

# Crisis Response Audit II: Family Communication

---

During or after a crisis, you may encounter a need to communicate with the families of international students. In such a situation, language barriers present a common obstacle. Institutions typically designate particular staff members for contacting the family of a student in crisis. However, these staff members may not be able to speak the language of an international student's family. Without a plan for proceeding, staff may find themselves scrambling to locate a translator while consulting institutional privacy policies. The Forum has identified three possible options for communicating with international families

1. Hire counseling center staff with language skills
2. Recruit campus or community speakers
3. Hire an outside vendor.

## **Would Option 1 (hire counseling center staff with language skills) be a good fit for your school?**

1. Are your international students highly concentrated in one or two languages? If "Yes", list languages on the lines below.

Yes \_\_\_\_

No \_\_\_\_

Language 1 : \_\_\_\_\_

Language 2: \_\_\_\_\_

2. Do you currently have Counseling Center staff members who could speak to a student's family about his or her case in those languages? If "Yes", list a current staff person for each language on the lines below.

Yes \_\_\_\_

No \_\_\_\_

Staff Person1 : \_\_\_\_\_

Staff Person 2: \_\_\_\_\_

3. Do you anticipate hiring a new Counseling Center staff member soon, or could you request funds to do so?

Yes \_\_\_\_

No \_\_\_\_

4. Do you expect your international student demographics to remain relatively stable over the next few years?

Yes \_\_\_\_

No \_\_\_\_

*If you answered "Yes" to one or more of the above questions, then Option 1 may be a good fit.*

*If you answered "No" to all of the above questions, then Option 1 may not be a good fit for your institution. See the next pages to assess whether Options 2 or 3 may be a better fit.*

# Crisis Response Audit II: Family Communication (cont.)

---

**Would Option 2 (recruit staff, faculty, or community speakers) be a good fit for your school?**

1. Are your international students highly concentrated in three or four languages? If “Yes”, list the languages on the lines below.

Yes \_\_\_\_

No \_\_\_\_

---

---

---

---

2. Does your institution have staff or faculty members who speak these languages confidently enough to translate student case conversations and might be willing to do so? If “Yes”, list relevant individuals for each language on the lines below.

Yes \_\_\_\_

No \_\_\_\_

---

---

---

---

3. Are you located in an area with local resources for members of these languages or cultures, such as embassies, international NPOs, religious organizations, or other nonprofit organizations? If “Yes”, list a relevant organization for each language on the lines below.

Yes \_\_\_\_

No \_\_\_\_

---

---

---

---

*If you answered “Yes” to two or more of the above questions, then Option 2 may be a good fit.*

*If you answered “No” to two or more of the above questions, then Option 2 may not be a good fit for your institution. See the next page to assess whether Option 3 may be a better fit.*

# Crisis Response Audit II: Family Communication (cont.)

---

## Would Option 3 (hire outside vendor) be a good fit for your school?

In one year, about how many international student cases arise that require translation?

---

Vendor service fees range from about \$15 to \$60 per ten-minute conversation. Cost varies according to the rarity of the language, with the least expensive languages being Spanish and Mandarin. Use this figure and your answer to the question above to estimate your annual cost of translation services. Record the estimate below.

---

1. Based on your calculations above, would your office be able to cover these costs internally or request funding to cover them?

Yes \_\_\_\_

No \_\_\_\_

2. Do your international students and their families currently represent a wide range of diverse languages?

Yes \_\_\_\_

No \_\_\_\_

3. Do you anticipate a growing diversity of international students in the future? Could your office benefit from being more prepared to adapt to changing populations?

Yes \_\_\_\_

No \_\_\_\_

*If you answered "Yes" to two or more of the above questions, then Option 3 may be a good fit for your institution.*

*If you answered "No" to two or more of the above questions, then Option 3 may not be a good fit for your institution. See the previous pages to assess whether Options 1 or 2 may be a better fit.*