Student and Exchange Visitor Program (SEVP)
Strategic Communications Team
SEVP Ask the Experts Webinar: Campus Emergency Planning

U.S. Immigration and Customs Enforcement

SEVP Ask the Experts Webinar: Campus Emergency Planning and the International Student Community
Feb. 28, 2017, 2–3 p.m. EST
Talking Points
Slides 1-4: Introduction and Presentation Overview

- Presenters introduce themselves—name and position
- This presentation covers:
    - The importance of **campus emergency planning**
    - **International student** considerations for campus decision makers
    - **Topics** to consider during **emergency planning**
    - Ways in which **SEVP** can **support** campuses
    - Helpful **resources**
- Stakeholders are asked to answer several poll questions throughout the presentation. Please respond to these poll as they appear on the screen
- Additionally, stakeholders are encouraged to submit questions throughout the presentation. These questions will be answered by our presenters after the presentation is over and during the question and answer session

Supplementary information:
- *Content in the supplementary information section is for the presenter's reference and additional context*
- *A question and answer session will follow this presentation*
- *Please see Appendix A for preapproved responses to potential stakeholder questions*

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Slide 5: Campus Emergency Planning [Transition Slide]

- This section addresses
  - The definition of campus emergency planning
  - Obligations for campuses with international students
  - Upcoming resources

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Slide 6: Importance of Campus Emergency Planning

- Refers to the **ability of an organization to continue performing primary functions during emergencies**, both man-made and natural
- SEVP-certified **institutions are obligated to continue providing services during an emergency.** Schools are required to develop, post and train with an emergency operations plan
- **SEVP will post a communications plan with supporting resources within the coming months**
  - This example communications plan will provide resources for staff working with international students for better integration into the emergency planning environment

Slide 7: International Students [Transition Slide]

- This section addresses
    - Current international student population in the United States
    - Considerations for incorporating international students into campus emergency planning

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Slide 8: Emergency Planning

- **Currently** there are **1.11 million international student in the United States**
- These students are **often grouped into a general emergency plan** for the campus
- **Often referred to as a Continuity of Operations Plan (COOP)**
- However, **international students and their dependents have distinct steps to follow** during an emergency
  - Have documents like passport, Form I-20 and visa accessible
  - Report to their DSO as soon as possible
  - Maintain communication with DSO and international student office

Supplementary Information:
- *International student population pulled from July 2016 SEVIS by the Numbers Report*
- *Emergency personnel are highly encouraged to be familiar with the international student staff on campus*

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Slide 9: Topics for Emergency Planning [Transition Slide]

- The next section will address:
  - Topics and questions to consider for campus emergency planning
  - DSO responsibilities during a campus emergency

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Slide 10: Questions to Consider

- You as a DSO are not going to automatically be familiar with these questions, but you can bring attention to your emergency management personnel. These can be used as the beginning of a greater dialogue about campus emergency planning
- **Is your campus open or closed?**
    - o **Does this impact the parameters of the emergency plan?**
- **How does local law enforcement interact with campus safety officers?**
    - o **Is there an agreement between on-campus and off-campus law enforcement?**
    - o Are local law enforcement officers involved with international student orientations?
    - o Are local law enforcement officers involved with your campus' emergency planning?
- **Is your school aware of student social media preferences, if used in your alert system?**
    - o Are Facebook and Twitter used by the countries represented on your campus?
    - o For example, certain students and families may not likely use Facebook, how does your campus work to help inform these particular students?
- **Does your school have translations available as part of its alert system?**

Supplementary Information:
- *Open campus often refers to the physical campus being open to the general public*
- *Involving campus law enforcement with international student orientation can assist with cultural barriers*

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Slide 11: Questions to Consider

- These are questions for you to consider as you develop your COOP or EOP
- **Do your school's international students use cellular service while on campus?**
  - o Some may only use Wi-Fi; is there another channel to reach these students?
  - o Some may not have a phone at orientation; is there follow-up with these students at a later date?
- **Does your school communicate with the families of its international students?**
- **Is your school prepared to comply with SEVIS reporting requirements during an emergency?**

Supplementary Information:
- *Campuses with international student offices should work to inform campus and local emergency personnel of DSO responsibilities before and during an emergency*

Slide 12: DSO Responsibilities

Before an emergency takes place, DSOs should:

- **Educate and collaborate with emergency managers**
    - Share emergency plans with any and all involved parties

- **Help international students understand how to maintain status** during an emergency
    - Establish communication protocols with DSOs during an emergency

- **Ensure international students have emergency contact information** to stay in touch
    - Include emergency contact information with orientation activities
    - Institute a regular update of emergency contact information

- **Explain to international students what campus resources are available to them**
    - Include resources in orientation information
    - Create online access for these resources, updated regularly

