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# *The Forum's Critical Incident Database*



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Vice President for Member Services  
The Forum on Education Abroad

# Session Agenda

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- What is the Critical Incident Database?
- Who is using it?
- What is it telling us?
- What have we learned?
- Where do we go from here?

# Forum Fireside, Portland OR, February 2009

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Three take-aways determined to be critical for the field:

1. A risk management conference
2. More rigorous standards
3. A *central* critical incident database for *all* incidents

# Forum Incident Database Committee

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- Brian Brubaker (Dickinson College)
- Bill Frederick, Chair (The School for Field Studies)
- Regine Lambrech (Columbia University)
- Natalie A. Mello (Worcester Polytechnic Institute)
- Christopher Powers (IIE)
- Adam Rubin (CIEE)
- Gary Rhodes (SAFETI)
- Arlene Snyder (Arcadia University College of Global Studies)
- John Tansey (Dartmouth College)

# Critical Incident Database

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- Piloted in 2009-2010
- Preliminary Report issued 2010
- Revamped based on feedback from users 2011
- Re-released 2012
- First full calendar year of data 2014



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## Critical Incident Database

The Critical Incident Database (CID) is a free tool for use by Forum member institutions in tracking critical incidents that occur while students are abroad. In addition, the CID serves as a method for tracking required information on incidents that should be reported in a member's Annual Security Report as required by the Department of Education in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the Clery Act).

The CID provides:

- An easy and convenient way to track what happens to your students while off campus (types of incidents, locations, etc.);
  - On-line and accessible from anywhere
  - Tablet, smart phone friendly
  - Easy access to your own data; downloadable and printable reports
- A reliable method to identify which incidents should be reported in your Annual Security Report to the Department of Education to comply with the Clery Act;
  - Incidents to be included in Clery report are clearly tagged
  - Mouse-over definitions provided based on the Clery Act
- A way to track critical incidents so that risk management decisions about education abroad programs can be made using appropriate data.
  - Institution/organization and program identity is protected
  - Annual reports are generated in the aggregate

To use the Critical Incident Database, you must have been assigned access and be logged in.

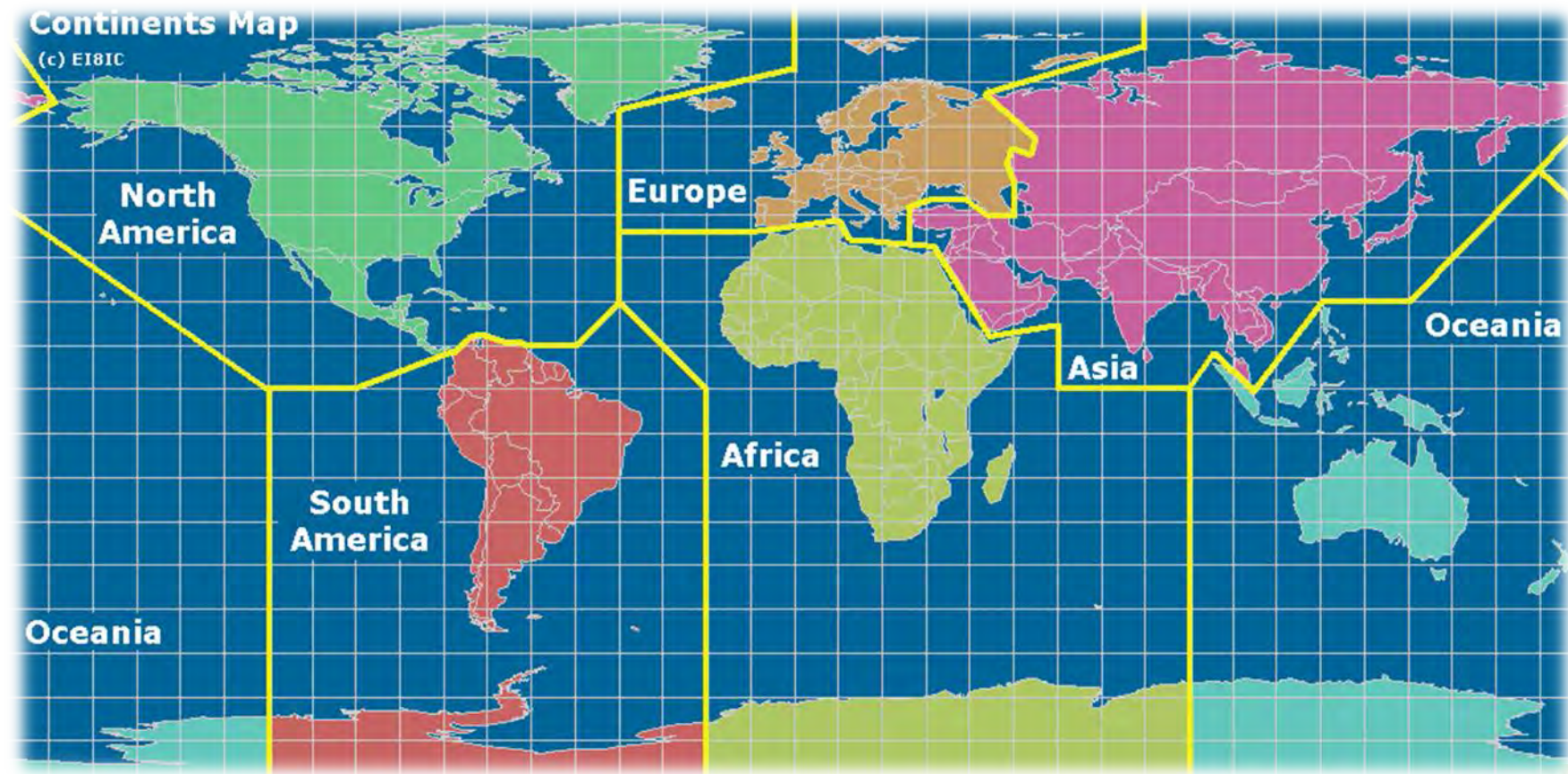


# Critical Incident Database Users

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- >350 different programs in 101 different countries
  - 881,718 student program days
  - Data collected January 1, 2014 – December 31, 2014
- 38 participating organizations
    - 11 liberal arts colleges
    - 9 large public universities
    - 3 small private universities
    - 7 medium private university
    - 2 large private universities
    - 2 community colleges
    - 3 program providers
    - 1 state system

