New Developments with The Forum’s Critical Incident Database

Natalie A. Mello
Vice President for Programs, Services & Training
The Forum on Education Abroad

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.

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
Outline

• Risk management
• Data
• Development of the field & the CID
• CID 2019 with demo
• So what?
Risk Management

The identification, analysis, assessment, control, and avoidance, minimization, or elimination of unacceptable risks. An organization may use risk assumption, risk avoidance, risk retention, risk transfer, or any other strategy (or combination of strategies) in proper management of future events.

http://www.businessdictionary.com/definition/risk-management.html
# Risk Assessment Matrix

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>PROBABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Frequent</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>E</td>
</tr>
<tr>
<td>Critical</td>
<td>E</td>
</tr>
<tr>
<td>Marginal</td>
<td>H</td>
</tr>
<tr>
<td>Negligible</td>
<td>M</td>
</tr>
</tbody>
</table>

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
# Risk Assessment Matrix

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>PROBABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catastrophic</td>
<td>FREQUENT - Occurs often, continuously experienced</td>
</tr>
<tr>
<td>Critical</td>
<td>LIKELY - Occurs several times</td>
</tr>
<tr>
<td>Marginal</td>
<td>OCCASIONAL - Occurs sporadically</td>
</tr>
<tr>
<td>Negligible</td>
<td>SELDOM - Unlikely, but could occur at some time</td>
</tr>
<tr>
<td></td>
<td>UNLIKELY - Can assume it will not occur</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROBABILITY</th>
<th>FREQUENT</th>
<th>LIKELY</th>
<th>OCCASIONAL</th>
<th>SELDOM</th>
<th>UNLIKELY</th>
</tr>
</thead>
<tbody>
<tr>
<td>FREQUENCY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LICKENLY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCCASIONAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SELDOM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNLIKELY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Risk Assessment Matrix

<table>
<thead>
<tr>
<th>PROBABILITY</th>
<th>Frequent</th>
<th>Likely</th>
<th>Occasional</th>
<th>Seldom</th>
<th>Unlikely</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SEVERITY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Catastrophic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Critical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marginal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Negligible</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **SEVERITY**
  - CATASTROPHIC - Death or permanent total disability, major damage, significant property damage.
  - CRITICAL - Permanent partial disability, temporary total disability, major system damage, some property damage.
  - MARGINAL - Minor injury, lost day, minor system damage, minor property damage.
  - NEGLIGIBLE - First aid or minor medical treatment, minor system impairment, little/no impact.

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
## Risk Assessment Matrix

### PROBABILITY

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>FREQUENT</th>
<th>LIKELY</th>
<th>OCCASIONAL</th>
<th>SOMETIMES</th>
<th>UNLIKELY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catastrophic</td>
<td>E</td>
<td>E</td>
<td>H</td>
<td>H</td>
<td>M</td>
</tr>
<tr>
<td>Critical</td>
<td>E</td>
<td>H</td>
<td>H</td>
<td>M</td>
<td>L</td>
</tr>
<tr>
<td>Marginal</td>
<td>H</td>
<td>M</td>
<td>M</td>
<td>L</td>
<td>L</td>
</tr>
<tr>
<td>Negligible</td>
<td>M</td>
<td>L</td>
<td>L</td>
<td>L</td>
<td>L</td>
</tr>
</tbody>
</table>

### RISK LEVELS

- **EXTREMELY HIGH (E)** - Loss of ability to do what you are there to do.
- **HIGH (H)** - Significantly degrades capability to carry on.
- **MODERATE (M)** - Degrades some capabilities to carry on.
- **LOW (L)** - Little or no impact on mission accomplishment.
Data-Based Decision Making

Data analysis and decision making occur at all levels of RTI implementation and all levels of instruction. Teams use screening and progress monitoring data to make decisions about instruction, movement within the multi-level prevention system, and disability identification (in accordance with state law).
# The Four Uses of Data

<table>
<thead>
<tr>
<th>Descriptive</th>
<th>Diagnostic</th>
<th>Predictive</th>
<th>Prescriptive</th>
</tr>
</thead>
<tbody>
<tr>
<td>What happened?</td>
<td>Why did it happen?</td>
<td>What will happen?</td>
<td>What should happen?</td>
</tr>
<tr>
<td>Accurate reporting on number of crimes in a geographic location.</td>
<td>Diagnostics will identify which circumstances (activity, location, etc.) contribute to the outcome.</td>
<td>Improved decision making to determine where, when and how a program should operate.</td>
<td>Lessen the likelihood of bad things happening by following trends.</td>
</tr>
</tbody>
</table>

Source: [http://storm81.com/data/four-uses-of-data](http://storm81.com/data/four-uses-of-data)
Twenty + years is a l-o-n-g time in Education Abroad
Where do you get data?

- US Department of State
- World Health Organization
- Centers for Disease Control
- OSAC Advisories
Where do you get data about what happens to students?

