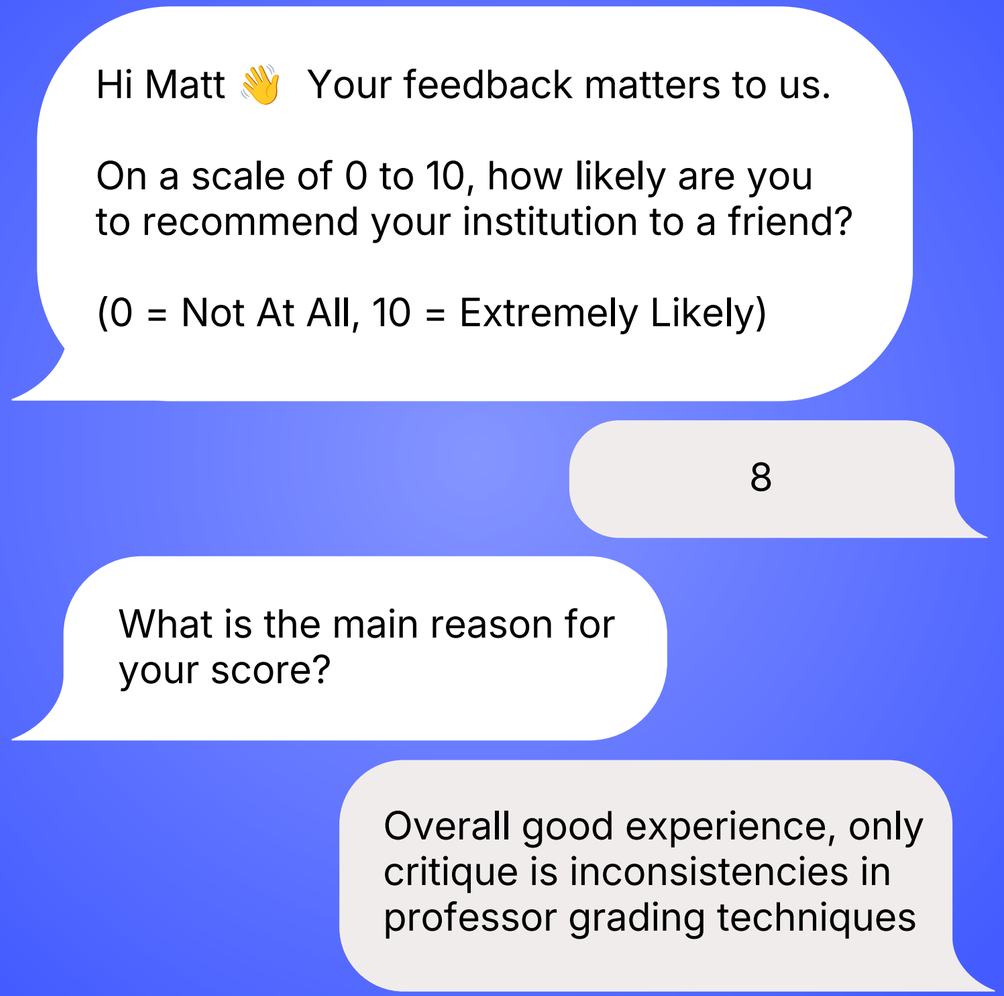
Turning student feedback into a measurable signal of student satisfaction

EDSIGHTS

The Student Voice Score®

The first industry benchmark for student satisfaction - built on real student voice

A single, trusted metric that turns scattered feedback into actionable insight - so you can prioritize what will actually move the student experience forward.



EDSIGHTS

The Student Voice Score®

Your 2026 SVS

20

+16 point increase in SVS since 2025

1,023 students responded

Promoters	Passives	Detractors
45%	30%	25%
n=464	*n=304*	*n=255*

Benchmarks

Benchmarks from 200+ institutions*

25 ***Your Sector***
Average SVS across public, 4-year institutions

30 ***Industry***
Average SVS across all institutions partnering with EdSights

EDSIGHTS

The Student Voice Score®

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Promoter Themes

- **Quality of Education**
- **Community and Support**
- Affordability and Accessibility

Passive Themes

- **Cost Concerns**
- **Campus Life and Community**
- Academic Support and Resources