# Continental Breakdown

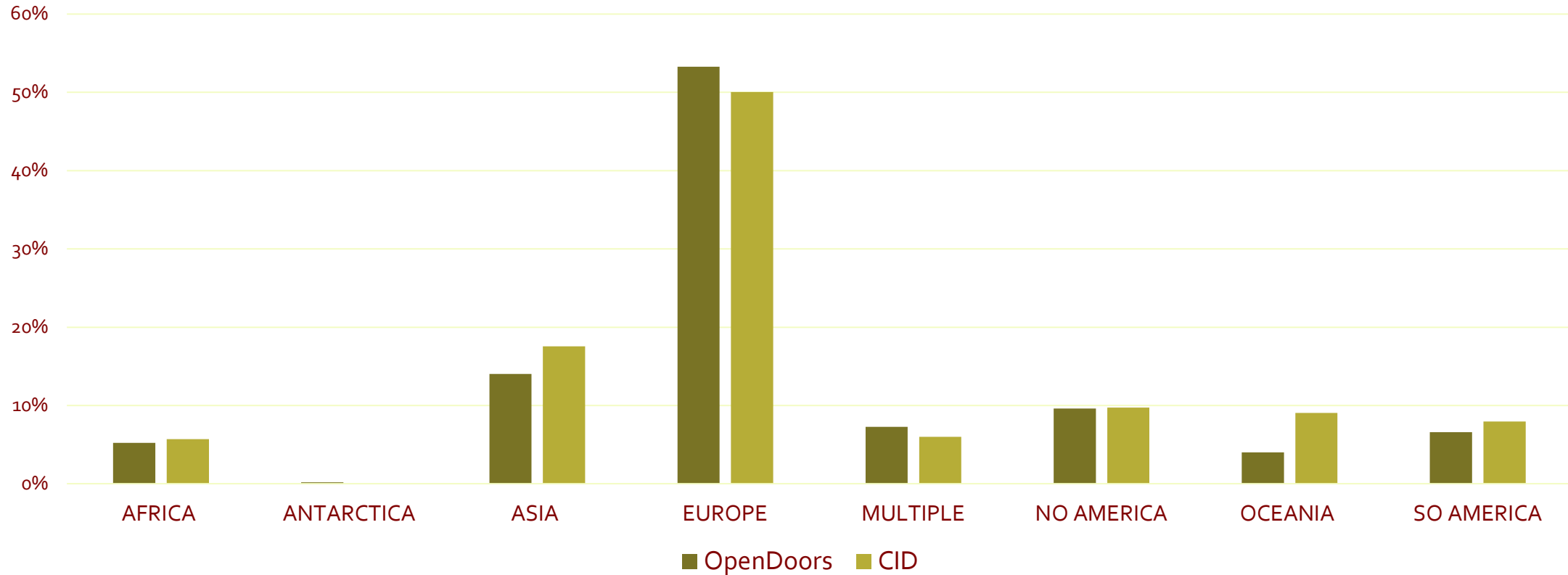


<http://www.mapability.com/ei8ic/maps/continent.php>

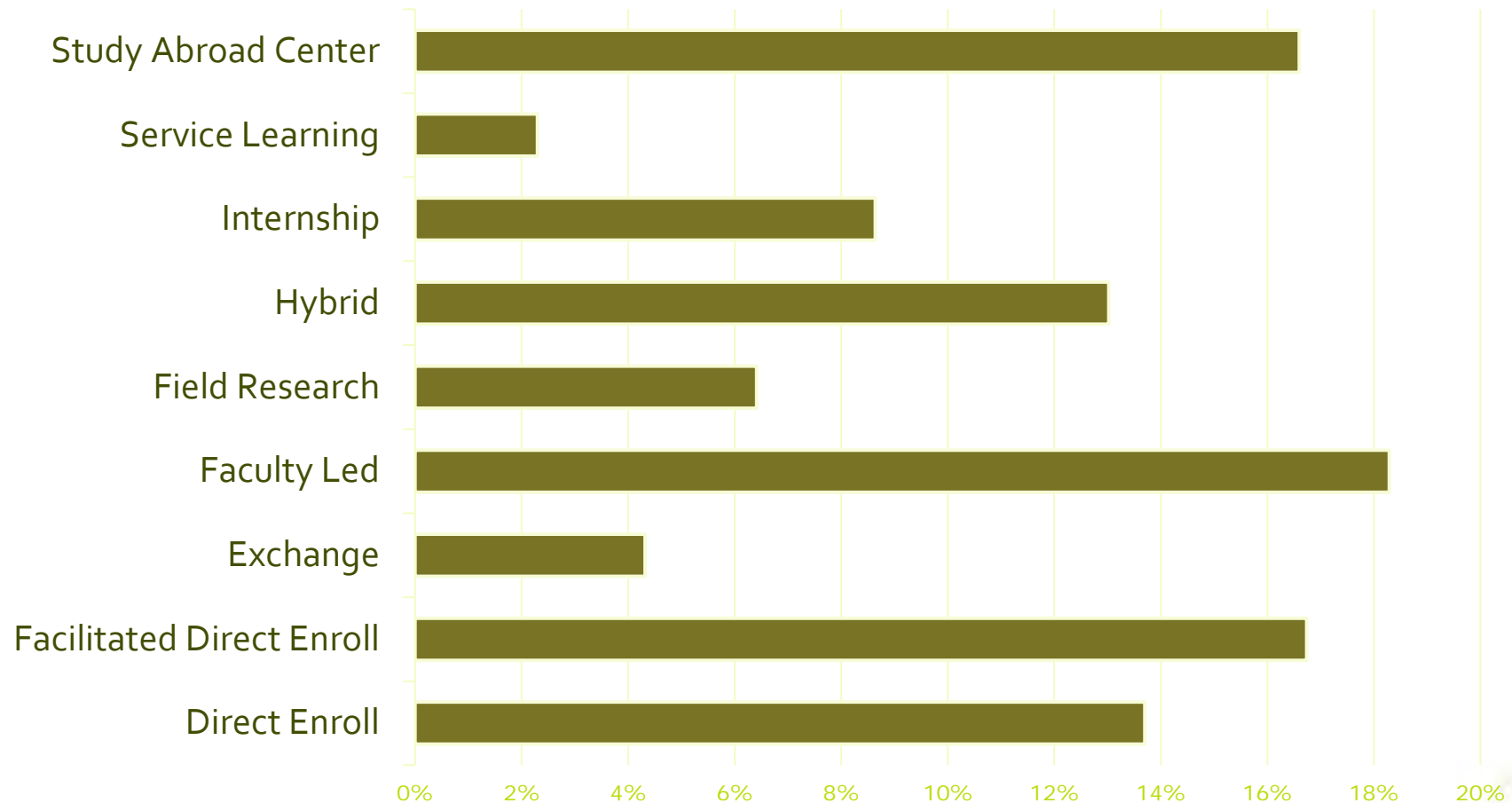


