Open Forum on Developing Risk Mitigation II

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# Agenda

- Who is here? Poll questions interspersed...
- Learn from different contexts, approaches and perspectives
  - What is the context?
  - How many students were on site?
  - How did that work?
  - Where did you get information?
  - What was your strategy for reassurance?
- Sharing resources
- Questions and answers



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# Who is here?

- Education Abroad Director
- Senior International Officer
- Education Abroad Organization Representative
- Risk Manager

Other

- Faculty Leader of Education Abroad
- Resident Director
- Insurance Provider
- Health and Safety Officer



Polls  $\times$ \_ Polling 1: Who is here?  $\sim$ Polling is closed 191 voted 1. Who is here? Education Abroad Director (91) 48% Senior International Officer (20) 10% Education Abroad Organization Representative (40) 21% **Risk Manager** (4) 2% Faculty Leader of Education Abroad (2) 1% Insurance Provider (0) 0% Health and Safety Officer (9) 5% Other (25) 13% Share Results **Re-launch Polling** 

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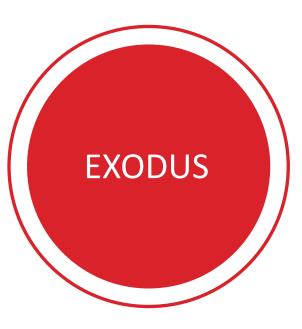
UNIVERSIDAD

Pivoting during the pandemic



# Mission

The Center for International Programs and Sustainability Studies at Universidad Veritas is committed to offering innovative courses and programs to develop an and interdisciplinary sustainability-focused mindset. We provide a diverse and inclusive intercultural learning-platform for international students in pursuit of becoming leaders and serviceoriented citizens in a changing, challenging, and diverse world.



# **Quick transition to virtual sessions**

- Spring 2020: 194 International students
- March 6th: First COVID19 case in Costa Rica
- March 16: Transition to virtual sessions and intense use of the LMS for assignment submissions.
- March 20th:
- All students had returned to their homes.



# **Communication with stakeholders**

- Students' disappointment to SA cut short
- Immediate and fluid communication with partner institutions
- Act as an information source for all

**stakeholders** (students, partner institutions, families, faculty, host families and other)

Act according to policies and work on next steps

## Stay informed through official sources

## **Local Information and resources**

Sources vary according to Risk Mgmt



Sitio Web del Ministerio de Salud de Costa Rica. Bienvenido

## **Local Information and resources**

Sources vary according to Risk Mgmt



#### Nueva fase de reperturas y actualización en alertas

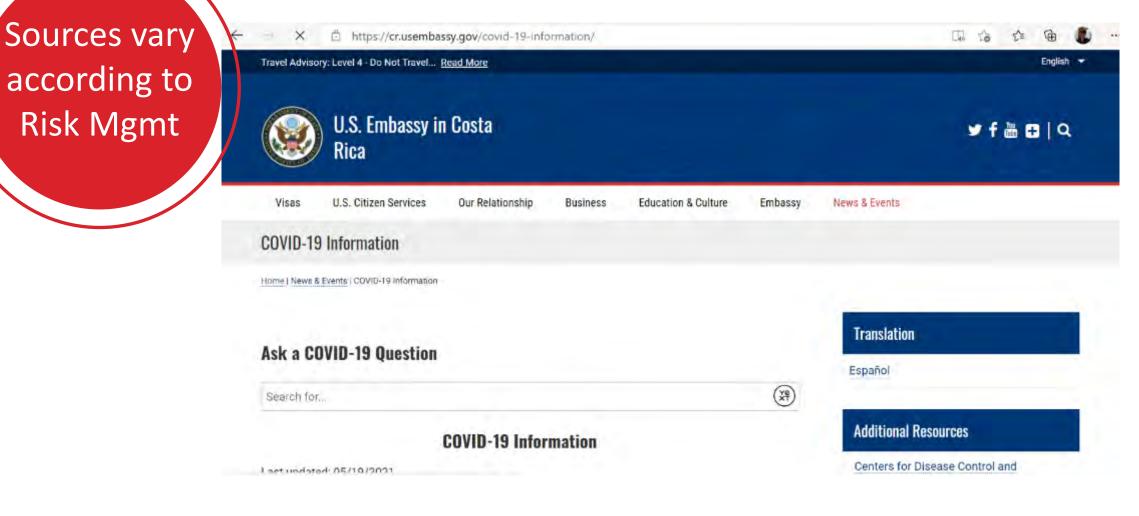
by covidcr in De interés general, Empresas, Estado de Emergencia

