

Not 'If' But 'When': Crisis Management for International Student & Scholar Offices



WELCOME

The KC ISSS Subcommittee on
Crisis Management and You

Your Presenter



Lisa Jacobson

International Student Advisor,
Cascadia College

Member, NAFSA Knowledge
Community for International
Student & Scholar Services
(KC ISSS)

Subcommittee on Crisis
Management



Session Goals



- Introduce you to the NAFSA KC ISSS Subcommittee on Crisis Management, which can help in a crisis
- Discuss crisis scenarios and share our responses
- Review some questions to ask before, during, and after a crisis
- Show you where to find crisis management resources on NAFSA.org
- Develop crisis management connections within the region
- Provide us with feedback on what might be helpful to you (new resources to create)

History of the Subcommittee



- As part of the 2010 KC ISSS workplan, a Task Force was created to develop Comprehensive Crisis Management Resource online materials.
- In 2011, the Task Force realized there was a great need within the ISSS community for a “stand ready” subcommittee.
- The NAFSA Board approved a request from KC ISSS to convert the Task Force into an official subcommittee that would conduct outreach to advisors and institutions in crisis.
- The current subcommittee maintains and updates online resources and also develops new materials.

The Work and the Charge!



The current work of ISSS Crisis Management Subcommittee and its charge from the NAFSA Board ensures achievement of these deliverables:

- 1) Serve as “rapid responders” and assist in the dissemination of information and creation of resources when a crisis occurs.
- 2) Conduct outreach to the membership through discussion forums regarding NAFSA crisis management resources.
- 3) Serve as a resource for NAFSA educational products on crisis management – publications, sessions, workshops.
- 4) Create new resources, ensure that current resources are regularly reviewed and maintained.

Subcommittee on Crisis Management Members



Chair

Maria Anastasiou *Appalachian State University*

Members

Christina Bruen *University of Massachusetts- Dartmouth*

Daphne Orr *Georgia State University*

Danielle McMartin *California State University- San Marcos*

Jesse Casanova *University of South Florida*

Lisa Jacobson *Cascadia College*

Tamara Felden *The University of Chicago*

Crisis Case Study



- Work together in groups at your tables
- Review your crisis case study together
- As a group, list five key things you need to do (often there are more than five, but let's focus on the top five)
- Write responses on flipchart (or piece of paper)
- ***10 minutes begin now...***

After the Crisis – Share and Compare



Each group selects
someone to
report out their
top 5 bullet points



Case Study Debrief



Time for Reflection

What preparation could be done to manage a similar crisis in the future?

What has your office and institution (in this case, your group) learned?

BEFORE A CRISIS – A FEW QUESTIONS TO ASK

(FROM THE ONLINE GUIDE)



- Which student/scholar populations are your office responsible for, and what is your responsibility regarding crisis management?
- How do you determine institutional responsibility?
- What resources on and off campus are available to international students and scholars who are in crisis?
- What kinds of relationships do you need to build in advance to handle crises?

Hint: The answers to these questions and more questions to consider are located in the online resource

DURING A CRISIS – QUESTIONS TO ASK

(FROM THE ONLINE GUIDE)



- **What kind of emergency is happening and how serious is it?**
- **Who else is involved in the crisis?**
- **What resources available to the student/scholar apply in this situation?**
- **Who are you required to inform and who do you want to inform?**
- **What are the immigration consequences of the crisis?**

AFTER A CRISIS – QUESTIONS TO ASK (FROM THE ONLINE GUIDE)



- What documentation needs to be kept?
- What could be done to prepare for a similar crisis in the future?
- What has your office and institution learned?
- Which offices do you need to establish stronger ties with?

Proactive Next Steps

- On-going training and review of campus resources
- Educate new staff on the crisis plan
- Have checklists to use in the moment
- Use NAFSA Crisis Management resources
- Review procedures with staff post-event
- Promote healthy work environment and self-care tools
- Establish good working relationship with campus stakeholders

NAFSA Crisis Management Resources



- **Webinars**
- **KC ISSS discussion forums**
- **Online Guides**
- **Checklists**
- **Publications**
- **Annual Conference Workshops**

KC ISSS Discussion Forums



The subcommittee maintains close watch on the KC ISSS forums

- ISTA International Student Advising Forum
- ISCA International Scholar Advising Forum
- CCP Campus and Community Programming

The forums are also a resource, as you can conduct word searches to read and view past discussions



network.nafsa.org

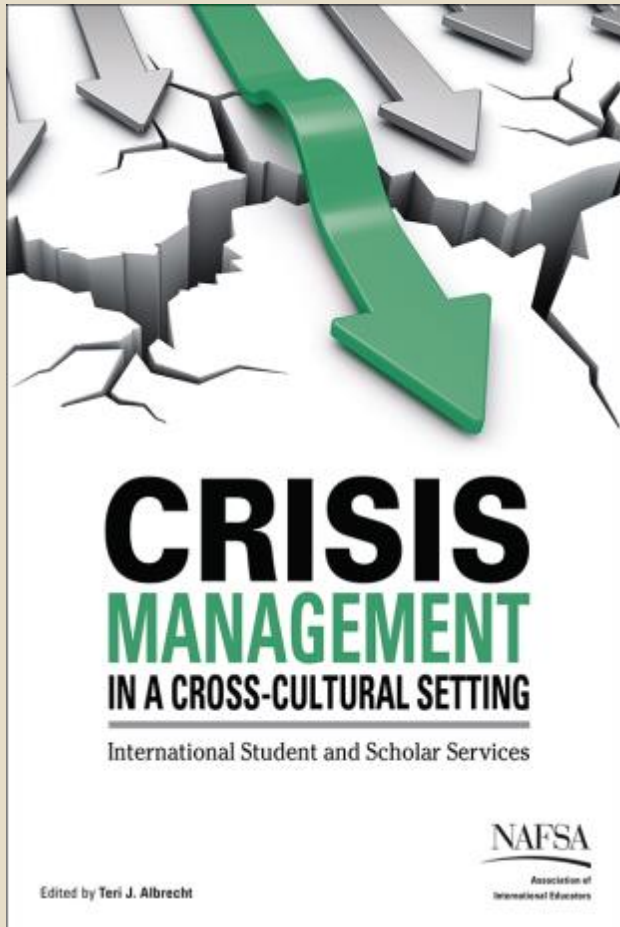
Online Crisis Resources



Contains checklists of action items to consider when dealing with crises involving international students and scholars.

- 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

NEW NAFSA Publication



NAFSA Publication (Paperback or 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 Pre-Conference Workshop



Building Your ISSS Crisis Management Plan Workshop

**NAFSA 2016 ANNUAL CONFERENCE & EXPO
DENVER, COLORADO**

Help Us Help You!



**THE KC ISSS SUBCOMMITTEE
ON CRISIS MANAGEMENT
WOULD LIKE TO HAVE YOUR
FEEDBACK AND
SUGGESTIONS ON THE TYPE
OF RESOURCES YOU WOULD
LIKE TO SEE CREATED IN
THE FUTURE**

Build Your Network



- **Exchange business cards!**
 - During a crisis, we can all benefit from support and advice from colleagues
- **Remember that the Subcommittee on Crisis Management is available to assist in a crisis**

Contact us!



Lisa Jacobson

Cascadia College

Ljacobson@cascadia.edu