# Destinations of Programs Represented

*~10 % of Open  
Doors data*



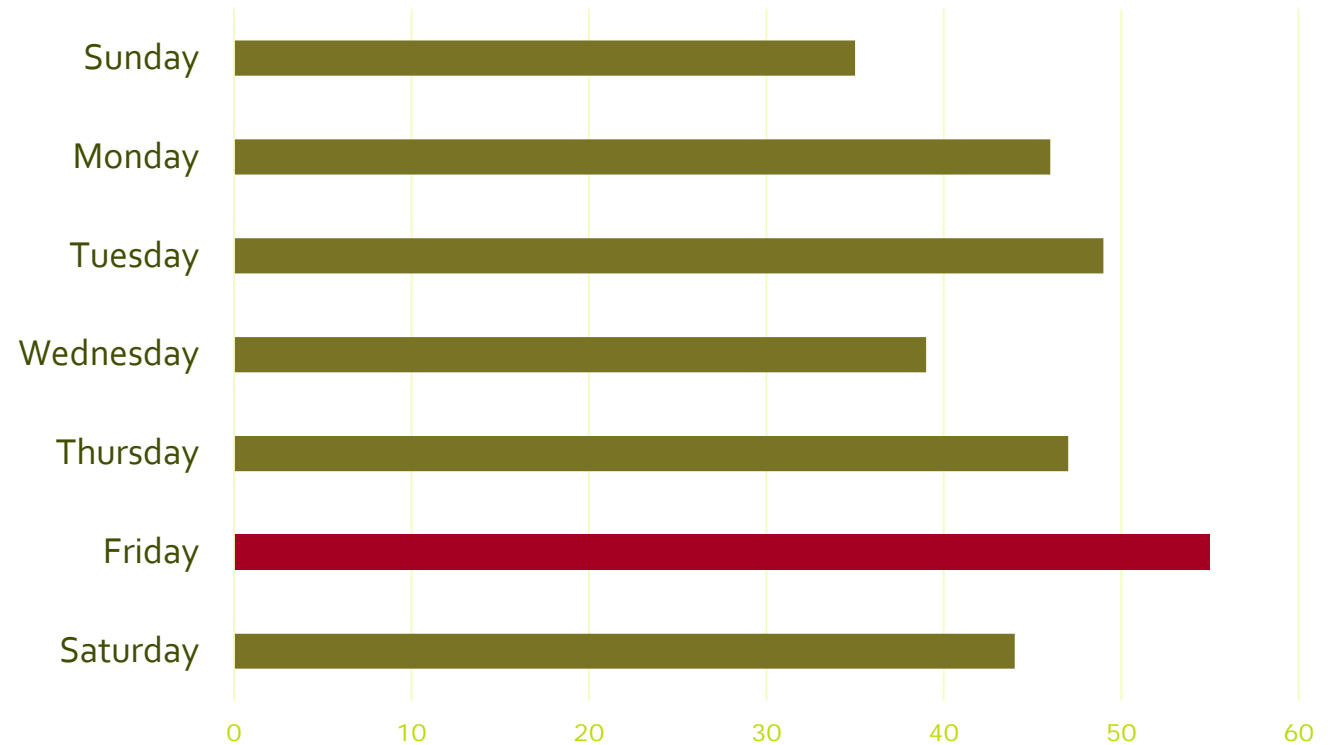
# Types of Programs Represented in the CID



