

Short Term Study Abroad Program Development: A Foundation Webinar TOOLBOX



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Disclaimer: The companies referenced in this document are possible resources. Neither Innovative Educators or I personally endorse any of the potential resources – rather, we are providing options for you to consider researching further.

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Needs Assessments:

Note: Feedback on the websites was provided by colleagues via Secuss-L.

http://ctb.ku.edu/tools/en/sub_section_main_1042.htm

Community Tool Box web site – a useful overview of how to conduct needs assessments.

<http://info.zoomerang.com/>

“Zoomerang is easily programmed, provides a number of page (colors, fonts, graphics, etc.) and question formats, and is reasonably priced. No drawbacks except that it is not designed for complex surveys. We love being able to poll our students who are currently abroad on our exchanges and other programs.”

<http://www.websurveyor.com/>

“We’ve been using Websurveyor for the past few years and it’s a wonderful program with many tools. We use it for many of our online surveys, and our snapshots surveys of international student enrollments and study abroad participation. We also use them for various Fulbright activities and for many other programs.”

<http://www.surveymonkey.com/>

“Flexibility - you can build as many surveys as you like and they have flexible question and answer templates (open ended responses, scales, more than one answer allowed, etc.), data storage/retrieval - you can download your data into an excel spreadsheet quickly and easily.”

Program Sustainability:

“How to Create a Sustainable Study Abroad Program: A Faculty Guide”

NAFSA Funded

Contact Mary Sasso, Director of International Education

SUNY Fredonia

Mary.sasso@fredonia.edu

(716) 673-3451

Competition Analysis:

Visit these sites to determine what others are charging for similar programs. They are the main advertising venues for study abroad programs.

www.studyabroad.com

www.goabroad.com

and web sites for local competitors (regional schools).

Ask for input from NAFSA: Association of International Educators (SECUSS-L) via www.nafsa.org

Consider:

- Location
- Length of program
- Partner abroad
- Discipline/Curriculum
- Housing
- What is included in price (airfare, housing, meals, local transportation, entrance fees, etc)

Confirm that you should move forward:

State Department:

www.state.gov

Consular information sheets, travel warnings and advice, passports, visas, free registration with US embassies, country background notes, tips for study abroad including spring break.

Center for Disease Control:

www.cdc.gov

Mobility International:

<http://www.miusa.org/>

Since 1995, MIUSA has served as the National Clearinghouse on Disability and Exchange (NCDE), a project sponsored by the Bureau of Educational and Cultural Affairs of the United States Department of State and managed by MIUSA to: educate people with disabilities and related organizations about international exchange opportunities; increase the participation of people with disabilities in the full range of international volunteer, study, work and research programs; advise international exchange organizations about the Americans with Disabilities Act; and facilitate partnerships between people with disabilities, disability-related organizations and international exchange organizations.

NCDE provides conference presentations, collaborative initiatives, publications and resources, and information and referrals to disability and international exchange professionals, and students, volunteers and individuals with disabilities interested in international exchange opportunities. For information on other international exchange opportunities, browse resources offered through our Web site or if you cannot find what you are looking for ask us for information. E-mail: clearinghouse@miusa.org.

Exchange Rates:

www.oanda.com

Provides global FX rates and conversions as well as history.

Sample Third Party Providers:

IES International

Phone Chicago, IL: +1 (312) 944-1750 or +1 (800) 955-2300

Email: customized@IESabroad.org

Web: www.IESabroad.org or
https://www.iesabroad.org/IES/Customized_Programs/customized.

International Studies Abroad

1640-B East 2nd Street

Austin, TX 78702

800-580-8826

Budget:

Resources:

- Finance office
- Bursar (tuition rates/out of state fees/additional fees)
- 3rd party provider
- Partner institution abroad
- Travel agent (s)
- State Dept and consulate(s)
- Insurance Dept and/or Insurance company
- Marketing Department
- Cell Phone provider
- Foundation

Sample ST Study Abroad Budget Sheet

Rate of exchange

www.oanda.com

Student costs:

Admn fee (for your dept)
Round Trip Air
Airport Transfers in host location
Room
Meals
Excursions/field trips (museums, lectures, etc)
Local transportation
Visa (if required)
Cell phone (if required)
Health insurance for travel
Trip insurance (recommended)
Tuition and out of state

Faculty/group leader costs:

Salary /compensation
Benefits
Health insurance for travel
Trip insurance (recommended)
Room
Meals
Activities

Per Diem or allowances
Round Trip Air
Airport transfers in host location
Cell phone
Local transportation

Administrative costs:

Orientation costs
Marketing
Contingency (fx fluctuations/emergencies)
Application fee
Passport
Visas
Additional fees (tech fee/activities fee)
Books/supplies
Emergency fund

The FEE:

Sample 3rd Party CUSTOMIZED PROGRAM

4.5-Week Art History Program in Vienna, Austria

Price

Number of Students	Price per Student
10 to 13 students	\$3,125 per student
14 to 16 students	\$2,800 per student
17 to 19 students	\$2,650 per student
20 students or more	\$2,550 per student

Program Components

- Pre-departure guide & forms
- Orientation, including health & safety, cultural briefing, living in Vienna, guided bus tour, welcome dinner & orientation materials
- (Core course taught by host school faculty)
- Three-credit beginning German language course taught by Company X faculty (45 contact hours)
- Four lectures on Art History by local academics & professionals
- Classroom space
- Access to computers & wireless access at the Company X's Vienna Center
- Three-day field trip to Salzburg, including a music concert, a museum pass, & entrance to the Mauthausen concentration camp (Company X staff person to accompany group)
- Student housing in apartments with kitchen facilities
- Faculty housing in a furnished one-bedroom apartment
- 24/7 emergency support
- Medical, medical evacuation & repatriation of remains insurance for students & faculty
- Local transportation passes for students & faculty
- Entrance to an extension range of museums in Vienna
- A cultural event (to be determined with the program faculty)
- Farewell dinner
- Liability coverage for Company X staff, facilities & vendors
- Post-program (on-line) evaluations for students, faculty, & study abroad staff

Sample 3rd Party CUSTOMIZED PROGRAM

3-week Japanese Culture January-Term Program in Tokyo, Japan

Price

Number of Students

19 students or more

Price per Student

\$2,900 per student

Program Components

- Pre-departure guide & forms
- Welcome at Narita airport & transportation to the orientation site
- Overnight orientation including health & safety, cultural briefing, living in Tokyo, guided bus tour, welcome reception & dinner, orientation materials, & special orientation to Japanese family life to prepare students for homestay experience
- Introduction to Japanese language & culture taught by Company X faculty (10 classroom hours)
- Four guest lectures on topics related to Japan, such as Japanese history; Japanese government, politics, & economics; religion in Japan; popular culture in Japan; and modern Japanese life
- One-day guided visits to the traditional & to the modern sections of Tokyo (Company X staff person to accompany group)
- Five-day field trip to Kyoto, Nara and Hiroshima, with housing in a traditional ryokan/minshuku-style hotel and visits to historical sites (Company X staff person to accompany group)
- One-day field trip to Kamakura (Company X staff person to accompany group)
- Cultural activities at the Company X Center such as ikebana, calligraphy, and origami
- Housing for students in student residences for part of the program & in homestays for part of the program
- Faculty housing in the student residence for part of the program & in a hotel for part of the program
- 24/7 emergency support
- Medical, medical evacuation & repatriation of remains insurance for students & faculty
- J-Rail passes for student and faculty for the period of the program
- Farewell dinner
- Liability coverage for Company X staff, facilities & vendors
- Post-program (on-line) evaluations for students, faculty, & study abroad staff

3-Week Environmental Studies Program in Quito, Ecuador

(Note: No faculty from host school to accompany the program)

