The slide features a light gray background with decorative elements. On the left, there is a large, faint graphic of interlocking gears. In the top right corner, there are circuit-like lines with small circles. At the bottom right, there is another gear graphic. The main title is centered in a large, black, monospaced font.

# A Crisis Toolkit: the Critical Role of Collaboration on Campus

NAFSA Region XI, Hartford, CN, October 29, 2024

# Presenter Profiles

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Champlain College



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# AGENDA

01

Why We're  
Here

02

Crises To Be  
Covered

03

Small School  
ISSS Crisis Role

04

Your Turn -  
Case Studies!

05

Building Your  
Own Toolkit

06

Discussion





# WHY WE 'RE HERE

## PRESENTERS

Why are we invested in this topic?  
What perspectives do we bring to the table?

## AUDIENCE

Why did you come to this session today?  
What comes to mind when you hear the word "crisis?"



# WHAT KIND OF CRISES WILL WE BE DISCUSSING TODAY?

INDIVIDUAL CRISIS SITUATIONS  
OUR STUDENTS MIGHT EXPERIENCE  
MOST OFTEN

e.g. mental health, financial concerns,  
medical-related issues, family or domestic  
concerns, relationship challenges



# OISS

## Champlain College

- Small 4-year, university specializing in Tech/Game/Digital Arts/Social Science/Communications/Creative Media.
- Population: 1800 students, 1% INTL, 24 countries, 30-60 students supported.
- Full service Office of International Student Services - the 1st point of contact for international students and scholars in crisis.

# OISS

## Champlain College

### Pros

- Handle entire life cycles from strategy to past program completion.
- Lasting friendships and trust built - 10 years.
- Direct line to Crisis Teams - if international, OISS contacted right away and asked to advise the team.

### Cons

- One person.
- Wrangling disparate processes/multiple offices.
- Small Population - Low Visibility.
- Emergency Plans are still without ISSS measures in them (even with advocacy and despite being connected to Crisis Teams).



## The ISSS Role: Your turn!

- Share your role with crisis on campus
- What's working?
- What would you change if you could?







04

YOUR TURN  
CASE STUDIES!







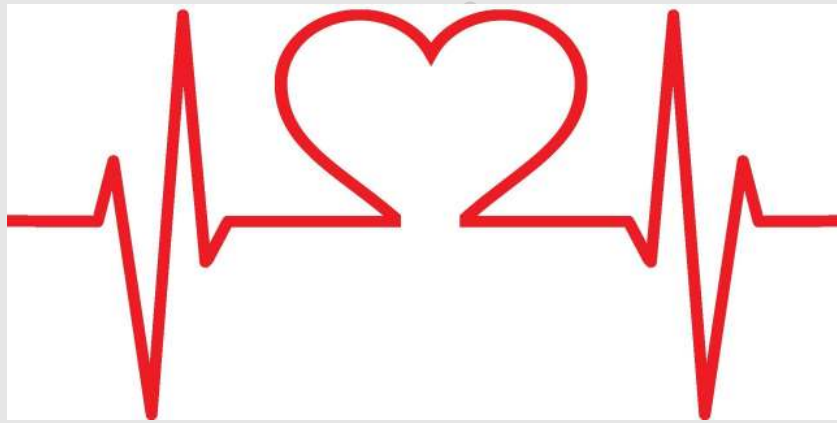
# Case Studies

For the case study you are given, determine in your teams the following:

- Pre-Crisis Considerations
- Identify collaborators, stakeholders, team partners, etc (Campus, Community, Legal, and Others)
- The Response (both ISSS or Institutional)
- Post-Crisis Considerations
- Any Continuous Care Items

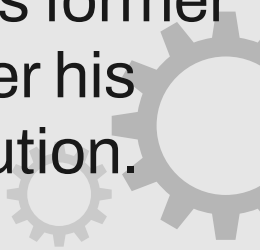
We will share out our different approaches to some of the most commonly experienced individual student crises.



