



20 JUNE 2018

Better Living through Data: Incident Data, Findings, and Usages in Enhancing Student Safety

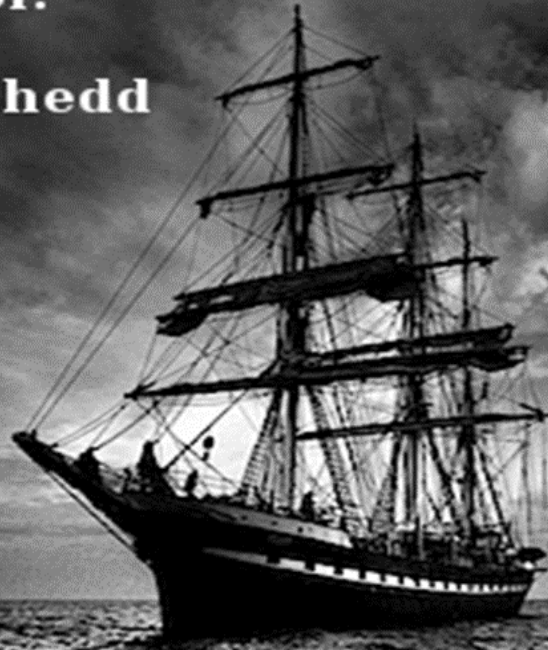
Natalie A. Mello – VP for Member Services and Training, The Forum on Education Abroad

Bill Bull – VP of Health, Safety, & Security, CIEE

Colin McElroy – Director of Health, Safety, & Security, CIEE

**"A ship in harbor is safe -- but
that is not what ships are
built for."**

John A. Shedd



Session Goals

Demonstrate how The Forum, CIEE, and the Peace Corps are collecting health & safety data.

Discuss the findings of this data and how the three organizations are applying the information gleaned to improve safety and enhance mitigations.



How?

CIEE's Data Collection

CIEE / Peace Corps
comparative data

The Forum's Critical Incident
Database

Q&A



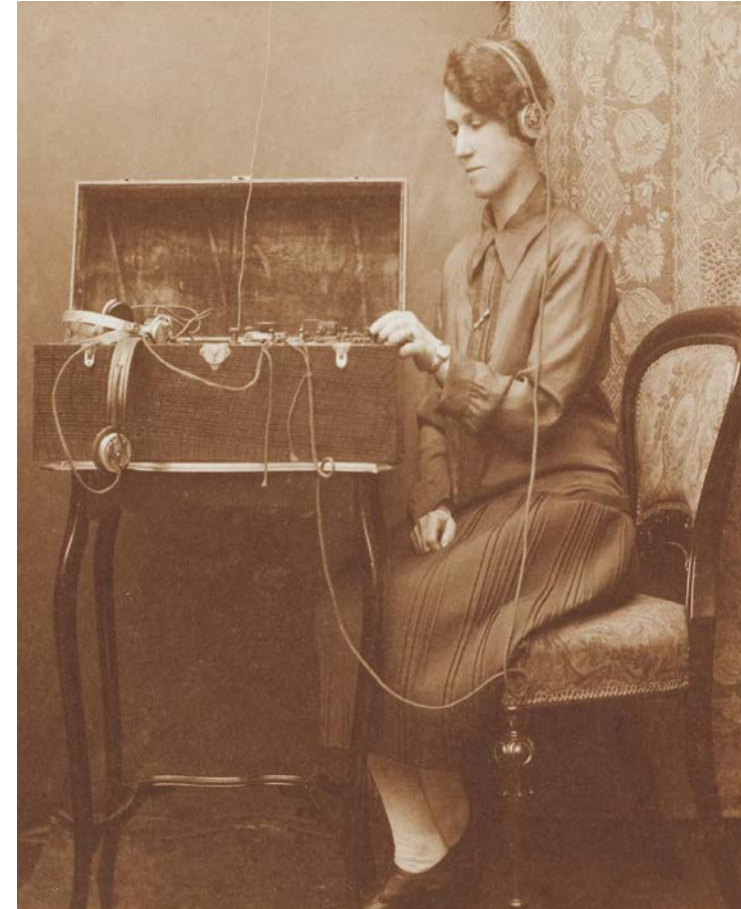
CIEE Global Exposure



THE WORLD IS OUR CLASSROOM. JOIN US.™

THE DAYS OF YORE

- Phone trees, emails, spreadsheets
- Paper-based incident tracking
- Processes varied by location
- Limited central oversight and visibility
- Insight was only gleaned through memory and personal experience
- Data Analysis was a challenge and... meta-analysis was but a dream



CIEE Data Collection for Participant Safety

CIEE Incident Management Database

- **Online Incident Management Database (Salesforce)**
- **Staff trained and re-trained to report any and all incidents, regardless of severity.**
- **We use this data for many purposes to include:**
 - Trend analysis to improve safety messaging.
 - More accurate determination of site specific risks that is data driven.
 - Mitigating identified risks to students.
 - Identification of high-risk study centers/cities.
 - Share with our partner sending institutions for program selection and Clery requirements.



