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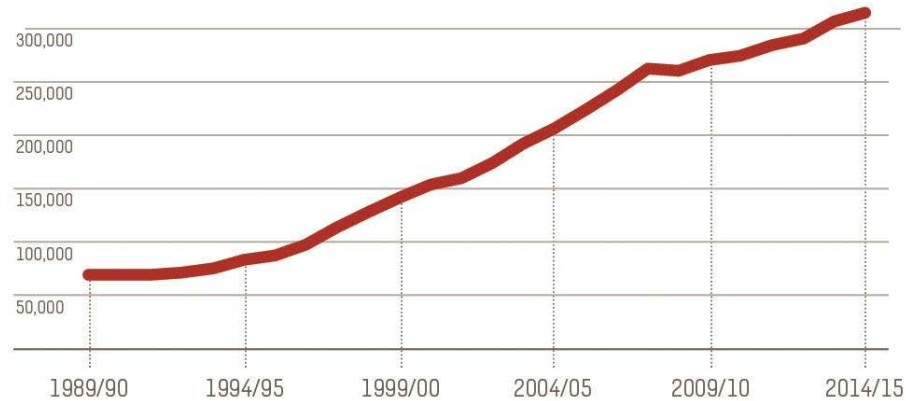
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Emergency Response Plans

Preparing, not Scaring, Students

US Study Abroad Students in Numbers

U.S. STUDY ABROAD STUDENTS 1989/90 – 2014/15

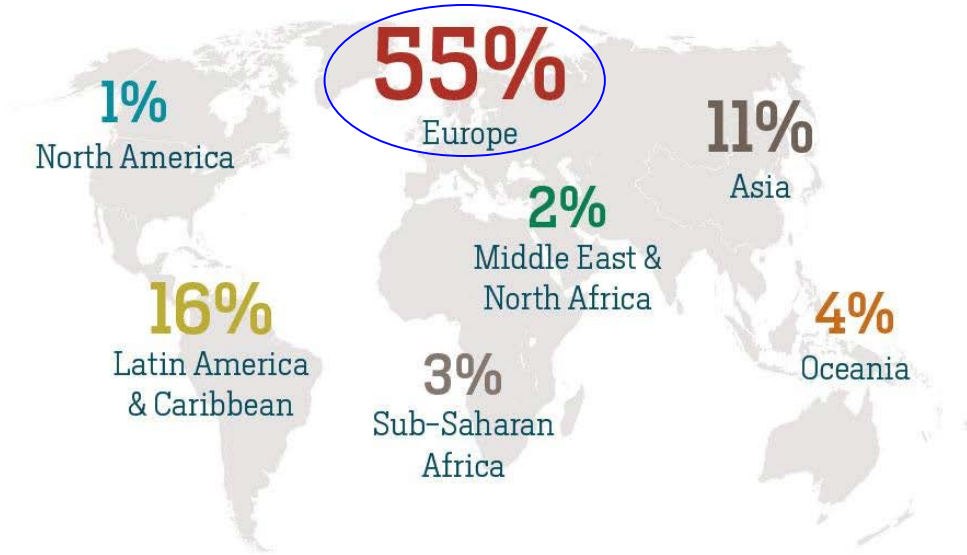


In 2014/15 there was **an increase of 3%** over the prior year in the number of U.S. students studying abroad.

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HOST REGIONS OF U.S. STUDY ABROAD STUDENTS



Europe hosts **over half** of U.S. study abroad students.

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Some Incidents in Europe summer, 2016

Barcelona, Spain	July 2016	Student bus crash
Southern Italy	July 2016	Train collision
Ansbach, Germany	July 2016	Bombing
Wuerzberg, Germany	July 2016	Axe murders on train
Nice, France	August 2016	Van crashes into crowd
Istanbul, Turkey	August 2016	Coup
Amatrice, Italy	August 2016	Earthquake
Budapest, Hungary	Sept 2016	Bombing
Malmö, Sweden	Sept 2016	Shootout


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?



Daddy,
do you like
my picture?



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



freshspectrum.com

Rubric and Parameters

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)

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?

