



IFLE Webinar: Study Abroad Safety

*U.S. Department
of State*

*Michigan State
University*

*University
of Chicago*

April 27, 2016

ifle@ed.gov

U.S. Department of Education
Office of Postsecondary Education
International and Foreign Language Education
International Education: Investing in Our Global Future





SPARTANS WILL.

Building Health & Safety Capacity in Study Abroad

Maureen Handrahan
Coordinator, International Health and Safety
Michigan State University
April 2016

Outline

- **Why?**
 - Duty of Care
 - The Forum on Education Abroad – Standard 8
 - Examples
- **Who?**
 - Health and Safety Team
 - Health and Safety Oversight Committee
- **How?**
 - Pro-active Risk Management
 - Crisis Response
- **Tips + Best Practices**
 - OSAC Membership

WHY

Duty of Care

- The legal and moral obligation that requires an institution to take all reasonable and responsible actions to protect its human resource assets by mitigating risk.
- One of the principles that should guide us in our respective roles as we strive to support the international engagement mission of the university and manage risk.
- Most effective when done collaboratively between the traveler and those who arrange travel and assist with preparations creating a reciprocal duty of loyalty.

The Forum on Education Abroad – Standard 8

Health, Safety, Security, and Risk Management:

- We are called to **prioritize health, safety, and security** in program development, implementation, and management, conducting appropriate risk assessments for program sites and activities, maintaining written emergency plans and protocols, and identifying and leveraging relevant authorities, networks and resources.
- Staff are trained to **anticipate and respond** responsibly to student health, safety, or security issues; students are trained to responsibly manage their own health, safety, and security while abroad; and measures are in place for ongoing monitoring of and advising on health, safety, and security issues through a range of U.S. Department of State and other appropriate resources.
- We maintain appropriate kinds of **insurance** at recommended levels, operate in **compliance with local laws**, and follow **best practices** in reporting on critical incidents.

Because something *will* happen...

Paris – terrorist attacks

- MSU travelers in Paris + France
- Check in procedures activated
- Immediate advice regarding safety and travel disruptions
- Guidance for upcoming travel

Rome – mugging

- Student mugged, needed medical attention
- Wallet and ID cards stolen

Turkey – Ankara + Istanbul bombings

- 2 travelers in-country during Ankara bombing
- Check in procedures activated
- On-going monitoring + security advice
- Subsequent wide-scale protests impacted the entire country

Mexico – car accident

- Rear-ended in taxi en route to volunteer agency
- 4 students sustained minor injuries