Inicio - Presidencia de la República de Costa Rica

(covid19.go.cr)

<u>Alertas COVID-19: Costa Rica - Ingreso de turistas al país</u> (google.com)

## **Local Information and resources**



U.S. Embassy in Costa Rica (usembassy.gov)

CENTERFOR INTERNATIONAL PROGRAMS & SUSTAINABILITY STUDIES



## **Global Information and resources**



## **Global Information and resources**



Sources vary according to Risk Mgmt

# Industry Information and

## resources

#### **Conducting Education Abroad during COVID-19**

Standards of Good Practice – 6th Edition

Guidelines

Resources / Gu

~

Advancing the UN Sustainable
Development Goals through Education
Abroad

- Community Engagement, Service-Learning, and Volunteer Experiences

- Conducting Education Abroad during COVID 19

Education Ahmeel Artoisinn

(# Monu - Home > Resources > Guidelines > Conducting Education Abroad during COVID 19

20Guidelines for Conducting Education Abroad during COVID-19

doi.org/10.36366/G.978-1-952376-07-8 | ISBN: 978-1-952376-07-8

DOWNLOAD YOUR COPY

Contents: Guiding Principles I Administrative Framework I Student Learning and Development I Acknowledgment

Appendix A: Areas of Law that Could Be Implicated I Appendix B: Know Your Insurance Policy I Member Resources

#### Introduction

The world is a different place now than it was before the COVID-19 pandemic. Given what has happened in our field and in the world, it is

<u>Conducting Education Abroad during COVID-19 | The Forum on</u> <u>Education Abroad (forumea.org)</u>

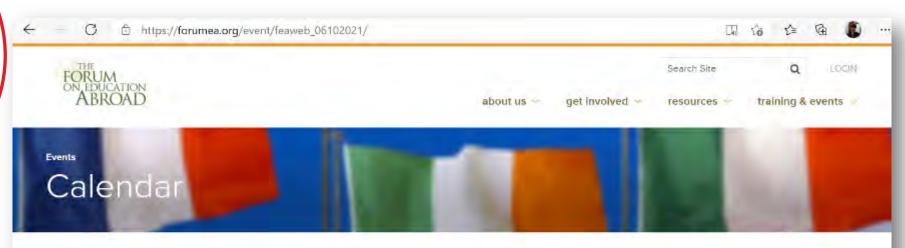


# Industry Information and resources

# GUIDELINES FOR CONDUCTING EDUCATION ABROAD DURING COVID-19

# Industry Information and

## resources



#### « All Events

#### Forum Webinar - Return to Travel: Considerations for 2021

The Forum on Education Abroad, Lodestone Safety International and ASIRT, (Association for Safe International Road Travel) presents a webinar that will focus on the key topics study abroad personnel and risk managers must know about as we return to travel. Panelists will explore current issues that have become apparent post-pandemic to include COVID considerations, as well as a focus on the ever present risks of road travel.

#### REGISTER NOW

# Industry Information and

### resources



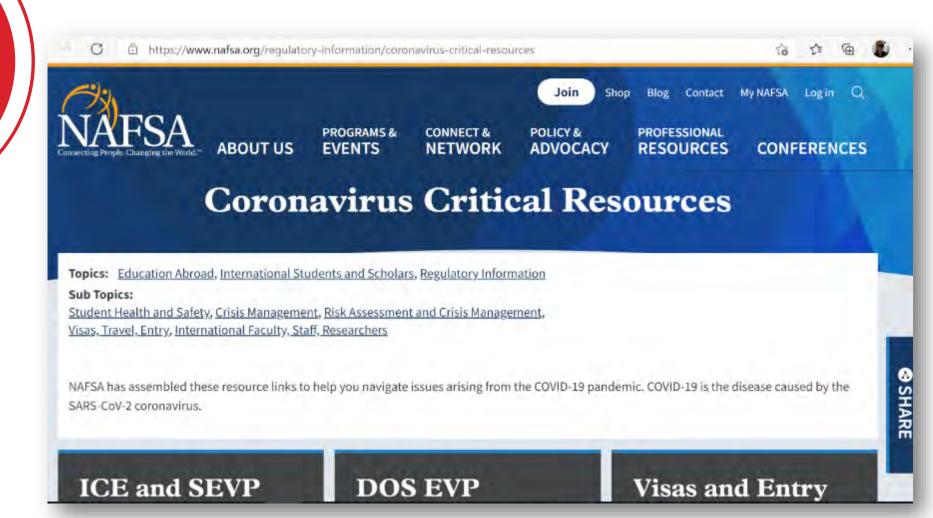
Home Professional Resources

### NAFSA Resources for Operational Resilience

NAFSA offers these resources and guidance on crisis management for COVID-19 and other crises for the international education community. NAFSA hopes this information helps you, your programs, and your students during this challenging time.

