

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 for Education 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 travel health, safety and security in higher education. 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 at the time, was considered a national benchmark.

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, developing on-site program director training and creating 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 Travel Risk Assessment Committee](#), which oversees implementation of NU’s [Undergraduate International Travel Policy](#) and the [Graduate Student Travel Policies](#). In 2015, she was appointed Deputy Title IX Coordinator for Global Activities. Most recently, she was asked to join the Associate Provost for Global Affairs’ senior staff to advise and assist her on the development and execution of the institution’s international strategic plan.

Ms. Friend’s service to the field has been robust. From 2008-2018, 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 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. In 2018, Ms. Friend was appointed to a leadership position in a new OSAC Committee for *Women in Security* to help advance the opportunities and resources for women in this [traditionally] male-dominated profession. She is also a founding member of Pulse: Higher Education International Health and Safety Professionals, which is collaborative network of over 100 individuals in the U.S. and Canada whose positions are solely dedicated to managing risks associated with institutional international travel, activities and operations.

Ms. Friend has a strong publication record. From 2011 to 2016, she wrote 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 (and can be found in the [Nov./Dec. 2016 issue](#)). In 2017, she contributed three chapters to a NAFSA text, [Crisis Management for Education Abroad](#), and was featured in a subsequent issue of [Northwestern Now](#). In 2018, Ms. Friend collaborated with two colleagues to produce [“Your guide to the new U.S. Department of State travel advisories,”](#) for the Forum on Education Abroad, but her ground-breaking essay, [“How sexual misconduct threatens the security industry: real and reputational risk”](#) has generated more discussion in the profession than any other work. Her next publication is an article on mitigating the risks of undergraduate research in a NAFSA text titled, *“Undergraduate Research Abroad: Approaches, Models and Challenges,”* due out in November 2019.

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).

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, where she was also in the first cohort of [Remembrance Scholars](#), a prestigious award in honor of the 35 Syracuse University students who lost their lives in the Pan Am 103 explosion over Lockerbie, Scotland on December 21, 1988. She is a licensed attorney in the state of Michigan.

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.