

Crisis Prevention and Management Policies for Study Abroad Programs Georgia State University

In September 1999 Georgia State University issued the following crisis prevention and management policies for Study Abroad Programs. These policies are based on the recommendations of a University-wide committee appointed in September 1998 to review existing policies.

Crisis Prevention

1. **Program Approval.** New and existing programs must be approved each year. Proposals are required for new programs and existing programs for which major changes are anticipated. **Georgia State University does not support program development in countries under a Department of State Travel Warning.** All program approvals are processed through Study Abroad Programs of the Office of International Affairs.
2. **Mandatory Insurance.** Georgia State University Study Abroad Insurance is mandatory for all participants; the cost of this insurance should be built into the program cost.
3. **Safety Training.** Attendance is mandatory for new Program Directors at one Safety Training Session conducted by the Office of Facilities Safety and Risk Management. Program Directors of existing programs will receive an updated CD of the Safety Training Session each year. Several sessions will be offered, probably in March, to accommodate faculty schedules.
4. **Creation of Site Visit Guidelines** for prospective Program Directors.
5. **Site Visits.** A site visit of the prospective program location is required for all new programs. Exceptions must be approved by the faculty Study Abroad Advisory Board.
6. **Annual Meeting.** Program Directors are required to attend an annual meeting with the Assistant Provost for International Affairs and the Director, Study Abroad Programs, to discuss procedures and to distribute and review the Program Directors Handbook. The Crisis plan will also be reviewed annually at this time.
7. **Health Form.** Health form / Physician's Certification is required from all participants; this form should be provided to applicants at time of application.
8. **Covenant Not to Sue.** The "Release, Covenant Not to Sue and Indemnification" form must be signed by all participants; this form, as well as the Insurance Information and Refund Policy document should be provided to students at time of application; the Program Director and each participant should keep a copy of this agreement.
9. **Student Orientation.** Student Orientation must be provided, with increased emphasis on safety issues; attendance is mandatory for all participants.
10. **Notification of Embassies.** Program Directors are required to send a list of participants, including faculty and staff, itinerary and overseas contact information to the U.S. Embassy nearest the site.
11. **Emergency Contacts.** A list of all participants and their emergency contact names and numbers is to be submitted to the designated Study Abroad Advisor in Study Abroad Programs by the Program Directors prior to departure. A copy of this list will then be

distributed to the Director of Study Abroad Programs, University Relations, the University Police Department, the Assistant Provost for International Affairs, and the Director of International Students and Scholar Services.

12. **Emergency Program Pocket Brochure.** At least one month prior to departure, information is to be submitted to the designated Study Abroad Advisor in Study Abroad Programs by each Program Director for a customized emergency program brochure. Program Directors and their assistants should carry this pocket size brochure with them at all times while abroad. This brochure will include country specific information and a list of pertinent Georgia State University numbers. Students will also receive a version of this pocket brochure prior to departure.
13. **Log of Events/Program Director.** In the event of a crisis or emergency situation abroad, the Program Director will immediately begin to keep a log of events. It is critical for information to be passed, accurately and completely, as soon as possible. It is also critical to keep a log for future reference.
14. **Log of Events/ Campus Crisis Coordinator.** During a crisis or emergency abroad, the Campus Coordinator will keep a log of all calls and activities.
15. **Program Evaluation Form.** A completed program evaluation form is required from all participants upon completion of the study abroad program.

Crisis Management

1. **Faculty Committee.** A faculty committee, composed of former and present Program Directors, is to be established to develop more detailed criteria for handling different possible crisis situations abroad. This information which would address crisis protocol at the location of the program will be included in the Program Directors Handbook.
2. **Backgrounder.** A Study Abroad Advisor will annually update the Backgrounder information for University Relations and the University Police Department. The Backgrounder gives general information about the administration and responsibilities of the Study Abroad Office, descriptions of Georgia State University study abroad programs, and Crisis Prevention and Management Protocol for University sponsored study abroad programs.
3. **Guidance of University Relations and the Police.** The Office of International Affairs, including Study Abroad Programs, will develop guidance for University Relations and the University Police Department, with their input and assistance, regarding crisis abroad protocol, based on the University approved recommendations of the Crisis Committee. This script is to be approved by members of the Crisis Committee and the Study Abroad Advisory Board and is to be reviewed annually.
4. **Crisis Task Force.** The Provost, on the recommendation of the Assistant Provost for International Affairs approves Crisis Task Force members, a Crisis Force Coordinator and an alternate.
5. **Emergency Notification System.** In the event of an emergency or crisis abroad, the Program Director should notify the university as soon as possible. The call should be directed to the University Police at 404-651-3333. This number is answered 24 hours a day, 7 days a week. **University Police will then contact the first five members of the following list who will subsequently contact the remainder of the list as specified below.** In the initial call, University Police shall obtain as much information as possible, (outlined in the crisis guidance protocol) including, how to reach the Program Director

abroad.

Connie Sampson	Director, University Police
John F. Hicks	Assistant Provost for International Affairs
Leigh Essex Walker	Director, Study Abroad, Study Abroad Programs, Office of International Affairs; <u>Crisis Coordinator</u>
Doug Podoll	Director, International Student and Scholar Services; <u>Alternate Crisis Coordinator</u>
Rebecca Stout	Associate Vice President, Dean of Students
Hazel Scott	Vice President for Student Services
Dean	Sponsor of program
Department Chair	Sponsor of program
Ron Henry	Provost, Vice President for Academic Affairs
Carl Patton	President
DeAnna Hines	Director, University Relations
Betsy Robertson	Assistant Director, University Relations
Jim Olsen	Director, Facilities Safety and Risk Management
John Marshall	Assistant Vice President, Legal Affairs
Jeannie Barrett	Assistant Legal Advisor
Marolyn Wells	Director of the Counseling Center
Elizabeth Firestone	Alternate for Counseling Center
John Austin	Chair, Department of Modern and Classical Languages; <u>Alternate Crisis Coordinator</u>

John F. Hicks and Leigh Essex Walker will contact: President, Provost, Dean, Department Chair, and the designated Crisis Coordinator.

The Dean of Students and Doug Podoll will contact Vice President for Student Services, Legal Affairs, University Relations, Risk Management and the Counseling Center.

From this point on, one individual, the Crisis Coordinator, will handle all communication with the Program Director for the duration of the crisis.

University Relations will handle all communication (internal, external, media, etc.) for the University. The Crisis Coordinator will be in continuous contact with University Relations for the duration of the crisis.

The Dean of Students will contact emergency contacts, as deemed necessary.

The Dean of Students or the Vice President for Student Services will contact family members in the event of a death and will be responsible for all communication with the family.

Georgia State University recognizes the importance of Crisis Prevention and Management for Study Abroad. The issues are vital, complex and fluid. The new policies provide the foundation

for building an increasingly strong crisis protocol for the University. Under the coordination of the Office of International Affairs, the Crisis Committee will meet annually, or as necessary, to review and recommend revisions to the University policies.

Revised March, 2004