"This is a time for facts, not fear.
This is a time for rationality, not rumors.
This is a time for solidarity, not stigma."

Dr. Tedros Adhanom Ghebreyesus,
WHO Director-General, February 15, 2020

NAFSA International Education Town Hall: Responding to a Worldwide Health Crisis and Travel Restrictions
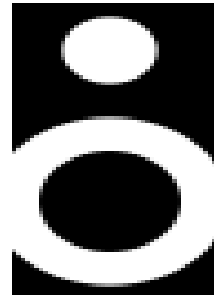
Thursday, February 20, 2020

Check to ensure speakers are turned on and up in 3 places:

THE ADOBE CONNECT SPEAKER ICON IN YOUR BROWSER

THE VOLUME ON THE COMPUTER SPEAKERS

THE SOUNDCARD ON THE COMPUTER

Presenters

Ravi Shankar

NAFSA President; University of Rochester

Tina Rousselot De Saint Ceran

Chair ISSS KC; Georgia Tech

Eduardo Contreras

Chair EAKC; University of Portland

Facilitated by Caroline Donovan White and Joann Ng Hartmann, NAFSA staff

Audience Poll

How many people are participating at your site?

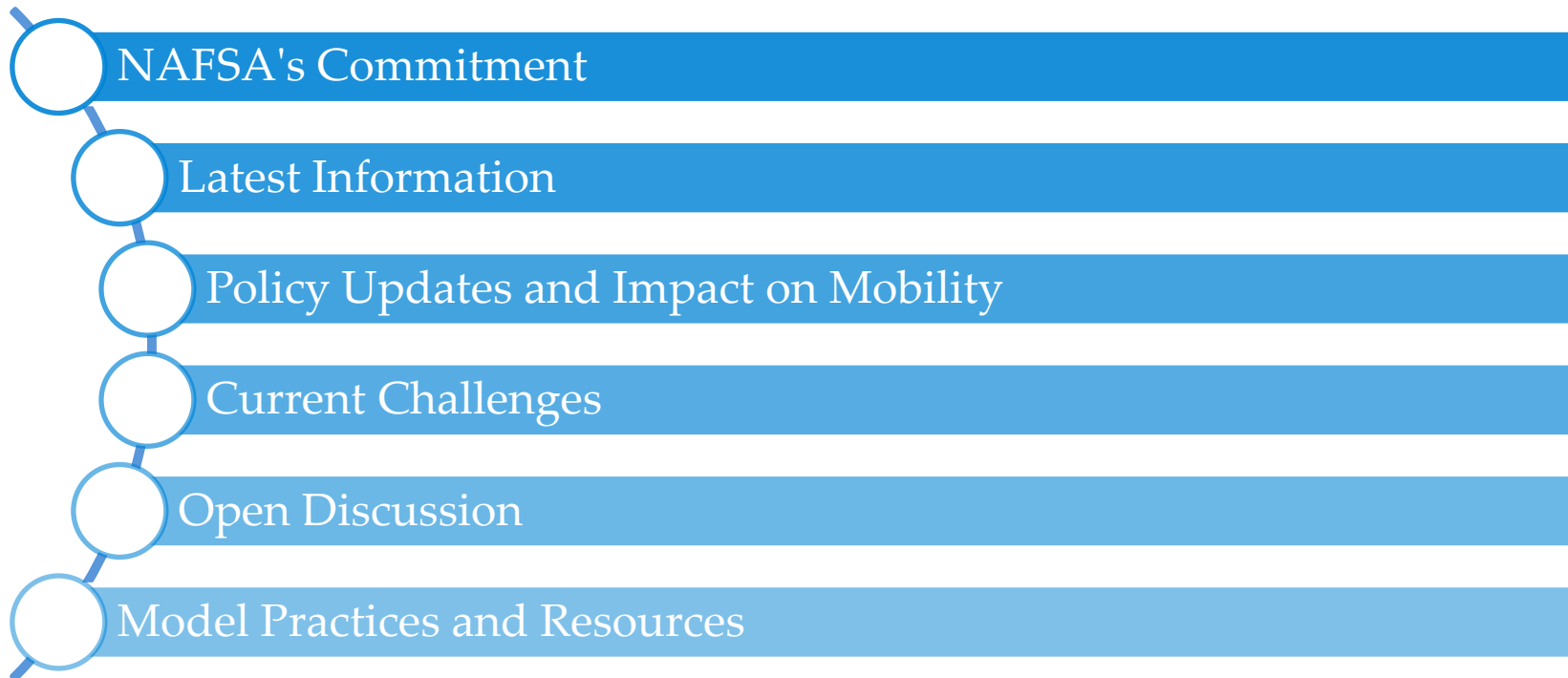- 1-5?
- 6-10?
- 11-20?
- More than 20?