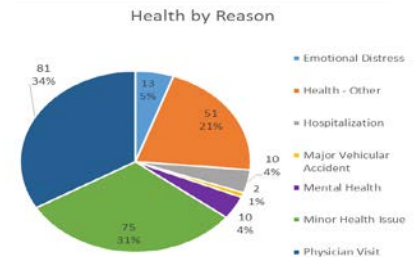
Record/Track



Help

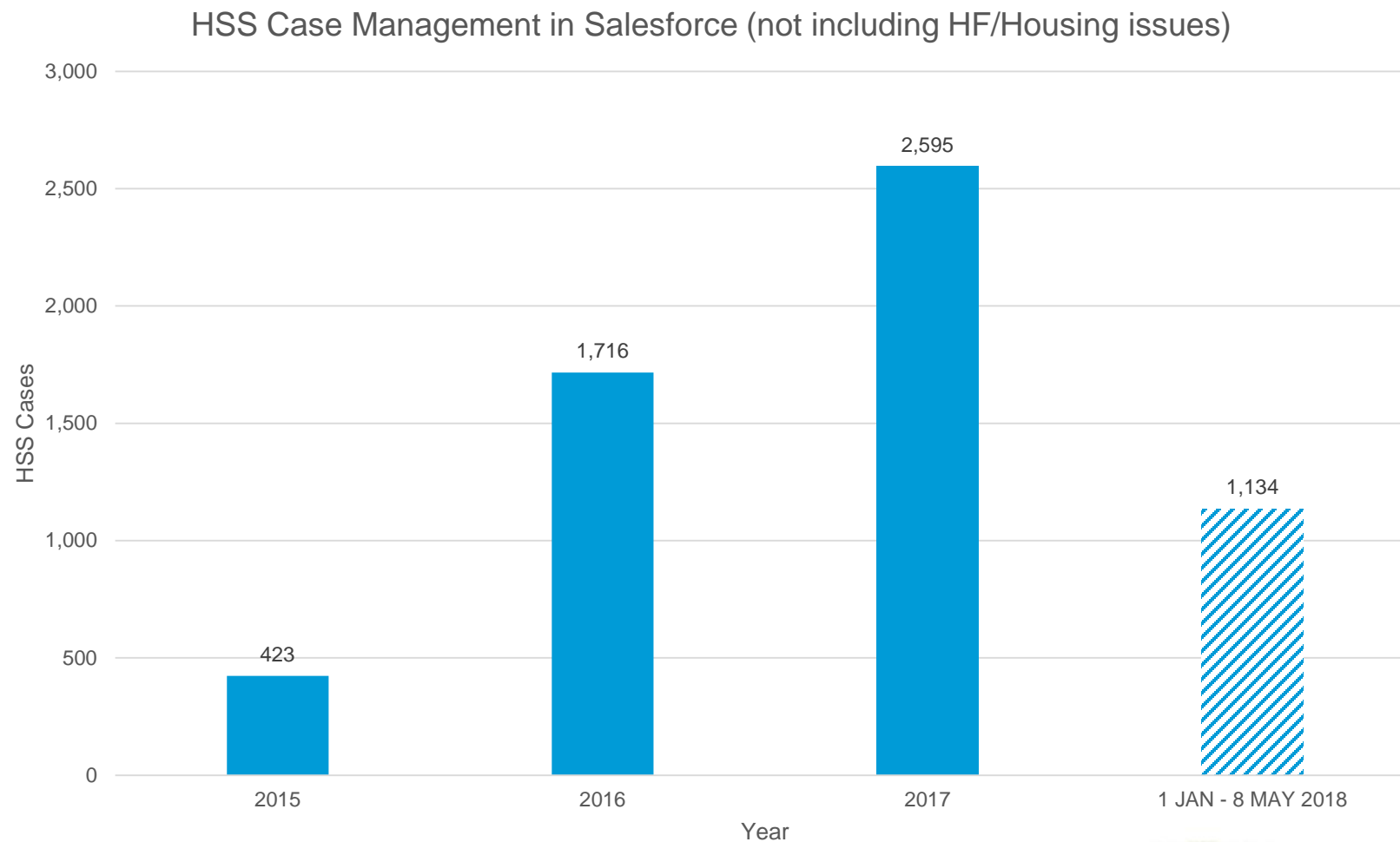


Share/Inform



Analysis/Planning

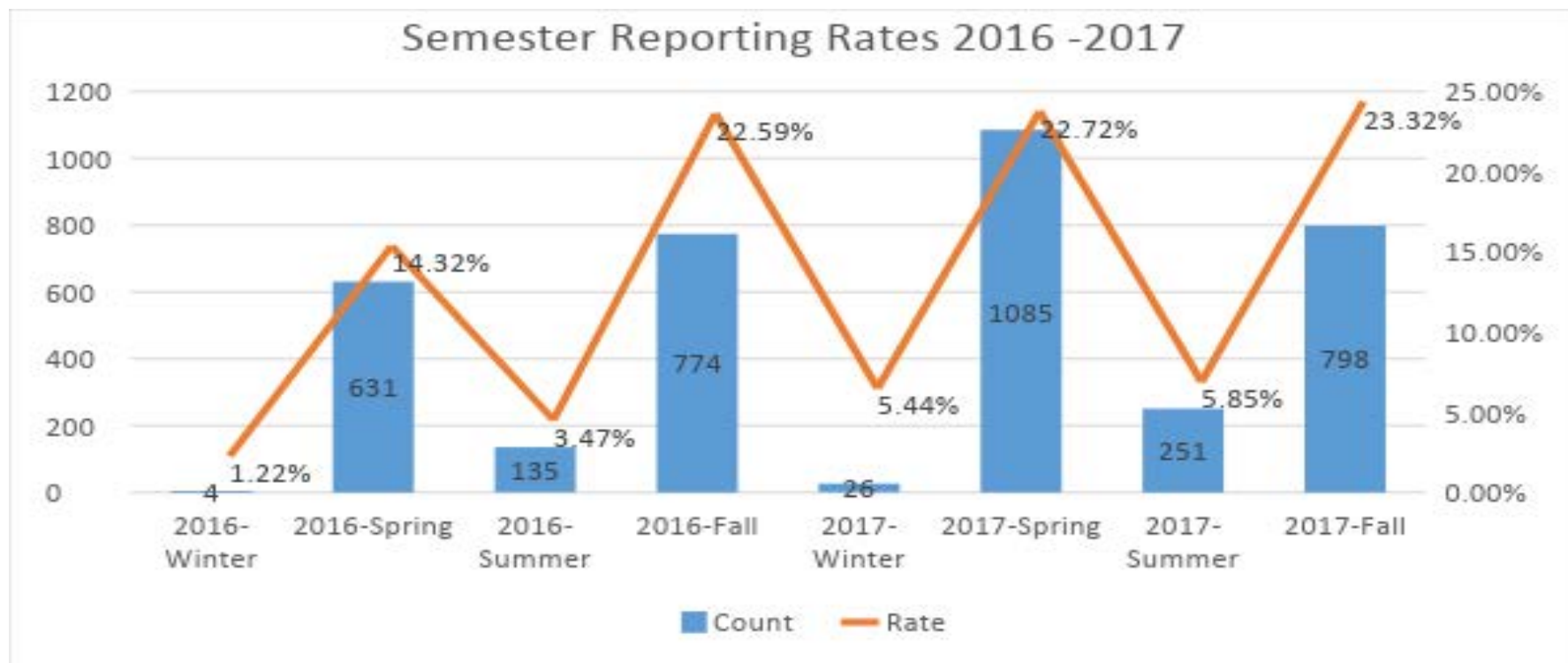
CIEE Case Management Data



Let's Contextualize this (Based on 2+ years of data for CIEE)

- 77% of all CIEE students have nothing to report
- 23% of CIEE students do report “something”
- We have learned that the vast majority of those that report in CIEE, 90% are minor health issues.
- On the Crime side of the house 97% of CIEE students do not report a crime
- Less than 1% of all of CIEE students report a violent crime

CIEE Semester Overall HSS reporting rates 2016-2017



How to use the Data – CIEE Perspective

- **Some Examples:**
- **Mitigation:**
 - Identified walking alone as significant risk factor and addressed it.
 - The need to address spring and fall break safety differently.
 - Identifying areas/establishments to avoid.
- **Training Needs:** increase in reporting on mental health cases led to allocation of resources to improve staff skills in supporting mental health challenges.
- **Resources:** supported the need for 4th HSS position.
- **Best Practices & Data Sharing (Safety is Collaborative):**
 - Co-presenting with Forum and Peace Corps at the Forum's Beyond the Basics of HSS conference (Forum Standard 8).
 - Created unique Sending School's reports to increase collaboration and enhance pre-departure orientations.

The Peace Corps Data



The Peace Corps

- In late 2015, Peace Corps Safety and Security Officers from the Office of Safety and Security began disseminating post-specific information from the Security Incident Questionnaire to staff in Peace Corps countries around the globe. Throughout 2016, staff in each country used this information to identify crime problems experienced by Volunteers in their respective countries and formulated plans for how to supplement existing safety and security programs to address those problems.
- Staff in many countries recognized ways to improve the training they provide Volunteers when Volunteers begin their service. This included using examples of specific types of crimes that are most likely to happen to Volunteers in a particular country, incorporating tips from veteran Volunteers on how to avoid common crimes, and providing Volunteers with periodic crime prevention tips.
- In a few instances, posts revisited the methods they use for selecting communities and housing for Volunteers.



