

**Partnering with Student Services
Colleagues to
Improve Risk Management and
Safety for Education Abroad**



***ANNE OGILVIE AND GREG SNODDY
WORCESTER POLYTECHNIC
INSTITUTE***

***LEANNE JOHNSON AND LÉNA
KAVALIAUSKAS CRAIN
UNIVERSITY OF MARYLAND***

Who is in the room?



- **Study Abroad**
- **Health, Safety, and Security**
- **Student Services**
- **Legal Services and Risk Management**
- **Campus Safety**
- **Other**

UMD



- 1997 students traveled AY 2015-2016
- 85 countries
- Staffing Levels:
 - Education Abroad: 17 FTE
 - Director, International Risk Management: 1 FTE
 - Office of Global Initiatives (Business School): 6 FTE
 - Office of International & Leadership Programs (Engineering): 3 FTE



WPI Global Projects Program



- 907 students traveling in 2017-18
- 25 countries
- Faculty-led, project-based curriculum
- Staffing Levels:
 - Education Abroad: 5 FTE



What is the current state of collaboration between EA and student services on your campus?



- **Highly collaborative, good processes in place, focused on continuous improvement**
- **Pretty collaborative, people on both sides eager to help when things arise**
- **Interested and see potential, but no real partnerships yet**
- **Worried about the time and resources involved**
- **Highly siloed, collaboration not welcomed**

EA Motivations to Partner with Student Services



- Overall: taking a holistic approach, this is *our* student
- Sharing information
- Consistency of support services
- Utilizing expertise: incident management and beyond
- Health and safety support for all campus programs with international component(s)
- Alignment with university policies and procedures

Student Services Motivations to Partner with EA



- Provide pro-active response to issues before departure, and on site
- Calibrate student issues and institutional responses/plan
- Support pre-departure training for students and faculty
 - Address issues outside of normal faculty comfort arena
 - Timely incorporation of appropriate campus resources into situations
- Support for other students involved/impacted by the issue
- Supporting friends on home campus
- Supporting/communicating with parents of affected students
- Sharing knowledge and expertise

Pre-Departure Collaborations



- **Judicial Review Process**
- **Faculty Preparation**
- **Student Preparation**
- **Student Disability Disclosure and Accommodations**
- **Health Care Preparation**
- **CARE & BETA Team Involvement**

On-Site and Post-Travel Collaborations



- **CARE Team**
- **Response to student conduct matters**
- **Incident management**
- **Liaising with health or mental health care resources**
- **Supporting other students involved/impacted/affected by the incident**
- **Parent communication**
- **Health or mental health care follow up**
- **Legal matters (templates)**

Faculty and Student Preparation



- Rosters are shared with counseling, dean of students office, health services, and academic advising
- Student services staff deliver portions of student orientation
- Student services staff participate in and deliver portions of faculty training
- Student services consults with EA office and faculty during pre-trip planning

CARE/BIT Team



- **Weekly meeting with student services staff from across campus**
- **Review ongoing incidents and students of concern on and off campus**
- **Links to Simplicity Advocate online system**
- **EA duty officer participates**

Key Collaborations



- Roster sharing
- Aligning policies
- Aligning and testing duty officer and incident response procedures
- Pre-departure judicial review
- Pre-departure preparation for faculty and students (formal and informal)
- Student conduct response
- Incident response

How do we establish and grow our partnership?



- Intentionally establish processes and support systems to incorporate area expertise
- Intentionally build relationships across the institution that focus on student support and success
- Examples for information sharing: ASAP – bi-weekly meeting (Academic & Student Affairs Partnership) to discuss all aspects of the student experience with Academic Deans; CARE/BIT team

Case Studies



- **Read individually**
- **Break out into small groups**
- **Share responses with large group**

What constrains collaboration on your campus?



- Time
- Interest
- Siloed thinking
- Staffing
- Other

Recent Articles



- [Promoting Cross-Campus Collaboration](#)
- [College/University Counseling Centers Supporting Study Away: Challenges and Opportunities](#)

Thank You!



- Lena Kavaliauskas Cain: lkavalia@umd.edu
- Leanne Johnson: lijohnson@umd.edu
- Anne T. Ogilvie: atogilvie@wpi.edu
- Greg Snoddy: gsnoddy@wpi.edu