Study Abroad Risk Management

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• 24 college network
• Provides training and institutional capacity building to expand community college participation in study abroad
• Emphasis on internationalizing STEM education through focus on applied sustainable development
• 18 new programs created since 2010

2015 Heiskell Award Winner:
Internationalizing the Community College
Madison Area Technical College

Community College Sustainable Development Network
Photo: Students on a C2SDS renewable energy program work with local residents in rural, Jamaica to write controls for a solar panel system to provide backup power at a rural health clinic.
1. Faculty Professional Development via Experiential Immersion
2. Institutional Capacity Building and Sharing of Best Practice Models
3. Collaboration and Jointly-Run Program Development

Madison College is the first community college in the nation to receive the Forum on Education Abroad certification for meeting standards of best practice based on a year-long review of policies, procedures and peer review site visit (April 2017).

Real world smart.
What Could Go Wrong?

People To People Leaders Allegedly Drank Beer While Student Was Dying (Consumer Affairs, August 2009)

Professor Dismissed for Talking Sex With Students Abroad (Inside Higher Ed, June 2013)

A Rape Response Gone Wrong (Inside Higher Ed, Feb 2014)

4 Stories Of Study Abroad Gone Wrong (USA Today, May 2013)


Boston University mourns the loss of three students in New Zealand crash (Boston.com)

Risk Management & Response

1. Prevention
   - Faculty Training & College Response Plan
   - General and Site Specific Emergency Plans

2. Responding to Incidents Abroad
   - Timely, Consistent, Appropriate
   - Handbook incident protocols
   - Phone Tree and communications
   - Responding to Media
3. Incident Reporting & Quality Improvement

- Campus reporting
- State reporting
- Federal reporting
- What could be done to prevent this from happening in the future?

Madison College Organizational Model

- Center for International Education
- Full Time Study Abroad Coordinator
- Engagement of Risk Management and Legal Counsel
- Established systems and processes
- Study abroad includes short-term faculty led, summer, and full semester programs
Program Approval and Development

- Proposal Form (with supervisor/dean signature)
- International Education Committee and Senior Leadership Review
- Clear Criteria for Program Evaluation
- Timeline and Process for Program Development

Site Selection

Monitoring Country and Site Information
- http://travel.state.gov/
- https://studyabroad.state.gov/
- http://www.cdc.gov/
- https://www.osac.gov/

Road Safety
- http://www.asirt.org/

Site Visit
- Checklist of safety and security issues
Provider Selection

Vet providers carefully

- References
- SECUSS-L
- Personal Contacts

Spell out obligations clearly in legal contracts

- See USB sample contract for example
- Forum on Education Abroad Standards
  - https://forumea.org/
- Insurance (you, partners, and students)

Training for Faculty Trip-Leaders

- Leadership and Code of Conduct
- Finances
- Alcohol
- Communications
- Handbook/Response Protocol
- Case Studies
Pre-Departure Data Collection

- Travel info and documents (passport, flight details)
- Signature documents (waiver of liability, code of conduct agreement, other forms)
- Insurance registration
- Emergency contacts
- Medical disclosure form
- Completed payment

Waivers & Participation Agreements

- Documenting Informed Consent
- Code of Conduct
  - Harm to self, others or the program
  - Supplementary codes of conduct
  - Independent travel/Scope of program
  - Faculty Authority
  - Medical intervention agreement
  - Privacy, Emergency Contacts, Use of Photos/Testimonials
- Refund Policies
Orientations

• Pre-Departure and On-Site Orientations
• Not just travel logistics, safety/risk management, expectations, and cultural preparation
• Provide key information in print (including emergency cards with key phone #s)
• Consider chunking information and other strategies for engagement and info retention

Medical Declaration Data

• Medical self-disclosure forms collected after program admission
• Strongly encourage all participants to see a travel medicine specialist 2 months before departure
• Create supportive environment where participants feel willing and empowered to share medical information
• Work with campus health providers or other medical professionals to review develop care management strategies with students who declare health issues
• Understand and share information regarding insurance coverage
Emergency Response Planning

- Develop site-specific risk assessments and response plans for each program
- Have clear handbook or protocols for anticipated risk response strategies
- Establish clear phone tree and/or other channels of communication with responders
- Define roles for establishing a response team

Responding to Common or Anticipated Situations

- Alcohol (Code of Conduct Violation)
- Injury/Medical Health Issue
- More serious hospitalization
- Mental Health
- Group Dynamics
- Sexual Harassment/ Sexual Assault
Questions?