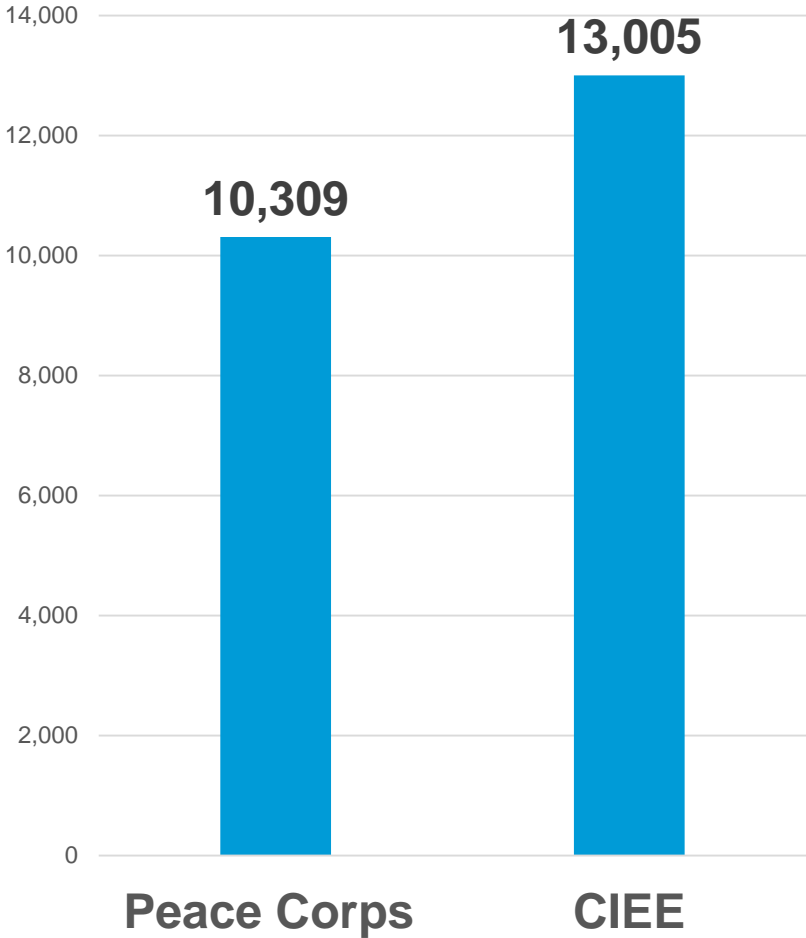
The Peace Corps

- Following passage of the *Kate Puzey Peace Corps Volunteer Protection Act of 2011*, the Peace Corps instituted numerous changes, some of which were intended to remove barriers to Volunteers reporting rapes, aggravated sexual assaults, and non-aggravated sexual assaults (e.g., victim blaming, concerns about confidentiality).
- Beginning with Volunteers that left the Peace Corps in 2015, the agency is now able to compare changes in reported incidents of sexual assault (i.e., data from the Consolidated Incident Reporting System) to changes in the overall proportion of Volunteers that experienced crimes (i.e., data from the Security Incident Questionnaire).
- Taking into account changes in the overall prevalence of rape, 5 percent more victims of rape reported an incident to staff in 2016 compared to 2015 and about 6 percent more victims of non-aggravated sexual assault reported an incident.