• Student Mortality Rate Reports 2016 and 2018 [https://forumea.org/resources/data-collection](https://forumea.org/resources/data-collection)
• Past Program Data
• What is happening on your campus?
• The Critical Incident Database
1. A risk management conference
2. More rigorous standards
3. A *central* critical incident database for *all* incidents
Forum Incident Database Committee

- Bill Frederick, Chair (The School for Field Studies)
- Brian Brubaker (Dickinson College)
- Regine Lambrech (Columbia University)
- Natalie A. 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 & DoE developments
- CID re-released 2012
- First full calendar year of data 2014
- Hiatus 2015-2017

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
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. 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 Clery Act, including all incidents that meet the Violence Against Women Act (VAWA) definitions. In addition, all incidents that should be reported to a Title IX officer are tagged.

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 (coming soon)
- 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
- A way to track critical incidents so that risk management decisions about education abroad programs can be made using
Data captured by the CID currently:

- Country, city
- Program length
- Program type
- Credit or not
- Individuals impacted
- Individuals involved in response
- Contributing factors
- Activity at time
- Location at time

Incidents (with definitions)
- 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
What can you do with this data?

Imagine:
You run an office that overseas programs in 36 different countries on all seven continents. Not only does your organization offer faculty-led opportunities, but also direct enroll, facilitated direct enroll, field research, internships, and experiences at study abroad centers. Most are credit bearing, but some aren’t. Over the past 12 months, you have been using the CID to track incidents. You know you have had 110 incidents.
Where in the world are these incidents happening?

1. North America 9%
2. South America 8%
3. Antarctica
4. Europe 57%
5. Africa 13%
6. Asia 9%
7. Oceania 4%
Compare... **Incidents** versus **Enrollments**

<table>
<thead>
<tr>
<th>Region</th>
<th>Incidents</th>
<th>Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>50%</td>
<td>10%</td>
</tr>
<tr>
<td>Asia</td>
<td>40%</td>
<td>5%</td>
</tr>
<tr>
<td>Europe</td>
<td>70%</td>
<td>60%</td>
</tr>
<tr>
<td>North America</td>
<td>30%</td>
<td>20%</td>
</tr>
<tr>
<td>Oceania</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>South America</td>
<td>10%</td>
<td>5%</td>
</tr>
</tbody>
</table>
How long are the programs?

- **265+ days**: 1%
- **91 - 264 days**: 41%
- **57 - 90 days**: 11%
- **31 - 56 days**: 48%
- **15 - 30 days**: 11%
- **1 - 14 days**: 41%

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
What were they doing & when did things happen?

Program Time: 45%
Free Time: 55%

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>10</td>
</tr>
<tr>
<td>Tuesday</td>
<td>20</td>
</tr>
<tr>
<td>Wednesday</td>
<td>15</td>
</tr>
<tr>
<td>Thursday</td>
<td>10</td>
</tr>
<tr>
<td>Friday</td>
<td>15</td>
</tr>
<tr>
<td>Saturday</td>
<td>20</td>
</tr>
<tr>
<td>Sunday</td>
<td>10</td>
</tr>
</tbody>
</table>
What sorts of incidents are occurring?

- Illness
- Behavioral
- Theft
- Injuries
- Sexual Misconduct
- Assault
- Arrests
- Civil Unrest
- Natural disaster
- Missing person
- Motor vehicle
- Fire
- Disease Outbreak

<table>
<thead>
<tr>
<th>Incident</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illness</td>
<td>82%</td>
</tr>
<tr>
<td>Sexual Misconduct</td>
<td>18%</td>
</tr>
<tr>
<td>Title IX</td>
<td>82%</td>
</tr>
<tr>
<td>Larceny</td>
<td>22%</td>
</tr>
<tr>
<td>Burglary</td>
<td>28%</td>
</tr>
<tr>
<td>Robbery</td>
<td>50%</td>
</tr>
</tbody>
</table>

© Copyright 2019. The Forum on Education Abroad, Carlisle, Pennsylvania. All rights reserved under US, International and Universal Copyright Conventions. Reproduction in part or whole by any method is prohibited by law.
What can you do with this data?

• Make decisions based on actual data
• Track trends at your organization
  • program
  • location
  • timing
  • incidents
• Train your participants: faculty leaders, staff, students
• Use information to inform program development & pre-departure orientations
• Compare your organization’s data to the field
# THE FOUR USES OF DATA

<table>
<thead>
<tr>
<th>DESCRIPTIVE</th>
<th>DIAGNOSTIC</th>
<th>PREDICTIVE</th>
<th>PRESCRIPTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>What happened?</td>
<td>Why did it happen?</td>
<td>What will happen?</td>
<td>What should happen?</td>
</tr>
<tr>
<td>Accurate reporting on number of crimes in a geographic location.</td>
<td>Diagnostics will identify which circumstances (activity, location, etc.) contribute to the outcome.</td>
<td>Improved decision making to determine where, when and how a program should operate.</td>
<td>Lessen the likelihood of bad things happening by following trends.</td>
</tr>
</tbody>
</table>

Source: [http://storm81.com/data/four-uses-of-data](http://storm81.com/data/four-uses-of-data)
Where do we go from here?

✓ Continue to make the CID a member benefit

✓ Member organizations can register at any time

Thank you!

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.

Natalie A. Mello
Vice President for Programs, Services & Training
The Forum on Education Abroad
mellona@Forumea.org
+ 717 462 0411
www.forumea.org