



CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

Association of
International Educators

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Responding to an On-Campus Event

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On-campus events can include natural disasters such as weather, or human-made events including criminal incidents or civil disorder. Planning ahead and working with all campus stakeholders on the creation of an emergency plan is the key to success when responding to an on-campus event. Should such an event occur, the international student and scholar services office can utilize this checklist to establish precrisis

considerations, an efficient response plan, and a postcrisis evaluation for improvement.

For additional guidance and resources on ways to establish emergency protocol to an on-campus event, read “Responding to an On-Campus Event” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

CONDENSED CHECKLIST

Precrisis Considerations:

- Set up protocols for emergency response and communications.
- Know your institutions’ resources and personnel.
- Provide emergency information in your orientation information.
- Keep database of international student and scholar contact information current.

Responding to an On-Campus Event:

- Set up protocols for emergency response and communications.
- If campus has been evacuated, activate protocols for continued operations of your office.
- Be prepared for media inquiries.
- Make immediate contact with the current international community on campus.

- Work with appropriate campus office to take care of the affairs for deceased international students or scholars.
- Work with appropriate campus office to help students or scholars who incurred serious injuries.
- Extend university information to your international community.
- Reach out to student organizations that represent the countries/regions of the students or scholars who were victims.

Postcrisis Considerations:

- Contact appropriate Department of Homeland Security (DHS) and Department of State (DOS) offices.
- Evaluate what went well and what could have been improved in the preparation as well as the response of the incident.
- Participate in campuswide debriefing exercises.
- Support each other within the office.