

NAFSA Crisis Management Resources

Association of
International Educators

Comprehensive Resource on Crisis Management for the International Student and Scholar Services Office

The Comprehensive Crisis Management Resource is maintained by the Subcommittee and consists of recommended checklists of action items to consider when dealing with crises involving international students and scholars. The resource includes general guidelines for preparation before, during and after crises.

The specific crisis situations covered in this resource include:

- Responding to arrest of a nonimmigrant student
- Responding to a crisis in a student's/scholar's home country
- Responding to an international student/scholar death
- Working with international students and scholars with mental health issues
- Responding to a missing student/scholar
- Responding to a natural disaster in a student's/scholar's institution within the United States
- Responding to a serious injury of a student/scholar
- Responding to a world-wide crisis: Ebola Resource for ISSS

NAFSA Publication (Hard Copy and E-Book)

Crisis Management in a Cross-Cultural Setting: ISSS

To assist in emergency situations, NAFSA is providing [complimentary printable downloads](#) of the checklists that appear in the book.

NAFSA E-pubs

Advising International Students with Disabilities

NAFSA On-Demand Webinars

Cross-Cultural Dynamics in Crisis Management

This webinar demonstrates the importance of creating an ISSS crisis management plan and provides ISSS advisers with proven techniques to navigate cultural differences and improve communication with students and scholars to ensure that they get the assistance they need.

Worst-Case Reality: Helping International Students and Scholars Impacted by Crisis

This webinar will provide perspective on managing crisis situations by offering examples and resources that can be used to implement a strategy that best fits each institution.

NAFSA Collegial Conversations

- Responding to Crisis Situations with International Students and Scholars
- Infectious Diseases: Campus and Community Preparedness

NAFSA Articles (from the International Educator)

- Crisis Management is Easier when You have a plan in place
- Supporting international students From countries Dealing with trauma
- Counseling: Forging a Cultural Bridge

INSTITUTIONAL EXAMPLES OF CRISIS PLANS

University of Delaware English Language Institute

www.youtube.com/univdelawareeli

Examples of public safety and orientation videos

Office of Emergency Management, Virginia Tech. Hazard Guides.

<http://www.emergency.vt.edu/guides/>

An example of a well-communicated plan comes from Virginia Tech. The college developed an Office of Emergency Management website with policies and procedures for emergencies related to biohazards, health, facilities, physical threats, and weather.

Yavapai College. Emergency Response Video Training

An example of a video training that illustrates the emergency response plan.

<https://www.youtube.com/watch?v=7cl9cqH3D8U>

University of Indiana

<http://emergency.service.indiana.edu/Index.cfm>

Georgetown University

<http://preparedness.georgetown.edu/>

Princeton University

<http://www.princeton.edu/main/administration/safety/emergency/>

Bronx Community College (CUNY) Emergency Response Guide (New York)

http://www.bcc.cuny.edu/Emergency/BCC_Emergency_Response_Guide_2008.pdf

State University of New York Emergency Response Plan Requirements

http://www.suny.edu/sunypp/documents.cfm?doc_id=584

ARTICLES AND PUBLICATIONS

“Crisis Management in the Social Media Age: A Guide to Integrating Social Media in Your Crisis Communications Strategy.” Affect Strategies. Web. (2011).

http://prcouncil.net/wpcontent/uploads/2011/03/Affect_Social_Media_Crisis_Management_White_Paper.pdf

In this article, we break down best practices for integrating social media into your crisis communications strategy, and focus on how to leverage social media tools to mitigate harmful events that could have long-term consequences for the health of your organization.

Bataille, Gretchen M., Meredith S. Billings, and Christopher J. Nellum. "Leadership in Times of Crisis: “Cool Head, Warm Heart”." ACE American Council on Education. Web. (2012). Leadership-in-Times-of-Crisis-ACE 2012.pdf

Publication that stems from an ACE Presidential Roundtable convened in June where 16 presidents, along with media experts and attorneys, discussed how to approach campus crises.

Booker, Lonnie, Jr. “Crisis Management: Changing Times for Colleges.” Journal of College Admission. Web. (Winter 2014).

<http://www.nacacnet.org/research/KnowledgeCenter/Documents/Marketplace/jca222CrisisManagement.pdf>

The purpose of this article is to offer information on how to create a flexible crisis plan for the admission department, leadership roles and continuous learning process. Additionally, this article addresses the department’s leadership roles during a crisis event.

“Plan for Campus Crises.” Community College Advancement News Volume 4, Issue 12. Web. (June 9, 2015).

http://www.case.org/Publications_and_Products/June_2015/Plan_for_Campus_Crises.html

“Stay Connected During a Natural Disaster.” Community College Advancement Volume 3, Issue 4. News (Oct. 9, 2013).

http://www.case.org/Publications_and_Products/October2013/Stay_Connected_During_a_Natural_Disaster.html

Winston, Hannah. “Crisis Management on Campuses in the Age of Social Media.” Chronicle of Higher Education. Web. (September 13, 2013).

<http://chronicle.com/blogs/wiredcampus/crisis-management-on-campuses-in-the-age-of-social-media/46567>

“Developing an Emergency Communication Plan for an Institution of Higher Education.” U.S. Department of Education. Office of Safe and Healthy Students. (2011).
http://rems.ed.gov/docs/FY10EMHE_FGM_ATGA_EmergencyCommPlanIHE.pdf

WEB RESOURCES

Centers for Disease Control

www.cdc.gov

Resources in multiple languages for health crises

Red Cross

www.redcross.org

List of resources and disaster recovery guides for events worldwide

NAFSA Crisis Management

www.nafsa.org

Comprehensive Resource list for crisis management for International Student & Scholar Services

FEMA

www.fema.gov

Tools and resources for events in the U.S.