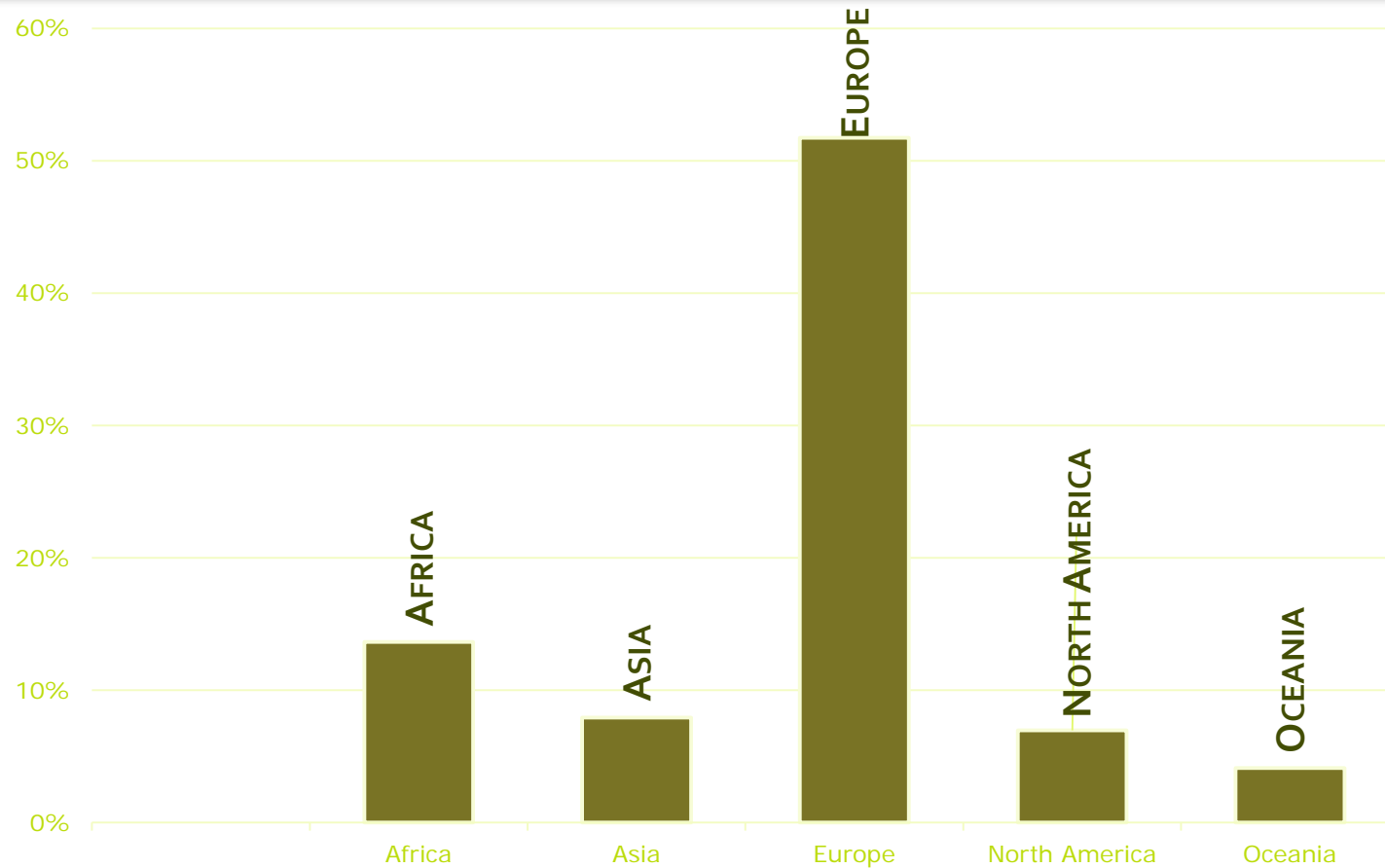
# CID incident data

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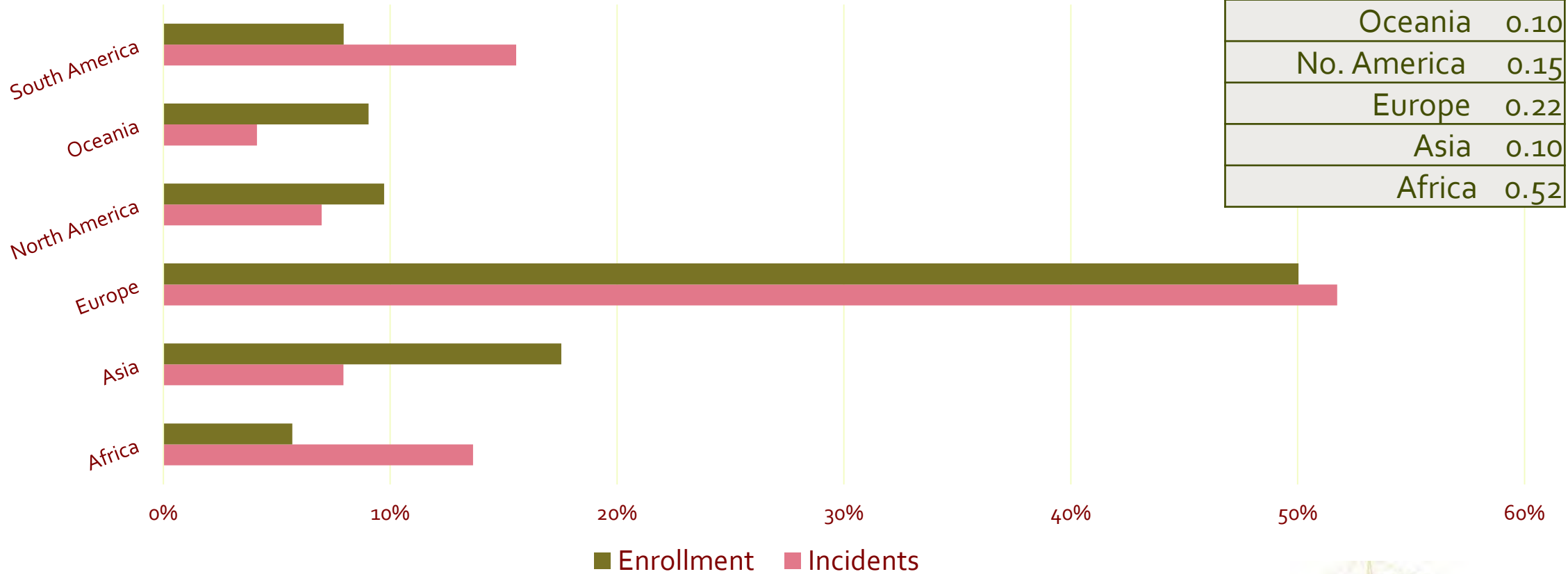
- 313 incidents
- 49 different countries
- Every day of the week