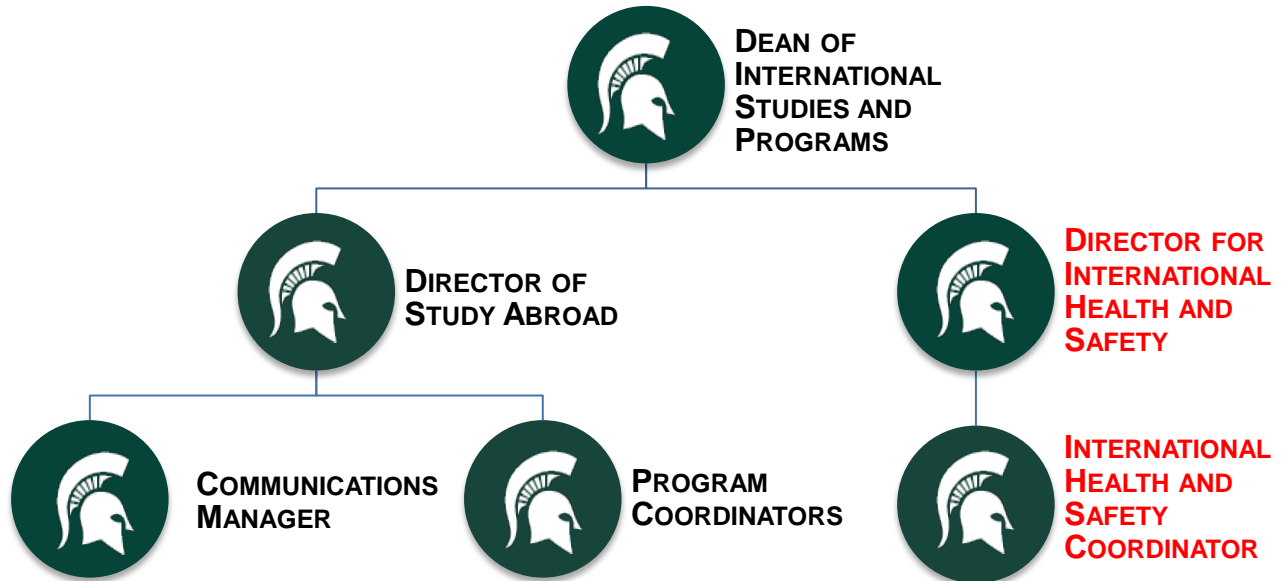
WHO

Health and Safety Team

Former Structure



Current Structure



Health and Safety Oversight Committee

Responsibilities

- Oversee international risk and security issues for all MSU international travelers
- Prevent or minimize impact of risks affecting security, safety, and health of MSU international travelers
- Offer recommendation to Provost on approval for high risk travel
- Coordinate and review emergency assistance protocols and procedures
- Guide development, maintenance, and implementation of International Travelers Database
- And more...

Membership

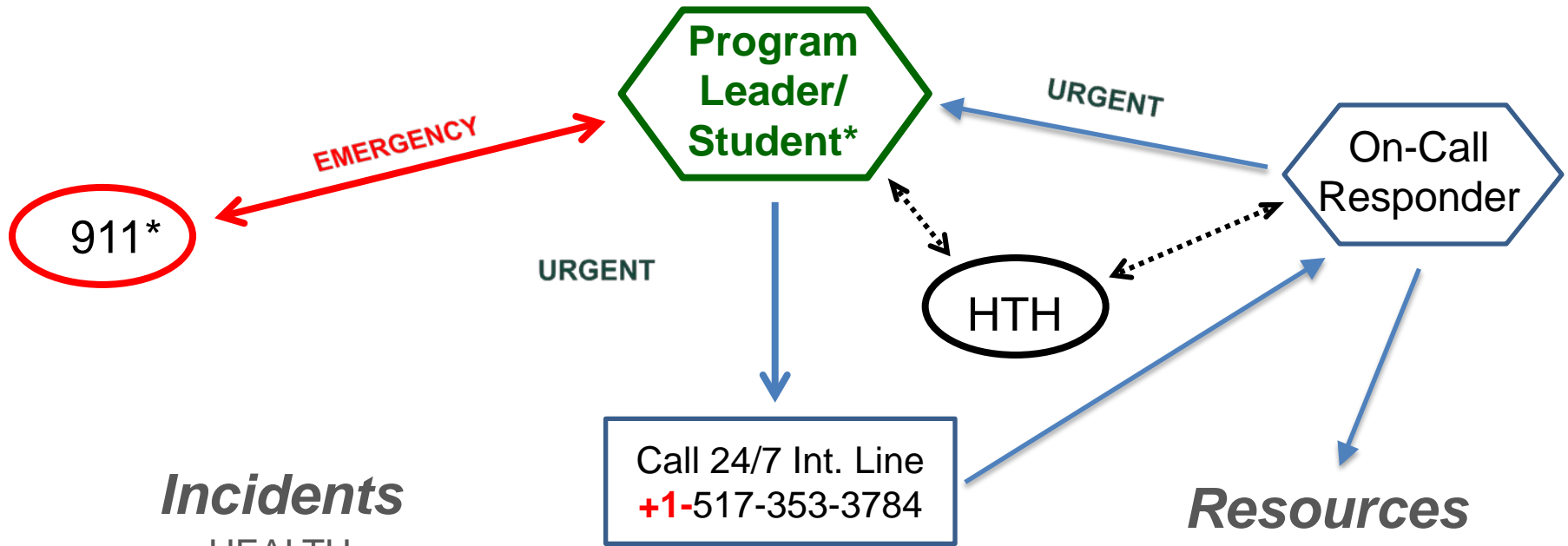
- Chair (senior active or emeritus faculty member or official)
- Assoc. Provost Undergraduate Ed.
- Assoc. Provost Graduate Ed.
- Assoc. Provost Outreach/Engagement
- University Physician
- Director of Risk Management
- General Counsel
- Dean of International Studies and Programs
- Director of Study Abroad
- MSU Police
- VP Student Affairs and Services
- Director for International Health and Safety

