

**Julie Anne Friend**  
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Julie Anne Friend has worked in the field of international education for over 20 years. After beginning her career as an instructor of English as a Second Language at Michigan State University (MSU), she transitioned to study abroad administration in 1999 due to “paper grading fatigue.” As a program coordinator for the UK and Ireland in MSU’s Office of Study Abroad, Ms. Friend quickly demonstrated a skill for crisis planning and response. Her efforts to establish emergency communications protocols enabled MSU to account for nearly 400 students and employees in London within two hours of the 2005 transit system terrorist attack. Over time, Ms. Friend developed an industry-leading risk management approach to study abroad administration with a focus on risk education, emergency planning and crisis response. As a result, MSU became a recognized leader in the field of health, safety and security for education abroad programs. Ms. Friend’s scholarship and advocacy on emergency planning and response has contributed to the development of professional standards in the field, and are outlined in a 2010 NAFSA publication titled [Travel warnings: developing effective response procedures](#). MSU’s U.S. Department of State (DOS) Travel Warning policy, one of the first of its kind, is considered a national benchmark.

In 2008, Ms. Friend was one of two higher education representatives appointed to the 34-member advisory board of the Overseas Security Advisory Council (OSAC), a division of the U.S. DOS’s Bureau of Diplomatic Security, which is charged with providing travel security information and resources to the U.S. private sector. The advisory board is comprised of representatives from the following constituents: large- and mid-cap corporations, humanitarian organizations, faith-based organizations and academia.

In 2012, Ms. Friend accepted a position at Northwestern University (NU) as the Associate Director for International Safety and Security, where she was charged with improving student educational programs on health and safety, program director training and general emergency preparedness/crisis response protocols. In 2013, Ms. Friend was promoted to Director of the [Office of Global Safety and Security](#) to develop a comprehensive, university-wide approach to international risk management. In this capacity, she also serves as the institution’s 24/7 first responder for international emergencies involving students, faculty or staff. She also chairs the [International Risk Assessment Committee](#), which oversees implementation of NU’s [Undergraduate International Travel Policy](#).

Ms. Friend’s service to the field has been robust. In 2013, she completed a three-year term as chair of the national Education Abroad Knowledge Community’s Subcommittee on Health and Safety for NAFSA: The Association of International Educators, although she continues to write regularly for NAFSA’s International Educator (IE) magazine about insurance and risk management. Her 2011 publication, “[Danger ahead: Assessing and mitigating risk](#),” proposes a risk assessment matrix as a best practice for study abroad risk management. In 2012, she

published two articles. The first, "[Learning from recent challenges in education abroad crisis management](#)," includes tips from colleagues that responded to high-profile political unrest or natural disasters and the second, "[No go – trip cancellation and interruption insurance: coverage you need now](#)" advocates for additional insurance coverage for programs that operate in areas of heightened risk. Her 2014 publication, "[When a student dies abroad: preparing for the ultimate tragedy](#)," includes helpful planning and response checklists. Also in 2014, she served as a guest author for NAFSA's "[Hot Topics](#)" blog to discuss the threat (or lack thereof) of Ebola to academia. Her last IE publication, "Health forms 2.0: developing an ethical and effective health history disclosure process for education abroad," outlines a student-centered process to encourage pre-departure medical management planning (printed in the [Nov./Dec. 2016 issue](#)). Most recently, she contributed three chapters to the recently published NAFSA text, [Crisis Management for Education Abroad](#).

As a result of her subject-matter expertise and leadership, Ms. Friend speaks frequently at a variety of organizational, institutional and U.S. DOS/OSAC-sponsored events. In late 2014, she was named [Technical Analyst of the Year](#) by the U.S. DOS for her leadership in advancing the international safety and security interests of the academic community. In 2015, MSU's College of Law featured her in an [alumni profile](#) (see pp. 8-9). She is also a founding member of Pulse: Higher Education International Health and Safety Professionals, which is collaborative network of individuals whose positions are solely dedicated to higher education international travel, activities, and operations.

Ms. Friend has traveled in over thirty-five countries and has lived in both France and Zambia. In addition to earning a Juris Doctor in Law and a Master of Arts in English from Michigan State University, Ms. Friend has a Bachelor of Science in Speech Communications from Syracuse University. She is also a licensed attorney in the state of Michigan, and currently lives in Evanston, Illinois.

#### Other Publications:

- *Campus conduct records and program eligibility*, INTERNATIONAL EDUCATOR (Sept./Oct. 2010).
- *It's not just about terrorism: preparing for political unrest, government collapse and armed conflict in study abroad locations*, INTERNATIONAL EDUCATOR INSURANCE SUPPLEMENT (Nov./Dec. 2009).
- *What's in YOUR policy?* INTERNATIONAL EDUCATOR INSURANCE SUPPLEMENT (Nov./Dec. 2008).
- *In case of emergency*, INTERNATIONAL EDUCATOR INSURANCE SUPPLEMENT (Nov./Dec. 2007).
- *Why insurance providers matter*, INTERNATIONAL EDUCATOR INSURANCE SUPPLEMENT (Nov./Dec. 2006).

Please contact Ms. Friend for a complete list conference talks and presentations.