Risk Management Survey Results
NAFSA Education Abroad KC Health and Safety Subcommittee
Fall 2012
Acknowledgements

On behalf of NAFSA's Education Abroad Knowledge Community Health and Safety Subcommittee, I would like to thank subcommittee member Joseph Brockington of Kalamazoo College for the time and effort he spent developing this important comprehensive survey on the subjects of health, safety, and security in education abroad administration. 148 participants completed the survey he posted to SECUSS-L in the fall of 2012. Members of the health and safety subcommittee are particularly grateful to our colleagues who took the time to complete the survey.

We would also to thank the University of Minnesota, Global Programs and Strategy Alliance (GPS Alliance) for analyzing the results and creating this report. Special thank you to the following in the University’s GPS Alliance who generously donated the time toward ensuring that these survey results were understood: Grace Doherty, Data Analysis; Kate Kaurova, Design; and Jennifer Schulz, Editing.

Future Initiatives

The NAFSA Education Abroad Knowledge Community Health and Safety Subcommittee is charged with providing information, tools and resources to help constituents improve their knowledge of health and safety issues impacting our field today. We encourage you to reach out to members of the subcommittee in your region, whether to seek advice on health or safety concern in your organization or to suggest subjects for future publications or sessions/workshops. Find a list of subcommittee members at http://nafsa.org/Resource_Library_Assets/Networks/EAKC/Health___Safety_Subcommittee/.

Contact

Once again, let me commend the hard work of Joseph Brockington of Kalamazoo College. Please contact him at Joe.Brockington@kzoo.edu with any questions related to this survey or requests for access to the data for further analysis.

Stacey R Bolton Tsantir
Chair, NAFSA: Association of International Educators Knowledge Community Health & Safety Subcommittee and Director of International Health, Safety and Compliance, University of Minnesota
Summary

This survey was completed by 148 participants in the fall of 2012. Most respondents answered the survey on behalf of their institution or organization. Nine participants indicated they were responding as an individual.

Results from this survey indicate that institutions and organizations use a variety of sources for monitoring risks. US government sources were listed as the most useful. All sources listed in this survey, including non-governmental institutions and news sources, were rated high by respondents. Notably, U.S. (72%) and overseas (65%) news sources had comparable ratings.

Respondents indicated a number of serious concerns to travelers, including alcohol and drugs (65%), sexual harassment or assault (51%), violent crime (45%), and civil unrest (43%).

The survey indicated that health and accident insurance is typically a requirement for undergraduate students no matter the purpose of their travel. Graduate student travelers are also likely to have required travel insurance, but are less likely to have it paid for by their institution (13%). For faculty, insurance is often a requirement (58%), but many institutions provide this coverage at no fee to the employee (44%). Few institutions link their international insurance with a tracking system (21%).

Future Risk Management

Respondents showed an interest in attending or participating in learning opportunities addressing issues of risk management. Some of the most popular topics included best practices and safety training (76%), legal issues of risk management and data tracking (63%), and institutional policy development (61%). When asked how they would like to receive the information, conferences, both regional (72%) and national (78%), on-campus workshops (62%), and webinars (61%) were the most popular choices.

Available in this report are the names of respondents who can be contacted as resources on specific topics of risk management. See contacts on pp. 16-17.
About the Respondents

How are you responding?

- As an Individual: 9
- On Behalf of an Institution/Organization: 139

Type of Institution/Organization

- Doctoral/Research University: 64
- Baccalaureate College: 32
- Master's College/University: 31
- Associate's College: 3
- Individual -or- No Response: 13
- Not a University/College -or- Special Focus: 5
- Not a University/College -or- Special Focus: 5

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Types of Undergraduate Programming

- Faculty-led short-term programs (93%)
- Direct enrollment at an overseas university (86%)
- Provider-operated study center (85%)
- Independent internships and/or volunteer experience (72%)
- Independent undergraduate research (60%)
- Alternative spring break (60%)
- Faculty-led undergraduate research (45%)
- Own facility/operated study center (41%)
- Faculty-led quarter and/or semester programs (39%)
- Other (8%)
Whom Do You Track?

Undergraduate Program Durations

- Semester (96%)
- Summer 2+ weeks (94%)
- Year (82%)
- Short Summer/Break (70%)
- J-Term (32%)
- Quarter (10%)
- Other (6%)
Do You Keep Track of Travelers by Country or City?

Which Types of Student Travel Do You Track?
Whom Do You Track?

Which Types of Travel Do You Check?

How Do You Track International Travelers?
How Useful Are These Sources for Monitoring Risks?