NAFSA Resources for Operational Resilience | NAFSA

# Industry Information and resources



# Industry Information and

## resources

🖸 🗅 https://www.nafsa.org/regulatory-information/advisory-online-and-distance-education-strategies-context-covid-19 🗔 🏠 😭 🚇 🌒



### Advisory on Online and Distance Education Strategies in the Context of COVID-19

#### 🛗 March 9, 2021

Topics:

International Enrollment Management, International Students and Scholars,

Regulatory Information

Sub Topics: International Students and Schools, Exchange Visitors and Exchange Visitor Programs

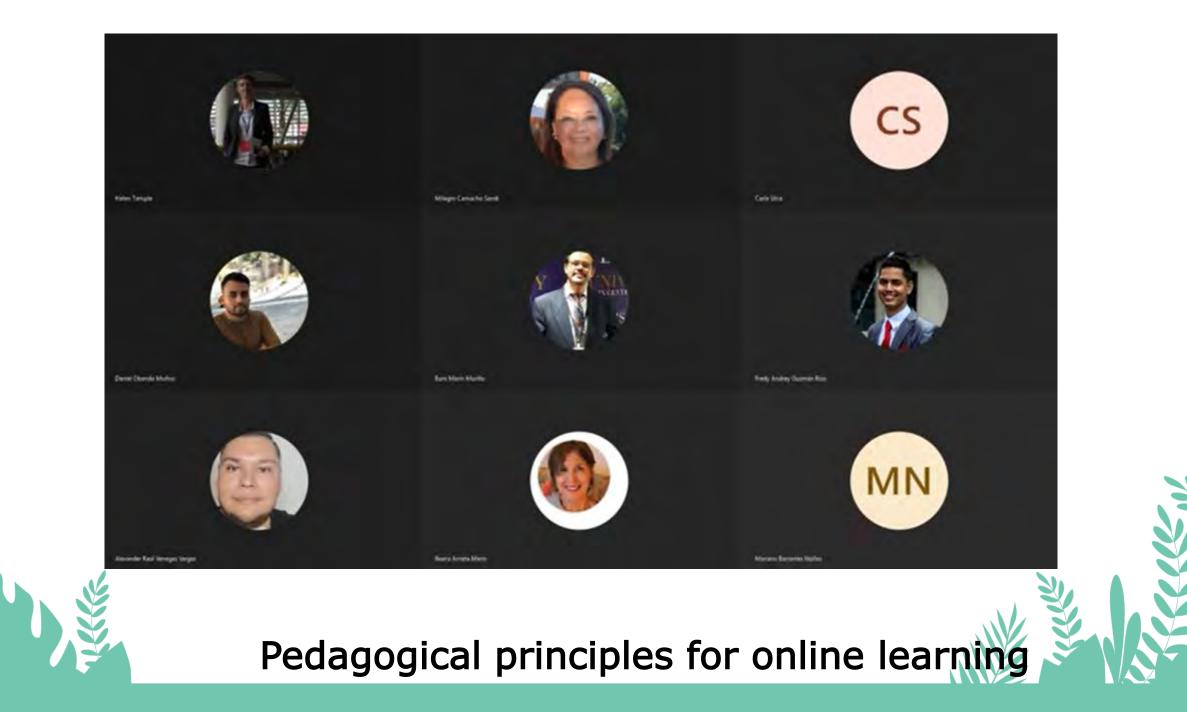
The COVID-19 pandemic resulted in most schools using on-line or distance education modalities as part of their strategy to mitigate interruptions to coursework. This has both **academic implications**, which apply to domestic and international students alike, and **immigration questions**, because



# Support for your stakeholders

- Logistical support for students
- Emotional support
- Ensure academic continuity
- Start training for a new way of doing things

Training for Virtual environments





3

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Home

Modules

Syllabus

Grades

People

Pages

Files

Quizzes

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Instructional course design for virtual environments