Price

Number of Students	Price per Student
10 to 13 students	\$2,450 per student
14 to 16 students	\$2,250 per student
17 to 19 students	\$2,150 per student
20 students or more	\$2,100 per student

Program Components

- Pre-departure guide & forms
- Transportation from the Quito airport to students' homestays
- Orientation, including health & safety, cultural briefing, living in Quito, guided bus tour, welcome reception & orientation materials
- Environmental studies course taught by Company X faculty (45 contact hours)
- Two guest lectures by local experts on environmental issues
- Classroom space
- Access to computers at the Company X Center
- Four-day/three-night field trip to the Galapagos Islands including guided tours by local experts (two Company X staff people to accompany group)
- Housing in homestays for students, including three daily meals and laundry services
- 24/7 emergency support
- Medical, medical evacuation & repatriation of remains insurance for students & faculty
- A cultural event
- Farewell dinner
- Liability coverage for Company X staff, facilities & vendors
- Post-program (on-line) evaluations for students, faculty, & study abroad staff

Safety:

SAFETI:

<http://www.globaled.us/safeti/>

The SAFETI (Safety Abroad First - Educational Travel Information) Clearinghouse Project, develops and disseminates resources to support study abroad program development and implementation, emphasizing issues of health and safety. This is possible using a World Wide Web-based Clearinghouse format, enhancing collaboration between higher education institutions, government, and non-governmental organizations. It is funded through support by FIPSE (the Fund for the Improvement of Postsecondary Education) of the US Department of Education. It is a part of the Center for Global Education (Loyola Marymount University, CA).

State Department:

www.state.gov

Consular information sheets, travel warnings and advice, passports, visas, , free registration with US embassies, country background notes, tips for study abroad including spring break.

Center for Disease Control:

www.cdc.gov

Insurance:

HTH Insurance

<http://www.hthstudents.com/>

Medex

<http://www.medexassist.com/>

Haylor, Freyer and Coon, Inc.

<http://www.haylor.com/>

CMI Insurance Worldwide

<http://www.studyabroadinsurance.com/>

CISI – Cultural Insurance Services International

<http://www.culturalinsurance.com/>

The Lewer Agency

<http://www.lewer.com/>

Mental Health:

According to NAFSA: Association of International Educators:

- Fifty years ago, the mean age of onset for most mood disorders was age 30; today, the mean age is closer to age 15.
- Approximately 35% of students who have sought therapy have been prescribed medication.
- Nationwide studies indicate that approximately 45% of UG and Grad student reported an emotional problem that significantly interfered with their ability to function within the past 12 months.

Drugs Abroad:

http://travel.state.gov/travel/living/drugs/drugs_1237.html

SAMPLE

APPENDIX C

Health & Safety Guidelines

Introduction: A Letter to Parents¹

Dear Concerned Parent:

Overseas study programs recognize their responsibility to do their utmost to provide a secure and unthreatening environment in which your daughter or son can live and learn. Responsible campuses and programs consult regularly with colleagues around the country who are involved in the administration of study abroad programs; with resident program directors of programs; with responsible officials of foreign host universities; with contacts in the U.S. Department of State, governmental and nongovernmental agencies, and with other experts, including faculty who are well-informed on issues and events. It is in no one's interest to risk student safety and well-being.

The ability to communicate almost instantaneously worldwide via fax machines and electronic mail enables campuses (and parents) to obtain and share information quickly and accurately in the event of an overseas emergency that may have repercussions for study abroad programs and students. In short, most campuses and programs have in place an effective system of consultation and consensus-building in order to make proactive and reactive decisions concerning the safe operation of their programs.

Few countries have as much street crime and the potential for stranger-upon-stranger violence as the United States, so in this sense U.S. students may be statistically "safer" in foreign cities and towns than they are at home. Many U.S. students report when they return from a period abroad that they never felt safer in their lives. This does not mean that there is no crime elsewhere or that a daughter's or son's personal safety is ever completely assured. Minor street crime (especially pick-pocketing) is a fact of life in many countries, especially in crowded cities that receive regular influxes of foreign visitors.

Further, students living or traveling in countries that are internally unstable or at odds with their neighbors can certainly be put in harm's way. Carrying a U.S. passport is no guarantee of safety or absolute security. In certain places and at certain times, it is very possible to get caught in the midst of forms of political strife that may not be directed at foreigners generally or Americans in particular, but nevertheless can be very dangerous. Usually risks are knowable well in advance, so precautions can be taken.

On the other hand, there are no documented instances in the history of study abroad when it has been apparent that American students have been the specific targets of political violence. In those few locations where even remote danger might occasionally exist, program directors work with local police, U.S. consular personnel, and local university officials in setting up whatever practical security measures are deemed prudent. In such places, students will be briefed during orientation programs and reminded at times of heightened political tension about being security conscious in their daily activities. Terrorism is a twentieth-century reality and is not likely to diminish (or increase) significantly. To succumb to the threat by reacting in fear may well be the objective that terrorists seek to achieve.

Students and parents should develop a family communication plan for regular telephone or e-mail contact, with contingencies for emergency situations. With this in place, in

times of heightened political tension, natural disaster or other difficulty, interested parties will be able to communicate with each other directly about safety and well-being.

The U.S. government daily monitors the political conditions in every country of the world. Parents with concerns about crime and security threats in a given country are urged to take advantage of U.S. State Department Travel Advisories, which are available to the public free of charge. Travel Warnings are issued when the State Department decides, based on all relevant information, to recommend that Americans avoid travel to a certain country. Consular Information Sheets are available for every country of the world and include such information as location of the U.S. Embassy or Consulate, unusual immigration practices, health conditions, minor political disturbances, unusual currency and entry regulations, crime and security information, and drug penalties. If an unstable situation exists which is not severe enough to warrant a travel warning, this is duly noted. Public announcements contain information about terrorist threats and other relatively short-term and transnational conditions posing significant risks to the security of American travelers.

A Different Kind of Program

The global learning term model is distinctive in a variety of respects. It tends to attract students who are bright, mature, focused, and self-disciplined. While there is considerable pre-field preparation and support provided them, students take primary responsibility for formulating a plan of study and service and making logistical arrangements (e.g. choosing destination, obtaining visas, and setting up home and service placements). Projects are designed and approved for academic credit before departure and in consultation with their academic supervisor. Field sites are typically rooted in non-Western settings. While students travel to these destinations alone or with one other, they are immediately connected to a national family and community (internship) organization. By minimizing the number of co-nationals that accompany them, they are free to develop a support structure comprised of mostly nationals. This can prove a huge advantage in achieving their culture and language learning goals.

The “autonomous” (though not “independent”) character of the learning process means that students do not benefit from the presence of a residential field director or other institutional representative whose job, in part, is to monitor the health and safety concerns of participants. Here again, the responsibility is placed on students to look after their health and well-being during their time abroad. Of course, a branch-campus or faculty-led program may provide a high level of support and control, but it, too, can never guarantee that participants will not lose their passport, break a leg, or get mugged. Certainly no program can prevent a political coup or a tsunami wave. The best any program can do is to minimize the risks of situations that pose a genuine and sometimes immediate risk to the health, safety, and well-being of participants. This is best done through a combination of informed and appropriate in-field behavior and an open line of communication between program organizations, participants, parents, and advisors.

Because the health and safety of education abroad participants are primary concerns, the following health and safety guidelines have been implemented for all global learning term (GLT) participants. The following nine guidelines are set in place to help all parties prepare for, mitigate, respond to, and recover from unforeseen crisis situations that can range from natural disasters to accidents and injuries to civil unrest, riots, and military coups.