# Where Incidents Happened

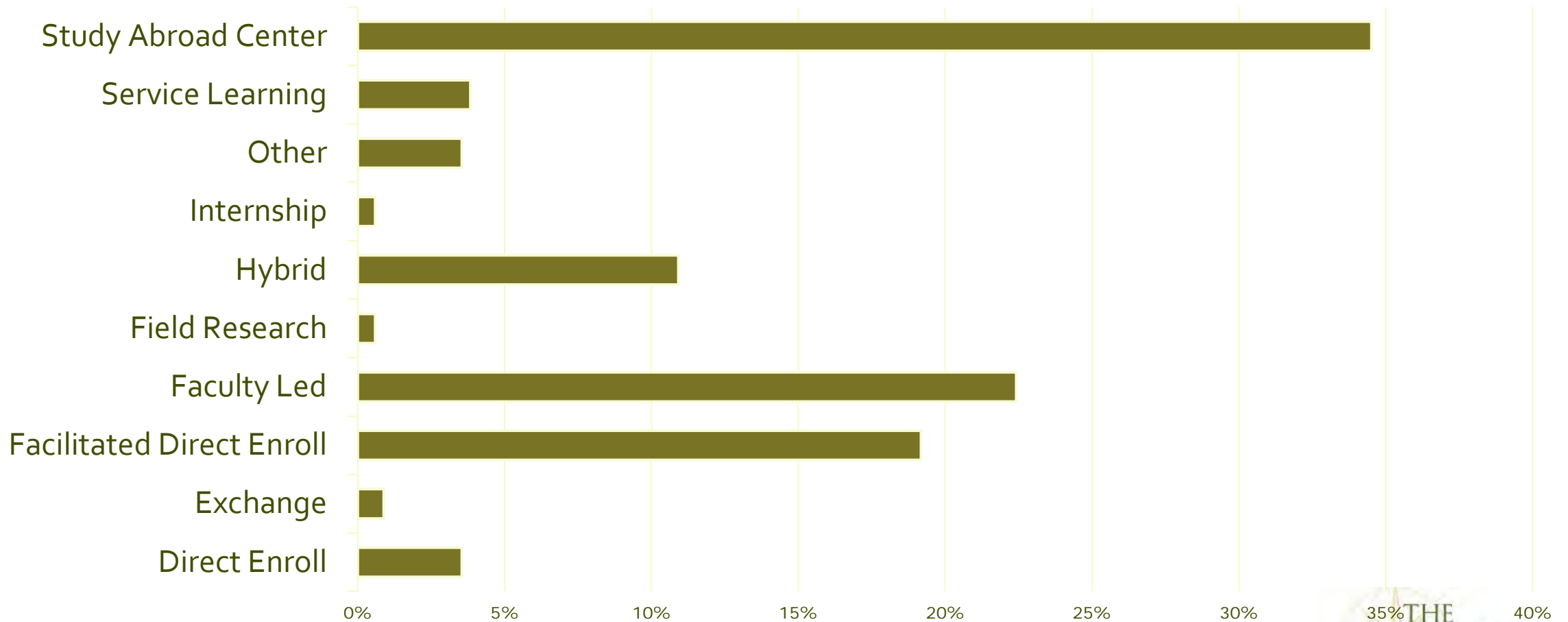


# Compare...

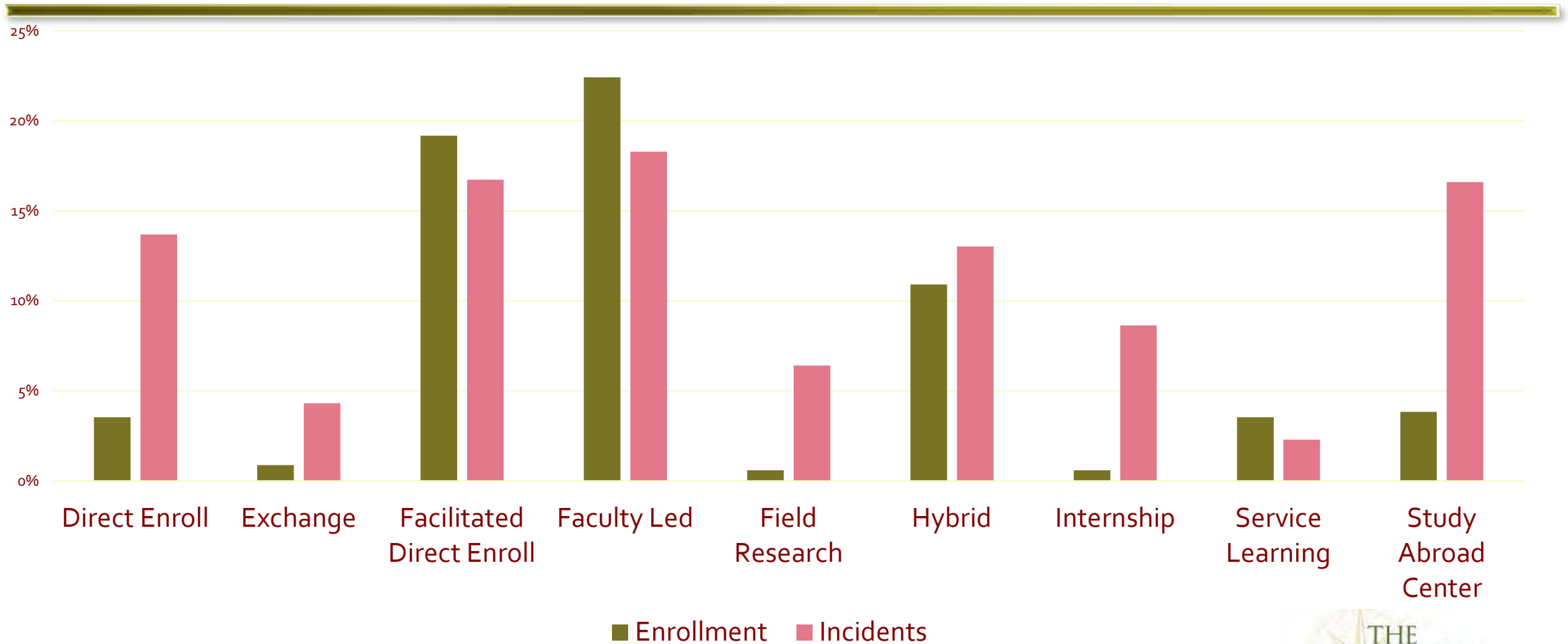


Frequency of incidents	
So. America	0.42
Oceania	0.10
No. America	0.15
Europe	0.22
Asia	0.10
Africa	0.52

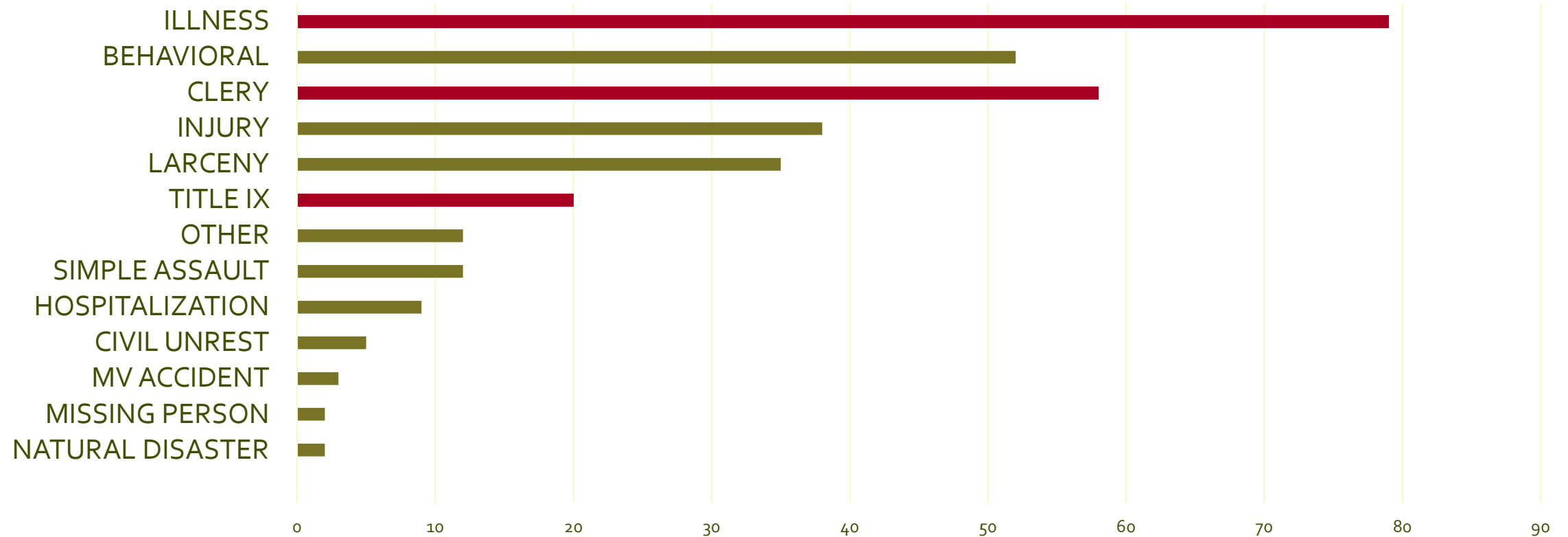
# Types of Programs where incidents occurred



