



CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

Association of
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Serious Injury of an International Student or Scholar

By Carol Holz

A crisis affecting an individual student can include serious injury of a student or scholar. From the immediacy of the crisis itself to the ongoing support and advocacy of the student or scholar, education advisers should be prepared to help the student through the situation. The international student and scholar services office can utilize this checklist to identify preparatory issues, action items, and appropriate notification procedures.

For additional guidance and resources on ways to respond to a serious injury of an international student or scholar, read “Serious Injury of an International Student or Scholar” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

CONDENSED CHECKLIST

- Gather relevant information about the incident.
- Keep detailed notes and records.
- Determine who needs to be notified and when.
 - Create a checklist of people who need to be notified
- Arrange for family member’s arrival:
 - Visa issuance
 - Housing accommodations and logistics
 - Communications
- Convene a meeting of the Crisis Management Team, assign responsibilities, and designate primary point of contact.
- Consider the Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA) in all communications.
- Meet with student organizations, if members are affected.
- Identify the current and potential issues (short- and long-term) and when action needs to be taken:
 - Immigration issues
 - Health insurance coverage issues
 - Legal ramifications
- Prepare for the student or scholar’s return to campus:
 - Mobility issues
 - Cognitive disabilities
 - Mental health support
 - Financial challenges
- Be aware of specific issues facing students and scholars:
 - Students:
 - Coordinating coursework
 - On-campus employment
 - Outstanding financial balances owed to the institution
 - On-campus housing
 - Scholars:
 - Employment and the Family and Medical Leave Act (FLMA)
 - Sponsored scholars
- Conduct a postcrisis review and evaluation.