1. Program sponsors, participants, and parents/guardians/families share responsibility for ensuring health and safety.

Global learning is a cooperative venture that involves multiple sponsors. In the case of the GLT, the term “sponsors” refers to all the entities that together develop, offer, and administer the program. Sponsors include program participants, sending institution, program director, in-country host families, and (internship) placement organizations. While the roles of each entity are distinct, each shares a common desire to safeguard student well-being. This is done by obtaining information and assessing circumstances specific to a particular site of study and service. Much of the information called for below is readily available and can be conveyed to participants by distributing it and referring them to or utilizing materials from recognized central sources. A second set of responsibilities is placed on the participants themselves. These include choosing a destination, obtaining basic health and safety information, and complying with codes of conduct and emergency procedures. Finally, the parents/ guardians/families can play a vital role in emotionally supporting and practically safeguarding the well-being of participants. A set of recommendations is provided.

A. Responsibilities of Program Sponsors

It is expected that program sponsors will:

1. Conduct periodic assessments of health and safety conditions for program destinations.

[Sending Institution]

2. Develop and maintain emergency preparedness processes and a crisis response plan. [Program Director]

3. Recommend sources for health and safety information for prospective participants so that they and their parents/guardians/families can make informed decisions concerning preparation, participation, and behavior while on the program. [Program Director]

4. Provide clear information concerning aspects of home campus services and conditions that cannot be replicated at overseas locations. [Sending Institution]

5. Provide orientation to participants prior to the program and as needed on-site, which includes information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country, dealing with health and safety issues, potential health and safety risks, and appropriate emergency response measures. [Program Director]

6. Evaluate health and safety issues risks related to an individual's travel to a particular site. [Sending Institution]

7. Either provide appropriate health and travel accident (emergency evacuation, repatriation) insurance to participants, or provide information about how to obtain appropriate coverage. Require participants to show evidence of appropriate coverage. [Sending Institution]

8. Conduct appropriate inquiry regarding the potential health and safety risks of the local environment of the program, including participant housing, service placements, and in-country travel restrictions; provide that information to the parents/guardians/ families of participants as needed. [Participants together with Program Director]

9. Conduct appropriate inquiry regarding available medical and professional services; provide information for participants and their parents/guardians/families; and help participants obtain the services they may need. [Participants together with Program Director]

10. Provide appropriate and ongoing health and safety training for program directors and staff, including guidelines with respect to intervention and referral, and working within the limitations of their own program structure. [Sending Institution]

11. Communicate applicable codes of conduct and the consequences of noncompliance to participants. Take appropriate action when aware that participants are in violation. [Program Director]

12. Obtain current and reliable information concerning health and safety risks, and provide that information to program directors and participants. [Sending Institution]

13. In cases of serious health problems, injury, or other significant health and safety circumstances, maintain good communication among all program sponsors and others who need to know. [Program Director]

14. In the participant screening process, consider factors (such as physical and mental health and disciplinary history) that may impact the well-being of the participant. [Program Director]

15. Provide information for participants and their parents/guardians/families regarding when and where the sponsors' responsibility ends, and the range of aspects of participants' overseas experiences that are beyond the sponsor's control. [Program Director] In particular, program sponsors generally:

1. Cannot guarantee or assure the safety of participants or eliminate all risks from study/service environments.

2. Cannot monitor or control all of the daily personal decisions, choices, and activities of individual participants.

3. Cannot prevent participants from engaging in illegal, dangerous, or unwise activities.

4. Cannot assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.

5. Cannot assume responsibility for the actions of persons not employed or otherwise engaged by the program sponsor, for events that are not part of the program or that are beyond the control of the sponsor and its subcontractors, or for situations that may arise due to the failure of a participant to disclose pertinent information.

6. Cannot assure that home-country cultural values and norms will apply in the host country.

B. Responsibilities of Program Participants

In study abroad programs generally, and especially in self-directed, full-immersion programs like the Global Learning Term, participants have a major impact on their own

health and safety abroad through the decisions they make before the program commences and by their day-to-day choices and behaviors during the program term.

It is expected that participants will:

1. Read and carefully consider all materials issued by the sending institution and program staff that relate to safety, health, legal, environmental, political, cultural, and religious conditions in host countries.
2. Consider their health and other personal circumstances when deciding where, how, and for how long they will study and serve.
3. Make available to all sponsors accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
4. Assume responsibility for all aspects of their personal preparation for the program through the pre-field preparation course and on-field orientation processes.
5. Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.
6. Inform parents/guardians/families, and any others who may need to know, about their participation in the program; provide them with emergency contact information and keep them informed on an ongoing basis.
7. Understand and comply with the terms of participation, codes of conduct, and emergency procedures of the program, and obey host-country laws.
8. Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program director or other appropriate individuals (e.g., host family head, internship supervisor).
9. Behave in a manner that is respectful of the rights and well-being of others, and encourage others to behave in a similar manner.
10. Accept responsibility for one's own decisions and actions.
11. Become familiar with the procedures for obtaining emergency medical and law enforcement services in the host country.
12. Follow the program policies for keeping the program director and other appropriate individuals informed of one's whereabouts and well-being.

C. Recommendations to Parents and Guardians

In any off-campus study and service program—whether stateside or international—parents, guardians, and families can play an important role in supporting the health and safety of participants by helping them make decisions and by influencing their behavior overseas.

When appropriate, parents/guardians/families should:

1. Obtain and carefully evaluate health and safety information related to the program, as provided by the sponsor and the student-participant.
 2. Be involved in the decision of the participant to study/serve in a particular country for a specific length of time.
 3. Engage the participant in a thorough discussion of safety and behavior issues, insurance needs, and emergency procedures related to living abroad.
 4. Be responsive to requests from the program sponsor for information regarding the participant.
 5. Keep in regular contact with the participant while s/he is abroad.
2. All participants obtain required vaccination and immunizations.

Because of specific health concerns and conditions in various destination countries, participants are urged to obtain any required immunizations.² For example, vaccination and/or medication for protection from yellow fever, typhoid fever, malaria, cholera, and hepatitis are frequently recommended for travel to less developed countries. If program participants are going to such countries, an official record of immunizations must be carried with them. It is usually requested at the time they enter the country and are asked to show their passport and required visa. They can demonstrate that they have had the required immunizations by having this information listed on an "International Certificate of Vaccinations." This form is issued by the U.S. Department of Health, Education and Welfare and approved by the World Health Organization. It is obtainable from any local Department of Health, a passport office, or from many physicians and travel agencies. The health services office of the students' sending institution can either provide this form (along with any needed inoculations) or refer participants to clinics where these can be obtained. The form must be filled out and dated by the physician or medical clinic that provides the immunizations.

3. All participants take out a comprehensive insurance policy.

Most sending institutions require that all program participants take out a policy of comprehensive health and accident insurance prior to their period of study and service abroad. This insurance policy provides coverage for injuries and illnesses sustained within the host country for the duration of program participation. In the event that participants are on an official "academic leave" during a portion of their term abroad, they are not covered by the home institution and need to seek independent coverage. Even if officially enrolled at their home institution, some students choose to carry supplemental coverage under their parent's insurance policy or opt to purchase an International Student Identification Card (ISIC). Not only does the ISIC serve as the most widely recognized form of positive, photo ID, but in the event of serious injury or death it also provides emergency evacuation and the repatriation of remains – coverage that supplements college or other private health care plans. The ISIC may be ordered through: <http://www.istc.org/sisp/index.htm>

4. All participants evaluate personal health and safety issues in light of local risks.

Foreign study and service can be rigorous and demanding, and participants should consider their health and other personal circumstances when deciding on a program site. As a general rule, they should not suffer from any special mental or physical condition that would prevent them from successfully fulfilling study and service expectations. All participants are advised to take the precaution of obtaining a complete

physical check-up, asking the examining physician to certify that they are in good physical and mental health on a written “Medical Report.” After arriving at their destination, participants should also orient themselves to local health care facilities in order to determine where they might be treated should the need arise.

During the mandatory pre-field preparation process, global learning term participants are asked to research information from various websites related to health and safety precautions (see chapter 5), and to appraise themselves of any travel advisories, types of crime, available medical facilities, and assorted health risks.