# Compare...

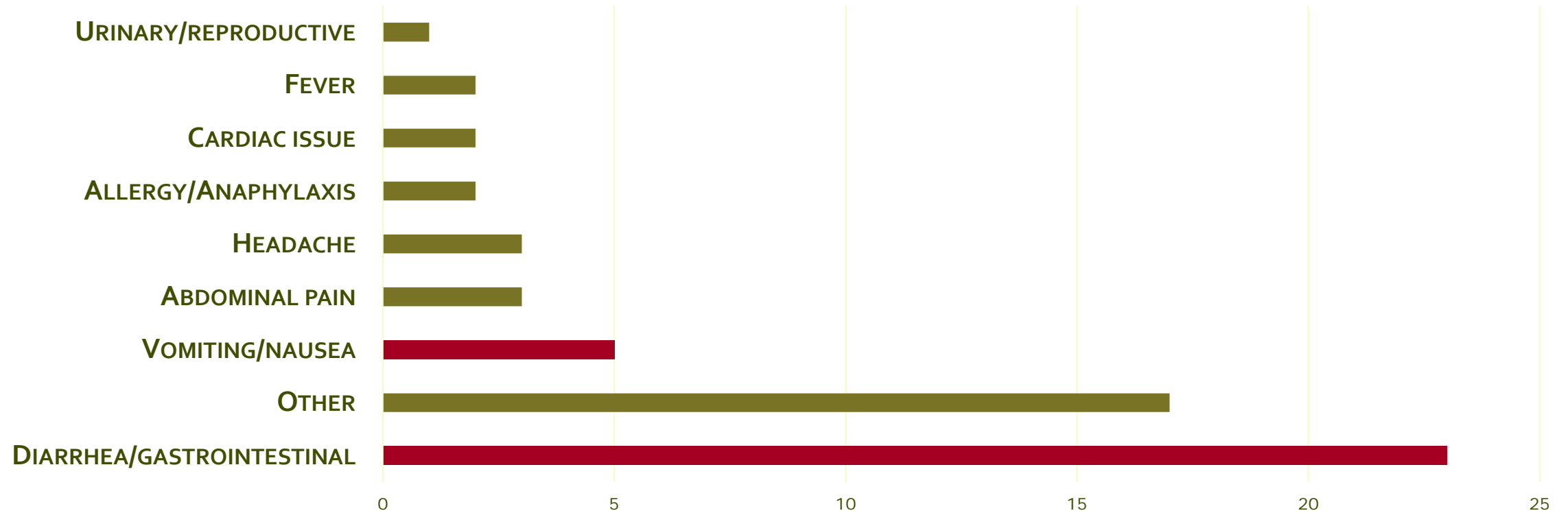


# Types of Incidents



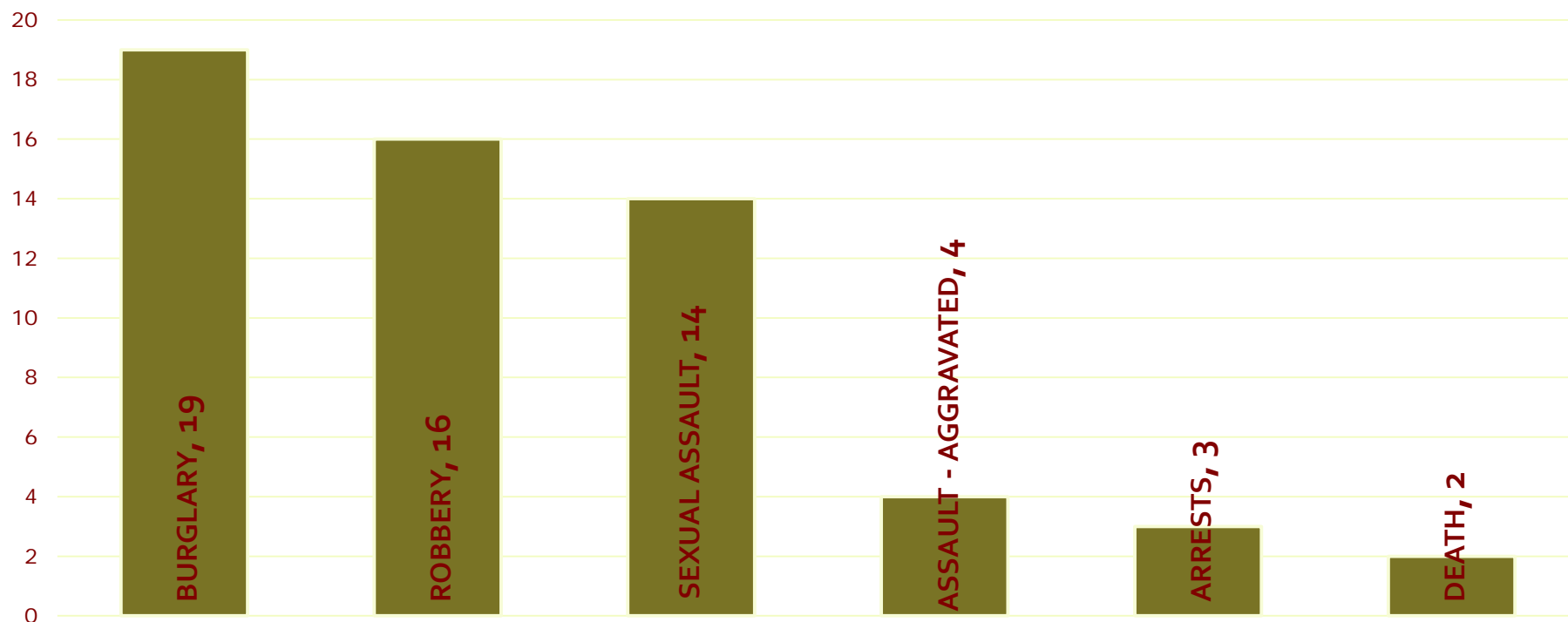


# Types of illnesses



# Possible Clery reportable incidents

58 total reportable incidents *IF* the incident occurred on Clery defined program property