Detractor Themes

- **Lack of Support and Resources**
- High Costs and Financial Concerns
- Quality of Faculty and Instruction

*Bolded themes represent consistent feedback from 2025 to 2026

EDSIGHTS

The Student Voice Score®

Your 2026 SVS

20

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1,023 students responded

Promoters	Passives	Detractors
45%	30%	25%
n=464	*n=304*	*n=255*

Promoter Example

- *"The professors are excellent, and the program is quite rigorous, preparing me well for success after graduation."*

Passive Example

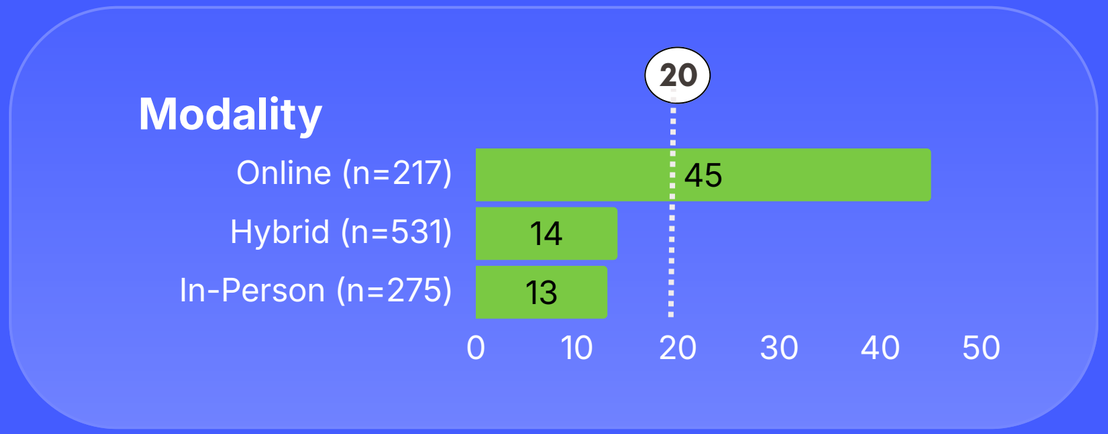
- *"Overall, it's good, but I find it harder to connect with others as a transfer student."*

