

Crisis Management | **Chaired by Christofer Fredriksson**

Preparing for the worst: how to create a crisis management strategy for international students from scratch: steps and priorities - discuss and bring up arguments from the perspective of your job position and country

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Campuses have been closed, but university maintained their activities. Physical lectures have been replaced by online. Institutions equipped at different degrees. Force majeure and closed borders.

Successful or just stressful?

Breakout Groups

A crisis emerges in a country where many of your students are hosted.

Discuss the most efficient procedures to face the challenge step by step based on your experiences.

Who should be involved among your staff, when and in what way?

Question 1

A new pandemic wave emerges in your country and your hosted international students cannot return home.

What would be the best approach step by step to ensure their wellbeing and fruitful studies provided that they will not be able to access campus or meet their student peers.

Question 2

Discuss and define the best possible **communication model** at all levels in case of sudden crisis heavily affecting your hosted international students (for the students, from the students, with the teachers, within the university, with local authorities, with home universities and families, etc) in case of sudden crisis heavily affecting your hosted international students.

Focus on the process rather than on the solutions (how to communicate with whom, when, in which order, etc).

Question 3

What are **the most effective actions** to be performed before and during a study abroad to minimize the impact of a possible crisis on the students?

Simulate a risk analysis exercise and make **a list of actions** to be taken by your university and by the partner one for an exchange university involving a consistent number of your students.

Rank the actions from most crucial to optional.

Question 4