# Title IX Reportable

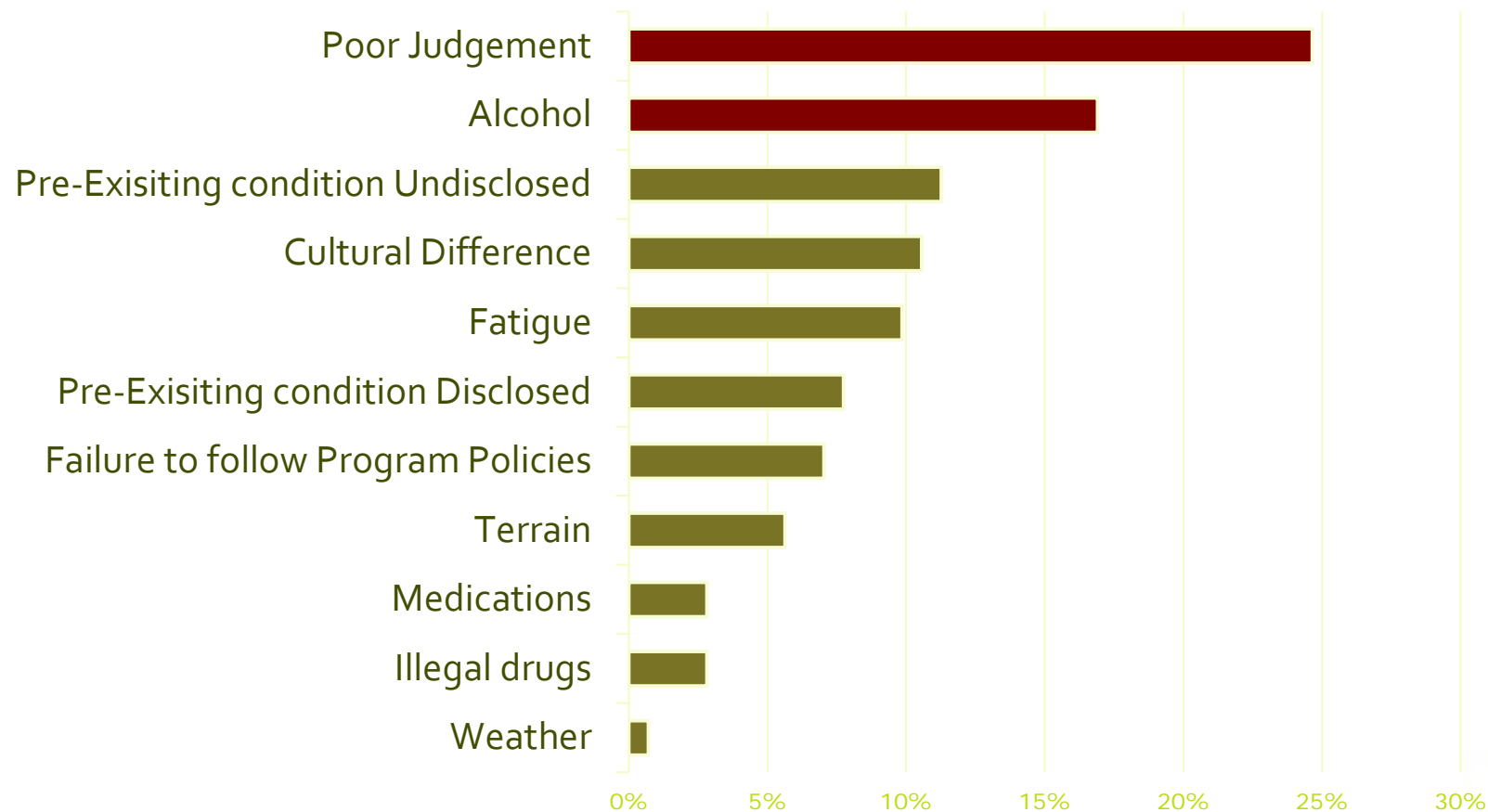
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20 total  
reportable  
incidents



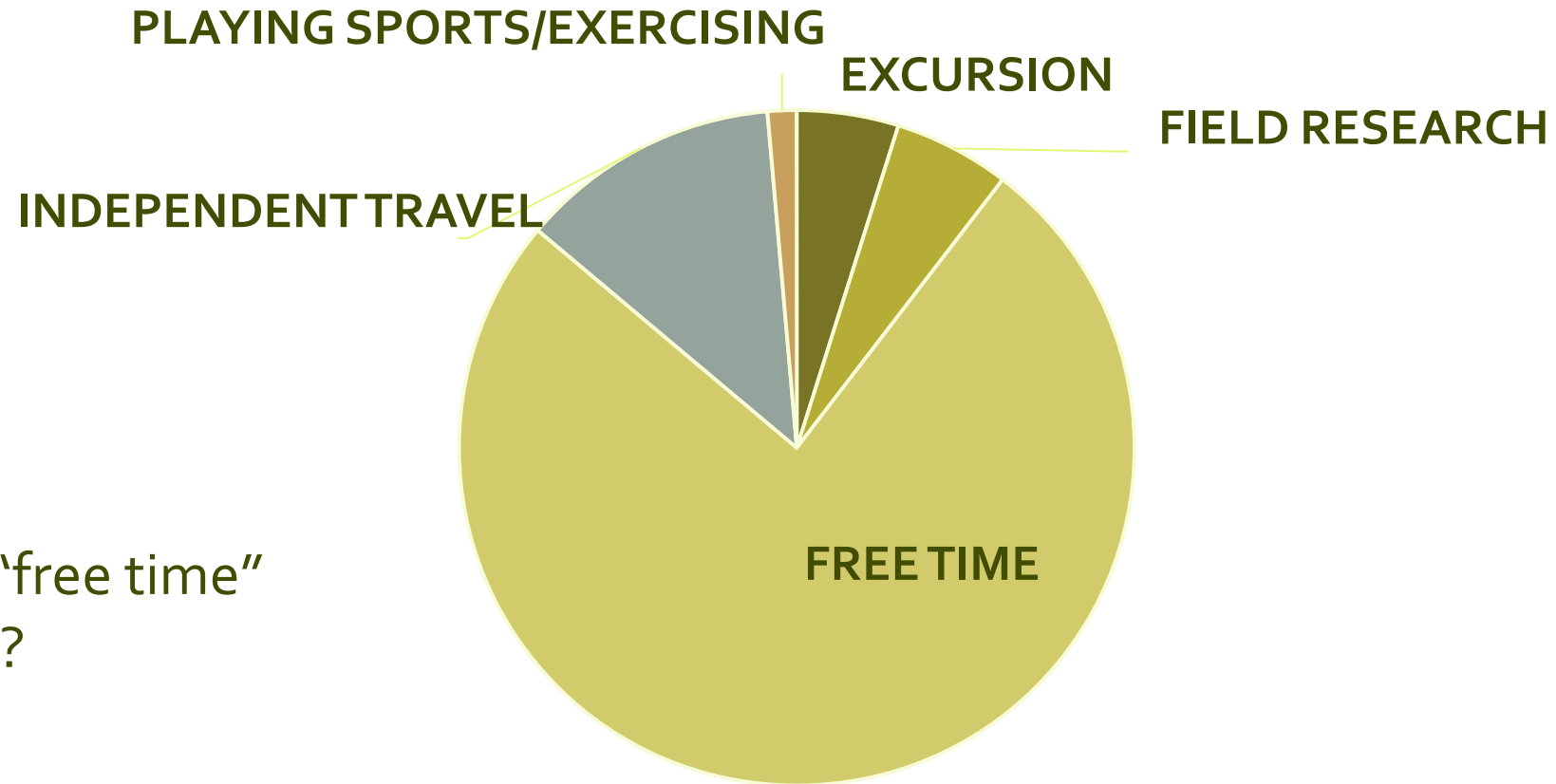
50% indicated  
alcohol as a  
contributing  
factor

