

[©] PAPERCLIP COMMUNICATIONS

Welcome to Today's
PaperClip Communications
Webinar



College & University Travel Abroad: The 5 Most Dangerous Situations Your Institution Might Face and How to Mitigate the Risk

February 21, 2017

2:00 – 3:30 PM EST

Follow on Twitter: #PaperClipTopic

This presentation is copyrighted by PaperClip Communications 2017.

This presentation may not be reproduced without permission from PaperClip Communications and its presenters.

This presentation and all materials provided during the presentation may not be altered.

This presentation is not intended as legal advice and should be considered general information only. The answers to legal questions generally hinge upon the specific facts and circumstances of an institution. Individuals with specific questions should contact their institution's legal counsel.

Presenter

Whitney Longnecker, M.A.

- Study Abroad Faculty-Led Program Coordinator at Texas Tech University
- Traveled in 20+ countries with college students
- Experience working with higher education institutions & study abroad third-party providers

The opinions expressed during today's event are not necessarily those of PaperClip Communications.



Let's Define the Issues at Hand

- Increased participation in travel abroad
 - IIE Open Doors (2014-2015)

313,415 U.S. students

studied abroad for academic credit in 2014/15.

Open Doors is conducted by the Institute of International Education with the support of the Bureau of Educational and Cultural Affairs of the U.S. Department of State. **Online at: www.iie.org/opendoors**

opendoors[®]

Travel Abroad By the Numbers

NON-CREDIT EDUCATION ABROAD

22,431 U.S. students participated in non-credit work, internships, and volunteering abroad in 2014/15, in addition to the 313,415 who received academic credit for study abroad.



Mexico, Nicaragua, and the Dominican Republic are the top 3 hosts of U.S. non-credit education abroad.

Open Doors is conducted by the Institute of International Education with the support of the Bureau of Educational and Cultural Affairs of the U.S. Department of State. **Online at: www.iie.org/opendoors**

opendoors®

Global Citizenship – A “Requirement”



With international travel comes risk

- Lives at stake, institutional reputation, liability – oh my!

Five Risks To Your Institution & Travelers

1. Illness & Medical Emergencies
2. General Emergencies
3. Accidents
4. Cybercrime
5. “The Unknown” –
Travelers’ Risky Behaviors

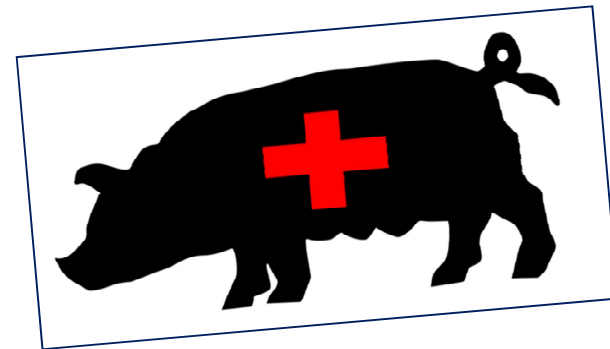


Illness & Medical Emergencies



Illness & Medical Emergencies

- What's in the news?



What is a Medical Emergency?

- Hospitalization, no matter how brief
- Rape or sexual assault
- Severe food poisoning
- Severe allergic reaction
- Anything of a mental health nature
- Any incident involving injuries or potential injuries

Illness & Medical Emergencies

- Forum on Education Abroad Critical Incident Database, 2014 Report
 - Most Common Incident: Illness

Types of Incidents	Approximate Number	Percentage
Illness	80	~25%
Clery	60	~19%
Title IX	20	~6%

<https://forumea.org/resources/data-collection/critical-incident-database/>

Mental Health

- 1 in 5 students face mental health challenges
- Nearly 75% of all mental health conditions emerge by the age of 24
- 50% of students rated their mental health below average or poor
- 50% of students receive no education on mental health concerns prior to college

Mental Health

- 16.8% of U.S. college students with mental health disabilities have studied abroad by their senior year
 - Close to the same percentage as non-disabled students (17.1%)

National Survey on Student Engagement (2014);
Mobility International USA



Challenges

- Travelers' disclosure
- Insufficient healthcare facilities
- Lack of knowledge or understanding of nearby medical facilities
- Failure to continue medications
- Failure to follow physician recommendations

Best Practices

- International health insurance
 - Medical, evacuation, repatriation, liability, occupational safety, etc.
 - Consider high risk activities such as sky diving, bungee jumping, scuba diving, and more.
 - Does the insurance cover mental health conditions? How about pre-existing conditions?
- In-country management of medical issues

Best Practices

- Medical clearance
 - Partnership with Wellness or Health Center?
- Title IX and Clery Reporting
 - Who has reporting duties?
 - What is your role in reporting?

