

Crisis Case studies

- 1) A male student from India comes to your office to tell you one of his roommates, Ravi, (also a male student from India) has been taken into custody. The FBI has come into their apartment and has confiscated computers and other materials belonging to Ravi. The student tells you that Ravi is being held in another town without bail for allegedly attempting to solicit a minor and gives you the phone number for the attorney that is representing him. Ravi is a graduate student in his second semester enrolled in classes. He has a wife and child back home in India.
- 2) You receive a call from the Dean of Students on Sunday that one of your French exchange students, Francois, has been in the local jail since Friday night. His bail has been set for \$5,000 and the dean has asked you to go to the university cashier's office on Monday morning, collect \$5,000 and go downtown to bail him out. After speaking to Francois on the phone, you find out that he has been arrested for allegedly stalking another student (not international), but Francois claims it is a big misunderstanding. Francois is due to leave the US in May (one month away). The arraignment is set for the following week, but in order to stand trial he would have to stay in the US until at least July.
- 3) A second semester Physics doctoral student from Japan, Yoko, goes hiking with her American boyfriend. Yoko gets separated from the boyfriend, gets lost, and calls 911 to be rescued. During the rescue operation, the helicopter crashes and Yoko and the pilot are killed. The remaining rescue worker is injured in the crash and in a dramatic rescue attempt survives the nightly freezing temperatures and drags himself to safety and eventual rescue. The incident makes the local and state news. The boyfriend and the graduate department are extremely distraught about Yoko's death. Yoko was covered by the University health insurance plan. Her family schedules an immediate flight to the US from Japan.
- 4) You begin receiving reports from other students and university staff about the erratic and sometimes frightening behavior of an exchange student from Spain, Julio. This student is one who is constantly in your office to socialize, seek advice, etc. He also attends all of your workshops and social events as well as events with your community volunteers (who are mostly from local faith groups). He appears to be a very extraverted and nice, if nutty, student. About two months after the start of the semester, Julio's roommates come to your office to report that he has thrown things through the TV and threatened to get a gun. They inform you that they are moving out. Julio comes in to your office to ask to advertise for new roommates. He then starts to come in and talk to various staff members about a variety of topics: why he believes one should become a Christian, needing another to help him get permanent work permission in the US, telling you that you must help him find additional sources of funding as he does not have enough money. He begins to look more and more disheveled and unkempt. One staff member in another office is so frightened of his behavior that she feels the need to lock her office door. You talk to him about how adjusting to another culture can be difficult and refer him to the campus counseling center. Finally, you receive a report from the Office of Equal Opportunity accusing your international office of inappropriate behavior toward the student. The specific charges include: a staff member (who is agnostic) and a community volunteer (who is Christian) have applied inappropriate pressure on the student to attend religious events, that other staff members have discriminated against the student in not assisting him as they would other students in locating employment,

and the office has acted in a hostile and unwelcoming manner toward the student. Before receiving the report, your office was not contacted by the OEO asking about the charges or the student.

- 5) You get a call from an Egyptian faculty member that one of your Egyptian PhD students, Mohammed, has been taken into ICE custody and is in a detention facility. Mohammed, who is in legal J1 status, is being told by ICE that his visa has been "revoked." The student had previously been at your school as a Master's student on Fulbright sponsorship. The student had left the US with a new DS-2019 from your school, obtained a new US visa, and returned for the PhD program. His current visa, DS-2019, and I-94 are all valid. You attempt to contact ICE, but no one will give you any information. It is the middle of the semester. The department is extremely concerned for the student and is also upset as he is supposed to be teaching two classes of Arabic in addition to taking PhD classes. They will have to cancel his assistantship contract if he does not return to class in a few weeks. The student has no money to hire an attorney. The faculty member lends him some money, but backs out once he receives a quote from the attorney's office. The student has committed no crime or immigration violation. The entire Muslim community both on and off campus is calling regarding his situation.
- 6) Yu-Cheng is a Chinese national at your institution on exchange from one of your French partners. Yu-Cheng is found disoriented, aggressive, and confused by your campus police. Yu-Cheng spends two days in the mental health wing of a hospital and is then transferred to a mental health center, where she is forced to stay for a few days. Upon returning home to her apartment Yu-Cheng feels unwell and again checks in to a new mental health hospital. Yu-Cheng's parents, who are in China, want Yu-Cheng to continue her studies in the U.S. or for her to return to her institution in France. Your exchange partner in France insists that Yu-Cheng continue her semester at your institution. Yu-Cheng's doctor wants her home with her family in China. Yu-Cheng continually changes her mind on what she should do, depending on who she has talked to most recently. Yu-Cheng repeatedly asks for your opinion on what she should do.
- 7) Two exchange students, Mike and Mark, live with a domestic student Bill. Bill is found unresponsive and not breathing at 8:30am by Mark. Mark wakes Mike up asking for help and then calls 911. While waiting for medical personnel, Mark is walked through a few medical tasks by the 911 operator, including checking Bill's airway and administering CPR. Medical staff arrive and after 15 minutes of CPR, are able to obtain a heartbeat from Bill. The police ask Mike and Mark questions about what happened. Bill has been hospitalized for 24 hours when Mike and Mark come to your office and explain what has happened.
- 8) A group of 4 international students are travelling to Las Vegas over Thanksgiving Break. They are driving at night in a rented vehicle. The driver swerves off of the road while trying to avoid a coyote that is crossing the road. Three students are banged up but generally okay. The student in the passenger seat has broken her arm and needs a number of stitches. She is in a hospital outside of Las Vegas when one of the students calls and tells you what has happened.