Audience Poll

With which area of international education do you *primarily* affiliate?

- Education Abroad
- International Enrollment Management
- International Student & Scholar Services
- International Education Leadership
- Teaching, Learning & Scholarship

Overview

- NAFSA's Commitment
- Latest Information
- Policy Updates and Impact on Mobility
- Current Challenges
- Open Discussion
- Model Practices and Resources

NAFSA's Commitment

From NAFSA's Strategic Plan

Advocate for Public Policies that lead to a more globally informed, welcoming and engaged United States.

Identify critical trends and issues, and champion responses that advance international education

Create and disseminate knowledge and resources that provide professional development opportunities responsive to the ever-changing needs of the field

Create innovative platforms that facilitate NAFSA members' expertise and promote peer-to-peer learning

Latest Information

Public Health Emergency Declared

"While this virus poses a serious public health threat, the risk to the American public remains low at this time, and we are working to keep this risk low."

Health and Human Services Secretary Alex M. Azar II;

January 31, 2020

Figure 1. Countries, territories or areas with reported confirmed cases of COVID-19, 19 February 2020
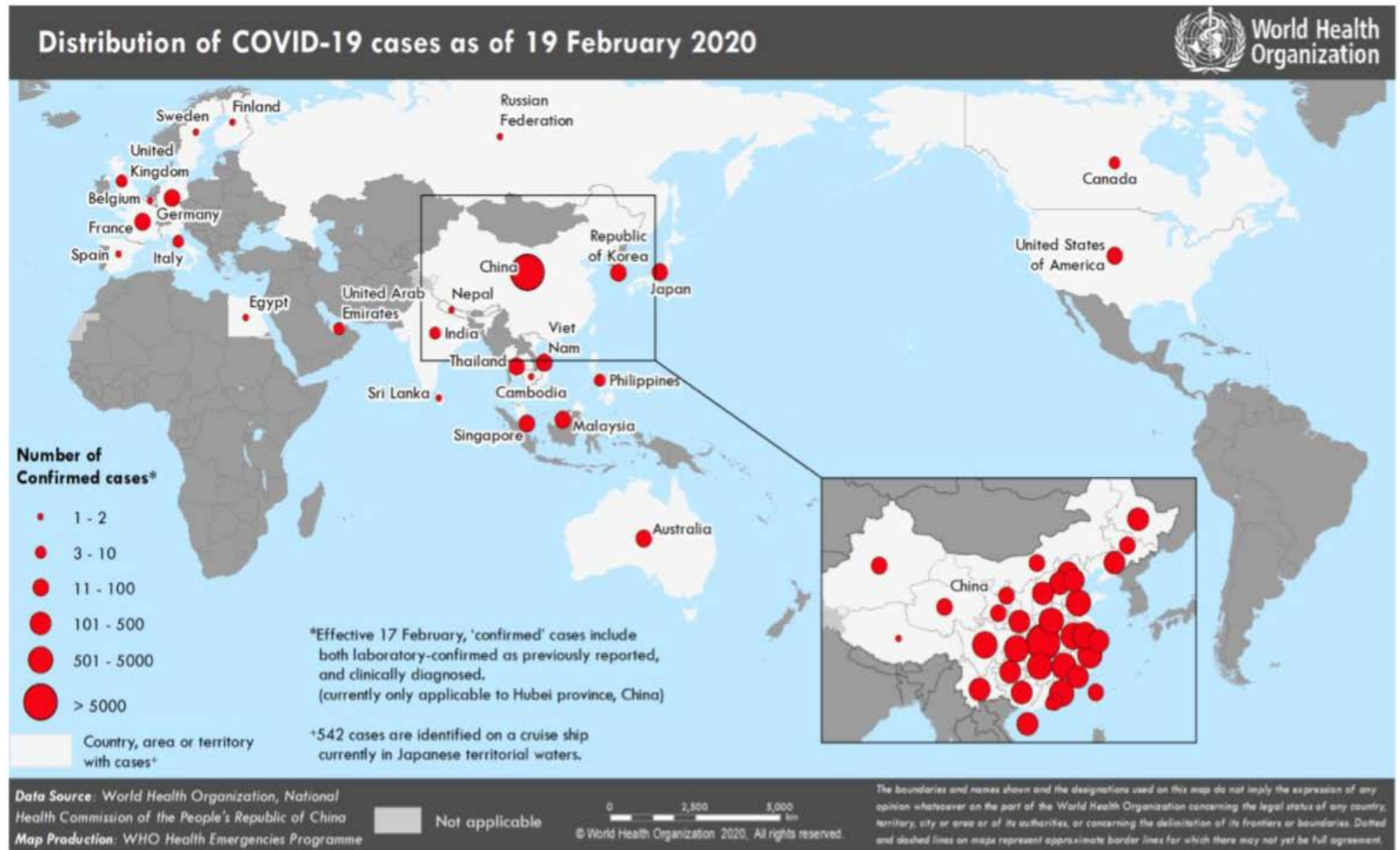
Audience Poll

