

Pittsburg State University

Crisis Management Plan for Study Abroad Programs

This plan will be useful to the following groups of people:

1. For staff involved in administrating study abroad programs
2. For American students studying in another country
3. For parents of students participating in study abroad programs

Scope of Reference:

The term "crisis" in this document covers death or severe injury of a student, or disaster in the host country, natural or otherwise, including acts of terrorism and hostage taking.

Proposed Core Team:

1. Director of International Affairs (DIA)
2. Associate Vice President of Campus Life and Auxiliary Services (CLAS)
3. Director of University Communications (DUC)
4. Associate Vice President for Academic Programs and Services (APS)
5. Faculty members involved in the study abroad program (if any)

The CLAS who serves as the coordinator of the Crisis Response Team will work closely with the DIA in handling the crisis involving students in study abroad programs.

Procedures in Responding to the Crisis:

1. Once the information on the crisis situation is established, the DIA needs to be informed.
2. The DIA will:
 - Determine the students involved in the crisis
 - Gather the necessary facts and contact the CLAS immediately, who will in turn, gather the Core Team for a meeting to discuss the action plans. At the same time, the President will be informed by the CLAS.
3. The CLAS (or designee) in consultation with the Core Team, will immediately contact the family members of the student/students involved in the crisis.
4. The DIA will work with the institution hosting the student/students, the insurance company and where necessary (in the case of death and disaster) the U.S. embassy in the hosting country to:
 - Obtain an official report of the crisis that involves the student/students

- Help arrange for parents/family member to go over to the country (in the case of death and severe injury)
 - Help with the repatriation process (in the case of death)
 - Help with bringing the student back home (in the case of a disaster)
 - Coordinate the return of student belongings (if necessary)
5. The DUC will coordinate all information released externally by the university. All queries from media personnel will be handled by the DUC.