#### OLC-ORIENTATION-101

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Pages

Discussions

Assignments Announcements Grades

Office 365 Google Drive

Files People Modules

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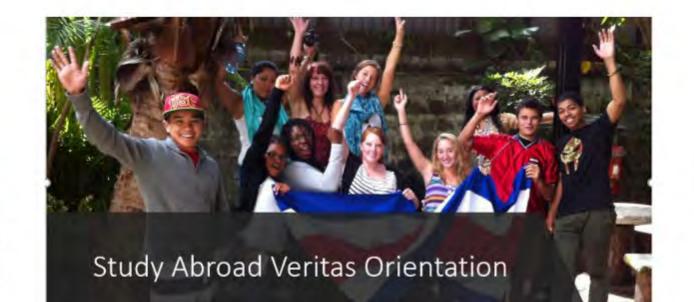
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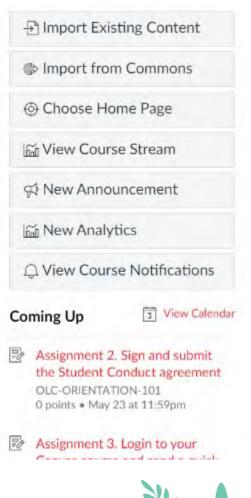
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#### ONLINE SUMMER STUDY ABROAD ORIENTATION





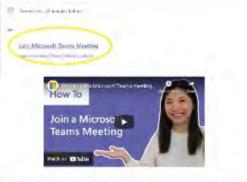




## Student preparation and information







4. Last but not least!!! Access to your Office 365 LCI account to recorded classes, meetings, all your

Your health is important! Take care of yourself to ensure that you will have a great experience here in Costa Rica. Be moderate and always conscious of your well-being, physical and emotional health.



Your health and wellness and are very important so sleep enough, eat healthy and follow all sanitary measures

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Assignment	
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Page 4. Your academic framework, courses, and attendance policy

The best way to understand the Competency-based learning model used at VERITAS is to compare it to what you might have been accustomed if you come from a traditional educational system.

We have found visual aids from the Knowledgeworks Foundation, which we will use to illustrate. You can find the reference at <u>https://knowledgeworks.org/resources/traditional-versus-competency-</u> education-infographic/#



3. When you take online courses, it is important to make sure you take care of your Wellness and health, and it is also important to follow NETIQUETTE's rules to be respectful of your online space, your classmates, and your professor.

#### Core 10 rules of netiquette to follow

In her book Netiquette, Writer Virginia Shea wrote these important guidelines :

Remember the human – this is the Golden Rule of internet communications. Always be aware that you are talking to a
person, not a device. Therefore, the same rules of courtesy apply.

z. Adhere to the same standards of behavior online that you follow in real life.

a. Know where you are in cyberspace – netiquette varies from domain to domain. What is acceptable in a chat room may not be appropriate in a professional forum, so "lurk before you leap."

4. Respect other people's time and bandwidth.

- Make yourself look good online spelling and grammar count! Always write thoughtful posts and keep your language clean.
   Share expert knowledge.
- 7 Help keep flame" wars under control.
- a Respect other people's privacy.

9 Do not abuse your power.

10 Be forgiving of other people's mistakes.





### Design protocols for on campus return



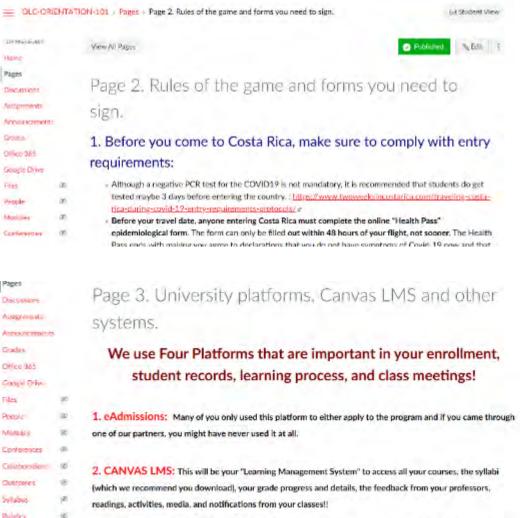
#### COVID-19 CAMPUS PREPAREDNESS PLAN Spring 2021 As of March 4th, 2021

