



LEADERSHIP, FLOODING AND UNCERTAINTY

The Case of Two Universities in the 2011
Thailand Flood

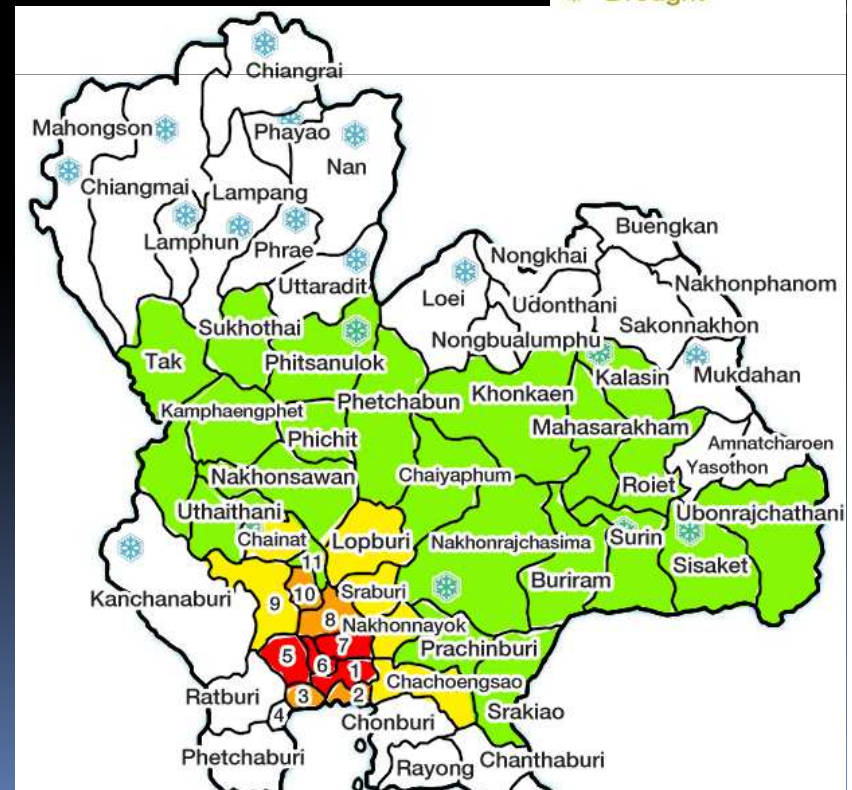
Dolly Samson
Stamford International University
Bangkok, Thailand

Overview

- The Thailand flooding situation
- A profile of two universities
- The impact of flooding on the universities
- Facing an educational dilemma
- Lessons learned for the next flood