HOW

Pro-Active Study Abroad Risk Management

- ✓ **Program Proposal Reviews + Policies**
 - Especially for travel to high-risk destinations
- ✓ **Established Program Policies**
 - Examples: leaders must carry cell-phones, no alcohol misuse, Title IX compliance
- ✓ **Health & Safety Team**
- ✓ **Oversight Committee**
- ✓ **Mandatory International Health Insurance**
- ✓ **Political Unrest + Natural Disaster Evacuation Insurance**
- ✓ **Student Handbook & Country-Specific Orientations**
- ✓ **Student Statement of Responsibility**
- ✓ **Required Pre-Departure Student Orientation**
 - Online vs. In-Person
- ✓ **Program Leader Handbooks & Required Emergency Response Training**
- ✓ **Specialized Program Leader Workshops**
 - Example: “Responding to Mental Health Incidents Abroad”
- ✓ **Behavioral Agreements (when appropriate...)**

Crisis Response



Incidents

HEALTH

LEGAL

CRIME

NATURAL
DISASTER

CIVIL UNREST

Resources

University Physician

General Counsel

HTH Insurance

DPPS/FBI

U.S. Embassy

Office of Risk Mgmt

**** Trained in Emergency Action Plan for immediate crisis response***

TIPS

- Establish and advertise 24/7 Emergency Line
- Emphasize the local
 - Media sources, Consular messaging, on-site partners and providers
- Do not underestimate:
 - Road safety, water safety, alcohol-related issues, pickpockets, local laws, mental health
 - Leading cause of non-natural deaths among Americans abroad: motor vehicle accidents.
- OSAC Membership
 - **O**verseas **S**ecurity **A**dvisory **C**ouncil (division of U.S. Department of State)
 - Access to Academic Working Group + Country Councils, RISC Analysts, Consular Offices, Daily Briefings, Annual Briefing
 - *Free* membership
 - www.osac.gov

<p>IN CASE OF EMERGENCY Call the local emergency service</p> <p>Ambulance #: _____ Fire #: _____ Police #: _____</p> <p>Call your leader or director Program Leader/ Resident Director: _____</p> <p>MSU 24/7 INT'L ASSISTANCE _____ -1-517-353-3784</p>	 <p>MICHIGAN STATE UNIVERSITY Office of International Health and Safety</p>
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SPARTANS WILL.

Thank you!

Maureen Handrahan
Coordinator, International Health and Safety
Michigan State University
handraha@msu.edu

Study Abroad Safety

UChicago Traveler & UChicago Centers Abroad

Dan Spiess

Assistant Director, Postdoctoral Affairs & Career Development

spiess@uchicago.edu

Overview

- Emergency/Safety vs. Travel Experience
- Collaboration – area studies, Global Engagement, Study Abroad, Risk Management, International Affairs, Communications, etc.
- University-sponsored travel
- Required documents (passport, visa)
- International SOS
- State Department & travel warnings
- Safety
- Health and Insurance
- ***UChicago Traveler (travel registry)***
- ***IT and Communication***
- ***Global Centers***
- ***Alumni clubs and database***




UChicago Traveler

- Traveler.uchicago.edu
- For emergencies and travel information

The screenshot shows the UChicago Traveler website. At the top, there is a navigation bar with links for Home, Register Travel, Personal Information, Register Other People, and FAQ. The user's name, Daniel Spiess, is displayed in the top right corner. Below the navigation bar is a dark red header with the text "UChicago Traveler" and the University of Chicago logo and name. The main content area is white and features a welcome message: "Welcome, Daniel Spiess" with a "Register Travel" button. A paragraph explains the website's purpose: "A secure website to register international travel plans and contact information, UChicago Traveler allows the University to assist students, faculty, and staff overseas, including in emergencies or times of crisis. Register your University-affiliated travel and you are automatically enrolled in UChicago's International Travel Emergency Assistance Program." Below this, there are two sections: "Your Current and Upcoming Trips" (with a note that there are no current or upcoming trips) and "Your Completed Trips". The completed trips section shows a single entry for "Abu Dhabi" in the "United Arab Emirates" from "10/15/2014 - 10/21/2014", marked as "Registered" with a green checkmark.