#### INTRODUCTION

VERITAS' goal is to provide a safe learning environment for its students, faculty, staff, and administrators. We know that the COVID-19 pandemic and its effects have impacted the world and although Costa Rica has already begun the vaccination process through our Universal Healthcare systems, by groups, we need to maintain sanitary measures to best respond to the needs of our community and international students. We hope the protocols and measures, inspire confidence for international travel amongst universities, students, and families. Our campus protocols are based on instructions from local government officials and

INTERNATIONAL PROGRAMS & SUSTAINABILITY STUDIES

## Preparation before they travel



To access CANVAS, you will need your Student ID number for the user (the one you used for the placement exam or that was assigned as your Veritas Id), and the password will be Veritas(+ the 4-digit password) you used to

The competency-based model rarely uses tests and instead evaluates your progress in competency development through assessment activities such as:

Don't be scared. You don't have to do one of each assignment. Your professor will choose the right quantity and types of activities according to the course content and subject. However, they "can't" guess if you have challenges with some of these types of interactions or activities. If you have a challenge with certain types of activities, check the syllabus ahead of time and let your professor know so he/she can switch the assessment to something different. VERITAS HAS INCLUSIVENESS IN ITS MISSION AND WE WAN TO HONOR THIS.

#### But we need you to speak out and give us a "heads up" about your needs!

#### **Case Studies**

Learning through 7 case studies educates students in three essential aspects: knowledge management, reflective-practices, and the ability to adapt to change. Knowledge management seeks that the student acquires strategies and techniques that allow him/her to terrain by him/herself; this implies the awareness of assimilation, reflection, and interiorizing of knowledge so the student can finally value and deepen from a personal choice.

#### **Round Table**

Pages

Files

A round table dedicates to promote oral expression and investigation about different themes. The idea is that a group of students



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Home Pages

People

# Preparing them for the experience

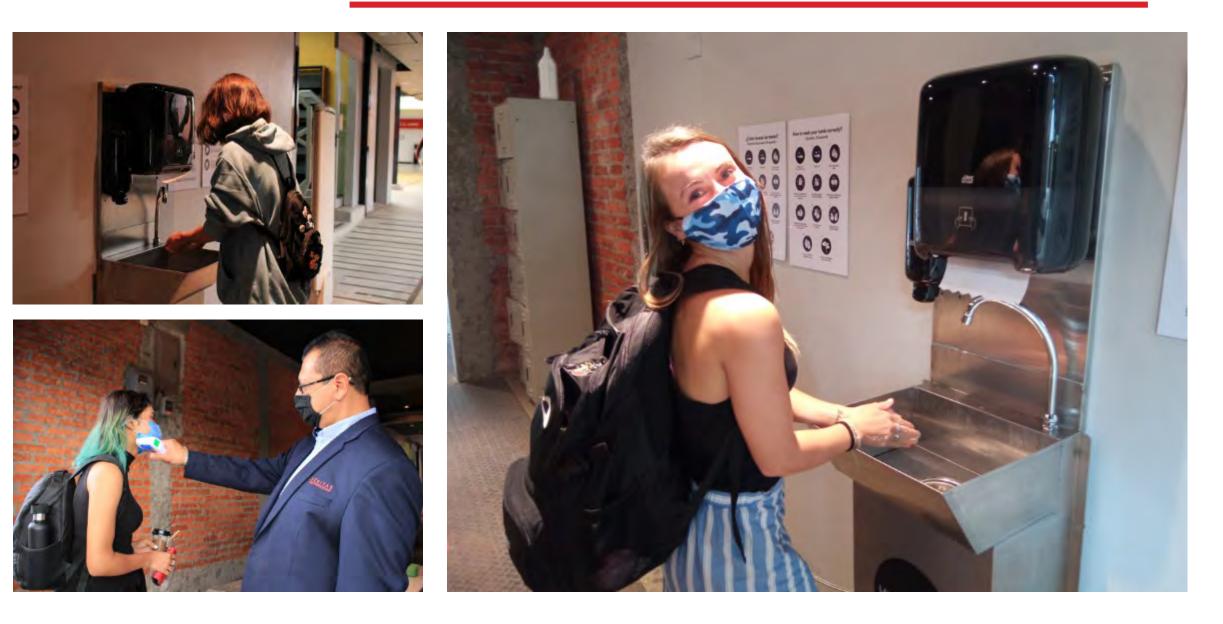
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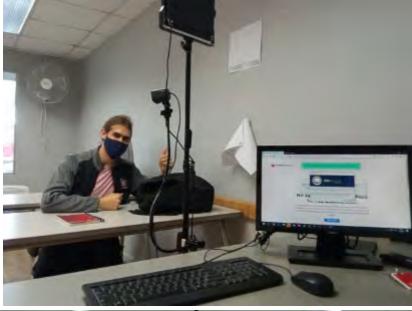