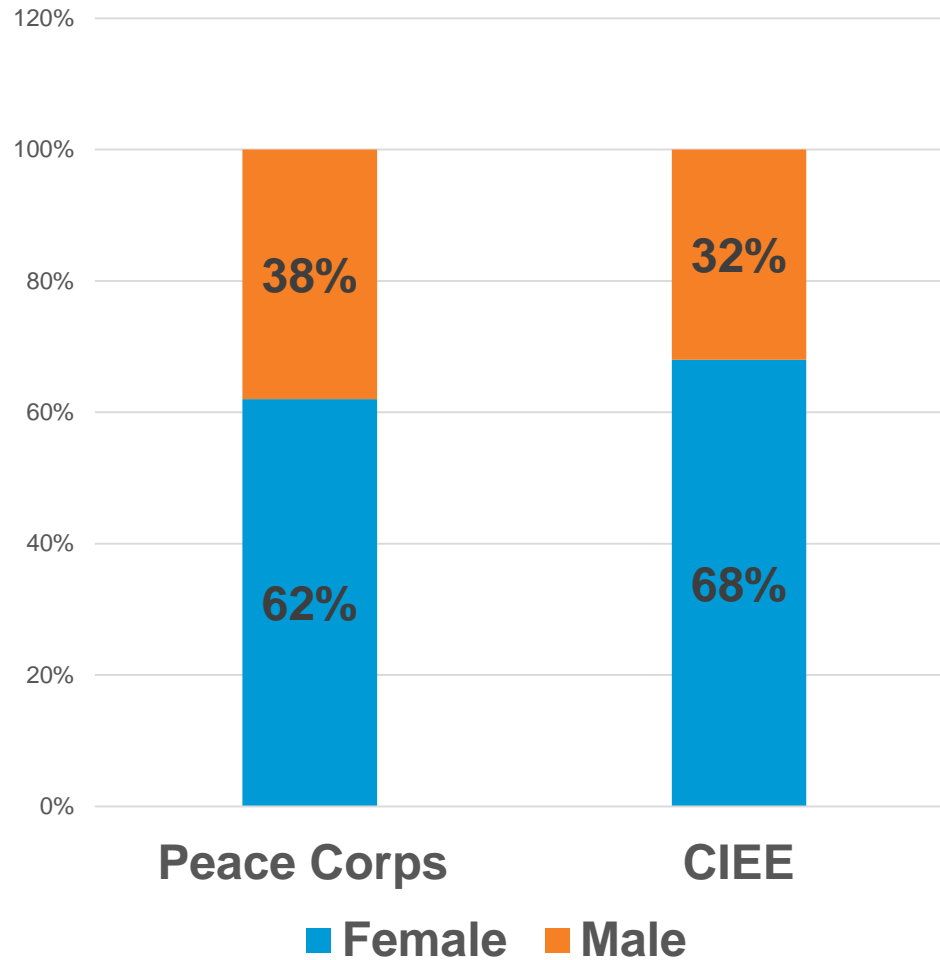
The Peace Corps

- One post decided that Volunteers would be less vulnerable to theft and assault in crowded markets and transportation hubs if they began placing Volunteers in more rural settings.
- Another post changed the housing allowance that Volunteers in certain locations received, so Volunteers could live closer to the organizations where they worked and avoid traveling on bus routes where they were at risk of having belongings stolen or being groped.

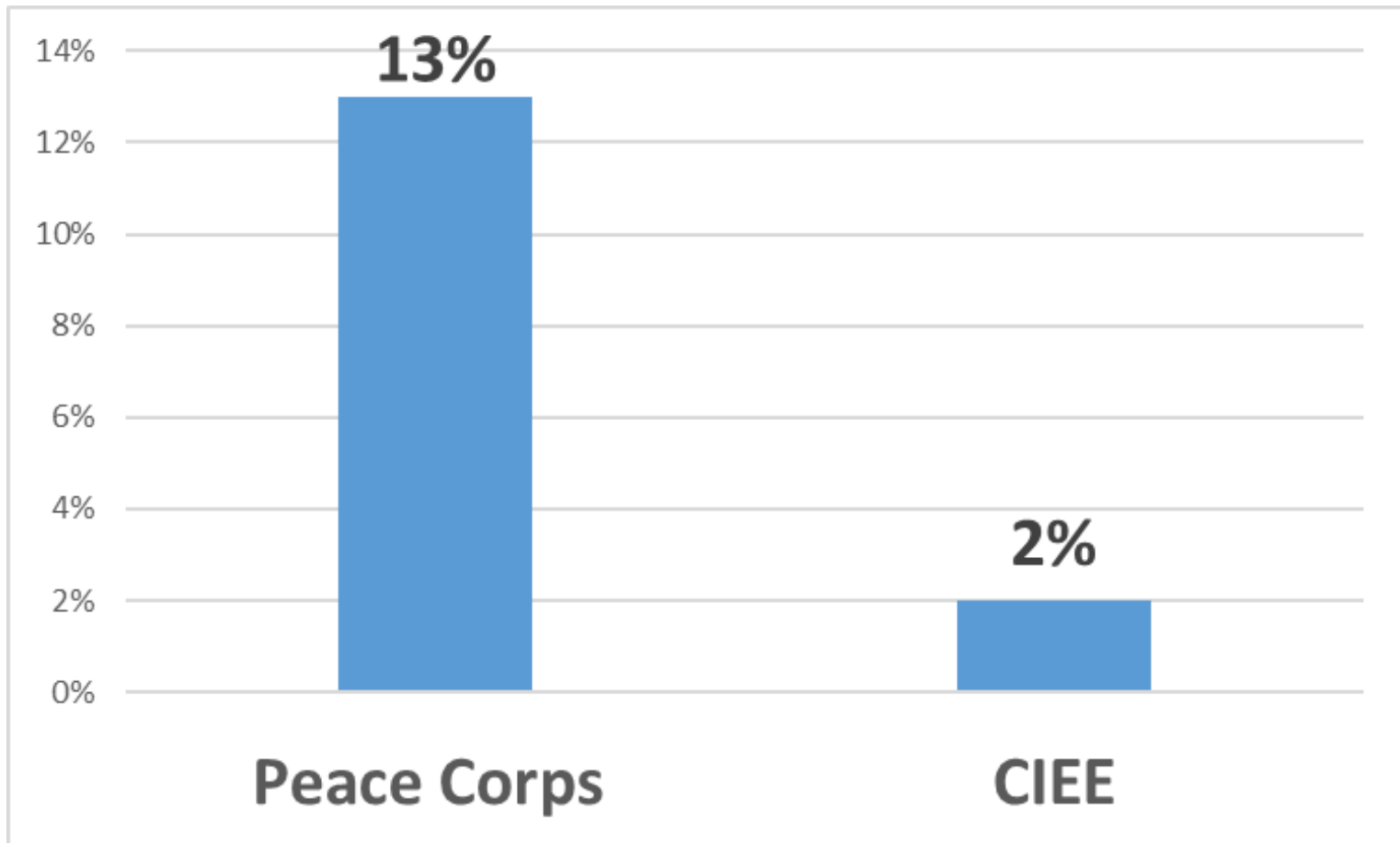
Total Participants CIEE vs Peace Corps 2016