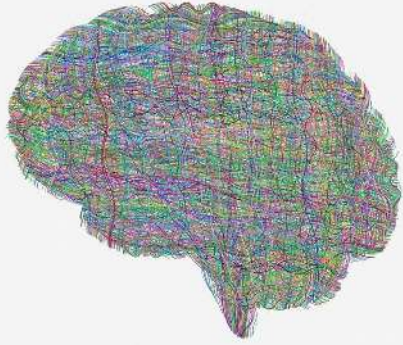


## Case Study #1: Major Medical

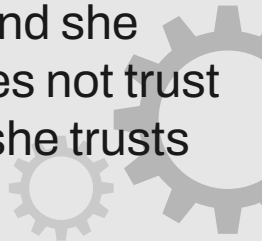
You have a new transfer F-1 student to your institution on a terminated SEVIS record. In your first appointment, you discover that he has been out of status for 2 years due to a brain tumor and has been receiving treatment through the Mayo Clinic. He says his former institution refuses to transfer his SEVIS record to your institution.



# Case Study #2: Mental Health



One of your senior international students who lives off-campus comes into your office, sobbing uncontrollably. You guide her into your office and away from other students who are studying in the common room. When there is a break in the tears, you ask her to describe in her own words what is happening. She tells you that she cannot open her computer without feeling physically sick, she feels like a failure, she is so far behind, and had a fight with her parents because they want her to finish her degree without any delays. You have taken a Mental Health First-Responders Course and you ask, “Are you thinking of killing yourself?” She says, “Yes”. You suggest that you escort her to Counseling and she refuses to go as she has experience with them and does not trust them. You are the first person she is telling this to and she trusts you.

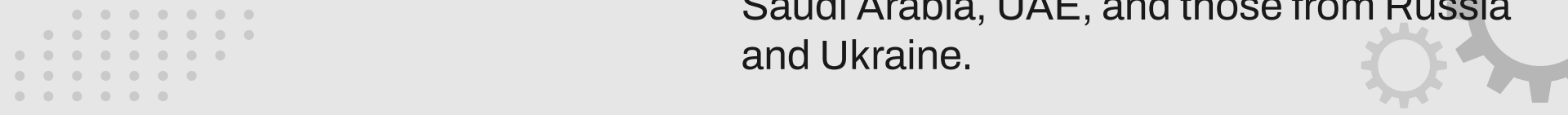


# BIAS



## Case Study #3: Bias Incident Towards An International Student/Scholar

The Care Team alerts you to an bias incident which occurred in a general elective class. The professor holds very conservative political views and in a discussion with a class suggested that the U.S. government should just bomb Yemen. Many students in the class are impacted by the statement, especially your international students from Saudi Arabia, UAE, and those from Russia and Ukraine.





05

# BUILDING YOUR OWN TOOLKIT



# Insurance Considerations for Crises

## Dos

- Think about coverage before crisis strikes
- Know your population and their needs
- Use your broker if you have one
- Utilize emergency services when needed

## Don'ts

- Expect your students to understand what's available to them and how to use it
- Wait until all the dust has settled to contact insurance
- Try to be an insurance expert

# BUILDING YOUR OWN TOOLKIT

<i>TOOLKIT</i>	Pre-Crisis/Prevention	During Crisis	Post-Crisis/ Continous Care
ISSS			
Campus			
Community			
Legal/Government			
Other			



# BUILDING YOUR OWN TOOLKIT

## Step 1

Identify the current ISSS role in crisis management within the institution's plan.

Consider your comfort level with this role.

What needs to change? What should stay the same?

# BUILDING YOUR OWN TOOLKIT

## Step 2

Identify current stakeholders and collaborators in crisis management.

Are any missing? Are international students well supported by these collaborations?

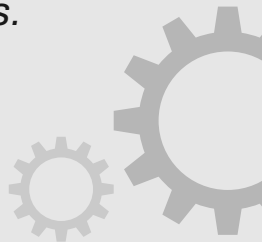


## NAFSA Resources

**FREE** NAFSA Crisis Checklists:

<https://www.nafsa.org/professional-resources/publications/crisis-management-cross-cultural-setting-international-student-and-scholar-services-checklists>

NAFSA Publication: Albrecht, Teri J. *Crisis Management in a Cross-Cultural Setting: International Student and Scholar Services*. NAFSA:2015.



# BUILDING YOUR OWN TOOLKIT

## Step 3

Communicate the international student crisis plan to your staff,  
as well as to the institutional stakeholders.

Keep easy to follow instructions in everyone's office and  
implement in onboarding training.



BUILDING YOUR OWN TOOLKIT

# Step 4

Build in SELF-CARE.



# Q & A

Thanks for joining us!

