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Erasmus+ Mobility and Crisis Management



- Introduction to Crisis management
- Challenges
- Examples
- Outgoing student mobility
- 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 ofet requires decision to be made within a short time frame, and ofter after an even has already taken place.

Crisis management planning deals with providing the best response to a crisis.



Challenges



Main challenges for institutions:

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



Examples of events requiring action

Group:

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

Individuals:

- Mental health problems
- Sexual harassment
- Disappearance
- Illness
- Death



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 – 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

Evaluate to improve and develop!



Incoming student mobility



- Office of International Relations is the main contact and source of information for all international students and partner universities.
- Keep student informed at all time through various communication channels.



Incoming student mobility



What we require from students:

- Register emergency contact (*home, abroad*)
- 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
- Student share false information
- Students do not seek professional support
- Partners want to be informed
- Students wish not to be over informed
- Partners not sharing their crisis policy
- Goog planning is never wasted



Thank you for your attention

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