- US State Dept. Advisories
- US Embassy/Consulate Messages
- CDC
- SECUSL
- OSAC
- NAFSA
- Peer Institutions
- Online US News Sources
- Insurance Providers
- Online Overseas News Sources
- Country’s Equivalent to travel.state.gov
- World Health Organization

Other Responses:
- On-site staff
- In-country contacts
- Security assistance provider
Monitoring Risks

U.S. and Overseas News Sources

Top Favorite U.S. Sources

Top Favorite Overseas Sources

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Common Subscription Security Services for Information to Monitor Risks (Top 3)

- Stratfor
- iJet
- ISOS

Common Insurance Providers for Information to Monitor Risks (Top 4)

- HTH
- ISOS
- CISI
- MEDEX
Monitoring Risks

Means of Communication—Natural Disaster or Civil Unrest (check all that apply)

- Cell Phone (87%)
- Email (96%)
- Facebook or LinkedIn (40%)
- Text (43%)
- Twitter (6%)
- Satellite Phone (7%)
- Other (16%)

Other Responses:
- Skype
- On-site faculty/staff
- Embassy connections
- Evacuation insurance provider
- Land lines

What Risk Issues Concern Your Institution Most?

- Minimally Concerned
- Moderately Concerned
- Seriously Concerned

Other:
- Missing student
- Illness & injuries
- GLBT or racial targeting
What is Your Greatest Concern?:
Trends at Your Institution Affecting Risk Management Practices

- Less Infrastructure Support
- Uneven Approaches to Health & Safety
- Developing World: Varied Risks & Resources
- Increased Publicity of Intl Activity (Accountability)
- Aggressive Program Growth
- No Support for Health & Safety Education; no Training for Leaders

What Risk Awareness Training does your Institution Offer Students and Faculty before Departure? (check all that apply)
How Does Your Institution Handle Health and Accident Insurance for International Travelers? (check all that apply)

- Required H&A Insurance: Institution pays (or study abroad fee)
- Required H&A Insurance: traveler pays
- Recommended Health & Accident Insurance
- Required H&A Insurance: undergrad volunteer, internship, research, etc.
- Recommended H&A Insurance: undergrad volunteer, internship, research, etc.

Does Your Institution’s International Medical and Accident Insurance Policy Include Medical Evacuation? (check all that apply)

- Yes, for undergraduate travelers
- Yes, for graduate travelers
- Yes, for faculty/staff travelers
Does Your Institution Have Natural Disaster/Political Violence Evacuation Coverage? (check all that apply)

- **Traveler Pays**
  - Yes, Required of all Undergraduate Travelers: 60%
  - Yes, Required of all Graduate Student Travelers: 40%
  - Yes, Required of all Faculty/Staff Travelers: 20%

- **Institution Pays**
  - Yes, Required of all Undergraduate Travelers: 40%
  - Yes, Required of all Graduate Student Travelers: 60%
  - Yes, Required of all Faculty/Staff Travelers: 80%

If you Track, Are your Institution's International Medical Insurance and Tracking System Linked?

- **Not Applicable (15%)**
- **No (64%)**
- **Yes (21%)**
Monitoring Risks

Rank your Current Risk Management Process

For Which of These Programs Do You Monitor Adherence of Risk Management Policies and Procedures?

Risk Management Workshop/Session: What are the Main Issues your Institution Would Like to Have Addressed? (Top 7)
Risk Management Workshop/Session: If you selected “institutional policy development,” and wish to participate in a draft policy workshop, what subjects are most important to you? (Top 3)

- Evacuation Plan
- Responding to US DOS travel warnings
- Health crisis management

What kind of health and safety related outreach events are you able to attend in a calendar year? (check all that apply)

- Fee-Based Webinar
- On-Campus Presentation/Workshop
- State Conference in your Field
- Regional Conference in your Field
- National Conference in your Field
- Provider/Organization Conference
Contacts

These people have agreed to be contacted about the topics under which they are listed. See contact information on pp. 18-19.

**Assessment/management of transportation risks**
Ines DeRomana
Salvatore N. Moschella
Matthew Rader

**Crisis management**
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Jerome B. Bookin-Weiner
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Sylvia Mitterndorfer
Salvatore N. Moschella
Anne Ogilvie
Dan Paracka
Matthew Rader
John Tansey
Stacey Tsantir
Heidi White
Michael (“My”) Yarabinec

**Developing crisis management plans**
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**Developing travel warning review process**
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**Emergency preparedness**
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**Health or other insurance**
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**International travel policy for students and/or faculty/staff**
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Lisa Chieffo
Michele Cox
These people have agreed to be contacted about the topics under which they are listed. See contact information on pp. 18-19.

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**Michael Jordan**
**Sylvia Mitterndorfer**
**Bill Nolting**
**Lois Petrovich-Mwaniki**
**Kim Priebe**
**Peggy Retka**
**Chris Swanson**
**John Tansey**
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**Tracy Williams**

**Site visits and risk assessment**
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**Pre-departure health review process**
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**Salvatore N. Moschella**
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**Dan Paracka**
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**Stacey Tsantir**
**Tracy Williams**
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**Program or resident director training**
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**Ines DeRomana**
**Steven Duke**
**Kasee Laster**
**Anne Ogilvie**
**Ed Olson**
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