- Distance** from program site
- Number** of people injured or killed
- Day** of the week
- Statistics and **probability** - 2% die from terrorism, most from Motor Vehicle accidents
- X amount of phone calls from **parents**
- X amount of phone calls from your university's **legal counsel**
- 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?

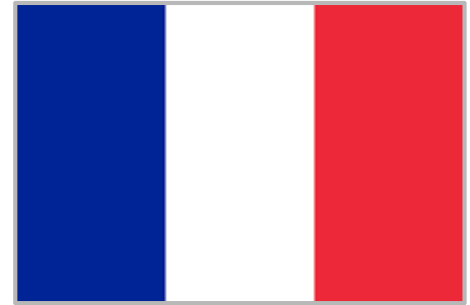
a. Do **universities** get contacted?

Who is doing the
contacting?

a. Do **parents** get contacted?

TERRORISM

If you google “number of people killed in France in 2016”
you get all hits about **terrorist** deaths.



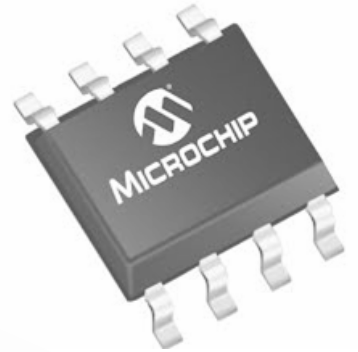
If you google “number of people killed in Chicago in 2016”
you get “**Murders** in Chicago.”



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?

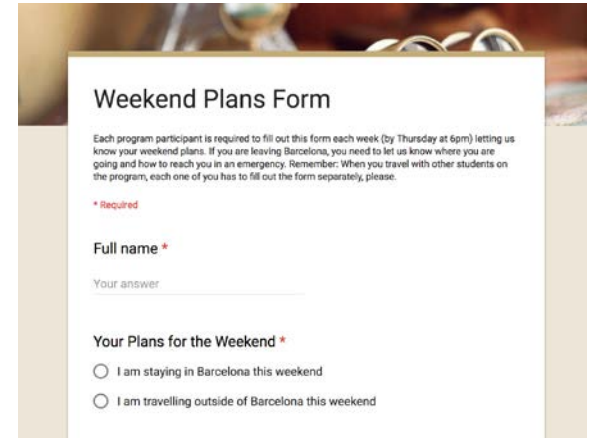
i. To students, parents, institutions

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 6pm) 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

Weekend Plans Form

Each program participant is required to fill out this form each week (by Thursday at 6pm) 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:

Please 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 Time
dd/mm/aaaa : AM ▾

Arrival date and approximate time returning to Barcelona:

Date Time
dd/mm/aaaa : AM ▾

Arrival date and approximate time returning to Barcelona:

Date Time
dd/mm/aaaa : AM ▾

What form of transportation will you take?

i.e. 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

BACK

SUBMIT

What else can we do?



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



Google



LiveSafe



keynectup





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?
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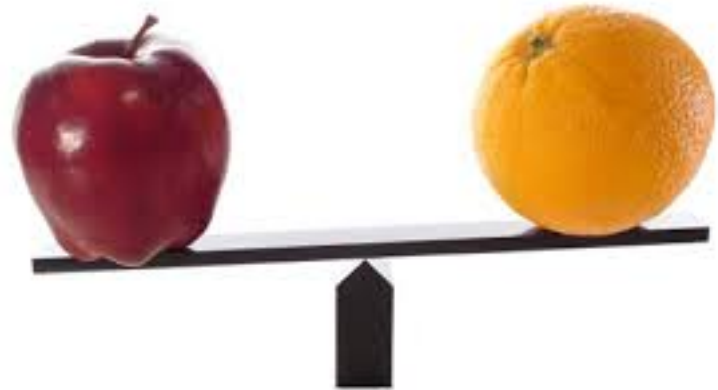
Roles

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?

Q & A



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BARCELONA

STUDY ABROAD EXPERIENCE

Emergency Response Plans

Preparing, not Scaring,
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