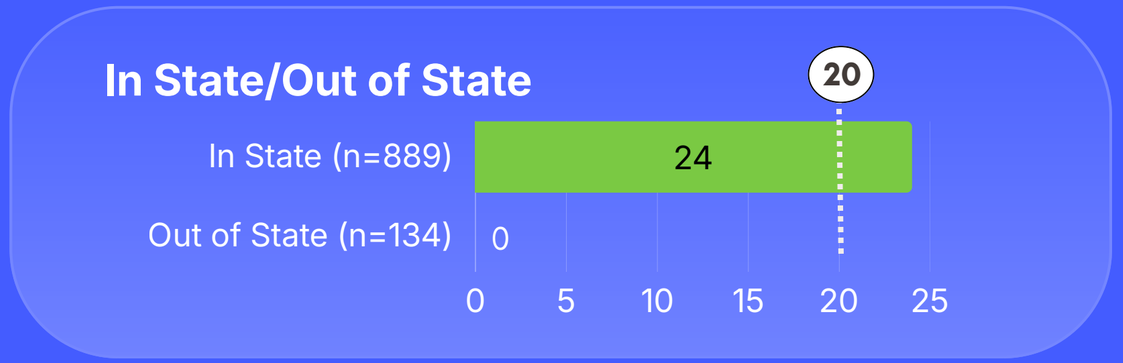
Detractor Example

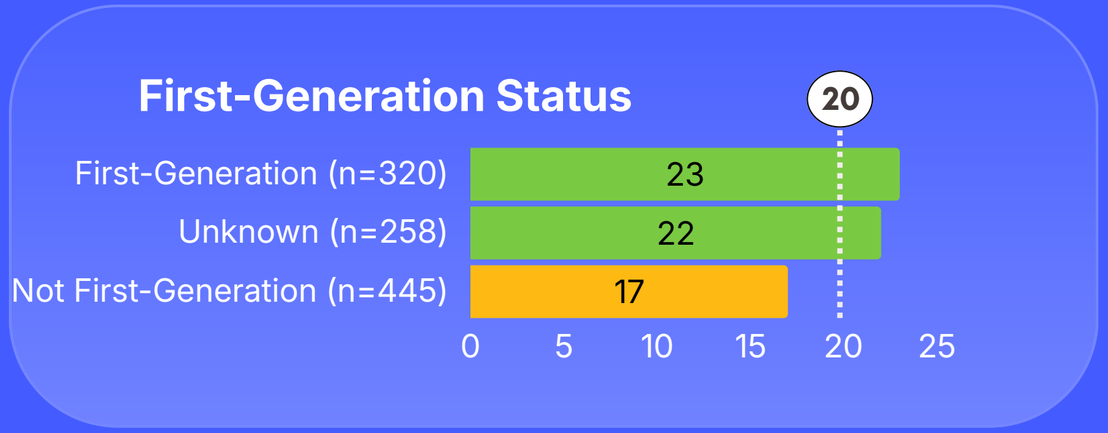
- *"There is poor financial aid for first-generation students, the removal of DEI, and students are being forced to take out loans."*

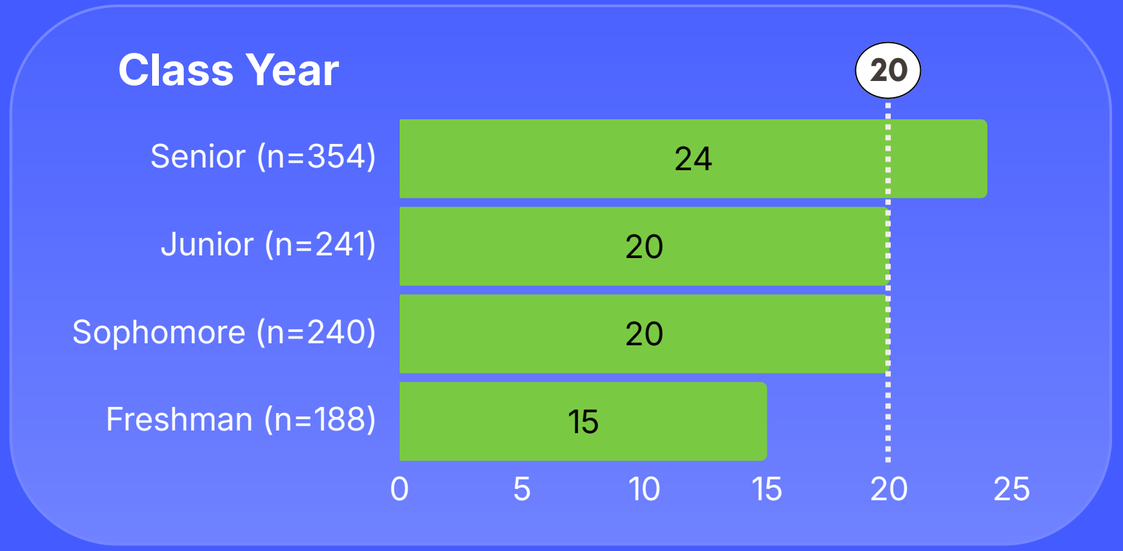
*Bolded themes represent consistent feedback from 2025 to 2026

SVS® by Tag


Modality
20
Online (n=217)
45
Hybrid (n=531)
14
In-Person (n=275)
13
0
10
20
30
40
50


In State/Out of State
20
In State (n=889)
24
Out of State (n=134)
0
0
5
10
15
20
25


First-Generation Status
20
First-Generation (n=320)
23
Unknown (n=258)
22
Not First-Generation (n=445)
17
0
5
10
15
20
25


Class Year
20
Senior (n=354)
24
Junior (n=241)
20
Sophomore (n=240)
20
Freshman (n=188)
15
0
5
10
15
20
25

EDSIGHTS

The Student Voice in Your Ecosystem

Atlas

- Financial information
- Academic performance
- Attendance
- Faculty referrals
- Advisor notes





- Student Voice
- Basic Needs
- Low self-efficacy
- Lack of belonging
- Poor wellness
- Difficulty balancing work & school



Holistic Student Success

- High Engagement
- Proactive
- Precise Interventions

WRAP-UP

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