Home Register Travel Personal Information Register Other People FAQ Daniel Spiess

UChicago Traveler



THE UNIVERSITY OF CHICAGO

Welcome, Daniel Spiess [Register Travel](#)

A secure website to register international travel plans and contact information, UChicago Traveler allows the University to assist students, faculty, and staff overseas, including in emergencies or times of crisis. Register your University-affiliated travel and you are automatically enrolled in UChicago's International Travel Emergency Assistance Program.

Your Current and Upcoming Trips

You have no current or upcoming trips

Your Completed Trips

Abu Dhabi United Arab Emirates 10/15/2014 - 10/21/2014	✓ Registered
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Register a Trip

- Review Personal Information
- Trip Name & Purpose
- Travel Information
- Emergency Contacts
- Review

Step 1 of 5

Personal Information

Before you tell us about your trip, please review your personal information and make any necessary updates.

*Fields marked with an asterisk * are required.*

First Name* Middle Name Last Name*

Primary Affiliation*

Citizenship

- I am a U.S. citizen or have dual citizenship with the U.S.
- I am a legal permanent resident of the U.S.
- I am not a U.S. citizen or a legal permanent resident.

Passport Information

Name on Passport

First Name Middle Name Last Name

Passport Number

Issuing Country

Save and Continue

UChicago Traveler



Register a Trip

- ✓ Review Personal Information
- Trip Name & Purpose
- Travel Information
- Emergency Contacts
- Review

Step 2 of 5

Trip Name & Purpose of Travel

To help you reference your trip later, give it a name that's meaningful to you.

Trip Name (required)

China -- Beijing Center Event 2014

Purpose of Travel

Administrative Activities (development, recruiting, other staff travel)

Is this an officially organized university trip?

- No
- Yes

If yes, please enter name or code provided by program administrator:

Save and Continue

- ✓ Review Personal Information
- ✓ Trip Name & Purpose
- Travel Information
- Emergency Contacts
- Review

Add a Destination

Fields marked with an asterisk * are required.

Where are you going?

Country or Territory*

State, Province or Region

City or Nearest City

When will you be there?

From*

To*

Local address at this destination, if available

UChicago Beijing Center
Sheraton Hotel, Beijing

example: hotel name, office location

How may we contact you at this destination?

Preferred Phone

Preferred Email

If a non US number, please include country code.

This is a mobile phone.

Save and Continue

UChicago Traveler



Register a Trip

- ✓ Review Personal Information
- ✓ Trip Name & Purpose
- ✓ Travel Information
- Emergency Contacts
- Review

Step 4 of 5

Emergency Contacts

Emergency Contact in the U.S.

Name	Relationship to you
<input type="text" value="Beth Niestat"/>	<input type="text" value="Supervisor"/>
Phone	Email
<input type="text" value="+1-773-702-9018"/>	<input type="text" value="niestat@uchicago.edu"/>

Emergency Contact Abroad, if applicable

Name	Relationship to you
<input type="text" value="John Smith"/>	<input type="text" value="Center Administrator"/>
Phone	Email
<input type="text" value="+86-10-1111-1111"/>	<input type="text" value="smith@beijing.uchicago.edu"/>

*If this is a non-U.S. phone, please include **country code** and **area code**.*

Save and Continue

UChicago Traveler



Register a Trip

- ✓ Review Personal Information
- ✓ Trip Name & Purpose
- ✓ Travel Information
- ✓ Emergency Contacts
- ✓ Review

China -- Beijing Center Event 2014

Print Delete

You have successfully recorded this trip information on UChicago Traveler. You may return to this site at any time to make changes or additions to this information.