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## Preparing resources and infrastructure



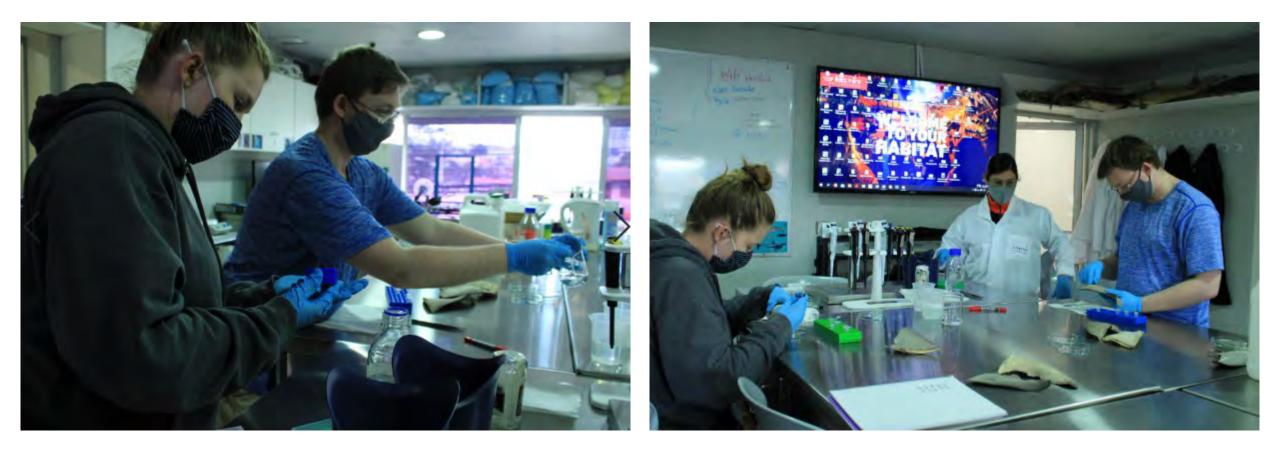
## Academic infrastructure and equipment







# Laboratories and smaller closed in spaces



Continuity of fieldwork through site assessment







#### Creativity in a hybrid participation modality







# Prepare spaces and activities for leisure

# Reentry support



### SUMMER SESSION 1 May 24<sup>th</sup> – June 25<sup>th</sup>, 2021

- Staying informed
- Structuring a plan
- Training everyone involved
- Preparing students for a different experience
- Professionally, physically and emotionally support all stakeholders so the program flows!
- Support for entry and reentry
- 68 on-campus in presences students
- 21 fully online students

As your organization evaluates future education abroad and international travel policies or guidelines, what are the three main **external** factors that affect decision-making?

## Check up to 3

CDC guidance

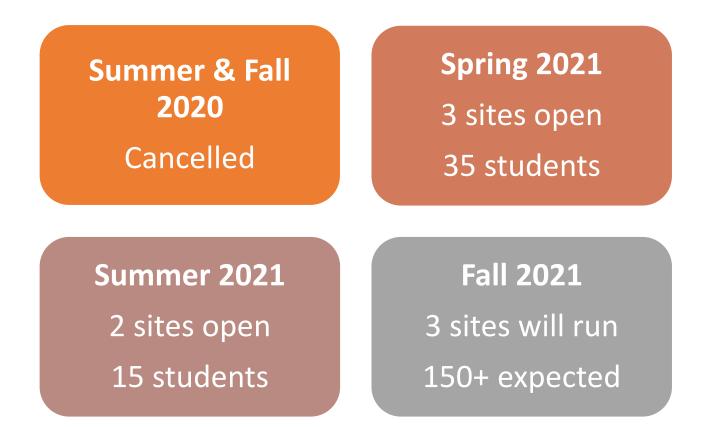
- U.S. Department of State Travel Advisory guidance
- Entry and exit restrictions for education abroad locations
- □ Flight availability
- □ The level of new COVID-19 cases
- Benchmarking peer institutions