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Slide 13: Additional Considerations

- Create a clear process for international students on **where to go and how**
- Establish how an international student should **report to the school during an emergency**
- Any **unique concerns for campus-based international students**
    - Urban versus rural settings and available services
    - Geographic areas prone to flooding, earthquakes or other natural disasters
- **Backup servers for electronic records**
- **DSO inclusion in campus emergency planning**

Slide 14: SEVP and Interagency Support During an Emergency [Transition Slide]

- This section addresses:
    - Questions that SEVP might ask of campus officials
    - Interagency resources and programs for campus emergencies

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Slide 15: Questions From SEVP

Campuses can expect SEVP to request the following information after an emergency:

- **Are** all F-1 and M-1 **students** enrolled at your school, as well as their **dependents**, **accounted for**?
- Do you anticipate an **immediate recovery** that will enable students to resume their course of study?
  - If a school is unable to immediately resume operations, the school should be able to provide an estimated date of resumption
- If you are unable to resume normal progress this session, **does your school have an alternate plan**?
  - An alternate plan can include instruction at another location or transfer to another school, among other things

Slide 16: OAE Overview

- The DHS Office of Academic Engagement, or OAE for short, works closely with the academic community on a range of issues including international students, cybersecurity and enhancing campus safety and resilience
- Our office was established in 2011 to strengthen the department's engagement with the higher education community
- As part of this effort, we support DHS's capabilities by building, improving and leveraging relationships with colleges and universities across the country
- Based at DHS Headquarters in the Office of Partnership and Engagement, OAE serves as the department's central point of contact for academic affairs
- We lead and support academic engagement across DHS through collaboration, awareness and transparency
- One of our key initiatives is the Homeland Security Academic Advisory Council, or HSAAC for short, which is a federal advisory committee comprised of university and college presidents and chancellors, academic leaders and interagency partners
- The council is one of the department's core external initiatives to strengthen our relationship with the academic community
- Through its seven subcommittees, the council provides advice and recommendations to the Secretary and DHS senior leadership on several key issues, including campus resilience and international students
- Since its establishment in 2012, HSAAC has delivered more than 120 recommendations to DHS
- Many of those recommendations have resulted in action by the department, including new initiatives, programs and resources for colleges and universities

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Slide 17: Campus Resilience Program

Overview

- DHS launched the Campus Resilience Program—I will call it the CR Program—in 2013, based on a recommendation from HSAAC

- The program aims to support institutions in becoming more resilient by building upon best practices, lessons learned and resources already developed

- This includes FEMA's Whole Community approach to resilience planning, and supports the ideas detailed in the interagency *Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education*

- So, why are we talking to you about the CR Program? Since its launch, DHS has emphasized the unique needs of international students and related issues for institutions and students to address such as immigration status and SEVIS reporting

- The issue of international students and emergency management is important for DHS because it aligns with the department's overall goal to build a more resilient nation

- When a crisis occurs, school officials must be able to quickly communicate with all students and help manage their individual situations

- Prepared institutions are better positioned to respond to and recover from a crisis

- They can also offer a more secure environment for international students, which can play a role in attracting global talent

- As you can see on the slide, the Campus Resilience Program aims to enable colleges and universities to foster resilience through a four-step model that includes steps of awareness, assessment, action and evaluation

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- In step one, the program will provide resources that increase awareness of risks and threats facing campus communities
- In step two, assessment, the program will provide tools and content to help identify specific campus vulnerabilities
- In step three, action, best practice resources and templates are provided that address vulnerabilities and risks. This includes playbook templates, which are process documents that can be developed at either an institutional level or within specific business units
- In step four, action, the program offers workshops and exercise events to provide participants opportunities to evaluate their resiliency

Slide 18: CR Program

Awareness

- I want to take an opportunity to delve a little deeper into the four-step model
- During the awareness stage, the program will provide resources that will further enhance college and university understanding of the threat environment. These resources will also help inform institutions during their development of emergency plans
- To accomplish this, the CR Program is aligned with FEMA's "Whole Community Approach," which emphasizes continuous monitoring of the threat environment
- Therefore, colleges and universities should understand the unique needs and challenges of international students that you heard about earlier, including:
  - Involving international student staff in the institution's planning and decision-making
  - Incorporating the unique needs of international students and scholars into emergency planning
  - Understanding how decisions could affect the immigration status of students

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Slide 19: CR Program

Assessment

- To aid colleges and universities through the resilience process, a web-based risk assessment tool was developed that helps colleges and universities address resilience challenges in a way that involves the whole campus community
- The tool provides collaborative assessments and helpful resources to better implement resilience-based policies, actions and exercises on their campuses
- It includes online content, templates, collaboration features and other reference materials related to international students
- The tool currently resides on FEMA's Prep ToolKit website and will be made available to the broader higher education community soon