5. All participants condense vital information on an “Emergency Card.”

The Emergency Card is a condensed resource which includes the participant’s most important contact numbers and personal information. Students are directed to either pick one up from the Study Abroad Office or to print it off the following website:

<http://www.studentsabroad.com/emergencycard.html>

Participants are responsible to fill out the card and leave copies with parents, the program director, other emergency contacts, and the host family head. All participants are to keep one copy with them at all times.

6. All participants sign a Waiver of Liability form.

In common with most study abroad programs, global learning term participants sign a comprehensive “Waiver and Authorization Form” prior to departure. The form verifies that they have obtained health and accident insurance, and understand that there are certain dangers, hazards, and risks inherent in international travel and the activities included in the program, and that they agree to assume all risks and responsibilities related thereto. By doing so, they waive and release all claims against the sending institution, its Trustees, officers, agents, employees, and education abroad program. The Waiver and Authorization Form also requires participants to acknowledge that they have received and reviewed U.S. State Department Consular Information regarding travel to their destination country.

7. All participants complete and submit an Emergency Action Plan.

In this time of global challenge and uncertainty for students, sending institutions are urging global education programs to develop a plan for dealing with emergencies abroad. While most students experience a safe and healthy time abroad, some are forced to deal with minor emergencies like pick-pocketing, petty theft, illness, injury, and the consequences of alcohol use. The majority of students can protect themselves from such minor emergencies in much the same way they protect themselves from similar situations at home. However, what students consider a minor emergency here at home can turn into a more difficult to handle situation abroad. Small emergencies abroad can seem like larger ones due to language and communication barriers, and a lack of familiarity with foreign surroundings.

In addition to minor emergencies, some students may also face major emergencies abroad. Frequently, these major emergencies tend to be events out of a student’s direct control. Some unpredictable, major emergencies that could occur abroad include natural disasters like earthquakes and hurricanes, acts of terrorism, and serious medical problems. The first step in managing such crises is being prepared before a crisis occurs. Program participants should complete an Emergency Action Plan (EAP) that describes what actions to take in the event of an emergency. In its most basic form it

includes a list of people to call in case of injury or severe illness, along with copies of insurance papers, passport, and names of any medications to which the participant is allergic. Copies of the EAP are given to the participant's contacts abroad, the program director, host family members, parents, and friends. Like the Emergency card, a copy stays with the participant as well.

8. All participants are urged to register with a Consulate or "Interest Section" abroad.

Upon arrival at their destinations, program participants are urged to register with the closest American Consulate within the first two weeks of their term. Registering with the Consulate or Embassy makes it easier for them to contact the student in case of an emergency. Also, if students find themselves in trouble overseas, the Consular Officer at the nearest U.S. Embassy or Consulate can provide certain assistance and advice. Consular Officers can also help in the event of illness, injury, natural catastrophe, evacuations, or destitution. For example, if a passport is lost or stolen the Consulate can replace it within 24 hours.

9. All program locations are regularly monitored by University international education personnel.

The sending institution, along with the Program Director, receives and reviews daily intelligence briefings regarding the safety of American travel around the world. Any relevant warnings are immediately forwarded to students. In the event of a critical emergency that could jeopardize the safety or well being of its students, the sending organization would resort to evacuation from the overseas site, and appropriate financial remuneration would follow upon the student's return to the U.S.

Emergency Action Plan

Because many global learning term participants do not study or travel with a group under the supervision of a host institution and resident director, an extra precaution is taken in the form of an "Emergency Action Plan" (EAP). This is a plan of response in the unlikely event that students would find themselves alone and entirely responsible for their own safety, their own evacuation, and their own well-being. The following instructions are addressed to participants:

- * As you settle into your homestay and complete the "Getting Oriented" journey, try to establish emergency places to go (or meeting points) and escape routes.

- * Always have your own emergency kit fully stocked and ready.

- * On a weekly basis, update your itinerary with host family members and internship supervisor.

- * At least once each week, check in with your program director (and other emergency contacts) by e-mail or phone. This will help give them a general idea of where you are and where you are going.

- * Remember to carry your Emergency Card with you at all times so you can get in touch with your contacts for assistance.

- * Produce an "Emergency Action Plan" by the third week of your residence in country. This Plan should include the 13 pieces of information listed below. When complete, forward it to the Program Director by email.

Even though you may be studying and traveling solo, you don't have to be alone in a time of crisis. Try to balance what your embassy/consulate can do for you in an emergency, what your in-country contacts might be able to help you with, and what you will need to accomplish on your own.

Emergency Action Plan Information

Where To Go

1. Where should you go first in an emergency, and what method of transportation will you use to get there?
2. What are your emergency transportation options?
 - * Airport:
 - * Train station:
 - * Bus station:
 - * Metro station:
 - * Other:

Emergency Contact Information

3. In addition to your personal emergency contacts, look up/ask for the numbers for the following individuals and agencies nearest to your study abroad and/or travel location(s):
 - * City or country's 911 equivalent:
 - * Consulate/Embassy contact information:
 - * Local government/visa office:
 - * Police:
 - * Hospital3:
 - * Police:
 - * Red Cross:
 - * 24-Hour Assist/Insurance Hotline:
4. Who will you call first, second, third, etc. in an emergency? [Name/relationship to you/phone/email]
 - * First:
 - * Second:
 - * Third:
5. Do your emergency contacts have each others' phone numbers so they can communicate and relay information about you to each other?
6. What are some alternate ways of communicating with your emergency contacts? (Consider phone, email, text message, fax, PDA, and telegraph.)
7. Who would you like those assisting you to contact in the event of your serious illness, injury, incarceration, or kidnapping?
8. Do all of your emergency contacts know what your wishes are in the event of your serious injury or death?
9. Where does your nearest emergency contact live, and how fast can you get to him/her?

Back-Up Plan/Special Conditions

10. If the situation does not permit you to follow the original emergency plan, what is the back-up plan (Plan B)?

11. Are there any other special conditions to consider which are unique to your situation (i.e., weather conditions/hazards in your region of study/travel, a personal physical handicap, poor public transportation or phone service in your area, etc.)?

Emergency Kit/Money

12. Which items do you still need to add to your emergency first aid kit before it is fully stocked and ready?

13. Do you have emergency cash reserves, travelers' checks, credit cards, etc. on hand, in case you can't count on banks/ATMs, or get to a bank/ATM?

Sample Acceptance, Release & Waiver4

In conducting international education programs, APU makes every effort to protect the welfare and safety of participants. The following regulations regarding personal conduct, insurance, medical treatment, etc. aim to reasonably safeguard the health, well-being, and safety of students. While no set of guidelines can guarantee the health and safety needs of each individual involved in an external study program, these guidelines address issues that, if given attention and thoughtful judgment, can reduce the risk of an unpleasant off-campus term. Participants are urged to engage their parent(s) in a thorough discussion of these conditions prior to agreeing to them.

Please read, complete, and sign below.
Personal Conduct

Azusa Pacific University has the authority to establish rules of conduct necessary for program participants to realize their educational goals. Should a University representative decide that a participant must be separated from the program because of violation of stated policy, for disruptive behavior, or any conduct that might bring the program into disrepute or its participants into legal jeopardy, that decision will be swift and final. Any disciplinary statements from University officials will be included in the student's permanent file.

I understand that separation from the program will result in the loss of all academic credit. I understand that, in the event that I am dismissed from the program, I will remain responsible for all program costs incurred on my behalf. I agree to abide by the following rules for personal conduct:

1. The student must maintain an adequate standard of participation and academic performance in the program.
2. The student must behave responsibly in his or her living and service situations, as well as during group excursions.

3. While resident in another country, the student must refrain from political activity that includes joining political parties or unions, demonstrations, soliciting political material, or picketing.

