UNIVERSITY of CALIFORNIA
Education Abroad Program

STUDENT INCIDENT REPORTING POLICY & GUIDELINES

I. Introduction

Student Incident Reporting is an essential part of the University of California Education Abroad Program (UCEAP) risk management strategy. This centralized reporting system ensures that the appropriate parties are involved in the incident response, that the UCEAP Health, Safety & Emergency Response (HS&ER) team has sufficient information to identify and assess emerging risk trends, and that UCEAP has adequate information to meet Systemwide and federal reporting requirements.

II. Scope

This Policy and Guidelines apply to all UCEAP representatives abroad, whether UCEAP employees or parties acting on behalf of UCEAP, who have the duty of care of UCEAP students abroad.

III. Definitions

Family Education Rights & Privacy Act (FERPA) – The FERPA clause pertinent to student incident reporting indicates that, with certain exceptions, students have the right to determine who will see their education records (i.e. it guarantees confidentiality within certain limitations).

Timely Warning – Within the context of this policy, 'timely warning' refers to the ethical and legal obligation of UCEAP representatives to provide a warning to UCEAP students at risk when a serious crime occurs that may pose a continuing threat to others.

UCEAP Emergency Levels - Refer to the document *Student Incidents and Emergency Levels* for emergency severity level definitions and examples of student incidents falling into each category.

IV. Student Incident Reporting Policy

For UCEAP's centralized reporting system to be effective and accurate, study center staff and UCEAP representatives must track and report student health and safety incidents as follows:

1. **Level 1** incidents are typically managed by the study center staff (e.g., providing assistance, referrals, information about police reporting, information about insurance claims processing, etc.) The Study Center Directors/Liaison Officers (SCD/LO) should develop their own way of tracking these requests for health and safety information to respond to inquiries from UCEAP Systemwide about the number and types of requests they manage. It is preferable to report to UCEAP Systemwide by email when the incident occurs as parents could call the Regional Director (RD) and/or the campus EAP advisor.
2. **Level 2** incidents must be reported to the RD/Program Specialist and the HS&ER Principal Analyst (PA) within one (1) day or as soon as feasible following knowledge of the incident by study center staff and/or faculty. Information from the *Student Incident Report* form should be included, even if the incident is reported via e-mail or phone call.
3. **Level 3 and level 4** incidents require immediate notification to the RD and HS&ER PA via phone or e-mail. The initial notification should provide sufficient general information for the RD to follow UCEAP reporting protocols and answer calls from parents or the media. Follow-up incident reports should be submitted via e-mail or phone with updates on the student's welfare and additional details about the incident, as described on the *Student Incident Report* form. Once the incident has been resolved, the SCD/LO should complete a full incident assessment, which should include recommendations for

changes to UCEAP or study center policies, practices, staff training, student orientation materials, or other recommendations, and, depending on the severity, a debrief conference call.

4. **It is the responsibility of the SCD/LO to report student incidents**. SCD/LOs need to know what is happening to UCEAP students. Students should not be asked to complete and submit the *Student Incident Report* form. Thorough knowledge of incident trends is necessary for the SCD/LO and UCEAP Systemwide to assess the health, safety and security environment and to implement or recommend changes.

5. Any incident that has the **potential to escalate**, regardless of the severity level, should be immediately reported to the RD/Program Specialist and PA with sufficient information to initiate contingency planning in the event that there is escalation.

6. Any incident that **poses a continued risk** to other program students, regardless of the severity level, should be immediately reported to the RD/Program Specialist and PA with sufficient information to issue a timely warning notice if they, with consult of UC legal counsel, deem it appropriate.

7. When a student asks an SCD/LO to keep information confidential, this must not include UCEAP Systemwide Office officials with a "need to know". An UCEAP official has a "legitimate educational interest" if the information is relevant and necessary to the accomplishment of their official University responsibilities, including risk management. FERPA, U.S. Federal privacy law, is not intended to shut down routine University business by keeping employees from talking with one another.

V. Types of Incident Reports

1. Immediate incident report, sent the moment the incident begins or immediately thereafter, often by phone. It alerts the RD at the Systemwide Office to the incident, provides general information in case of calls from parents or the media, and allows UCEAP to coordinate the response.
   Required for level 3 and level 4 incidents, and for any incident that has the potential to escalate or that poses a continued threat to other UCEAP students.

2. Follow-up incident report, providing additional details when possible. A *Student Incident Report* form is preferable, or an email containing the information requested on the form. It may be provided by phone, if necessary. *Required for level 2 and higher incidents.*

3. Full incident assessment sent after the incident is resolved, using the *Student Incident Report* form, or, if a *Student Incident Report* form was already submitted, a written addendum sent by email or on a second *Student Incident Report* form. In addition to the questions asked on the *Student Incident Report* form, the full incident assessment should address how, in the future, this type of incident might be prevented, reduced in occurrence, or the consequences of it mitigated.
   Required for level 3 and level 4 incidents, and for any incident that has potential to escalate.

VI. Study Center Incident Reporting Guidelines

UCEAP provides the following guidelines to help study center staff comply with this policy. Refer to the document *Student Incidents and Emergency Levels* to clarify what incidents fall in which severity level category.

1. **Students should not be asked to complete and submit the *Student Incident Report* form.** UCEAP Study center faculty, staff or representatives should complete the *Student Incident Report* form.

2. A full incident assessment should answer the following questions:
   - **Who** was involved in the incident?
   - **What** happened? (include all factual details)
   - **Where** did the incident happen? (as specific as possible)
   - **When** did the incident occur? (time and date)
   - **How** did the study center staff respond?
   - Was there a police report?
   - What were the contributing factors?
   - What additional support is needed?
   - What changes should be considered to reduce the risk of such events occurring, or to improve UCEAP's ability to respond in the most effective way?
3. UCEAP considers stalking, cyber-stalking, and hate-motivated (based on sexual orientation, ethnicity, gender identification, religious beliefs, disability, etc.) verbal harassment to be incidents that involve "threat of bodily harm," even if no direct threat is verbalized. See *Student Incidents and Emergency Levels* for more information.
4. Sex offenses are of special concern to UCEAP because they have been historically under reported. The survivor typically desires confidentiality and anonymity; as a result he/she will often seek a reporting source other than you. Because the sex offender may continue to pose a threat to the UCEAP group, the threat potential needs to be evaluated and the Regional Director consulted in any reported or suspected case.
5. One *Student Incident Report* form can be submitted if multiple students are involved in the same incident. All involved students should be named.
6. The *Student Incident Report* form should contain only factual information. Any unverified information, assumptions or suspicions can be conveyed to the RD and/or HS&ER PA by phone to add context to the incident.

VII. Related Documents

Please reference the following related documents for a full understanding of this policy:

1. *Student Incidents & Emergency Levels* – this document describes the incident severity categories (levels 1 – 4) and outlines the procedures that should be followed for incidents in each category, including incident notification and reporting. http://www.eap.ucop.edu/Documents/EmergencyResponseAlerts/EMERGENCY_LEVELS.pdf
2. *Student Incident Report* – this form defines the information needed by the UCEAP Systemwide Health, Safety and Emergency Response (HS&ER) Principal Analyst (PA) for incidents with a severity level 2 and above. http://www.eap.ucop.edu/Documents/_forms/Safety_Incident_Form.pdf

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