Emergency Response Plans

Preparing, not Scaring, Students
In 2014/15 there was an increase of 3% over the prior year in the number of U.S. students studying abroad.

Open Doors is conducted by the Institute of International Education with the support of the Bureau of Educational and Cultural Affairs of the U.S. Department of State. Online at: www.iie.org/opendoors
Europe hosts **over half** of U.S. study abroad students.
Some Incidents in Europe summer, 2016

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>Barcelona, Spain</td>
<td>July 2016</td>
<td>Student bus crash</td>
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<tr>
<td>Southern Italy</td>
<td>July 2016</td>
<td>Train collision</td>
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<tr>
<td>Ansbach, Germany</td>
<td>July 2016</td>
<td>Bombing</td>
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<tr>
<td>Wuerzberg, Germany</td>
<td>July 2016</td>
<td>Axe murders on train</td>
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<tr>
<td>Nice, France</td>
<td>August 2016</td>
<td>Van crashes into crowd</td>
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<tr>
<td>Istanbul, Turkey</td>
<td>August 2016</td>
<td>Coup</td>
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<tr>
<td>Amatrice, Italy</td>
<td>August 2016</td>
<td>Earthquake</td>
</tr>
<tr>
<td>Budapest, Hungary</td>
<td>Sept 2016</td>
<td>Bombing</td>
</tr>
<tr>
<td>Malmö, Sweden</td>
<td>Sept 2016</td>
<td>Shootout</td>
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TOTAL DEATHS: Approximately **800**

TOTAL DEATHS in Spanish Road accidents in 2016: **1160**

TOTAL DEATHS or serious injuries on London roads in 2015: **2092**
What criteria are we using to create our emergency response plans?
Agenda for the session

Part I  Rubric and Parameters: *Case study*

Part II  Communication to stakeholders

Part III  Technology

Part IV  A Comparative Perspective: *Case study*

Part IV  Conclusion and Q&A
Get to know the audience

How many of you are:

  Working at a university in the US in the Ed Abroad office?

  Working with students “on-site?”

  Working with a provider in the US?

  Faculty who lead programs overseas?
Rubric and Parameters

Daddy, do you like my picture?

Honey, if you'd like me to be objective, I'll have to create a rubric.

freshspectrum.com
Case Study in small groups

**Group 1:** You work in the Education Abroad office in the US and you have 20 students on a program in **Nice, France**.

**Group 2:** You work in the Education Abroad office in the US and you have 20 students on a program in **Barcelona, Spain** (Barcelona is about 400 miles away from Nice)

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On a Thursday night (local, French time) a van crashes into a large crowd of people watching the Bastille Day parade in Nice, France and you get the alert on your phone.
Questions to discuss

1. What are the next questions you need answered?
2. What do you expect from your on-site partners?
3. Who do you reach out to first? How do you reach out to them?
4. It’s 2 hours later, and there have been 30 confirmed deaths; now what do you do?
5. Terrorism has been ruled out; how, if at all, does that change your strategy?

Roles
1. Study abroad office in the US
2. On-site Director in Europe
3. Parent of the student abroad
4. Student abroad
5. University Risk Management
6. University Legal Counsel
What Parameters did you come up with?

a. **Distance** from program site

b. **Number** of people injured or killed

c. **Day** of the week

d. Statistics and **probability** - 2% die from terrorism, most from Motor Vehicle accidents

e. X amount of phone calls from **parents**

f. X amount of phone calls from your university’s **legal counsel**

g. **Type of activity** - does it matter when it’s terrorism or not?
Communication to Stakeholders

a. Do students get contacted? Do they have to get back to us? How?

a. Do universities get contacted? Who is doing the contacting?

a. Do parents get contacted?
If you google “number of people killed in France in 2016” you get all hits about terrorist deaths.

If you google “number of people killed in Chicago in 2016” you get “Murders in Chicago.”
What can we do?

EDUCATE!

Hear back from students after every incident
So, what can we do?

1. Education
   a. What expectations were delivered before the incident?
      i. To students, parents, institutions

2. Preparation
   a. Know your parameters
   b. Drills
   c. Weekend Plans Form
Weekend Plans Form

Each program participant is required to fill out this form each week (by Thursday at 5pm) letting us know your weekend plans. If you are leaving Barcelona, you need to let us know where you are going and how to reach you in an emergency. Remember: When you travel with other students on the program, each one of you has to fill out the form separately, please.

* Required

Full name *

Your answer

Your Plans for the Weekend *

☐ I am staying in Barcelona this weekend

☐ I am travelling outside of Barcelona this weekend

What city or cities are you planning to travel to?

Your answer

Name of your hotel(s)/hostel(s)

Your answer

A phone number where you can be reached:

Include the phone of your hotel or hostel as your phone may not work outside of Spain

Your answer

Departure date and time from Barcelona:

Date

dd/mm/yyyy

Time

AM

Arrival date and approximate time returning to Barcelona:

Date

dd/mm/yyyy

Time

AM

What form of transportation will you take?

(Plane, train, boat, bus etc.)

Your answer

Flight / Train numbers

Your answer

Who are you traveling with?

Names of other students on the program, parents, etc.

Your answer

If you are travelling with an agency, please let us know the agency name:

Your answer

Any additional info we should be aware of?

Your answer
What else can we do?

Technology
Pros and Cons of technology

What are your students using?

Students are constantly connected, what does that mean for the university or provider response?

How does technology strengthen our ERP?

Are cell phones mandatory? If so, smartphone?

How has technology helped or hindered incidents recently?
Technology that’s out there
Bringing it home
A comparative perspective
Case Study in small groups

**Group 1:** You are the head of the international office (responsible both for ISSS and study abroad) at Tulane University, New Orleans. You have 20 international students studying at Tulane.

**Group 2:** You are the head of the international office (responsible both for ISSS and study abroad) at Florida State University, in Tallahassee, FL about 400 miles away. You have 20 international students studying at Florida State University.

On a Wednesday night a truck crashes into a large crowd of people watching the Mardi Gras parade and you get the alert on your phone
Questions to discuss

1. What are the next questions you need answered?
2. What do you expect from your on-site partners?
3. Who do you reach out to first? How do you reach out to them?
4. It’s 2 hours later, and there have been 30 confirmed deaths; now what do you do?
5. Terrorism has been ruled out; how, if at all, does that change your strategy?

Roles

1. ISSS office in the US
2. International Partners
3. Parent of the student abroad
4. International student abroad in the US
5. University Risk Management
6. University Legal Counsel
Question to discuss

Are there different standards for overseas partners than for US universities?

If so, why?
Conclusion

PLAN & EDUCATE

How and why have you chosen to respond to a situation? What constitutes an emergency and successful means of when and how to respond?

Create a research driven plan, based on shared best practices from the field implemented in various locations and by various players.

Educate the stakeholders: students, parents, administration, faculty, providers, others?
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