

**WINONA**  
STATE UNIVERSITY

# Living the Legacy:

Leading and Learning Through  
a Campus Crisis



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Services (by Cell Phone)**



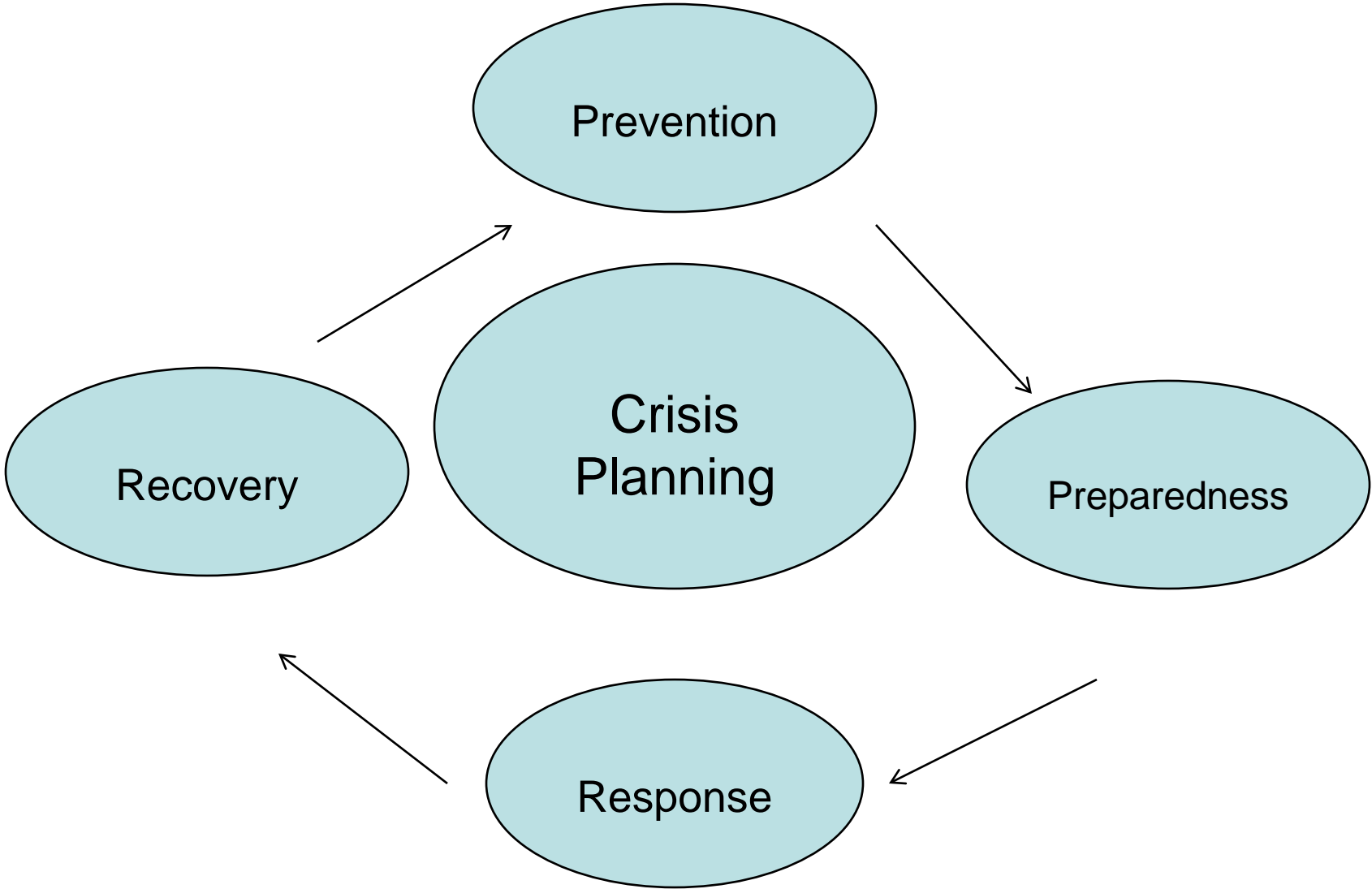
## Format

- Introduction of Crisis Management (5 minutes)
- Summary of incident (5 minutes)
  
- 1<sup>st</sup> Breakout small group discussion (10 Minutes)
- Reporting from small group (10 minutes)
- Reflection from presenters / lessons learned (5 minutes)
  
- 2<sup>nd</sup> Breakout small group discussion (10 minutes)
- Reporting from small group (10 minutes)
- Reflection from presenters / lessons learned (5 minutes)
  
- Q and A (15 minutes)



# Crisis Management

- **What is a campus crisis?**
  - Disrupts normal conditions
  - Threatens personal safety, financial operations, reputation, or integrity of institution
- **Crises affecting campuses**
  - Environmental
  - Facilities and/or technology-related
  - Human





# Summary of Incident

- Student (ML) arrived in the U.S. from a partner university in China to attend WSU's English Language Center (ELC).
- Accident (near drowning) occurred late afternoon on Tuesday during an ELC activity.
- ML transported to local hospital then airlifted to trauma center



# What will you do?

- What should you consider?
- What should you do?
- Whom should you contact?
- Who should be involved?
- What questions should you be asking?



# Incident - Response (1)

- 3-way call between WSU, intensive care unit, and ML's family in China. Chinese graduate student as translator; inform ML's family that "survival is unlikely."
- Arranged 24/7 bedside watch at ICU.
- Crisis management team met twice per day
- Contacted partner university in China.





# Incident - Response (1)

- Contacted U.S. Embassy in Beijing to facilitate visa application of ML's family.
- ML's cousin Yang to arrive ahead of ML's parents.
- CG, CK, met with ELC students twice daily & encourage them to write messages to ML.



# Reflection

- Consider Cultural and Religious Implications
- Consider preparedness of Translators
- Create a basic Crisis Management Plan – there is no “Magic Formula” for all situations
- Timing is important – some issues can wait
- Be comfortable giving directions – up, down, sideways



## Incident (2)

- ML's uncle asked WSU to communicate with U.S. Embassy – “do NOT grant ML's father a visa to the U.S. because ML's father had heart surgery recently and will not survive the trip/shock”
- ICU doctor insist on getting verbal consent from ML's parents to continue with life support.



# What will you do?

- What should you consider?
- What should you do?
- Whom should you contact?
- Who should be involved?
- What questions should you be asking?



## Incident – Response (2)

- ML's father hospitalized in China and will not be traveling to Winona.
- ML's cousin Yang arrived on Friday and was rushed to ICU. Cousin Yang was by ML's side when he passed away.



## Incident - Response (2)

- ML's mother and cousin Yang's wife arrived on Saturday
- WSU learned that ML's mother did not know that ML had passed.
- WSU organized a wake at the funeral with the assistance of a Muslim elder + memorial service on campus for students and community members.



## Incident - Response (2)

- Worked with Chinese Embassy on requirement of casket for transportation; CG and CK chose casket.
- ML's family requested to know who is responsible for ML's death and when will CG fire this person(s)



# Reflection

- There are always unexpected complications; ask questions at each step
- Multiple Roles – Coach, Cheerleader, Counselor, etc.
- Take care of yourself – eat right, get enough sleep, drink water, etc.
- Befriend your neighbors





**Questions?**



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# Thank you for your attention and participation

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