

STUDY ABROAD EMERGENCY CASE STUDY

Stage 1:

You are the director of a study abroad program in France. It is the second week of the program and you receive a call on a Saturday afternoon from the father of one of your students. He was in town visiting and had dinner with your student last night. They were supposed to meet up again later that evening, but she did not show up. It did not concern him because she had other plans in between, so he assumed she had stayed out with her friends. The next afternoon, however, the father still had not heard from his daughter so he contacted her roommates and learned that she did not sleep in her room and had not returned yet to the apartment. You contact the police and learn that they will not begin a search because they do not consider a person missing until 48 hours have past.

1. What are the core issues?
2. How would you initially respond to this event? What steps would you take?
3. What resources are available to you?
4. Are there any UNH or federal regulations involved?

Stage 2:

Upon further discussion with the father, you learn that he specifically came to visit his daughter, while on break from a work trip abroad, because her emails to her mother caused them concern. She appeared to be partying excessively and describing risky behaviors. You talk to her roommates and learn that there has been tension in the apartment, the roommates were not getting along with her and they felt unsafe with her in the apartment. She has been going regularly to bars and has a new close male friend who's a bartender. In the middle of the night, the student calls her mother and tells her that she has been drugged, mugged and is scared, but she hangs up the phone quickly. The roommates also call you because a strange man tried to gain entrance to their apartment with keys that worked. He said was given the keys by the missing student. The man will not leave and is waiting outside the apartment.

1. What are the core issues?
2. How would respond to these new developments? What steps would you take?
3. What additional resources might you need?

Stage 3:

After seeking help from the local police, FBI, and the U.S. embassy, a local consular official calls you to tell you that he has located the student and visited her in the apartment of a local man. She appears to be fine and does not want to return to the program or her father. The consular official apprised the student of her rights as a U.S. citizen and that he would not divulge any information to others without her written consent. She refused to sign the consent form. In the meantime, the parents reveal that the student had been taking medication for anxiety and seeing a therapist. She stated to her parents and therapist that she wanted to go off the medication while abroad. The therapist advised against it, but said if she were to try she should not quit all at once and should reduce gradually.

1. What are the core issues?

2. How would respond to the latest developments? What steps would you take?
3. What additional resources might you need?

Stage 4:

The consular official calls you to tell you where the student is and how to contact her. She has been calling him regularly with stories about terrorist conspiracies that include you and the people she's staying with. He thinks that she may need help and the intervention of the family and program. You reach out to her and she agrees to come with you but will not see her father.

1. What are the core issues?
2. Where do you take the student?
3. What course of action do you take now?
3. What additional resources might you need?

Conclusion

- Think about this incident as we go through the Emergency Plan Template.
 - How would the Emergency Plan Template have helped in this incident?
 - Are there adjustments you would make to the template?