



TERRADOTTA

Technology Solutions for Study Abroad,  
Travel Risk Management, International Student Services and  
Agreements Management

## **Internationalisation: A priority for many institutions**

- **Office of Global Engagement and Risk Management require solutions to efficiently manage all travelers**
  - **>6.2 million university student travelers each year (2018)**
  - **+ How many faculty, staff, researchers etc. each year?**
  - **Travel Policy and systems in place to avoid negligence**
  - **Compliance to mitigate risk (proof)**
  - **Excellent Study Abroad recruiting tool if solid**





**What are the first  
3-5 actions  
that should occur on  
your campus?**



# Yellow Vests Gather Across France for Ninth Protest Weekend

By [William Horobin](#) and [Gregory Viscusi](#)

January 12, 2019, 7:23 AM MST Updated on January 12, 2019, 1:18 PM MST

- ▶ Protests less violent despite higher turnout of around 84,000
- ▶ Latest protests come ahead of Macron's plan for public debates



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Watch Live TV >

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Symbol	Price	%
EUR	1.12	0.00%
GBP	1.25	0.00%
JPY	109.00	0.00%
AUD	0.71	0.00%
CAD	1.35	0.00%
CHF	0.97	0.00%
HKD	7.75	0.00%
INR	74.50	0.00%
KRW	1,120.00	0.00%
MXN	16.50	0.00%
NZD	0.69	0.00%
RUB	64.50	0.00%
SGD	1.35	0.00%
TWD	30.50	0.00%
USD	1.00	0.00%
ZAR	15.50	0.00%



A bomb targeting a tour bus near Egypt's famed pyramids exploded  
Sixteen people have been hurt in total and three people are being treated in the hospital.

via Skype  
London  
9:11 AM

AVN/SLRC/Sunday  
Colombo, Sri Lanka

**TERROR IN SRI LANKA**  
**AT LEAST 290 PEOPLE KILLED IN EASTER SUNDAY BOMBINGS**

Sajjan Gohel | Intl. Security Director., Asia-Pacific Foundation

LIVE  
CNN  
CNN NEWSROOM

## Coronavirus latest: infections in China pass 20,000

Updates on the respiratory illness that has infected thousands of people.



### RELATED ARTICLES

China coronavirus: how many papers have been published?



Wuhan scientists: What it's like to be on lockdown



Stop the Wuhan virus





# Study Abroad and a \$41.5 Million Verdict

Could finding in favor of a high school student infected by a tick-borne disease on a school trip to China have a chilling effect on other study abroad programs?

By [Elizabeth Redden](#) // August 24, 2017

[14 COMMENTS](#) 



# Issues Impacting Travel Safety & Security in HE

- Students, faculty, staff, researchers traveling more and more to non-traditional locations
- Profile of travelers has changed to include travelers with physical and mental health issues
- International programs have expanded from short projects to long-term, volunteer and development/research work.
- Traveler are exposed to increasing safety, security and health issues





# Pre-departure preparation is the first step

Action required



## Trip to Saudi Arabia Aug 12, 2019 to Nov 11, 2019 (91 days)

 Approval needed 

Research in Saudi Arabia



Itinerary



Forms



Essential Content



Approval History



Signature Forms

Travel Risk Policy

Click to sign 



Useful Content

Health and Safety Video

Click to view



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# Are your travelers ready?

## Video: Health & Safety Abroad - Alcohol



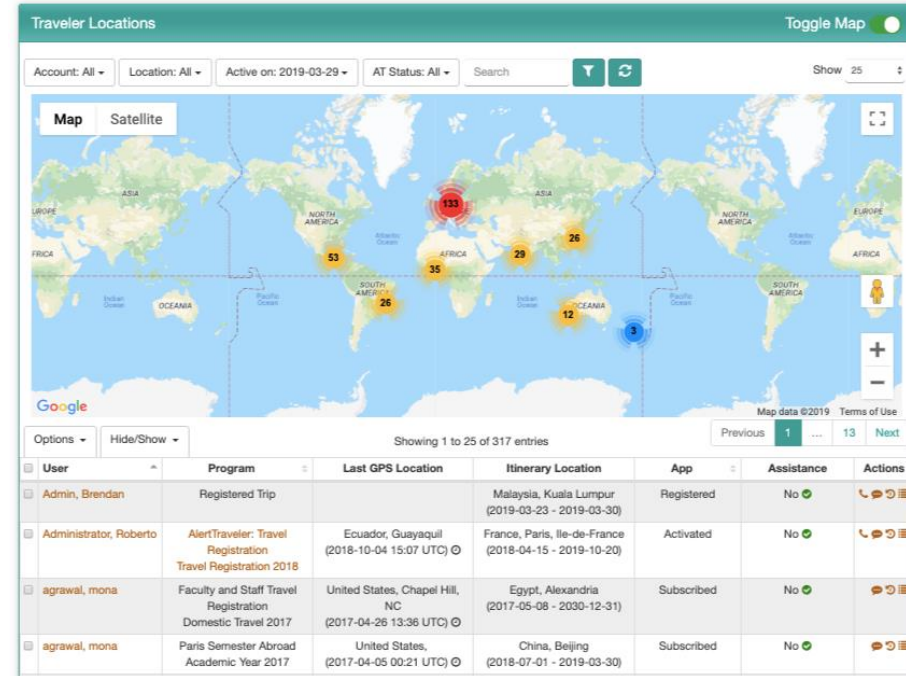
Mark as read




# Travel Registry


## Benefits


- Ensure traveler safety and mitigate risk – global view
- Easily locate and advise your students or faculty/staff/researchers in a crisis
- Protect the reputation of the institution – reduce liability




# Country Intelligence with Threat Levels

 TERRADOTTA

Intel



Lagos, Nigeria

  
High

## Destination Overview

Foreign and local nationals face a multitude of security concerns in Lagos.