Polling is closed	188 vot
1. As your organization evaluates future education international travel policies or guidelines, what ar main external factors that affect decision-making? 3 (Multiple choice)	e the three
CDC guidance	(122/188) 65
U.S. Department of State Travel Advisory guidance	(140/188) 74
Entry and exit restrictions for education abroad locations	(139/188) 74
Flight availability	(8/188) 4
The level of new COVID-19 cases	(79/188) 42
Benchmarking peer institutions	(73/188) 39

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## Operating during COVID-19







#### What we experienced

#### Program Related

All housing options available

Mostly hybrid courses

No excursions but more activities

Virtual orientation for some

"Good news only" philosophy

#### COVID-19 Related

Dozens of PCR & Antigen tests

Several Close Contact cases

Quarantine upon arrival for some

2 positive COVID cases





#### **Risk mitigation & communication**

Information

Government websites – official info only

APUAF COVID-19 Info Sheet

Shared only objective data

Weekly updates to students

#### Reassurance Strategy

Nuanced approach

Transparency

Confidence – we have the resources, we can do this

Training & workshops for staff

Pre-departure Q&A for students











#### The positives

Things are improving on the ground

Experience managing the health side

Experience with hybrid and online education

Students, staff, faculty protected with vaccinations

# The uncertainties

CDC/State Department

End to restrictions?

What does the next phase look like?

When can we get back to planning in advance?

What will be the new normal?

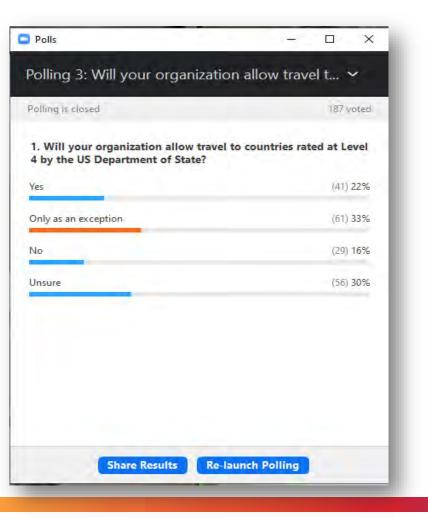






#### Will your organization allow travel to countries rated at Level 4 by the US Department of State?

Yes
Only as an exception
No
Unsure





# Open Forum on Developing Risk Mitigation II

Mark A. Ritchie, Ph.D., Executive Director, ISDSI — isdsi.org



#### Context and Background

- Thailand had the first documented case outside of China of COVID-19
- **ISDSI staff with relevant training and experience** in public health, epidemiology, and risk assessment, with long history working with NGOs and communities
- Immediately started talking with Thai Public Health and others, gathering data and hosting public forums with Public Health and community
- Thailand went into lockdown, rural villages cut themselves off from the outside, extensive COVID control measures, including domestic travel restrictions
- Students were recalled home and we went online in March 2020 to finish the semester, cancelled all summer programs
- Put most staff on furlough, and formed a core "reboot" team to prepare to reopen if possible, based on planning from 3 years ago about pandemic preparedness

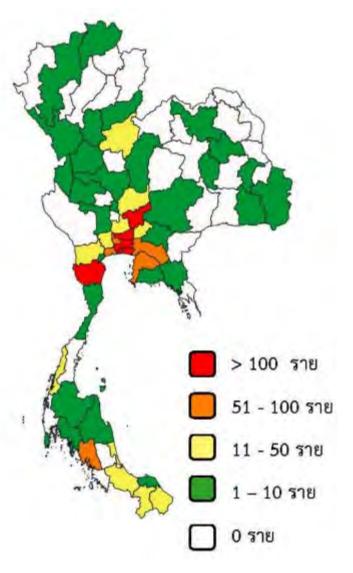
# How we ran Fall 2020 / Spring 2021

- Numbers fell to zero in Thailand after an extensive lockdown for months
- A partner school contacted us as well as a couple of students about possibly running Fall 2020
- Called together the "reboot team" and started planning along with US staff
- Fall 2020: 6 students / Spring 2021: 16 students (including launching a new program)
- Worked closely with Thai Public Health and local communities to plan COVID safe experiential studies, including testing, quarantine, modifying activities, etc.
- Dropped home stays in urban areas, modified in rural areas, involving our partner communities in the decision making process
- We **figured out the VERY complex process of entry into Thailand** with constantly changing visas, quarantine requirements, Certificates of Entry, new insurance requirements, and flights



