



LEARNING PROGRAM

Crisis Response

What defines a “crisis” on campus? The answer may surprise you. Are you prepared to address an alleged sexual assault during a study abroad trip or embezzlement involving a financial aid staff member? Any incident, large or small, can damage the reputation or financial strength of your institution.

This learning program was developed to help your institution prepare, improve upon, and test your plan for responding to a wide range of potential internal crises that are unique to educational institutions. Learners will identify the ideal composition of a crisis response team as well as proper planning, communication, and testing of crisis response plans.

A variety of interactive tools are used in this learning program to introduce and reinforce concepts. These include:



- **Best Practices Check Up:** Evaluate your institution’s crisis response plans using this interactive tool that provides immediate feedback. The Best Practices Check Up helps you to assess your institution’s crisis response planning and crisis communications, as well as your experience in testing and exercising your plan.

Who Would Benefit From This Learning Program

Anyone who is part of a crisis response team at a higher education institution or a K-12 school should take advantage of these resources. This may include professionals in mental health, facilities management, risk management, student affairs, IT, communications and administrative leadership.

- **Online Course: *Crisis Within – Preparing Your Institution's Response*** recognizes that most institutions are prepared to handle crises such as natural disasters and active shooters, but many are not focused on reputational internal crisis that can have an equally negative impact. Topics address:

- Identifying an internal crisis
- Taking an “All Hazards” approach/strategy
- Creating and reviewing a crisis response plan
- Members and duties of a crisis response team



- **Online Game: *Crisis Response at Dangerous Creek College*** will help you hone crisis response skills! How will you respond as the crisis response team administrator when faced with a flu outbreak, or a bedbug infestation? Play against the clock and see the consequences of your decisions in each scenario. Will you safeguard the institution’s reputation or lose your job?
- **Video: *How to Facilitate a Tabletop Exercise***: Covers the eight steps to facilitating successful tabletop exercises. This tutorial guides learners through planning and presenting a tabletop exercise and demonstrates a sample of a facilitated tabletop exercise.
- **Tabletop Exercise Scenarios**: Put your skills to the test by using these scenarios which simulate crisis situations and learn how your team would respond. Topics include financial fraud, student sexual assault abroad, and athletic team hazing.



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