CRISIS
MANAGEMENT
IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

**Association of
International Educators**

Mitigating Organizational Liability

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Organizational liability can manifest itself in a variety of situations. In preparation, institutions of higher education are moving toward a more proactive approach in compliance and risk management. When responding to a crisis, it is just as important to turn to policies in place as it is to look at the bigger picture. The international student and scholar services office can utilize this checklist to develop a risk assessment matrix and communication protocol to minimize liability.

For additional guidance and resources on how to ensure that the actions taken by the international student and scholar services office complies with the university's policies and procedures to minimize risk, read "Mitigating Organizational Liability" in *Crisis Management in a Cross-Cultural Setting,* which can be purchased online from the NAFSA bookstore.

CONDENSED CHECKLIST

- Balance risks.

- Be aware of sunshine laws.

- Become familiar with your institution's crisis and behavioral assessment team.

- Build control systems.

- Continuously update emergency procedures.

- Develop a risk assessment matrix.

- Develop policies and procedures before a crisis occurs.

- Develop talking points and a communication protocol.

- Establish a positive working relationship with your university counsel and university risk manager—know when to involve them.

- Understand the Family Educational Rights and Privacy Act (FERPA) and what data your institution classifies as directory information.

- Debrief after the crisis.