4. The student is prohibited from using or trafficking illegal drugs in any form. Students found using or possessing illegal drugs in any form are subject to immediate expulsion from the program. Students dependent upon their use should not apply. In most countries, laws state that possession or use of illegal drugs is punishable by fine, imprisonment, and/or deportation.

5. Violent behavior results in automatic dismissal.

6. Sexual behavior in violation of University policy, disruptive to the program, or offensive to the host culture similarly merits dismissal.

7. Breaches of the local law of the host community or country are referred to and handled by the appropriate law enforcement authorities.

Insurance Coverage

Health and accident insurance coverage is required of all participants in all off-campus programs sponsored by APU. The policy should minimally include basic medical, accidental death, and dismemberment coverage. If the student plans (a) to travel before the program starts or after it concludes, or (b) is on official "academic leave" during a portion of the program, short-term coverage should be arranged with a private company so that protection will be adequate for the entire period away from home.

I recognize that participation in off-campus educational activities can be hazardous. I understand that I am required to have adequate health, accident, disability, and hospitalization insurance to cover myself during my participation in the program. I recognize and expect that no part of my tuition or program fee goes toward payment of such insurance, and that APU has no obligation to provide such insurance.

This is to certify that I will be covered by a health and accident insurance policy during the duration of my off-campus study and/or service term. I have checked with the company to be sure that I will be adequately covered while abroad and that payment of claims can be made abroad. I have paid any additional premium required for overseas coverage. This policy is provided through:

POLICY #: _____

ISSUED BY [insurance company]:

ENROLLED DATES: _____

Medical Treatment

All program participants are strongly urged to have a thorough medical and dental examination before leaving for their field site. On the attached "Medical Report" form, fully describe any current physical or psychological problem(s). If any are chronic or recurrent and require medical supervision, the physician responsible for that care must fill out the "Physician's Report" section. An applicant will not be rejected on the basis of either a physical or emotional condition unless (a) it is of such a serious nature or degree as to prevent successful participation in the program, (b) adequate care for the student's

medical condition is not available at the program site, or (c) the living and learning conditions at the program site would present a risk to the health of the individual.

Students suffering from any mental condition in which they are judged to be a danger to themselves or others are subject to treatment laws of the host country. In the event that an in-country health professional deems a student ill enough for emergency medical evacuation, the student is responsible for contacting APU. The University then contacts the students' insurance carrier to open a file on the ill student. The insurance carrier consults the student's attending physician to determine the date of travel (when the student will be well enough to travel) and whether coverage is included.

I certify that I am in good physical and mental health and that I do not suffer from any special mental or physical problem or condition that would prevent me from successfully taking part in the off-campus study program. I further understand that, in the event of an emergency, APU reserves the right to notify my parent(s).

Independent Travel

During the program, students will likely utilize various modes of transportation including but not limited to plane, train, taxi, bus, and van. Many also elect to travel independently (on their own time and at their own expense) either before, within, or after the period of the program.

I understand that I will travel by various modes of transport and that I may choose to travel independently before, within, or after the program. I release APU and its staff from any responsibility for loss of property, injury, or death during such travel.

Crime & Civil Unrest

No matter where they live, students are occasionally robbed or may encounter some form of civil disturbance. It is the participants' responsibility to check travel advisories related to their destination, to take reasonable precautions at their homes (to secure valuables, doors, and windows), and to avoid unstable areas of their host community.

I agree to release APU and its staff from any liability for damage to or loss of my possessions, injury, illness, or death arising out of crimes or political unrest during the period of the program.

Program Cancellation

Cancellation of an academic program might occur as a result of an outbreak of infectious disease, a natural disaster, a political disturbance, or insufficient student enrollment. In the event of a program cancellation, the program director notifies students of a plan of action. Accepted students may also decide to cancel their participation for a variety of reasons.

I understand that, in the event that I should decide to cancel my participation or I am forced to withdraw from the program prior to its formal completion, I will remain accountable for all program costs incurred on my behalf prior to such cancellations. Following formal cancellation, any subsequent payments or potential refunds thereafter will be subject to the APU Cancellation/Refund Policy.

Medical Report

NAME: _____ BIRTHDATE: ___/___/___
GENDER: _____
PROGRAM: _____ TERM: _____

The purpose of this form is for program personnel to be made aware of any medical or emotional conditions, past or current, which might affect you in a foreign study and service context. Mild physical or psychological disorders can become serious under the stresses of international travel and cultural adjustment. The information provided will remain confidential; it will be shared with program staff or appropriate professionals only if pertinent to your own well-being. The information does not affect your admission to any off-campus program.

1. Are you generally in good physical condition? (If no, please explain.)

Yes ___ No ___

2. Have you been treated, or are you currently being treated, for any psychological or emotional problems? (If yes, please explain.)

Yes ___ No ___

3. Do you have any allergies? (If yes, please explain.)

Yes ___ No ___

4. Do you take any medications? (If yes, please explain.)

Yes ___ No ___

5. Have you had any major injuries, diseases or ailments in the past five years? (If yes, please explain.)

Yes ___ No ___

6. Are you a vegetarian or on a restricted diet? (If yes, please explain.)

Yes ___ No ___

7. Is there any additional information (e.g., concerning medical conditions or physical disabilities) that would be helpful for the program's director to be aware of during your off-campus experience? (If yes, please explain.)

I certify that all responses above are true and accurate and that I will notify the Global Learning Term program director hereafter of any relevant changes in my health that occur prior to the start of the program.

Signature of Participant Date

Please return this completed form to: Program Director, Global Learning Term

Azusa Pacific University, 901 E. Alost Avenue, Azusa, CA 91702; 626/969-3434

1 Exerpted from William Hoffa, "A Parent's Guide to Study Abroad: Safety & Security." Reprinted with permission from NAFSA.news, an electronic publication of NAFSA: Association of International Educators, Washington, DC. Copyright 1997 NAFSA.

2 Participants may research this information from Center for Disease Control (CDC): <http://www.cdc.gov/travel/index.htm>

3 Immediately upon arrival, you should identify appropriate medical facilities in case of injury abroad. It is important to know whether your travel insurance will pay in advance for care, or whether you will need to apply for reimbursement. In the case of injury, the U.S. Bureau of Consular Affairs can assist your family in sending you the necessary

funds to pay for your medical care. In some instances they can help arrange for your transport and accompaniment back home, although they won't pay for this.

4 The following adapts material from two collections of travel documents: *Forms of Travel*, and its companion volume, *Abroad by Design*, both published by NAFSA: Association of International Educators.

(Courtesy of Front Range Community College)

In order to provide a positive experience for students and faculty on this off-campus study program, the following information is requested. While there is no obligation on the part of the student to complete the information requested on this form, the truth of the matter is that if some complication should occur during the period of time off-campus and the instructor, field supervisor, assistant field supervisor, or program host is unaware of the background, timely and effective response may not be available. Completion of this form will not alter the approval you have already received to participate in the program but may require certain accommodations to be made in the interest of your health and safety while participating in the program. The information submitted on this form will be held in strictest confidence by the instructor, field and assistant field supervisor, or program host.

1. Are you currently being treated for any physical, mental, or emotional conditions of which the instructor, field supervisor and assistant field supervisor, or program host should be aware? (i.e. diabetes, depression, eating or anxiety disorders).

2. Do any of the above conditions require medication and if so, what are they?

3. Do you have any dietary restrictions and if so, what are they? (If you are a vegan or vegetarian, it will be helpful to know this information before your departure).

4. Do you have any disability (including learning disability) that should be known in advance of your departure? **NOTE:** If your disability requires accommodation, this can only be dealt with **PRIOR** to program departure, not on site. If you are going to request accommodation, disclosure of this information and, in some cases, documentation, is required prior to departure.