### Crime

The city suffers from an extremely high crime rate. Violent and petty crimes, including crimes involving firearms, are regularly reported throughout the city. Criminal gangs in Lagos pose a serious kidnapping threat to foreign nationals and prominent Nigerians, including in the upscale Victoria Island and Ikoyi Island areas of Lagos. Long-term expatriates face the highest risk of being targeted by kidnapping rings.

### Security Services

Security services are crippled by a lack of resources, and are largely unable to prevent or deter criminal activity in the city (risk is high). Most Nigerians do not trust the police to provide security, as most do not hesitate to solicit bribes from motorists, taxi drivers, and bus drivers.

# Push Check ins

## Alert Traveler - Create Check-In Reminder

Please provide the required fields and review before sending your Check-In request

**\*Headline :**

Egypt - Explosion May 19 (Update 1) - Cairo

**Account Instance :**

TD Enterprise Travel Registry

**\*Detail :**

Please check in to let us know that you are safe.

☐ **Add request via SMS**

938 SMS available

**\* required field**

Create Request

Cancel



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# Who is impacted – who to focus on

## Impacted Travelers

Toggle Map

### Egypt - Explosion May 19 (Update 1) - Cairo.


Account Name	Safe	Needs Help	No Response	Review	Total
Total	25	1	0	0	26

Account: All | Status: All | At Impacted Time | Search

Show 25

Map | Satellite






Legend




Options | Hide/Show

Showing 1 to 25 of 26 entries

Previous | 1 | 2 | Next

User	Program	Last GPS Location	Itinerary Location	Check-In Status	Status Timestamp	Why Affected?	App	Actions
 Bell, Travis	Faculty and Staff Travel Registration Domestic Travel 2017		Egypt (2017-05-11 - 2030-12-31) <a href="#">Read More</a>	Safe 	2019-05-21 02:59 UTC	TDS	Subscribed	  

# Two way communication is key

**Callaghan, Mark**

ving 1 to 1 of 1 entries

Status	Status Timestamp	Why A
	2019-05-19 22:54 UTC *	INS

The evacuation point will be at the hotel at 3am.

Terra Dotta a minute ago

Mark has requested assistance - we are communicating with him to coordinate a meeting point.

Terra Dotta 3 minutes ago

Mark is ok

Terra Dotta a day ago


Status automatically changed from OPENED to IN\_PROCESS by an admin message

Terra Dotta a day ago

Add new note

Hello, Mark. We have received your request for assistance. Please confirm your location for the rendezvous point.

Terra Dotta 6 minutes ago

 Thank you I'm currently located near the city centre , there seems to be a lot of police activity and we are considering relocating back to the hotel . Do you think this is a good idea ?

Mark Callaghan 3 minutes ago

The University has designated your hotel as the evacuation point. Please be there at 03:00 am.

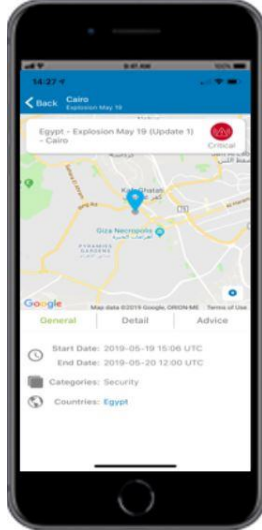
Terra Dotta a minute ago

Send new message



# Communicate internally and externally

- Who controls the message?
- Dedicated family contact
- Establish a hotline
- Monitoring social media



It Comes Down To...

Legal Responsibility

Moral Responsibility

Reputational Responsibility



# Prepare for the worst and hope for the best

- **Practice what you will do, make sure key stakeholders are involved**
  - Muscle memory of what to do in case of an incident
- **How your institution responds and reacts defines you**
  - The difference between protecting or tarnishing your reputation
  - Proof of process will be critical in any litigation
  - Technology that works every time is key





>18 years  
>630 clients

Study Abroad - Mobility  
Travel Registry | AlertTraveler™  
Agreements Management  
International Students and  
Scholars Management

BRYN MAWR  
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香港科技大學  
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AND TECHNOLOGY

  
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Newcastle  
University

VANDERBILT  
UNIVERSITY

UConn  
UNIVERSITY OF CONNECTICUT



  
WAKE FOREST  
UNIVERSITY

UF  
UNIVERSITY of  
FLORIDA

Creighton  
UNIVERSITY



NANYANG  
TECHNOLOGICAL  
UNIVERSITY  
SINGAPORE





T E R R A D O T T A

Software solutions for Education Abroad,  
Travel Management and International Student Services

# Thank you!

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