



CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

Association of
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An All-Encompassing Crisis

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An all-encompassing crisis is a human-made, large-scale crisis that has regional, national, or even international impact. Yet, with its overarching and far-reaching impact, it is important for the international student and scholar services office to prepare for even the unimaginable. The international student and scholar services office can utilize this checklist to prepare the office, staff,

and international student population for an all-encompassing crisis plan.

For additional guidance and resources on ways to respond to an all-encompassing crisis, read “An All-Encompassing Crisis” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

CONDENSED CHECKLIST

Precrisis Considerations:

- Ensure your office is included in institutional planning and establish your office plan.
- Create an office emergency kit and encourage international students and scholars to prepare their own as well.
- Maintain a dedicated section of the international student and scholar services office website for emergency guidance and resources specific to international students and scholars. This ongoing resource can be updated for any number of crises and the office’s social media outreach can direct students and scholars to this resource.

Responding to An All-Encompassing Crisis:

- Provide media with both specific facts and broader context during an event.
- Prepare international students and scholars for the possibility of requests from the media for interviews.
- Send an initial message of outreach and concern as promptly as protocol allows to the international students and scholars.

- Be alert to the politics of a crisis and their specific impact on the international student and scholar population in general or those from a particular area.
- Connect with law-enforcement resources to ensure the safety of international students and scholars.
- Students and scholars will share an array of concerns. As advisers routinely do, listen for the question underneath the question asked.
- Reinforce the guidance that students and scholars need to check with the international office before making any major decisions.
- Ensure appropriate mental health resources and support are in place.
- Attend to the basic needs of international students and scholars first, but don’t stop there.
- Provide an outlet for international students and scholars to help if they express a desire and there is a way to do so.

Postcrisis Considerations:

- Institutional colleagues—care and concerns.