## Strategy and ongoing assessment

- **COVID is a moving target** and requires assessing how and when to run programs
- Thailand has had two additional waves, with the "3rd wave" still ongoing, but concentrated around Bangkok, with smaller numbers or zero in other provinces **geography matters!**
- **Continued to engage** with and dialog with Public Health, NGOs, epidemiologists and our own assessments
- Increased orientation and dialog with incoming students and partner schools
- Planning for Fall 2021 includes multiple scenarios with vaccinated students, increasing vaccinations in Thailand, challenge of controlling COVID in country, changes in sending school COVID policies



### Things that helped us

- Most of our course are already experiential and field based so we could quickly modify programs and courses while being COVID safe
- **Staff with relevant experience** in social science, epidemiology, public health, and risk management
- Existing relationships to experts in public health, etc.
- **Previous planning** (3 years ago!) identified a pandemic as a risk in our SWOT analysis
- Ability to **cross-check data** from the Thai government to see if the numbers were reliable
- Two staff on furlough worked on COVID-19 testing locally in Chiang Mai and **learned the system** and who the key players are
- One American staff member stranded in the US helped **figure out the very complex process** of returning, and accompanied students back
- Thailand has an excellent public health and village health volunteer system, and Thai people are on-board with efforts to control COVID, including masking, social distancing, etc., along with daily briefings







# If not, what is your organization doing with regard to travel?

- Cancelling all travel of any sort to those countries until the Level is decreased.
- Cancelling all education abroad programs to those countries until the Level is decreased.
- Looking to other sources of data to inform our decisions on whether the risk is manageable.

Polls			_		×
Sharing Poll Results					
A	ttendees are now vie	wing the poll r	esults		
1. If not, what	t is your organizatio	on doing with	regard	to trave	el?
Cancelling all tra is decreased.	vel of any sort to those	e countries until t	the Leve	I (20)	13%
Cancelling all ed the Level is decre	ucation abroad progra eased.	ms to those cou	ntries un	til (9)	6%
Looking to other whether the risk	sources of data to info is manageable.	orm our decision	s on	(122)	81%
Stop Share Results Re-launch Polling					



#### **Field Resources**

- <u>Guidelines for Conducting Education Abroad during COVID-19</u>
- <u>Responsible Education Abroad: Best Practices for Health, Safety, and</u> <u>Security</u>
- The Standards of Good Practice (6<sup>th</sup> ed., 2020)
- The Code of Ethics for Education Abroad (3<sup>rd</sup> ed., 2020)
- NAFSA Resources for Operational Resilience



#### **Expert Resources**

- <u>COVID Live Update: 166,243,526 Cases and 3,451,708 Deaths from</u> <u>the Coronavirus - Worldometer</u>
- <u>Centers for Disease Control and Prevention</u>
- <u>Tracking Johns Hopkins Coronavirus Resource Center</u>
- <u>COVID-19 Travel Recommendations by Destination | CDC</u>
- How CDC Determines the Level for COVID-19 Travel Health Notices
   <u>CDC</u>
- The latest global coronavirus statistics, charts and maps (Reuters)
- <u>COVID Live Update: 171,059,036 Cases and 3,557,460 Deaths from</u> <u>the Coronavirus - Worldometer</u>



#### Local Resources

Costa Rica

- Sitio Web del Ministerio de Salud de Costa Rica
- Inicio Presidencia de la República de Costa Rica
- <u>Alertas COVID-19: Costa Rica Ingreso de turistas al país</u> Thailand
- <u>COVID-19</u> ISDSI (case study, FAQ, contingency plans, links)
- <u>Corona Virus Disease (COVID-19)</u> (Thailand)
- <u>Thailand International Travel Information</u> (DOS)
- COVID-19 Information | U.S. Embassy & Consulate in Thailand
- Thailand COVID: 159,792 Cases and 1,031 Deaths Worldometer



Thailand: the latest coronavirus counts, charts and maps (Reuters)

#### Local Resources

Europe

- <u>https://reopen.europa.eu/en/</u> detailed information for the entire European Union
- <u>https://ec.europa.eu/info/live-work-travel-eu/coronavirus-response\_en</u> European Commission COVID-19 response.

France

- <a href="https://www.apuaf.org/">https://www.apuaf.org/</a> for the APUAF COVID-19 Info Sheet
- <u>https://www.gouvernement.fr/info-coronavirus</u> Main COVID-19 French Government website
- <u>https://www.diplomatie.gouv.fr/en/</u> French Ministry of Foreign Affairs website
- <u>https://www.usa.campusfrance.org/covid-19-faqs</u> Campus France Covid FAQ



#### Thank you!

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