

U.S. Expectations of Study Abroad Partners: Study Abroad, Risk Management and Best Practices

Dr. Geoff Bradshaw

Madison College International Education Director

gbradshaw@madisoncollege.edu

Tammy Gibbs

Madison College Study Abroad Coordinator

tgibbs@madisoncollege.edu



MADISON
AREA | TECHNICAL
COLLEGE

Real world smart.



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).



MADISON
AREA | TECHNICAL
COLLEGE

Real world smart.



COMMUNITY COLLEGE
SUSTAINABLE
DEVELOPMENT
NETWORK



Department of State,
Bureau of Education and Cultural Affairs
Study Abroad Capacity Building Award 2010-2013

CCSDN Provides training and institutional capacity building to expand community college participation in study abroad.

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

Community College Sustainable Development Network

Photo: Students on a CCSDN renewable energy program work with local residents in rural Jamaica to wire controls for a solar panel system to provide backup power at a rural health clinic.





COMMUNITY COLLEGE SUSTAINABLE DEVELOPMENT NETWORK

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
AREA | TECHNICAL
COLLEGE

Real world smart.

Risk Management & Response

1. Prevention
2. Planning for Response to Incidents Abroad
3. Incident Reporting & Quality Improvement



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Risk Factors in Belize:

What Are US Colleges, Parents and Students Most Worried About?

- Crime
- Excursion Safety
- Vehicle and Transportation Safety
- Lodging
- Mosquito-borne Illness
- Code of Conduct Violations
 - Alcohol & Drugs
- Lawsuits



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Development of Site-Specific Risk Management and Response Plans

- Local Risks
- Local Resources
 - Hospitals
 - Clinics
 - Police
 - Emergency Services
- Communications Planning



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Pre-Departure and On-Site 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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Student Code of Conduct Enforcement

- Identifying and enforcing college rules and rules of program
- Threat of harm to self or others
- Violation of law
- Alcohol or drugs
- Sexual harrassment



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Contracts

- Clear expectations and responsibilities
 - Term
 - Finances, Cancellation/Refund Dates
 - Specific list of services
- Risk/safety Assessment
- 24-hour contact for ground support
- On-site Orientation
- Subcontractor Selection (eg. boats, drivers)
 - Licensure of providers
- Emergency Services



MADISON
AREA TECHNICAL
COLLEGE

Legal language (legal jurisdiction, severability etc.)

Real world smart.

Insurance

- Student/participant study abroad insurance
 - Clinic/Hospital
 - Disaster Evacuation
 - Political/Social Evacuation
 - Repatriation
- Liability Insurance
 - \$1-\$2M USD minimum



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Communication with Home Campus

- Clear channels of communication
- Full disclosure of any incidents
- Reporting required for any injury, legal issue, or code of conduct violation
- “Timely and appropriate” notification



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Beyond Health and Safety: General Issues/Concerns for Study Abroad Partnerships

- Differences in time expectations
 - Deadlines
 - Daily schedules
- Legal/contract-driven US culture
- Finances
 - Sources of program funding
 - Deadlines for program cancellation/refunds
 - Method of payment/money transfer



Cultural Differences

- Economic disparities
- Gender roles, expectations
- Race and identity issues
- LGBT issues



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Emergency Response Steps

1. Ensure/verify student safety, locate students
2. See Handbook Protocols
3. Document/Log Steps taken
4. Contact Home Campus Leadership/Designee
5. Follow-up steps and actions for impacted students and whole group



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

Incident Reporting & Quality Improvement

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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.

What Could Go Wrong?

When Study Abroad Ends in Death, US Parents Find Few Answers ([Washington Post, 2017](#))

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](#))

Student Drowning in Costa Rica Prompts US Legislative Proposal ([Costa Rica News, Sept 2015](#))

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



MADISON
AREA TECHNICAL
COLLEGE

Real world smart.