# Contributing factors to all incidents



# What were they doing?

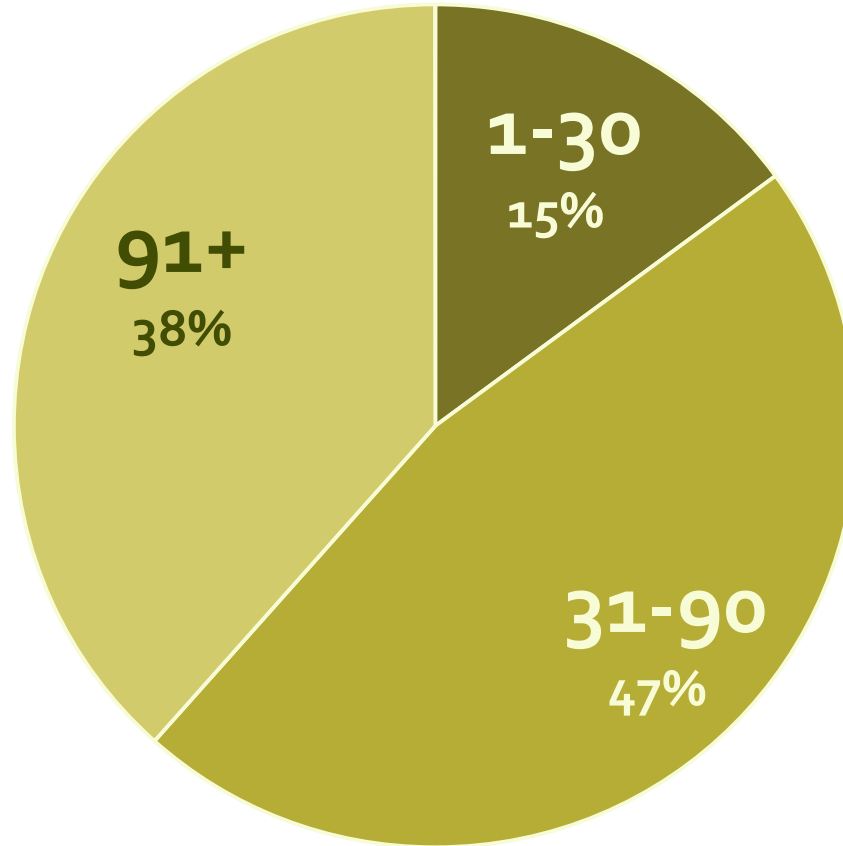
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What does “free time”  
really mean?

# Program length - incidents

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# What have we learned about the CID from users?

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- Electronic survey sent to all current users of the CID
- 2 weeks to complete
- 21 respondents (55% response rate)

# Did you find the CID easy to use?

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Answer	Response
Yes	16
No	5
Total	21



# Did the categories encompass the issues you wanted?

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Answer	Response
Yes	18
No	3
Total	21

# Did you find the Field Staff function useful?

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Answer	Response
Yes	4
No	17
Total	21

# What is your primary use for the CID?

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Answer	Response
Track my institution/organization's critical incidents	7
Contribute to a national data set of critical incidents in education abroad	13
Other (Please specify)	1
<b>Total</b>	<b>21</b>

# Do you use the reports from the CID to notify your internal safety/Clery compliance person of incidents?

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Answer	Response
Yes	5
No	16
Total	21

# Do you use other software or systems that track this information (Studio Abroad, institutional, etc.)?

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Answer	Response
Yes	7
No	14
Total	21

# Do you plan to continue to participate in the Critical Incident Database?

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Answer	Response
Yes	20
No	1
Total	21

# Why?

WE BELIEVE IT'S IMPORTANT TO CONTRIBUTE TO A GREATER OVERALL UNDERSTANDING AND AWARENESS OF ISSUES FACING OUR INDUSTRY. THIS WILL HELP US TO THEN HAVE BETTER STUDENT PREPARATION, MORE COMPLETE RISK MITIGATION STRATEGIES, BETTER FACULTY/STAFF TRAINING, AND OVERALL BETTER AND SAFER PROGRAMMING.

SAFETY ADVISING.

AND IN ANTICIPATION OF THIS IN THE FUTURE

CONTRIBUTE TO NATIONAL DATA STR

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HOPE TO A VERY CO

CONTRIBUTE TO THE FIELD

IT'S A GOOD WAY FOR US TO TR ADMINISTRATORS. WE ALWAYS THE FIELD

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OF DATA IN THE

TRIBUTING TO NATIONAL DATA

HELPS US WITH REPORTING, IS USEFUL TO THE FIELD

THAT HAPPEN

# Where do we go from here?

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- ✓ Continue to make the CID a member benefit
  - ✓ Ability to track organization's incidents
  - ✓ Tracking needn't be specific to education abroad
  - ✓ No longer need to supply background data to The Forum
- ✓ We will consult feedback for next iteration of the CID
  - ✓ make it more useful
- ✓ Insurance Data Collection Project
  - ✓ A comprehensive report to encompass:  
Student deaths, student hospitalizations, crimes, medical evacuations, security-related evacuations
  - ✓ Data from the CID will provide more insight



## Contact Information



For more information and to download an application, please visit:

<http://www.forumea.org/resources/member-resources/critical-incident-database>