5. Are there any family issues that may arise during your time off-campus? (chronic illnesses, past instances of problems, future plans or expectations?).

6. Is there any information that you believe the instructor, field supervisor or assistant field supervisor or program host should know in advance in order to assist your successful completion of this program?

(Courtesy of Front Range Community College)

CRISIS MANAGEMENT PLAN FOR OFF-CAMPUS PROGRAMS

Orientation information, both printed and oral, contains information for faculty and students about health and safety issues related to off-campus programs at FRCC. Adherence to this information, along with appropriate behavior, caution, and common sense, can prevent many crisis situations.

Decisions regarding program itineraries are made based on information from the US State Department, on-site coordinators, and FRCC administration. FRCC is prepared to make changes on short notice should a situation arise in-country that causes serious concern.

FRCC will not allow students to begin a program at a site, which is designated by the US State Department as existing under a travel warning.

1. CONDITIONS REQUIRING CRISIS MANAGEMENT

The Division of Educational Services (DES) shall be contacted under the following circumstances:

- A.** Serious illness, injury or death.
- B.** Emotional or psychological stress that appears to require removal from the situation or professional attention.
- C.** Being the victim of a crime - - theft, assault, rape, harassment, etc. or being accused of committing a crime.
- D.** A situation in-country arises that causes serious concern, i.e., a political uprising or a natural disaster.

2. COURSE OF ACTION

- A.** FRCC faculty, on-site coordinator (if there is one) or student (in case of incapacity of the faculty member or on-site coordinator) contacts the appropriate local authorities (i.e., police, US Embassy, medical personnel) to begin the local action necessary to handle the situation.
- B.** FRCC faculty, on-site coordinator or student (in case of incapacity of the faculty member or on-site coordinator) contacts the appropriate person from the FRCC Emergency Contact Card. In most cases, that will be the Vice President for Student Learning. There may be situations when it is also appropriate to contact other persons, i.e. the Dean of Student Services.
- C.** The Vice President for Student Learning will act as the official spokesperson to parents/officials/on-site coordinators. The Director of College Communications will act as official spokesperson to media sources.

3. ACTION AT HOME CAMPUS

The staff of the Vice President of Student Learning will initiate appropriate procedures.

A. Ill or Injured Student:

- 1.** VP-SL will contact Assist America Emergency Assistance to get them involved in evaluating the situation. Telephone: 800-872-1414 (inside US) or 301-656-4152 (outside US – precede number by US access code)

2. VP-SL will contact parents of student and/or emergency contact as designated by student to apprise them of the situation.
3. VP-SL will contact the Dean of Student Services.
4. VP-SL will contact Associate Vice President of Advancement.
5. Necessary action will be taken - provision for necessary medical care in-country, emergency evacuation, etc.

B. Ill or Injured Faculty Member:

1. VP-SL will contact Assist America Emergency Assistance to get them involved in evaluating the situation. Telephone: 800-872-1414 (inside US) or 301-656-4152 (outside US – precede number by US access code)
2. VP-SL will contact emergency contact of the faculty member to apprise them of the situation.
3. VP-SL will contact the Dean of Instruction at the faculty member's home campus.
4. VP-SL will contact Associate Vice President of Advancement.
5. Necessary action will be taken - - provision for necessary medical care in-country, emergency evacuation, etc.
6. FRCC will, if necessary, make funds available to cover emergency costs. Such expenses are the responsibility of the faculty member, but FRCC will advance funds as needed to assure a timely solution of the situation.
7. If necessary, FRCC will make staff available to insure adequate group supervision and continuation of program.

C. Death of Student or Faculty Member:

1. VP-SL will contact Assist America Emergency Assistance to get them involved in evaluating the situation. Telephone: 800-872-1414 (inside US) or 301-656-4152 (outside US – precede number by US access code)
2. VP-SL will contact parents of student and/or emergency contact as designated by student, or emergency contact of faculty member.
3. VP-SL will contact the Dean of Student Services who will, in turn, contact the FRCC Legal Counsel.
4. VP-SL will contact Associate Vice President of Advancement.

D. Student or FRCC program director with emotional or psychological problems.

1. VP-SL will contact parents of student and/or emergency contact as designated by student, or emergency contact of faculty member.
2. DES will contact the Dean of Student Services.

E. Student or FRCC program director is the victim of a crime - theft, assault, rape, harassment, etc. or has been accused of committing a crime.

1. VP-SL will contact the Dean of Student Services.
2. VP-SL will contact Associate Vice President of Advancement.
3. If the incident is between two student members of the group, the Dean of Student Services has primary responsibility and College policy will apply.
4. If the incident is between a student member of the group and a FRCC faculty member, the Dean of the Instruction at the faculty member's home campus has primary responsibility and College policy will apply.

5. If the incident is between a member of the group and an outside party, action taken will depend on legal requirements of the host country and the wishes of the group member.
6. College Legal Counsel will be contacted through the Dean of Student Services or the Dean of Instruction at the faculty member's home campus, if necessary, for appropriate advice.
7. VP-SL will contact local on-site authorities if necessary, for appropriate action.
8. VP-SL will contact parents of student and/or emergency contact as designated by student.

F. A situation in-country arises that causes serious concern, i.e., a political uprising or a natural disaster.

1. VP-SL will contact local program coordinators for a preliminary assessment.
2. VP-SL will contact the US State Department (see telephone numbers listed below) to receive the latest public announcements or travel warnings.
3. VP-SL will take necessary action based on advice from US State Department and local program coordinators. That could be evacuation, move to Embassy compound, remaining on-site and maintaining low profile, or quarantine.
4. When the status of the group has been accurately determined, DES, in cooperation with the on-site coordinator or FRCC faculty and with senior college administrators, will disseminate the information to appropriate parties.
5. VP-SL will contact the President.

4. CONTACTS

STATE DEPARTMENT TELEPHONE NUMBERS:

State Department Switchboard: 202-647-4000 Call this number and ask for the country desk.

Overseas Emergency: 202-647-5225

Consular Affairs: 202-647-3600

After Hours Duty Officer: 202-647-1512

DIVISION OF EDUCATIONAL SERVICES (FRCC) EMERGENCY PHONE NUMBERS:

a.

Office: Email: Cell:

b.

Office: Email: Cell:

GENERAL SAFETY

The excitement of travel and the newness of the environment can make it easy to become careless or distracted. The following suggestions offer no guarantee of safety and are mostly common sense. The idea is to be aware of where you are and what is going on around you at all times.

1. In preparing for your time abroad, talk with students from the places you intend to study. Their insights will prove very helpful.
2. Safety begins with packing. Dress conservatively. Short skirts and tank tops may encourage unwanted attention. Avoid the appearance of affluence.
3. Always travel light. This enables you to move quickly. You will be less tired and less likely to set your bags down. Never leave your baggage unattended; it contains everything you own. A thief knows this and will take advantage of even a few seconds of your inattention. This holds true no matter where you are--in a hotel, at the train station, in the train or bus, at a restaurant or resting in a park.
4. Protect your valuable documents. Carry them in a money belt or neck wallet under your clothing.
5. Do not agree to meet a person whom you do not know in a secluded place. Be aware that sometimes people from other cultures tend to mistake the friendliness of Americans for romantic interest.
6. Do not use illegal drugs. This has been said many times before. You are subject to the laws of the country in which you are traveling. Hundreds of American travelers end up in foreign jails each year as a result of carrying, using or *being suspected of* using drugs. There is little the American embassy can do on your behalf in these cases and the laws in many countries are more severe than at home. It just isn't worth the risk.
7. Think and act confidently and self assured. Be purposeful when you move about and do not look like a victim. Avoid flashy dress, jewelry, luggage, or conspicuous behavior which would draw attention to you.
8. Do not participate in demonstrations, especially in politically volatile countries. Pay attention to local media (newspapers, radio, TV, etc) and learn about potential civil unrest. What appears peaceful can suddenly become a dangerous situation, and you could be caught in the middle.
9. Travel with a companion at night and stay in populated, well-trafficked areas. Do not travel to areas of a city or country which the program host has labeled as "unsafe". Use common sense if confronted with a dangerous situation. At times it may be best to attract attention by screaming or running. Yet, if confronted by superior or armed force, it may be best to not fight attackers, but give up valuables. Your personal safety is far more important than any property. In some countries it will be important to have a male companion in the group.
10. Try to avoid arriving in unknown towns at night. If you must arrive at night, reserve accommodations.