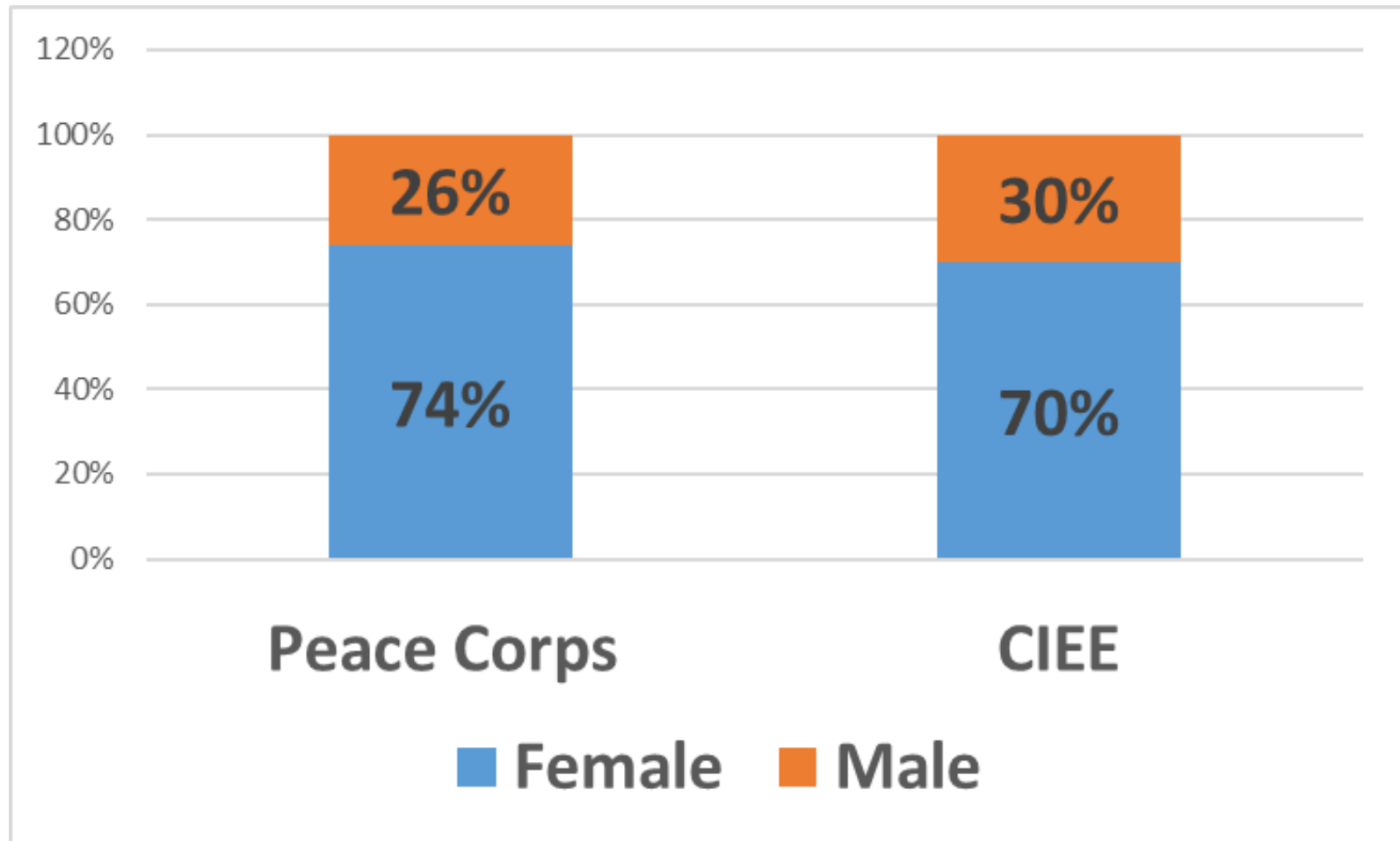
Gender Makeup CIEE vs. Peace Corps 2016



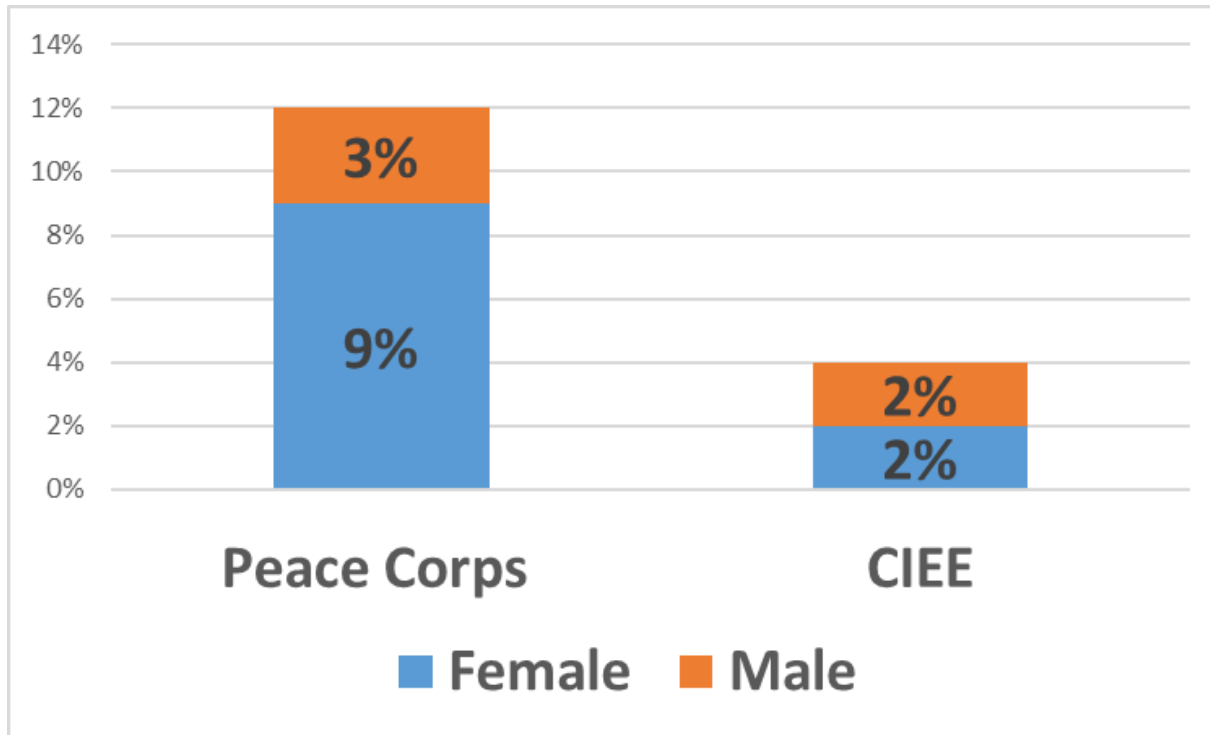
Percentage of All Participants Reporting a Crime 2016



