



CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

Association of
International Educators

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Bias-Related Incident Toward an International Student or Scholar

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Bias-related incidents are unacceptable and against the values of every academic institution. When a bias-related incident occurs toward an international student or scholar, the education adviser must work expeditiously and appropriately to ensure the safety and support of the student. The international student and scholar services office can utilize this checklist to determine proper reporting and communication procedures.

For additional guidance and resources on ways to address bias-related incidents and assist international students and scholars, read “Bias-Related Incident Toward an International Student or Scholar” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

CONDENSED CHECKLIST

Precrisis Considerations:

- Educate international students and scholars in orientation and through other programs about discrimination and bias.
- Include information on your website that points international students and scholars to resources on reporting an act of bias.
- Train advisers to understand the campus landscape.
- Create resources specifically for international students and scholars.

Responding to an International Student or Scholar Who Has Been a Victim of Racial Bias:

- Confirm the safety and security of the student or scholar.
- Work with the student or scholar to report the incident.

- If you are the first person the student or scholar tells, write down the details exactly as the student described them.
- Educate the student or scholar on his/her legal rights.
- Collaborate with the counseling center to offer counseling assistance.
- If media become involved, work with the public affairs/communication office to develop a response.

Postcrisis Considerations:

- Check in with the international student or scholar periodically.
- Work with campus administrators on messaging to international students and scholars about campus climate and the value of diversity on campus.