

**FROM  
FOUNDATIONS TO  
EFFECTIVENESS:  
CRISIS MANAGEMENT IN  
EDUCATION ABROAD**

**PRESENTED BY  
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# VALUE OF THOUGHTFULLY DESIGNED CRISIS MANAGEMENT PROTOCOLS

- Everyone at different point in their development
- Important to take the time to practice – i.e. dry runs
- Identify and test drive processes
- Providers have a lot to offer
  - Dealing with lots of countries and lots of students
  - Have exposure to a lot of different approaches from different universities
  - Resident staff members who have local experience and have been given specific training

# GUIDING PRINCIPLES OF RISK MANAGEMENT

- “Best interest of the students” / Students come first
- Consider privacy issues BEFORE having conversations and set parameters ahead of time
- Only some individuals hold rights to maintain confidentiality
- Differentiating between truth and perception is crucial
- Cultural context cannot be ignored (local country, your institution, individuals and identities, staff and students)
- A balance of communication and action is required
- Limiting institutional and personal legal liabilities
- Document, document and document
- Debrief

# SCENARIO – LAYER 1

- Student (we will call her Jane) is attending your institution's summer field school in a destination in Western Europe.
- You receive a phone call from the faculty member abroad who has been approached by a program participant who is concerned for her roommate, Jane. Jane came home the night before very drunk and beat up, but Jane doesn't want to talk about what happened.

# DISCUSSION

- What is the best next steps?
- What needs to be considered?



# RECAP

WHAT WILL YOUR GROUP DO?

# ADDING LAYER 2

- The faculty member met with Jane and gently explained that her roommate was concerned about her because she came home drunk, with visible physical injuries
- Jane admits that she got into a fight at a bar with a local woman and got kicked out of the bar
- Jane also admits that she has been drinking more than usual since arriving abroad
- Jane doesn't want anyone back home to know

# DISCUSSION

- What else could be going on here and how do you determine that?
- How do you balance the student's request for privacy with your own obligations as a professional?
  - Consider legal obligations
  - Obligations to host and home institutions
  - Responsibilities to the rest of students
  - Other?





# RECAP

WHAT WILL YOUR GROUP DO?

# ADDING LAYER 3

- 2 weeks later Jane is now hunkering down in the apartment and not leaving. Jane seems to be depressed and there is evidence of her drinking in excess within the residence.
- Jane's roommate is not comfortable with the situation and wants Jane to leave
- Jane's roommate's mom reaches out to your office because she is angry that her daughter has to live in this situation

# DISCUSSION

- What are key considerations in determining your next course of action?
- How do you address this situation with Jane?
- How do you respond to the parent and to the roommate's requests?



# RECAP

WHAT WILL YOUR GROUP DO?

# ADDING A LAYER 4

- Academic performance of Jane is waning.
- The faculty member has indicated that Jane has missed the last 3 classes. The faculty member wants to remove Jane from the Field School if she misses one more class.

# DISCUSSION

- What cultural contexts may have impacted or played a role in Jane's actions?
- What are your next steps?
- How do you navigate the intersection between academic matters and health and wellness?



# RECAP

WHAT WILL YOUR GROUP DO?

# ALTERNATIVE SITUATIONS

- What if this was an exchange program?
- What if the student reported a sexual assault rather than a bar fight?
- What if she had been arrested?
- What if the other individual in the bar fight was another student from your school?
- What if the parent shows up on site (in the host location)?



# REMINDER - GUIDING PRINCIPLES OF RISK MANAGEMENT

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# RESOURCES

- Handouts
  - Guiding Principles and Stakeholders to consider
  - Case studies for your own office to practice
- Online resources

# FURTHER QUESTIONS?

- Want to have a discussion? Reach out:
  - Mark Gallovic – [mgallovic@studiesabroad.com](mailto:mgallovic@studiesabroad.com) - Vice President, Strategic Partnerships, ISA
  - Diana Shields - [ShieldsD@camosun.bc.ca](mailto:ShieldsD@camosun.bc.ca)- Acting Director, Camosun International



**THANK YOU.**