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Slide 20: CR Program

Action

- Over the years, real life scenarios have caused institutions to take a closer look at incorporating international students in emergency planning such as Hurricane Katrina and the 2013 Boston Bombing
- During such events:
    - Schools were closed
    - Communication was limited
    - International students were evacuated without taking critical documentation
    - In some cases, international students were unaccounted for following a crisis
- For such scenarios, playbooks are a management tool that strengthen, support and complement existing campus plans
- One thing to remember is that playbooks are not intended to be a substitute for existing response/recovery or other emergency operations plans

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Slide 21: CR Program

Evaluation

- During the final stage of the CR Program model, colleges and universities are encouraged to assess, test and validate their resilience and recovery practices
- In order to accomplish this, OAE works in coordination with FEMA on the National Seminar and Tabletop Exercise for Institutions of Higher Education, or NTTX for short
- Each event in the series includes workshops and an exercise scenario focused on a specific topic impacting the higher education community
- As you can see on this slide, the series objectives include:
  - Providing participants with opportunities to evaluate resiliency
  - Creating a venue for the community to share best practices and trends
  - Promoting campus resilience through a range of national, regional and virtual events
- This year, we plan to expand our exercise series by piloting regional, leadership and virtual events as part of the CR Program
- At the end of this presentation, we will provide information for our monthly newsletter provided through GovDelivery, which I would encourage everyone to sign up for
- The newsletter includes announcements and updates related to higher education, and we will be providing updates on the CR Program exercise series through the newsletter

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Slide 22: CR Program

National Seminar and Tabletop Exercise

- This slide provides a brief overview of the NTTX history and events to date
- As you can see, in its first three years the NTTX has covered a range of scenarios including: infectious disease outbreak, cyber security breach and campus violence
- Each event provided participants with additional guidance surrounding the unique needs of international students
- We are currently in the planning phase for the 2017 NTTX and recently closed a call for nominations on topics and exercise scenarios
- But we would still like to hear from you, so if you have suggestions on topics or specific recommendations around international students that you think should be included in the 2017 events, please let us know

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Slide 23: CR Program

Points of Contact

- In closing, our goal is to make the Campus Resilience Program and other resources available for all U.S. institutions to utilize, especially when planning for the unique needs of international students

- If you have any questions, please feel free to reach out to OAE—our contact information is included in the slide deck

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Slide 24: Resources

Guides and articles on www.ED.gov

- **A Closer Look at Incorporating International Students Into Emergency Management and Planning**
- **White House Guide to High Quality Emergency Operations Plans for Institutions of Higher Education**

Resources on www.Ready.gov/Campus

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Slide 25: Takeaways and Resources *[Transition Slide]*

- This section addresses:
    - A review of the importance of campus emergency planning
    - A summary of resources available to campuses

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Slide 26: Takeaways

- **An established plan helps SEVP more easily assist during an emergency**
- Campus emergency planning **remains an ongoing initiative**
    - Campuses should plan to continuously update their emergency plans as needed

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Slide 27: Engage with SEVP—Stay Connected

Key news and content

- The **blog** is updated regularly with best practices, current events and more
  - Check the blog during emergencies to learn about best practices
- **Publications** include the quarterly **SEVP Spotlight** newsletter and the monthly **SEVP Outreach Bulletin**

Engage with us **through conferences**

- SEVP welcomes the opportunity to participate in conferences or events
- Submit a request for SEVP to attend an upcoming conference through the **Event Request Form**
- Form located at **StudyintheStates.dhs.gov/Conferences**

Social media

- Follow Study in the States on **Twitter**
- "Like" Study in the States on **Facebook**
- Connect with SEVP on **LinkedIn**
  - Connect on social media to easily stay in touch with SEVP during an emergency

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Slide 28: SEVP Values Your Feedback

Stakeholder Satisfaction Survey

- SEVP wants **feedback on this presentation** and any other SEVP presentations
- **Comments reviewed throughout the year** to help guide content at future presentations and webinars
- Take the Stakeholder Satisfaction Survey at **StudyintheStates.dhs.gov/Survey**

Slide 29: SEVP Contact Information

- Contact SRC:
  - By **phone**:
    - **703-603-3400**
    - **800-892-4829**
  - By **email**:
    - For **case-specific questions**, email **SEVP@ice.dhs.gov**
    - For **SEVIS technical issues**, email **SEVISHelpDesk@ice.dhs.gov**
  - SRC hours of operation are **Monday through Friday, 8 a.m. to 6 p.m. ET, except holidays**
    - **Closed Wednesdays from 12:50 to 1:20 p.m. ET for system maintenance and testing**
- **DSOs: Contact your local field representative for questions about SEVP policies, processes and updates**