

## Scenario 1 (Typhoon Yutu) When the lights go out, for a long time!

**10-25-18 Environmental Barrier Event Alert – Typhoon Yutu hit the N. Mariana Islands as a Category 5 storm last evening. We have confirmed WGU students are impacted by the devastation.**

The WGU EVB Notification process is to alert each mentor who has a student on the EVB potential student impact list. You have one or more students on that EVB list. Please support your student (listed below), using the Reach – Assess – Assist EVB mentor steps\*.

**Note:** *We will also notify each of these students by email and megaphone, of WGU's concern for their well-being and encourage them to reach out to their mentor if they need additional support.*

### Typhoon Yutu Student Scenario [composite] - James

James and his family had lived in the Mariana Islands their whole life and he was ecstatic that soon he would be a first-generation college graduate. The Typhoon Yutu hit and he feared his dream of graduating was over. Yutu decimated his entire town. There were not enough shelters to house all the families, so he and his brothers lived in their roofless home, without electricity or plumbing for over a month. The post office was destroyed and the mentor's efforts to mail him hard copy course resources were severely delayed. James, however, was relentless in his desire to persevere with his course work and stay on track for his graduation timeline.

***Please work together to complete a Needs Assessment for this student and identify possible elements of an Integrated Student Care Plan to support his academic journey at your online university.***

## Scenario 2 (Hurricane Michael) When you have one class to graduate!

**10-09-18 Environmental Barrier Event Alert – Hurricane Michael is expected to make landfall in the gulf region of Florida, as a Category 5 hurricane. We have confirmed WGU students are impacted by the mandatory evacuations underway.**

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### Hurricane Michael Student Scenario [composite] - Sally

Sally had one course to go when hurricane Michael made landfall. This student's community was at the center of Michael. Every home in her family was destroyed. Her own home was damaged, but still livable and is now home to 10 other family members. She feels she needs to withdraw from WGU. Her internet is sketchy and the stress of supporting her extended family feels insurmountable. The mentor notes her heart just aches for this student and her family and wants to know what could be done to help her complete her dream of completing her degree this year, despite this tragedy.

***Please work together to complete a Needs Assessment for this student and identify possible elements of an Integrated Student Care Plan to support her academic journey at your online university.***

## Scenario 3 (N. CA Fires) When you lose your home and car!

**8-01-18 Environmental Barrier Event Alert – Unfortunately, over the weekend, the Carr Fire, which began 7-23-18, spread into more populated areas with additional evacuations required and the heartbreak of several lives lost in the fire. We have confirmed WGU students are impacted by this tragic event.**

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### Northern CA Fires Student Scenario [composite] - Sonia

- A. Sonia, a 3<sup>rd</sup> year, first-generation student in the Business College, is determined to successfully get her degree and build her hair salon business.

She sends this email to her mentor:

*"I am surprised to see this [EVB] email in my WGU inbox. As I write this, I've had to evacuate from my residence, mourn the death of friends who I know did not survive the Camp Fire and process the reality my home is gone. I only managed to get out with some basic possessions, my pets and the tools I use in my profession... I've relocated to my studio where I will likely need to make a new home out of it...So, the sentiments are appreciated. I will more than likely be utilizing the resources available."*

In addition to the devastating loss of friends and her home to the fire; she also lost her car and her computer, her webcam for testing and missed her online proctoring session, scheduled for the night she fled her home in her friend's car. Despite all that has happened Sonia told her mentor she still really wants to finish her term on time!

**Please work together to complete a Needs Assessment for this student and identify possible elements of an Integrated Student Care Plan to support her academic journey at your online university.**

## Scenario 4 (Midwest Floods) When payment plans, scholarships or hardship funds are desperately needed!

**5-23-19 - Environmental Barrier Event Alert –the severe Midwest Flooding has devastated parts of Oklahoma, along with multiple tornados across this area. We have confirmed WGU students are impacted by the floods, including loss of homes.**

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### Midwest Floods Student Scenario [composite] – Tony

Tony had been making good progress, after an initial set back of some financial difficulties during his first term. He was almost done with his second term when the Midwest floods reached their peak. He had returned home to his family farm in Oklahoma, to help his mother clean up after two tornadoes caused significant damage to their farm. Initially, when his mentor reached out due to EVB notification of flooding in his hometown, his home was still unaffected. The next day, he received word his family had to evacuate from their home due to severe flooding. Through all this, he kept plugging away towards the end of his term, while his family was temporarily living with his mother. However, when he was able to move back to his home, there was a lot of commotion with the insurance claims and vital home repairs that interfered with his ability to work on school for the last two weeks of his term. He did not get all his course work in, and he did not have funds to pay his next tuition payment. He expressed to his mentor that he was afraid he might have to quit school because of the devastating losses due to the series of natural disasters befalling him and his family.

***Please work together to complete a Needs Assessment for this student and identify possible elements of an Integrated Student Care Plan to support his academic journey at your online university.***

## Scenario 5 (Hurricane Irma) When online testing security needs creative solutions!

**9-10-17 - Environmental Barrier Event Updated Alert – Hurricane Irma has devastated Southern Florida, making landfall as a Category 4 hurricane. We have confirmed WGU students are impacted by this life-threatening hurricane.**

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### Hurricane Irma Student Scenario [composite] - Jeff

Jeff had one assessment left to complete for his course, when Hurricane Irma hit. The local testing center was closed due to evacuations in the area and did not know when it would re-open. The objective assessment required a proctored exam. On top of that, he was called into his hospital, where he worked as a nurse, with required overtime due to evacuations of patients from several hospitals to his hospital for care. He is not sure when the proctoring center will be open or when he can leave the hospital to go home.

***Please work together to complete a Needs Assessment for this student and identify possible elements of an Integrated Student Care Plan to support his academic journey at your online university.***