11. Plan where you are going in advance and be aware of your surroundings. This is not paranoia--it's good common sense. You know what feels comfortable and what doesn't. If your instincts tell you a situation is uncomfortable, trust them and move along. If you become lost, ask directions from individuals in authority (police, merchants, etc.)
12. Use banks and authorized money exchanges. Do not exchange on the black market or on the streets. Learn currency upon arrival in a country to keep from being a target as you use money.
13. Taking photos of police or military installations is usually prohibited - your camera can be confiscated. Watch for the sign of a camera with a line through it, which means "Don't take pictures".
14. Do not swim at an unfamiliar beach unless you are positive it is safe. Watch the waves and the other swimmers. There can dangerous undertows even at marked beaches. Beaches can also be contaminated, which only the locals might be aware of. If no one is in the water, think twice.
15. Stay healthy by eating well and getting sufficient rest. If you become ill, take care of yourself by getting the proper care. Don't be afraid to visit a doctor or hospital because you don't speak the local language. Usually there is someone who speaks English.
16. Watch for anyone following you or loitering and observing your comings and goings. Keep a mental note of safe places, such as hotels, hospitals, police stations, etc.
17. Behave professionally and in a manner befitting your status in the local society. Insist upon being treated with respect.
18. Most assaults happen when people are distracted - looking for keys or talking on a cell phone. Don't look like a victim - be alert and prepared

(Courtesy of Front Range Community College)

The following is taken from the Center for Global Education's Off-Campus Studies Safety Handbook

<http://www.lmu.edu/globaled/studentsabroad/index.html>

RISK FACTORS AND STRATEGIES TO REDUCE RISK

In this section, you will find information on how to avoid being a target of crime. There are helpful tips on how non-verbal communication—like gestures or manner of dress—can help keep you safer. You will also learn how to become more aware of your surroundings.

Based on anecdotal information, most of the incidents resulting in injury or death of students while participating in Off-Campus Studies involve:

- travel/traffic accidents
- use and abuse of drugs or alcohol
- sexual harassment and assault
- crime/petty theft
- mental health issues/stress
- diseases and illnesses that exist in the host country

Resources and information about each of these issues can be found below.

- **Precautions When Accepting Food and Drink:** Be cautious about accepting drinks from a stranger, alcoholic or non-alcoholic. Be cautious about accepting food from a stranger.
- **Risk Upon Arrival:** Travelers, especially those having just arrived abroad, are often targets of crime and at higher risk of harm, because they:
 1. Are unfamiliar with their surroundings
 2. Might not speak the local language well
 3. Are clearly recognizable as foreigners
 4. Have not yet learned the social norms or unwritten rules of conduct
 5. Are eager to get to know new people and the local culture
 6. Are naive to the intentions of people around them
 7. Are carrying all their valuables with them when they first step off the plane, train, or boat
- **Keeping In Control:** In addition to the circumstances involved with being new in a foreign country, which are often beyond one's immediate control, there are

many situations that students *can* control. Some controllable factors that place students at greatest risk include:

1. Being out after midnight
 2. Being alone at night in an isolated area
 3. Being in a known high crime area
 4. Sleeping in an unlocked place
 5. Being out after a local curfew
 6. Being under the influence of alcohol or drugs.
- **Non-verbal Communication:** Non-verbal communication (like body language and hand gestures) considered harmless in the U.S. may be offensive to people in other countries. The list of gestures considered rude in other countries can grow beyond the obvious.
 - **Sexually Transmitted Diseases:** Keep yourself free from sexually transmitted diseases by using protection (like condoms or abstinence). Also, remember that “no” may not always be interpreted as “no” in other countries. Inform yourself about the types of diseases prevalent in the area in which you are traveling.
 - **International Sources of Information:** Inform yourself as much as possible about your new environment, making use of as many different sources as possible - online, in the library, on television and radio news programs, and in the paper. Don't limit yourself to U.S. sources. Instead, contrast the U.S. information with that provided by other countries.
 - **Understanding Locals:** Make it a point to try to understand what locals are communicating to you, how they feel about you and about U.S. citizens in general, how you are fitting with their values, and how well you understand them. Obviously a stronger grasp of the native language will help you with these things, but even knowing a few essential phrases can be immensely beneficial.
 - **How to Dress:** It is often best to dress conservatively – by local standards, so you can't be identified on sight as a tourist or a U.S. citizen.
 - **Jewelry and Other Valuables:** Be cautious with how you display valuables (does it look like you're flaunting wealth?). Leave your good jewelry at home, and keep money in a safe place like a money belt or hidden pouch under your clothes.
 - **Becoming Aware of Your Surroundings:** You should be aware of your surroundings, remembering to:
 1. Pay attention to what people around you are saying
 2. Find out which areas of the city are less safe than others
 3. Know which hours of night are considered more dangerous

4. Stay and walk only in well lit areas
 5. Avoid being alone in unfamiliar neighborhoods
 6. Know where to get help (police station, fire station, phones, stores, etc.)
 7. Do not touch suspicious items like letters or packages mailed to you from someone you don't know
 8. Know what is "normal" and "not normal" to see on a daily basis in the areas you frequent
 9. Do not respond to explosions or gunfire by going to a window; seek cover away from windows and exterior walls
- **Effects of U.S. Foreign Policy:** The foreign policy of the U.S. does not always sit well with citizens of foreign countries. In some cases, Americans living abroad can be targets of the frustrations of these individuals. Consider the nature of the political climate and relations between the U.S. and the countries you plan to visit.
 - **Crimes Against U.S. Citizens:** There are some steps you can take to avoid being targeted for politically motivated crime or anti-U.S. crime in general. Try to assimilate your style of dress and mannerisms as much as possible into the local norms. "Dressing like a U.S. citizen" (or any way conspicuously different from the native look) makes it easier to identify you as "the other" or an "outsider" and can make you a target.
 - **Political Rallies:** Avoid political rallies, which can increase tensions and emotions or breed angry mobs for which a U.S. citizen may serve as a scapegoat.
 - **Political Conversations:** Try not to engage in conversations about contentious political issues with host nationals and avoid retaliating against hostile or bigoted remarks about Americans.

Being an American Abroad:

People often incorrectly stereotype characteristics of certain countries/cultures. For example, one might assume that all Americans from the United States are wealthy. This is not the case, as many people in the US live below the poverty level.

Because of images that are presented by the media around the world, Americans are often assumed to have a range of attributes – i.e. Americans are loud, extremely friendly, materialistic, wasteful, ignorant of other cultures, optimistic, always in a hurry and women are seen as promiscuous. Depending on your value system, some of these traits may seem to be positive, others negative.

One of your tasks as a traveler abroad is to educate other people about the diversity of Americans. Understand what is happening in your own country – and share it with others in a gentle way. Do not, however, appear defensive or nationalistic about your country or its policies. Discuss what makes Americans the way they are – and know that it isn't "right or wrong" to be that way – but that it is a result of a history and value system like in any other country.

Keep in mind that Americans have a long historical alliance with the United Kingdom – however there are many hot current political topics that are debated in the media daily. Due to this reality, each of us should be sensitive to whether to share your nationality and political perspectives with others while abroad.