What action(s) has your institution taken to address the Coronavirus outbreak?

- Created an emergency response plan
- Prepared and delivered brief for campus senior leadership
- Sent out an all campus email
- Sent targeted messages to affected students and departments
- Hosted an event for students to address concerns
- Offered counseling to Chinese/Asian students on campus

Audience Poll

What action(s) has your institution taken to address the Coronavirus outbreak?

- Canceling spring semester or spring break programs in China or elsewhere in Asia
- Converting courses to make them accessible online
- Canceling recruiting events in Asia
- Delaying recruiting events in Asia
- Developing institutional strategies to address testing disruptions
- Extending deadlines for applicants
- Recalling faculty from China

Proclamation 9984

- Also on January 31, 2020, President Trump signed Proclamation 9984 titled *Proclamation on Suspension of Entry as Immigrants and Nonimmigrants of Persons who Pose a Risk of Transmitting 2019 Novel Coronavirus*.

- The proclamation cites INA 212(f) to suspend entry into the United States of **all aliens** (immigrants, nonimmigrants, and other non U.S. citizens) who were physically present within the People's Republic of China, excluding the Special Autonomous Regions of Hong Kong and Macau, during the 14-day period preceding their entry or attempted entry into the United States. It does **not** apply to certain categories, such as lawful permanent residents and spouses of U.S. citizens and permanent residents.

- This coronavirus travel ban went into effect at 5 p.m. on Sunday, February 2, 2020.

U.S. Department of Health & Human Services

Effective 5 p.m. EST on Sunday, February 2, the following restrictions on U.S. citizens returning from travels in China were implemented:

- Any **U.S. citizen** returning to the United States who has been **in Hubei province** in the 14 days prior to their entry to the United States will be subject to up to 14 days of mandatory quarantine to ensure they have been provided proper medical care and health screening

- Any **U.S. citizen** returning to the United States who has been **anywhere else in mainland China** in the 14 days prior to their entry to the United States will undergo "proactive entry health screening at a select number of ports of entry," and up to 14 days of "monitored self-quarantine" to ensure they've not contracted the virus and do not pose a public health risk.

U.S. Department of State

- Temporary U.S. Consular Office Closures in China. U.S. consular services in China are currently suspended.

- On February 10, 2020, the U.S. Embassy posted this message: Mission China Regular Visa Services Temporarily Suspended. "As of February 10, 2020, regular visa services at the U.S Embassy in Beijing and the U.S. Consulates General in Chengdu, Guangzhou, Shanghai and Shenyang are suspended. Due to the ongoing situation relating to the novel coronavirus, the U.S. Embassy and Consulates have very limited staffing and may be unable to respond to requests regarding regular visa services."

- China Travel Advisory – Level 4: Do Not Travel

Designated U.S. Airports to Receive Flights with Recent Travelers to China

Joint U.S. Customs and Border Protection (CBP) and Transportation Security Administration (TSA) Federal Register notices announced that DHS has directed "all operators of aircraft to ensure that all flights carrying persons who have recently traveled from, or were otherwise present within, the People's Republic of China only land at one of the following airports".

1. John F. Kennedy International Airport (JFK), New York
2. Chicago O'Hare International Airport (ORD), Illinois
3. San Francisco International Airport (SFO), California
4. Seattle-Tacoma International Airport (SEA), Washington
5. Daniel K. Inouye International Airport (HNL), Hawaii
6. Los Angeles International Airport (LAX), California
7. Hartsfield-Jackson Atlanta International Airport (ATL), Georgia
8. Washington Dulles International Airport (IAD), Virginia
9. Newark Liberty International Airport (EWR), New Jersey
10. Dallas/Fort Worth International Airport (DFW), Texas
11. Detroit Metropolitan Wayne County Airport (DTW), Michigan

Additional Guidance

- SEVP Broadcast message: 2019 Novel Coronavirus and F and M nonimmigrants (January 29, 2020)

- State Department's Bureau of Educational and Cultural Affairs Recommendations to Program Sponsors (February 7, 2020)

- USCIS Response to Coronavirus (February 5, 2020) referring people to the USCIS Special Situations webpage

  - Addresses handling of records for students/scholars inside and outside the US

  - Provides information for reporting

- Complete NAFSA's short survey on Exchange Visitors affected by COVID-19

  - https://bit.ly/32bZuEM

Current Challenges

Challenges: Student and Scholar Mobility

- Cancellation of spring semester, spring break and summer programs in China.