Best Practices

Pre-Departure Orientation and Training

- Answer the Questions:
 - Who should I contact if I experience an illness or medical emergency abroad? And when?
 - How do I use this international health insurance?
 - To whom should I disclose my concerns prior to departure?

Case Studies – Illness & Medical

- One of your students goes off their medication while on your program and becomes unstable. The student did not self-report mental health issues before departing. What do you do as the faculty leader?
- You learn that a faculty leader of a program abroad has fallen and broken a hip. What do you do?

Questions to Consider:

- What is your plan? What are some of the key issues? What are the resources available to you?

General Emergencies



What is a General Emergency?

- Anything “newsworthy” that may or may not directly impact the travelers
- Examples:
 - Terrorist Attacks (France ‘15 & ‘16, Belgium ‘16)
 - Protests & Civil Unrest (France ‘06, Turkey ‘15)
 - Natural Disasters (Volcanic eruption in Iceland ‘10, Earthquakes in Japan ‘11, Haiti’ 10)
 - Political Upheaval (Egypt ‘11)
 - Military Coup (Thailand ‘06)

Real vs. Perceived Risk

- Does the general emergency impact your travelers?
 - Regardless of the answer to this question, how will your institution respond?
- What is your institution's level of risk tolerance?



Resources Available



**Association of
International Educators**

Challenges

- Misinformation and misunderstanding
- Often unpredictable situations
- Communication with multiple constituencies

Best Practices

- Communication plan
 - How will you communicate with travelers during a general emergency?
 - How will you communicate with other constituencies during an emergency? (i.e. administration, press, parents and families, etc.)
 - Are you testing your communication plan regularly?
- Program-specific emergency action plan

Best Practices

- Institutional policies
 - Will you allow travelers to travel to countries under U.S. State Department Travel Warning?
 - If so, will there be a vetting system?
 - If you have a vetting process, who makes the final decision and with what information?
- Transparency in decision making

Best Practices

Pre-Departure Orientation and Training

- Answer the Questions:
 - What should I do and where should I go if a general emergency occurs?
 - Who should I contact? And when?
 - Who will contact me with more information?
- Share emergency action plan

Case Studies – General Emergency

- You receive a phone call from a traveler's parent who is concerned about the student's upcoming travel. There is political unrest in Kenya and the student will travel to Cape Town. What do you do?
- An earthquake has happened in New Zealand. You have 25 students interning throughout the country. How do you respond?

Questions to Consider:

- What is your plan? What are some of the key issues? What are the resources available to you?

Road Accidents



Road Accidents By The Numbers

- Road accidents claim 1.25 million lives each year
 - Leading cause of death for people aged 15-29
- Low- and middle-income countries hardest hit
 - 90% of global road deaths
 - Pedestrians, cyclists, and motorcyclists make up 50% of these fatalities

World Health Organization

Road Accidents By The Numbers

- 965 non-natural American deaths abroad from June '15-June '16
- 259 due to vehicular accidents (~27%)
- Compared to 20 deaths due to terrorist activities (~2%)



U.S. State Department

Road Accident Trends

- 16% increase in the number of vehicles on the road
 - 67 million new passenger cars in 2014 alone!
- 17 countries recently aligned at least one of their laws with best practices

Pace of progress is too slow!

World Health Organization

Challenges

- Inadequate infrastructure
- Poorly maintained vehicles
- Varying traffic laws
- Lack of attention paid to vulnerable road users, like pedestrians



Best Practices

- International health insurance
- Institutional Policies:
 - Are students allowed to drive internationally?
 - Are faculty allowed to drive internationally? If so, is additional liability insurance required?
 - What types of transportation do you allow travelers to use abroad?
 - Examples: tuk tuks in India, tro tros in Ghana – Are these allowed?

Best Practices

Pre-Departure Orientation and Training

- Answer the Questions:
 - What transportation options are available in host country?
 - What modes of transportation are allowable?
What modes should travelers avoid?

Case Studies – Road Accidents

- You receive a phone call from a study abroad program faculty leader. The faculty leader was driving students in Ireland and has been in an accident. Two students are injured. What is your response?
- Breaking news announces a multi-car pile up in Mexico City, where you have 10 graduate students conducting research. What do you do?

