

# Medical? Criminal? Critical?: The 20 Questions of Crisis Management

## Pre-crisis

1. What resources on and off campus are available to international students?
2. What kinds of relationships do you need to build in advance to handle this type of crisis?
3. What are the normal lines of communication on your campus for student-related emergencies? Is your international office part of that communication plan?
4. What types of students does your office handle (exchange, grad/undergrad) and how much support do you expect to provide in specific types of emergencies?
5. Are students given resources that will help them respond to a crisis?
6. What are the consequences of the student accepting the assistance that is available?
7. How do you determine institutional responsibility?
8. Who handles different types of crises on your campus (health, individual criminal incidents, emergency situations involving whole campus, weather related or other act of god disasters)?
9. Who potentially needs to be contacted on campus and off when an emergency happens?

## During the Crisis

10. What type of and how serious is the emergency (Medical, Criminal, etc.)?
11. What are the immigration consequences?
12. Who are you required to/do you want to inform?
13. What kind of permissions do you need (legal, medical, etc.)?
14. Should you be involved? How much?
15. What resources available to the student apply in this situation?
16. What type of student is it? Grad? Undergrad? Exchange?
17. Who else is involved (other students)?

## Post-crisis

18. What worked and didn't? What needs to be changed?
19. What could you do to prevent the next crisis of this nature?
20. What follow up is needed? (Making sure that everyone involved in the crisis is okay) and who do you need to thank or touch base with?