- Options offered to students whose programs were cancelled:

  - Elsewhere in Asia

  - Deferred to summer programs

  - Offered other locations abroad

  - Reintegrated into campus

- Re-evaluation of recruitment/enrollment strategies and goals

- Recruitment events cancelled or postponed

- Unable to enter the US to begin programs

- Unable to return to China after conclusion of programs

Challenge: Campus Climate

- Concerns about exposure
- Using facts to dispel myths/stereotypes
- Faculty restricting students from attending classes/labs/events
- Incidents of racism/bias
- Soliciting supplies/donations to send to China
- Self-quarantine of students/faculty

Challenges: External Stakeholders

- Institutions looking to replace traditional English proficiency tests with more agile tests
- Flexibility with document deadlines
- Accepting unofficial copies of documents as postal service to China is limited
- Testing sites closed for February and March
- Difficulty verifying documents for authenticity due to office closures in China
- Chinese agent engagement is decreasing/agencies closing
- Faculty admission and assistantship award decisions affected by mobility concerns
- Creating options for online courses
- Providing alternatives to in-person enrollment

Challenges: Regulatory Implications

- Chinese scholars facing end of program subject to 212e

- Chinese students unable to return for Spring semester

- F and J students and scholars approaching end of grace period

- Faculty/students under quarantine

Open Discussion

Guiding Questions

- How are your institutions reacting in the short and long term?

- What are some talking points you have used with internal and external stakeholders?

- Which departments have you collaborated with?

- What are some specific questions students/scholars have asked your office? What changes are being proposed to recruitment strategies/programs abroad/faculty travel?

- How have your institutions changed their marketing and outreach messaging?

Model Practices

Model practice resources

- 5 C's of Crisis Communication
  1. Calm
  2. Collaboration
  3. Consistency
  4. Credibility
  5. Closing the Loop

The 5 **C**'s of Crisis Communication
by Miko McFarland, Jason Hope, and Maureen Gordon

CALM
How is your tone influencing your ability to respond and communicate?

CONSISTENCY
With each incident, is your approach consistent?

CREDIBILITY
Does the campus view you and your office as a credible source?

COLLABORATION
Who needs to be involved with each crisis? Do they know their roles?

CLOSING THE LOOP
How are you documenting, reflecting, and making improvements?

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Model Practices

- Cross cultural understanding resources

- Providing a safe space for students to discuss/report incidents

- Communicating to students, parents, community, staff

- Sending positive welcome messages – admission decisions/assistantships

- Engaging with campus stakeholders to ensure staff are aware of protocols

- Deploying escalation process/tools for staff to report concerns and request support

- Developing standard messages for different scenarios

- Provide updates to institutional government liaison for advocacy

NAFSA General Crisis Management Resources

- Resources for Health and Safety in Education Abroad
- Responding to a Worldwide Health Crisis
- The 5 C's of Crisis Communication
- Before, During and After a Crisis: Questions to Ask
- Responding to a Crisis in a Student's/Scholar's Home Country
- Crisis Management in a Cross-Cultural Setting: International Student and Scholar Services Checklists
- Immigration Assistance for Students from Countries in Crisis

All linked from www.nafsa.org/coronavirus

Surveys

- IIE Survey to better understand effects of COVID-19

  ▪ Closes Friday, February 21, 2020

  ▪ https://www.iiefeedback.org/se/6125022558A9D495

- NAFSA survey on Exchange Visitors affected by COVID-19

  ▪ https://app.smartsheet.com/b/form/b7cf7015c40d4e7ab3b7e67e168b0b55

NAFSA Commitment

- Strong and resilient advocacy through Public Policy

- Commitment to providing resources and programs that are innovative, time sensitive, and relevant

- Vitality and energy of member leaders through the work of Knowledge Communities, Committees and the Regions

www.nafsa.org/coronavirus

NAFSA: Association of International Educators is the world's largest nonprofit association dedicated to international education and exchange, working to advance policies and practices that ensure a more interconnected, peaceful world today and for generations to come.