Questions to Consider:

- What is your plan? What are some of the key issues? What are the resources available to you?

“30 Second Stretch”

*We think your health is important.
Please feel free to take a 30 second break to stretch
and/or reflect before we continue.*

**Up Next:
Cyber Crime & “The Unknown”**

Cybercrime



Cybercrime

- How often do we talk about this with our international travelers?!



Two Concerns:

- Attacks on travelers' personal information
- Attacks on institution's intellectual property

Personal Information

- Nearly 75% of all Americans have fallen victim to some type of cybercrime
- 2015 – 178 million records were exposed in cyberattacks
- Apple products aren't safe!
 - Apple-related malware infections have spiked in the last 18 months

Institutional Information

- Expansion of traveler destinations and international partners
- Faculty and student research
- Research and export control guidelines
- What is “export?”
 - Both hardware and information
 - export.gov

Challenges

- “It’s not going to happen to me” mentality
- Increasingly sophisticated cyber criminals
- Sheer amount of data available at our finger tips



Best Practices

- Institutional policies
 - Does your institution have written policies about transporting devices & intellectual property abroad?
 - Export control – Check with general counsel and/or institutional research
 - Cyber insurance coverage – something to consider if your institution doesn't already have coverage
- Provide clean laptops containing only necessary programs

Best Practices

Pre-Departure Orientation and Training

- Add this topic to your orientation and training sessions!
- Tips:
 - Change passwords frequently – once before departure and once immediately upon return
 - Back up data

Case Studies – Cybercrime

- One of your travelers checked their bank account using an unsecure internet connection and they've been hacked. The bank account has been drained and your traveler has no alternative source of money. What do you do?
- A faculty member is traveling abroad to present at a conference and a laptop (university property) is lost in transit. What do you do?

Questions to Consider:

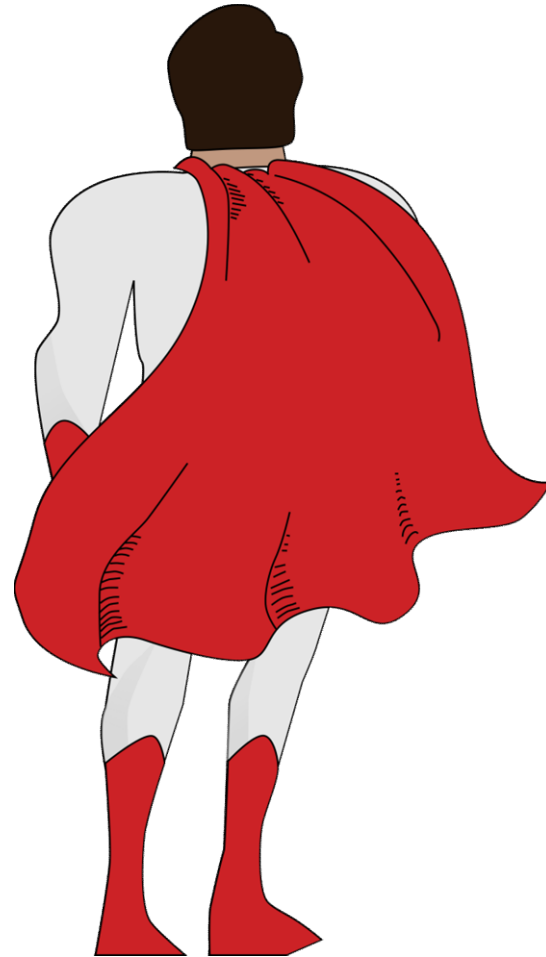
- What is your plan? What are some of the key issues? What are the resources available to you?

