Living the Legacy:

Leading and Learning Through a Campus Crisis
Format

• Introduction of Crisis Management (5 minutes)
• Summary of incident (5 minutes)

• 1st Breakout small group discussion (10 Minutes)
• Reporting from small group (10 minutes)
• Reflection from presenters / lessons learned (5 minutes)

• 2nd 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?
Thank you for your attention and participation

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