Go back to your [Home page](#) or [Log Out](#).

Personal Information Edit

Name: Daniel Spiess
Affiliation: staff
Citizenship: U.S. Citizen
Passport Name: Daniel Spiess
Passport Number: No Response
Issuing Country: United States

Trip Name & Purpose of Travel Edit

Trip Name: China -- Beijing Center Event 2014
Purpose: Administrative Activities
Official Trip? No

Travel Information Edit

Destination 1

Trip Confirmation and Helpful Travel Info - Inbox

Message

Delete Reply Reply All Forward Move Rules Junk Unread Categorize Follow Up

Trip Confirmation and Helpful Travel Info

UChicago Traveler

Sent: Monday, October 6, 2014 at 9:37 AM

To: Daniel Spiess

uchicago_isos_card.pdf (809.9 KB) Preview

Dear Daniel,

Thank you for registering your trip at UChicago Traveler!

China -- Beijing Center Event 2014

Destination 1: Beijing, China 11/12/2014-11/18/2014

Please remember that:

1. The information you just submitted may be edited at any time at <http://traveler.uchicago.edu>
2. You have been enrolled in the International Travel Emergency Assistance Program. Attached is your International SOS card. Please visit the ISOS website <http://www.internationalsos.com> for more information.**As this is not your primary medical insurance, it is recommended that you review your health insurance plan for international coverage details prior to your trip.
3. You may need a visa. Please check the following website: <http://www.projectvisa.com>
4. You may need immunizations or other medicines specific to your travels. You can learn more at the Centers for Disease Control and Prevention website: <http://www.cdc.gov>
5. Immunizations can be provided by the UChicago Travel Clinic: <http://www.uchospitals.edu/specialties/travel-clinic/your-visit.html>
6. Travel Warnings and Travel alerts by country can be checked at: <http://travel.state.gov/content/passports/english/alertswarnings.html>
7. Be careful with your computer/tablets/phones when you are traveling internationally. For more recommendations from IT Services: <http://answers.uchicago.edu/16284>
8. Information about International Alumni in the area you are visiting can be found at: <http://alumniandfriends.uchicago.edu/site/c.mjXJ7MLIsE/b.4621017/k.984F/International.htm>

If you are in the area, we invite you to visit the University's global centers. The Centers can provide support for your research, give you a place to relax, or serve as a meeting place.

1. In Beijing: <http://www.uchicago.cn/about-us/contact-the-center/>
2. In Delhi: http://www.uchicago.in/about/contact_the_center/
3. In Paris: <http://centerinparis.uchicago.edu/about/contact>

Safe travels!

The University of Chicago

UChicago Traveler
<http://traveler.uchicago.edu>
traveler@uchicago.edu



IT and Communications

[IT SERVICES HOME](#)[IT POLICIES](#)[IT SUPPORT](#)[CONTACT US](#)

[Topics Map](#) > [University of Chicago](#) > [IT Services](#) > [Accounts, Identity, & Security](#) > [Security](#)

Travel Tips

This article provides information on how to travel safely and productively with electronic devices such as cell phones, smart phones, laptops and tablets both in the U.S. and abroad.

Know Before You Go

Phones, computers and email don't work the same way everywhere. Before traveling, consider the following technology-related issues:

- [Mobile Devices](#)
- [Your Computer Connection](#)
- [Accessing UChicago Resources](#)
- [Accessing the Wireless Network via Eduroam](#)
- [Restrictions on Encryption Software](#)
- [Security Tips](#)
- [Power](#)
- [Resources](#)
- [Other Items to Consider: Passport Photos and International Identity Cards](#)

Mobile Devices

Contact our cellular experts for assistance before you go. Let us know where you're going and we'll advise

[Need Help? Contact Support](#)



773-702-5800



itservices@uchicago.edu



[Chat is Available](#)

[See Support Hours](#)

UChicago Global Centers

- Beijing, Delhi, Hong Kong, Paris
- Work space
- Collaboration with scholars and students
- Events
- Alumni connections



Alumni

- Clubs
- Events
- Database