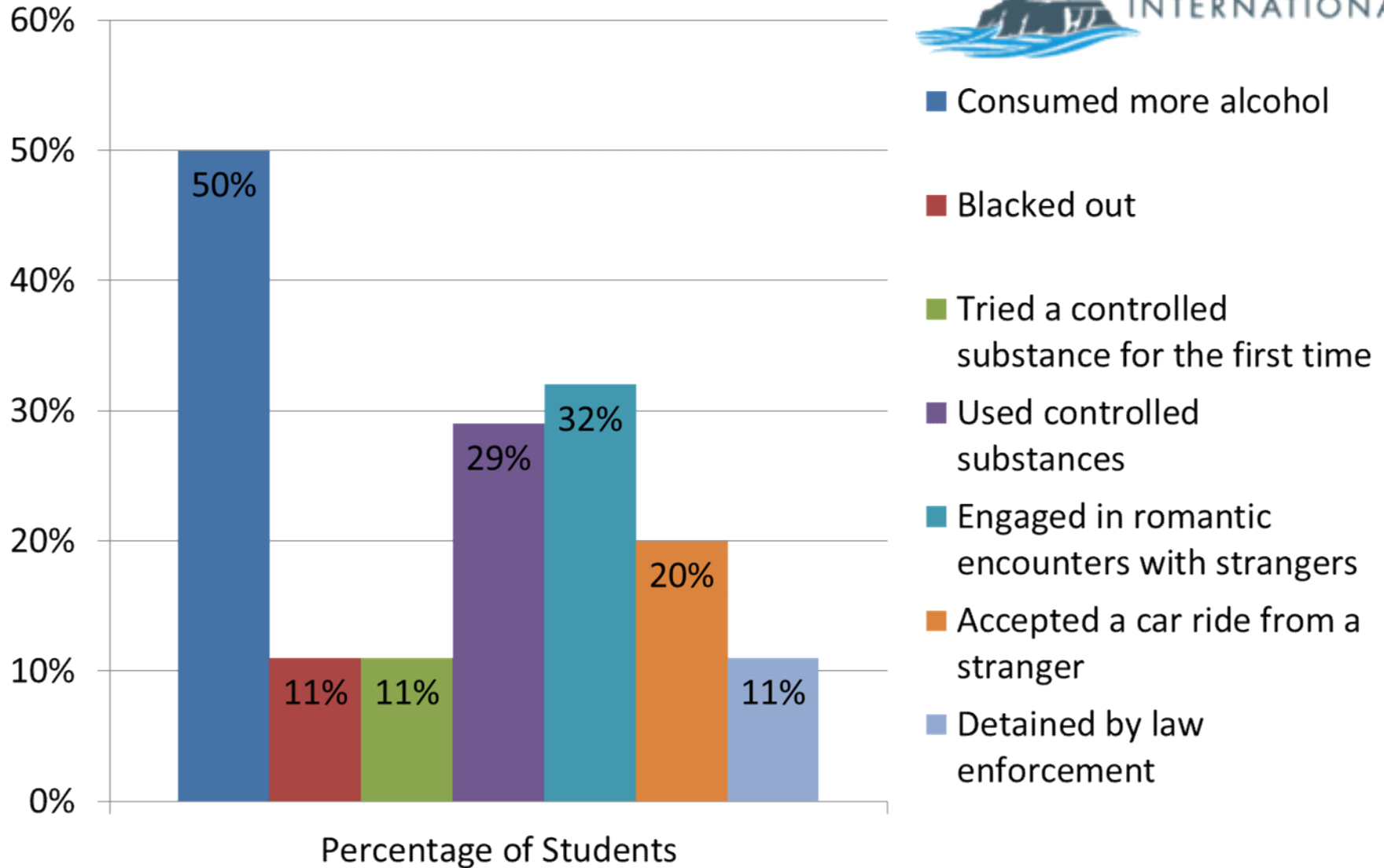
The “Unknown”



The “Unknown”

- The choices your international travelers make!
- Risky behavior despite preparation





Alcohol and Drug Usage

- 4 out of 5 colleges students drink alcohol
- 1 in 6 U.S. adults binge drinks 4 times a month
- More common for young adults, aged 18-34
- ~90% of alcohol consumed by those under the age of 21 is in the form of binge drinking
- Associated with many health problems including injury, alcohol poisoning, unintended pregnancy, sexually transmitted diseases....

Alcohol and Drug Usage

- College students make up one of the largest groups of drug users nationwide
- Trends change but most popular include:
 - Adderall
 - Marijuana
 - Ecstasy



Challenges

- “I’m invincible” mentality
- “I do this at home.”
- Lack of disclosure
- Situational disinhibition

Best Practices

- “Emergency preparedness is a team sport.”
 - Enlist the assistance of others on campus (Student Life, Wellness Center)
- Institutional policies
 - Written and explicit

Best Practices

Pre-Departure Orientation and Training

- Answer the questions:
 - What are the norms surrounding drinking and drug use the host country?
 - What are the institution's policies concerning drinking and drug use? What sanctions are possible?
 - What other temptations should be addressed?
 - Cliff diving, snorkeling or scuba diving, etc.