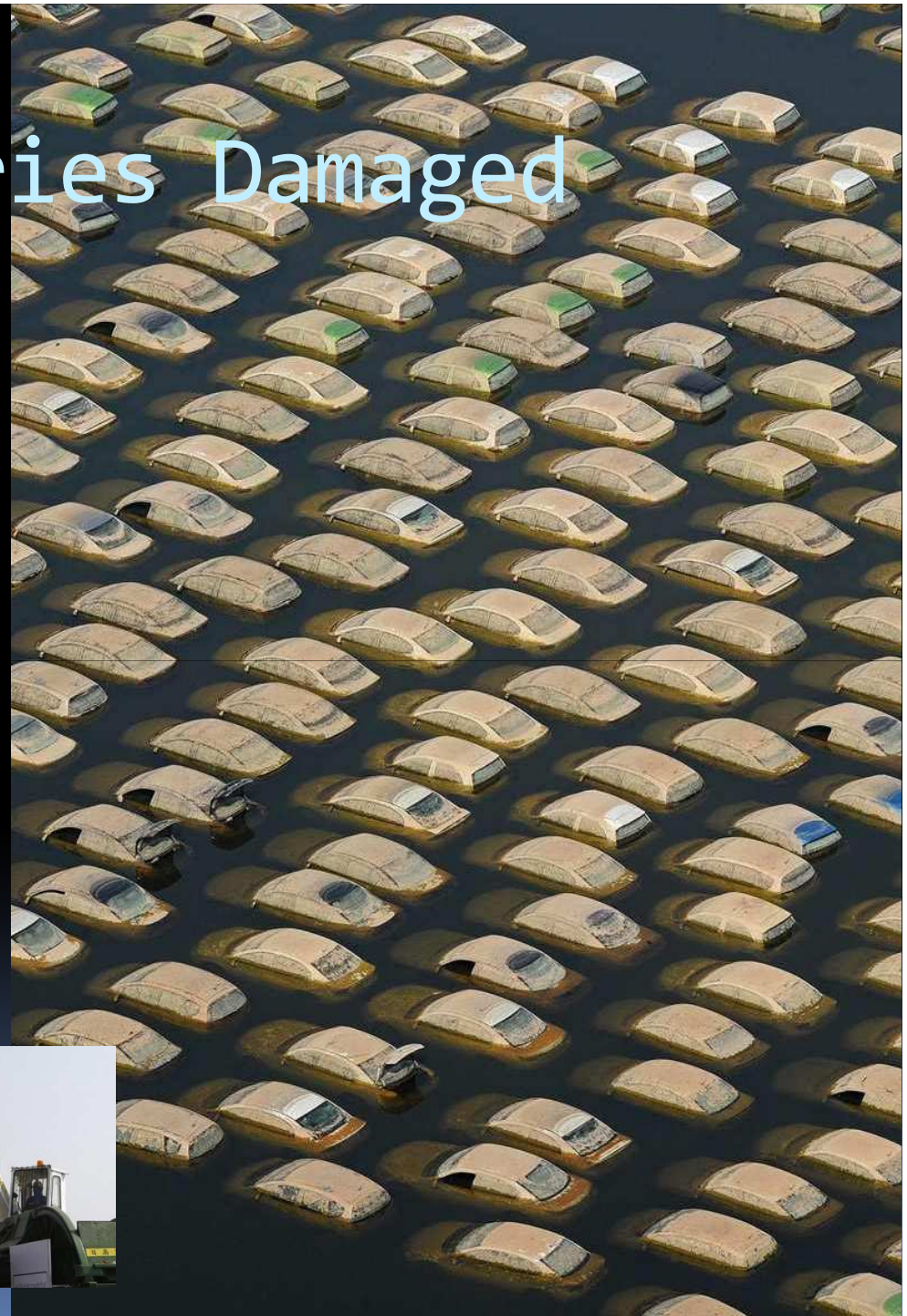
The Thailand Flooding Situation

- July-September monsoons
- 2/3 of country affected
- 600+ people died
- 10,000 factories closed
- 1.3 trillion baht



1,000+ Factories Damaged

- Western Digital
- Honda
- Nikon
- Seagate
- Canon
- Hitachi
- Toyota



Flooding Impact

- Food & water shortages
- 2M+ families affected
- Offices relocated
- Hotel discounts
- Evacuations



Schools & Universities Closed

- 50cm – 2 meters of water
- Public schools closed 6+ weeks
- Universities closed 2 weeks – 6 months
- Extended the semester
- Refunded tuition



Two University Profiles

- Stamford International University
 - Private, liberal arts & business administration
 - 1400 students
- Asian Institute of Technology
 - Private, Engineering & business administration
 - 2300 students

Stamford Int'l. University

- Founded in 1995
- 1400 students
- 70% Thai, 30% from 40 countries
- 80% undergraduate, 20% masters (MBA/MPA)
- Two campuses
 - Bangkok – English
 - Hua Hin - Thai

Asian Institute of Technology

- Founded in 1959
- 2300 students from 50 countries
- Majority are international
- Majority are graduate students (M & PhD)

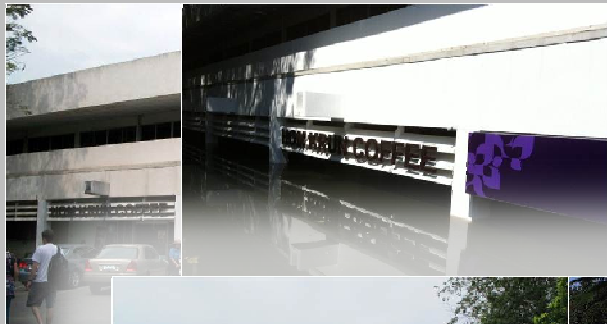
Stamford closed for 2 weeks

- In predicted path of floodwaters
- All facilities in one building
- After 1st week of semester, sandbagged & closed on October 24
- Floodwaters came close but no danger
- Parents called children home
- Reopened on November 7
- 50% attendance week school reopened
- Extended semester 1 week



AIT was devastated

- Up to 3 meters of water
- Moved offices temporarily to Chulalongkorn U.



AIT and STIU join together

- STIU had excess capacity at Hua Hin
- Management offered space to AIT at cost
- AIT relocated for 6 months
 - 120 undergrads in the dorms, 450 students in classes
 - 40 lecturers, 40 staff
 - Canteen added Halal, Western & Indian food
 - Two diverse student bodies on one campus

Communication with constituents

- Effective:
 - Facebook and Twitter were most effective
 - SMS and email
 - Incoming calls
 - Class captains
- Not effective
 - Moodle as an LMS

We weren't prepared!

- Dilemma: who to accommodate?
 - 50% who were unable to come to campus
 - 50% who made it to campus
- Financial impetus
- LMS and elearning
 - Not pervasive, not prepared
 - Flooded students dependent on SMS
- Lacked culture of online learning
 - some instructors do, some don't

Lessons Learned

- Need better communication organization
 - Make it simple to update contact information
 - Single point of contact
 - Communication tree
- Need to prepare more independent learners
 - Faculty use LMS consistently
 - Facebook groups
 - Twitter
- Disaster planning is essential

Learn from others

- Flooding and other disaster situations
 - Hurricane Katrina, 2005
 - Iowa floods, 2008
- Culture of independent learners
- Instructors skilled in online pedagogies
- Incorporate DSS into analysis

To Be Continued

- Leadership
 - Need tools for quick decisions with incomplete information
- Flooding
 - Bangkok is sinking, will likely flood again
- Uncertainty
 - Need contingency planning to be able to deliver education under disruptive conditions