Crime Victims by Gender 2016

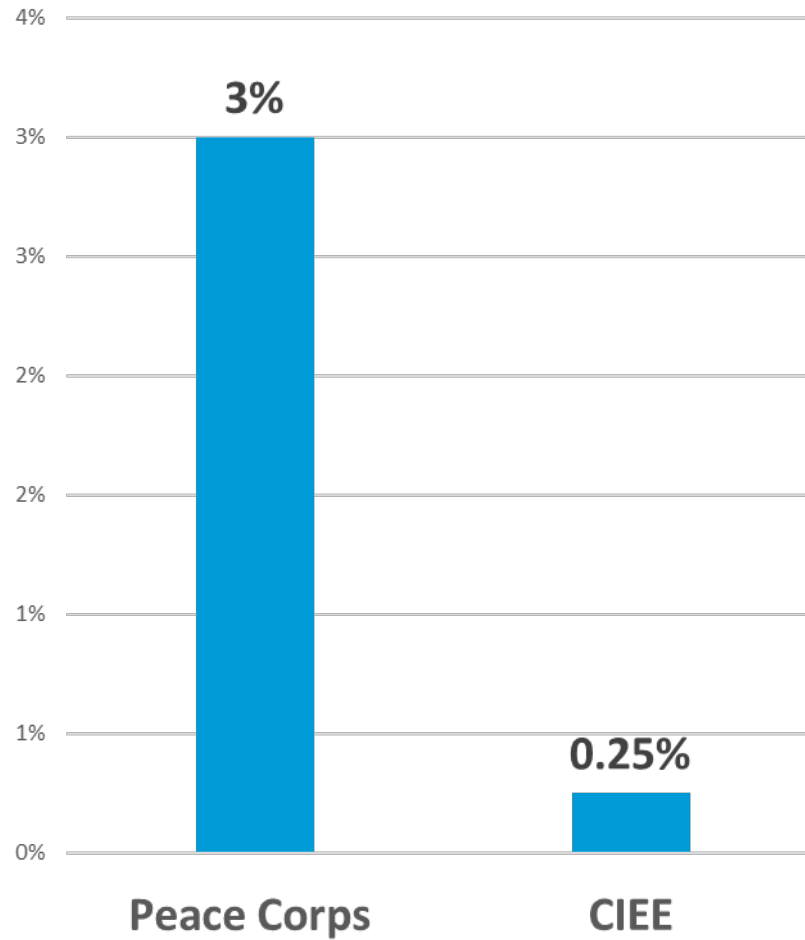


Crime Victim Rate by Gender 2016

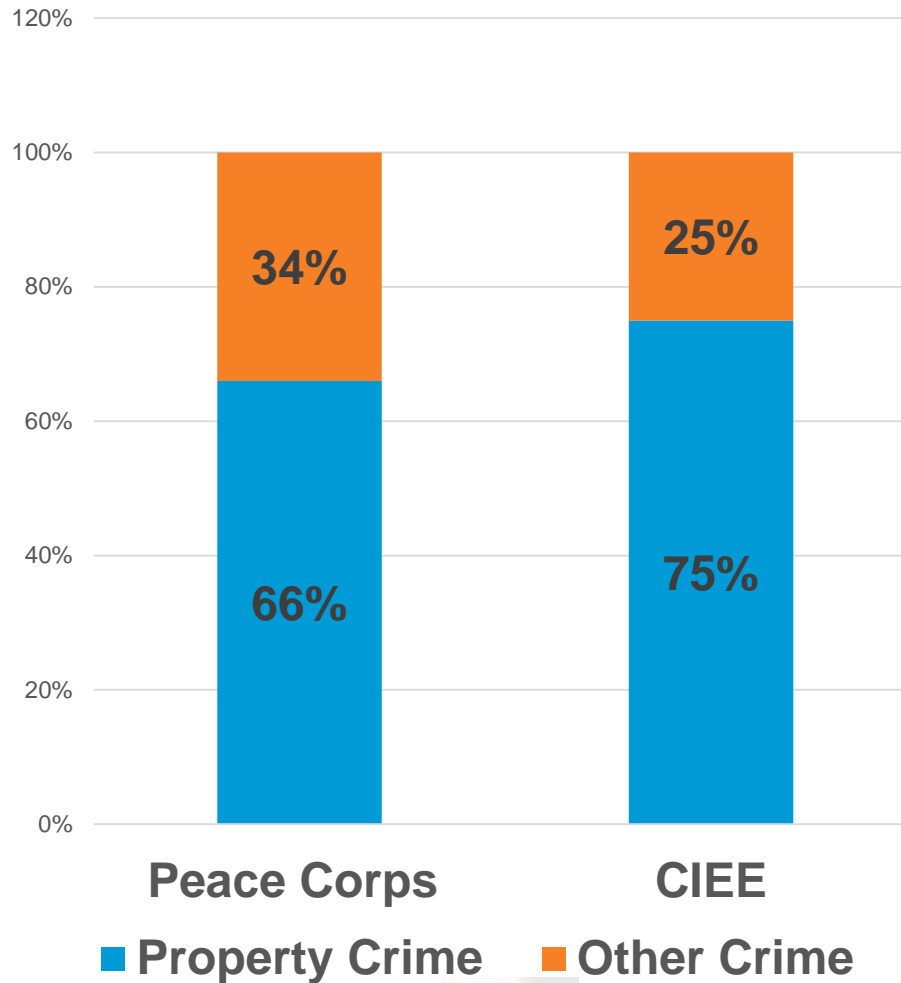


CIEE
F=2.1%
M=1.9%

Percentage Participants Reporting Sexual Assault 2016



Property Crime as a Percentage of All Crime 2016



**Property
Crime =
Burglary, Theft,
Robbery,
Vandalism**

How to use the Data – Peace Corps Perspective

- Refining Post response practices and annual review methodologies.
- Understanding the risk environment not just through incident reporting but through anonymous end-of-service surveys of what wasn't reported.
- The data validation process has led to enhanced pre-service training and mitigation strategies.

The Forum's CID



The Forum on Education Abroad's Critical Incident Database (CID)

The Critical Incident Database (CID) is a free tool available to Forum member institutions and organizations to track critical incidents that occur while students are off-campus.

The CID is a reliable method for tracking and compiling reportable information 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), Title IX, and the Violence Against Women Act (VAWA).

It is also an excellent tool for organizations to analyze incidents that can be used to inform staff training efforts, orientation information, improve policies and procedures, etc.



The Forum on Education Abroad's Critical Incident Database (CID)

Data captured by the CID:

Country, city

Program length

Program type

Credit or not

Individuals impacted

Individuals involved in response

Contributing factors

Activity at time

Location at time

Incidents

- Arrests
- Assaults
- Behavioral event
- Civil Unrest
- Death
- Disease outbreak
- Equipment failure
- Fire
- Hate crimes
- Illness
- Injury
- Missing person
- Motor vehicle
- Natural disaster
- Sexual misconduct
- Terrorist events
- Theft



The Forum on Education Abroad's Critical Incident Database (CID)

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 reported to a campus' Clery and Title IX officers are clearly tagged
- Definitions provided based on the Clery Act, VAWA and Title IX



How to use the Data – The Forum’s CID Perspective

Decisions based on data

Trends at your organization

- program
- location
- leader

Training of faculty leaders, staff, students

Informing program development & pre-departure orientations

Comparing your data to the field



The Forum's Critical Incident Database

The Forum thanks the following for their generous support in underwriting the cost of the Critical Incident Database: AIFS, the AIFS Foundation and Terra Dotta.



Thank You!

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