Case Studies – “The Unknown”

- It is your last day leading a program and 2 students report another student was arrested last night on suspicion of “drug activity.” What do you do?
- One of your students is consuming alcohol every night and begins to be verbally abusive to other students on the program. It’s also impacting the students’ ability to perform their course work. What do you do?

Questions to Consider:

- What is your plan? What are some of the key issues? What are the resources available to you?

Yikes!

Preparedness Is Key!

- Pre-Departure Orientation and Training
 - For all travelers!
 - Mandatory? What are the repercussions for not attending?
- Many models for pre-departure orientation

Resources For Your Travelers



- Institutional Resources Like Wellness Center
- International Insurance Provider



Training the Leaders

Topics To Include:

- Cultural and academic preparations, travel tips
- Diplomacy
- Emergency protocols and using the international health insurance
- Working through discipline issues
- Federal laws applicable abroad (FERPA/HIPPA, Title IX, Clery)
- Communication and reporting
- Share program's emergency action plan!

Emergency Action Plan

Each program may need an emergency action plan!

1. Discuss the potential crises that could occur in all program locations.
2. Designate a primary and secondary meeting place.
3. Agree when, where, and how to meet (and to check in with your institution).
4. Encourage students to check in with their loved ones.
5. What happens if a faculty leader becomes incapacitated?

Crisis Response

- Crisis response plan should answer the question: Who does what, when, and how?
- Plan should be:
 - Reviewed on a regular basis
 - Written down and accessible
 - Taught
 - Followed

Five Takeaways from Today

1. Training for all involved
2. Preparation is key for travelers and institution
3. Collaborate!
4. Response protocols are a work in progress
5. Flexibility is needed



Q/A

How Do I Ask a Question of the Panelist(s)?

You can write in a question or comment anytime during the event by clicking on the “Chat” Bubble in the left hand corner of your screen.

OR

*If you would like to talk to a panelist(s) live, please call-in using the phone number provided on your instruction sheet, press *1 and you will be put in a call queue until it is your turn to ask your question.*

For Questions that Arise After the Conference

If you have a question that you were unable to ask during the webinar, please feel free to email the presenters directly.

Feedback

We want your feedback on today's event!

If you would like to provide suggestions for improvement and/or ideas for future event topics, please email us at:

info@paper-clip.com

and she will send you the link to our brief online survey.

Thank you for your participation,
PaperClip Communications

Certificate of Completion

Thank you for your participation in today's webinar. Please note that we do offer certificates of completion to our webinar participants.

If you and/or your colleagues would like a certificate, please go to the link below and complete the information requested --- by selecting the webinar you are seeking a certificate for and using the password provided in your registration information --- then simply click submit and your certificate will arrive shortly.

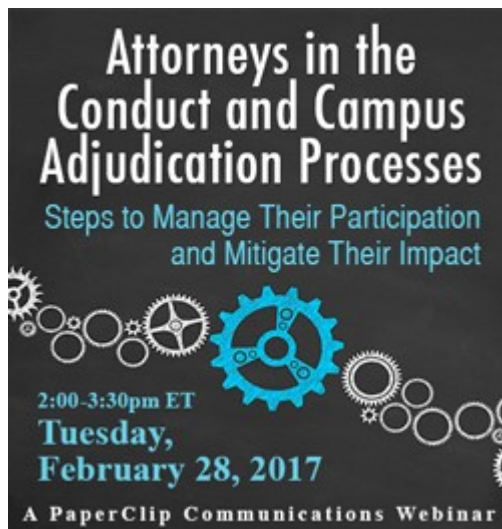
www.paperclipcertificate.com

PaperClip Resources

Join Our Community:

Sign up for any of the FREE weekly electronic newswires we offer. Go to www.paper-clip.com, scroll down and click on the link at the bottom of our homepage. You can also follow us on Facebook and Twitter.

Upcoming Webinar Conferences:



**Attorneys in the
Conduct and Campus
Adjudication Processes**
Steps to Manage Their Participation
and Mitigate Their Impact

2:00-3:30pm ET
**Tuesday,
February 28, 2017**

A PaperClip Communications Webinar



A PaperClip Communications Webinar

**Mitigate Campus
Parking Problems**

Avoid Frustrated and Angry
Students, Faculty and Staff
and Lost Revenue

**Tuesday,
March 7, 2017**
2:00-3:30pm ET



**Campus Facilities & Spaces
for Trans Students**

Ensure Your Campus Policies &
Facilities are Inclusive and Compliant

2:00-3:30pm ET
Tuesday, March 21, 2017

A PaperClip Communications Webinar