

Crisis Management in International Offices

Jana Stoláriková

Senior Exchange Advisor

Office of International Relations

Boğaziçi University



Presentation Content

- Introduction to Crisis Management
- Challenges
- Examples
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- Incoming student mobility
- What have we learned



Introduction

- Having crisis management policies in place for both outgoing and incoming students is becoming increasingly important in international higher education
- We cannot prevent crises or any event of emergency, but as an institution we can and should be prepared for it
- Crisis management often requires decisions to be made within a short time frame, and often after an event has already taken place



Crisis Management Plan Policy

- Crisis management planning deals with providing the best response to a crisis
- Plan should be made in the presence of all units
- Take into account all identified problem areas and suggest a possible solution for all of them to help the organization come out of crisis as soon as possible
- Make sure the plans are realistic and solve the issue



Challenges

Main challenges for institutions:

- Support from top administration units
- Communication within your institution
- Unawareness of national legislation
- Willingness to cooperate
- Rapid emergency response
- Lack of staff training



Examples of events requiring action

Group:

- Terrorist attacks
- Natural disasters
- Political instability
- Hate crimes

Individuals:

- Mental health problems
- Sexual harassment
- Disappearance
- Traffic accident
- Illness
- Death
- Suicide (attempted, completed)



Outgoing student mobility

- **Before** mobility:
 - information during orientation session
 - emergency contact (*home, abroad*)
- **During** mobility:
 - keep in touch with students and partner universities
- **After** mobility:
 - evaluation



Role of International Office in event of emergency - *Outgoing mobility*

1. Check the facts
2. Follow information of reliable sources
3. Work with partner university
4. Contact students
5. Adopt “*wait and see*” attitude
6. Stay in touch
7. Update the guidelines
8. Resist the “*quick fix*” request!

Evaluate to improve and develop!



Incoming student mobility

- Office of International Relations is the main contact and source of information for all international students, partner universities and parents
- Keep students informed at all time through various communication channels
- Keep touch with partner universities and local foreign representatives



Incoming student mobility

What we require from incoming students:

- Register emergency contact (*home, abroad*)
- Mandatory Orientation for all students
- Inform our office of absence (*location, dates, accommodation, contact*)
- Respond to our email/calls
- Follow our instructions and advice
- Keep in touch with the consulate/embassy



Role of International Office

Incoming mobility

1. Check the facts
2. Consult with the top administration
3. Inform students about the facts of the situation
4. Inform partner universities
5. Organize psychological counselling
6. Pro active approach
7. Update guidelines



What have we learned?

- Language is a barrier
- Students misinformed by social media
- Students share false information
- Students do not seek professional support
- Partners want to be informed
- Students wish not to be over informed
- Partners do not share their policies
- Training for staffs is needed



Training for first line staffs

- Addressing students' unique stressors
- Read warning signs (*with consideration for cultural diversity*)
- Active listening skills (*setting, posture, tone of voice, your words*)
- Who is encouraged to share what kind of information
- How do you balance privacy concerns
- Involving parents or sending university
- How to approach different kinds of crisis



Thank you for your attention

jana.stolarikova@boun.edu.tr

www.intl.boun.edu.tr

