

Washburn University

Crisis Management Plan for Study Abroad Programs

This plan will be useful to the following groups of people:

1. For staff involved in administrating study abroad programs
2. For Washburn University students studying in another country
3. For parents of students participating in study abroad programs

Scope of Reference

The term "crisis" in this document covers death or severe injury of a student, or disaster in the host country, natural or otherwise, including acts of terrorism and hostage taking.

Proposed Core Team

1. Director of International Programs
2. Study Abroad Coordinator
3. Associate Vice President for Student Life
4. Associate Vice President for Academic Affairs
5. Director of University Relations
6. Chief of Washburn University Police
7. Faculty members involved in the study abroad program (if any)

The Associate Vice President for Student Life who serves as the coordinator of the Crisis Response Team will work closely with the Director of International Programs and the Study Abroad Coordinator in handling the crisis involving students in study abroad programs.

Procedures in Responding to the Crisis

1. Once the information on the crisis situation is verified, the Director of International Programs and Study Abroad Coordinator need to be informed immediately.
2. The Study Abroad Coordinator will:
 - Determine the student(s) involved in the crisis
 - Gather the necessary facts and contact the Associate Vice President for Student Life immediately, who will in turn, gather the Core Team for a meeting to discuss the action plans. At the same time, the President, the Vice President for Academic Affairs, the Vice President for Student Life, and the Vice President for Administration/Treasurer will be informed by the Associate Vice President for Student Life.
3. The Associate Vice President for Student Life (or designee) in consultation with the Core Team, will immediately contact the family members of the student/students involved in the crisis.
4. The Study Abroad Coordinator will work with the institution hosting the student/students, the insurance company, and where necessary (in the case of death and disaster) the U.S. Embassy in the hosting country to:
 - Obtain an official report of the crisis that involves the student/students

- Help arrange for a family member to travel to the country (in the case of death or severe injury)
 - Help with the repatriation process (in case of death)
 - Help with bringing the student home (in the case of a disaster)
 - Coordinate the return of student belongings (if necessary)
5. The Director of University Relations will coordinate all information released externally by the university. All queries from media personnel will be handled by the Director of University Relations.
 6. The Associate Vice President for Student Life will serve as the primary contact person for the family of the student(s):
 - Coordinate meetings with university officials and family members if they choose to travel to campus
 - Ensure a condolence letter is sent to family members of deceased student(s)
 - Provide assistance for those wishing to hold a campus memorial for deceased student(s)
 7. The Associate Vice President for Student Life will notify the following university personnel by electronic memorandum:
 - Executive Director of Enrollment Management
 - Director of Financial Aid
 - Coordinator of Student Employment
 - Director of Admission
 - Director of Student Activities and Greek Life
 - Director of University Counseling Services
 - Director of Dining Services - Chartwells
 - Associate Vice President and Director of Finance
 - Director of Human Resources
 - Director of Career Services (Student Employment)
 - Director of Student Health Services
 - Director of Student Services
 - University Bursar
 - Dean, University Libraries
 - Dean, College of Arts & Sciences
 - Dean, School of Applied Studies
 - Dean, School of Business
 - Dean, School of Law
 - Dean, School of Nursing
 - Director of Information Technology Services
 - University Registrar
 - Major Department of each student involved in incident
 - Professors (if applicable) of each student involved in incident
 8. The Associate Vice President for Student Life, in consultation with the Director of University Relations, will notify governmental representatives when applicable (i.e., US and State Senators and Representatives from the affected students' districts)

9. The following offices will assume the outlined responsibilities according to official university policy: (where applicable)
 - Registrar: close official academic records
 - Business Office/Bursar: process any allowable refund of tuition and fees
 - Payroll Office: finalize any remaining wage payment and close any employment records
 - Library: renew all materials checked out to avoid inadvertent overdue/fine notices
 - Residential Living: process any allowable refund of room, meal plan, and/or Flexi-cash payment; return to library any materials on loan; upon family request, pack private possessions for return to family
 - Financial Aid: deals with processes associated with student's financial aid

10. Counseling Services will be responsible for coordinating psychological counseling, emotional support and spiritual referral to students in need of assistance as a result of the incident.

11. The Associate Vice President for Student Life may call meetings to review activities and progress of the team during the resolution of the incident. A debriefing session will be held upon completion of the work by all team members.