The Forum’s Critical Incident Database

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Vice President for Member Services
The Forum on Education Abroad
Session Agenda

• 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

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

- Brian Brubaker (Dickinson College)
- Bill Frederick, Chair (The School for Field Studies)
- Regine Lambrech (Columbia University)
- Natalie 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

- 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
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.
Demonstration of the CID

The Forum’s Critical Incident Database
Basic Elements of an Incident Report

- Affected Party(s) Identification and Bio Info
  - Already captured with integrated login for a registered user
- Incident Details
  - Time
  - Place
  - Incident Description/Narrative
  - Causal Factors
- Incident Review and Sign-off
  - Internal-use question item

Guidelines - FORUM Incident Reporting & Database
Collect Initial Data on Incidents

- Any affected user, witness or responsible party to an incident
- Workflow triggers are available from these responses
Administrative Classification of Incidents

- Once submitted and acted upon, post crisis Administrators can classify events prior to submission to CID.
- A stock report from Terra Dotta helps package the data for submission to the CID.
Critical Incident Database Users

- >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
Length of Programs Represented in the CID

Short = < 56 days
Mid = 57 – 264 days
Long = > 265 days
Continental Breakdown

http://www.mapability.com/ei8ic/maps/continent.php
Types of Programs Represented in the CID

- Study Abroad Center
- Service Learning
- Internship
- Hybrid
- Field Research
- Faculty Led
- Exchange
- Facilitated Direct Enroll
- Direct Enroll

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CID incident data

- 313 incidents
- 49 different countries
- Every day of the week
Where Incidents Happened

- Africa: 10%
- Asia: 10%
- Europe: 60%
- North America: 10%
- Oceania: 10%
Compare...

<table>
<thead>
<tr>
<th>Region</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>So. America</td>
<td>0.42</td>
</tr>
<tr>
<td>Oceania</td>
<td>0.10</td>
</tr>
<tr>
<td>No. America</td>
<td>0.15</td>
</tr>
<tr>
<td>Europe</td>
<td>0.22</td>
</tr>
<tr>
<td>Asia</td>
<td>0.10</td>
</tr>
<tr>
<td>Africa</td>
<td>0.52</td>
</tr>
</tbody>
</table>

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Types of Programs where incidents occurred

- Study Abroad Center
- Service Learning
- Other
- Internship
- Hybrid
- Field Research
- Faculty Led
- Facilitated Direct Enroll
- Exchange
- Direct Enroll

0% 5% 10% 15% 20% 25% 30% 35% 40%
Types of Incidents

- ILLNESS
- BEHAVIORAL
- CLERY
- INJURY
- LARCENY
- TITLE IX
- OTHER
- SIMPLE ASSAULT
- HOSPITALIZATION
- CIVIL UNREST
- MV ACCIDENT
- MISSING PERSON
- NATURAL DISASTER

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Types of illnesses

- Urinary/Reproductive
- Fever
- Cardiac Issue
- Allergy/Anaphylaxis
- Headache
- Abdominal Pain
- Vomiting/Nausea
- Other
- Diarrhea/Gastrointestinal

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Possible Clery reportable incidents

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

20 total reportable incidents

50% indicated alcohol as a contributing factor
Contributing factors to all incidents

- Poor Judgement: 25%
- Alcohol: 20%
- Pre-Existing condition Undisclosed: 10%
- Cultural Difference: 10%
- Fatigue: 10%
- Pre-Existing condition Disclosed: 5%
- Failure to follow Program Policies: 5%
- Terrain: 5%
- Medications: 2%
- Illegal drugs: 2%
- Weather: 0%

0% 5% 10% 15% 20% 25% 30%
What were they doing?

- Playing Sports/Exercising
- Excursion
- Independent Travel
- Field Research
- Free Time

What does “free time” really mean?
Program length - incidents

- 31-90: 47%
- 91+: 38%
- 1-30: 15%
What have we learned about the CID from users?

- 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?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>16</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
Did the categories encompass the issues you wanted?

<table>
<thead>
<tr>
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<th>Response</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18</td>
</tr>
<tr>
<td>No</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
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</table>
Did you find the Field Staff function useful?

<table>
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<th>Response</th>
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</thead>
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<td>4</td>
</tr>
<tr>
<td>No</td>
<td>17</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
What is your primary use for the CID?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track my institution/organization’s critical incidents</td>
<td>7</td>
</tr>
<tr>
<td>Contribute to a national data set of critical incidents in education abroad</td>
<td>13</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
Do you use the reports from the CID to notify your internal safety/Clery compliance person of incidents?

<table>
<thead>
<tr>
<th>Answer</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>5</td>
</tr>
<tr>
<td>No</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
Do you use other software or systems that track this information (Studio Abroad, institutional, etc.)?

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<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>7</td>
</tr>
<tr>
<td>No</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
Do you plan to continue to participate in the Critical Incident Database?

<table>
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<th>Answer</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>
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.
Where do we go from here?

✓ 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