You will find that you will have a different perspective on your home country, whether it be the USA or another country, when you return from London. You will notice that some of the ways we live our daily lives here are extremely positive – and that some things you have experienced in London are equally positive, if not more so! In time, this experience abroad will ultimately result in wanting to return to London or another destination. Congratulations - you will have officially caught the "travel bug"! ☺

Liability:

No 3rd party provider can assume all liability for the school that hosts the program. However, a provider with a significant level of liability coverage for its staff, facilities and vendors can mitigate liability for the host school.

FERPA:

<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

(Courtesy of Michigan State University)

http://studyabroad.msu.edu/faculty_handbook/health_info/liability.html

Liability for MSU faculty and staff

All MSU employees are covered for workers' compensation benefits through MSU's self-insurance program. This coverage includes medical, wage-loss, and rehabilitation benefits as applicable.

MSU has a foreign liability policy that insures against bodily injury to others or property damage outside the United States or Puerto Rico. MSU employees are covered for acts within the scope of employment and services performed on behalf of or under the direction of the University. Revenue resulting from employment conducted abroad must flow to the University in order for the employee to be covered for liability. This includes MSU faculty leaders and Resident Directors of MSU programs. Coverage is excluded for criminal activities, intentional acts of injury, or injury to a fellow employee.

The following policy was approved by the Board of Trustees on March 15, 1974 and revised on September 2, 1983:

“Michigan State University will support its trustees, officers, faculty, and staff when acting in the performance of assigned duties on behalf of the University. This policy also applies to students while engaged in approved academic programs and volunteers who are performing services for the University with prior written approval of the appropriate University official. The University will defend, save harmless, and indemnify such persons against any suit or proceeding, wherever brought, premised upon the fact that he or she is or was a member of the Board or an officer, employee, student, or volunteer of the University. The indemnity extends to expenses including attorney fees, judgments, fines, and amounts paid in settlement, actually and reasonably incurred, and with respect to any criminal action or proceeding where such person had no reasonable cause to believe that his or her conduct was unlawful. As a condition of indemnification, the trustee, official, employee, student, or volunteer is required to cooperate fully on a continuous basis with the University Attorney and the Office of Insurance and Risk Management.”

General Release and Waiver

I release APU and its staff from any liability for damage to or loss of property, injury, illness, or death during the period of the program, arising on the part of fellow participants, host family members, agencies and educational organizations, persons or groups with which APU contracts for the provision of services for the program, or which have been suggested by program faculty as resources for regional or independent study projects.

I have read, understand, and agree to the above conditions:

Participant's Name (please print) Witness

Signature of Participant Date

Parent's Name Phone number

Full Address

Program name Date(s) of participation

If the above-signed is not of legal age at the date of signing, the participant's parent or legal guardian below must also sign this form.

As the parent or legal guardian of the participant whose signature appears above, I have read and understand the conditions outlined above, have given my child or ward permission to participate in the program, and agree to be bound by the conditions outlined above as if I myself had signed above.

Signature of Parent/Legal Guardian Date

**SUNY ROCKLAND
INTERNATIONAL STUDIES**

**CONDITIONS OF PARTICIPATION
GENERAL RELEASE AND WAIVER FORM**

Semester and Summer Sessions Abroad

STUDENT NAME: _____

PROGRAM LOCATION (city, country): _____

PROGRAM DATES: _____

Dear Study Abroad Program Participant,

As with all academic programs, certain conditions must be adhered to in order to preserve program integrity. As a necessary precaution to protect the State of New York, the State University of New York and SUNY Rockland, the conditions are listed below. We ask that you read carefully, and indicate with your signature that you understand them and will comply. If you are a student under the age of 18, your parent or guardian's signature is also needed.

CONDITIONS OF PARTICIPATION

Participation

Students must maintain an adequate standard of academic work in the program and behave responsibly in their living situation and on group excursions. The student agrees to participate fully in all portions of the program and further agrees that any deviation from the program design must be requested in advance and in writing by the student and must be approved by the program director and instructor.

Policy

The student agrees to read and abide by the materials provided by the Office of International Studies at SUNY Rockland, especially those relating to violation of drug laws, financial obligations, and other pertinent information.

Host Regulations

The student agrees to abide by all the rules and regulations as set out by the host institution and/or host country, and by all the laws pertaining to his/her student status. The student also acknowledges and understands that should he/she develop legal problems with any foreign nationals or government of the host country, the student will attend to the matter personally with his or her own personal funds. SUNY Rockland is not responsible for providing any assistance under such circumstances.

While in the host country, students must refrain from political activity for their own safety. Students in overseas programs may not participate in such political

activities as: joining political parties or unions, demonstrations, soliciting political material or picketing.

Breaches of local law of the host community or country are referred to and handled by the appropriate law enforcement authorities.

Medical Treatment

The student agrees to fully describe any health and physical or psychological problems that he/she may have on the *Medical Report Form*. In the event of illness or injury to the student, the undersigned authorizes any official representative of SUNY Rockland or the host institution overseas to secure medical treatment on the student's behalf, including surgery and the administration of an anesthetic, and the undersigned and student accept all financial responsibility for such treatment.

Payment Deadlines

The student (and his/her parent/guardian, if financially dependent) is aware of the nature and the cost of the program and will guarantee that all financial obligations will be met by the deadline specified on the *Payment Schedule*.

Dismissal from Program

SUNY Rockland or its agent reserves the right to dismiss any student for reasons of unacceptable personal behavior and/or academic participation. Such dismissal will be with out refund and return transportation to the point of origin will be at the student's expense. In addition, access to accommodations arranged by the College will be denied to students dismissed from the Program.

The student agrees that the program director may terminate his/her participation in the program if:

- a) The student engages in action endangering himself/herself, or others;
- b) The student's acts or conduct are considered to be detrimental to, or incompatible with the best interest and welfare of the program.

There are some basic and inviolable rules of behavior related to every program.

1. **Illegal drugs in any form are not tolerated**, and students dependent on their use should not apply. Laws state that possession or use of illegal drugs is punishable by fines, imprisonment, and/or deportation. Students in a program found using or possession illegal drugs in any form are subject to immediate dismissed.
2. Violent behavior results in automatic dismissal.
3. Sexual behavior disruptive to the program or offensive to the host culture similarly merits dismissal.

Withdrawal from Program

The Undersigned acknowledges that, in the event of the student's withdrawal from the program while abroad, the SUNY Rockland, in consultation with the foreign coordinators, will work to determine the amount of refund, if any. In general, there are large penalties for withdrawal from the Program after departure. Final determination of refund, if any, may not be made until the Program ends.

Cancellation of enrollment in the program prior to departure is subject to the refund policy for the specific overseas program.

Travel and Accommodation

The Undersigned acknowledges and agrees to accept all responsibility for loss or additional expenses due to delays or other changes in the means of transportation, other services, or sickness, weather, strikes, or other unforeseen causes. The Undersigned acknowledges and understands that SUNY Rockland assumes no liability whatsoever for any loss, damage, destruction, theft or the like to the student's luggage or personal belongings, and certifies that the student has retained adequate insurance or has sufficient funds to replace such belongings.

The Undersigned acknowledges and understands that in the event the student becomes detached from the trip group, fails to meet a departure bus, airplane, or train, or becomes sick or injured, the student will bear all responsibility to seek out, contact, and research the trip group at its next available destination; and that the student shall bear all cost attendant to contact and reaching the trip group at its next available destination.

Student is solely responsible for securing all necessary immunizations prior to departure.

All services and accommodations are subject to the laws of the country in which they are provided.

Disclaimer of College's Responsibility

The Undersigned understands that SUNY Rockland in no way represents, or acts as agent for the transportation carriers, hotels, and other suppliers of services connected with this program. The Undersigned further understands and agrees that SUNY Rockland, its officers, employees, and agents are:

- Not responsible or liable for any injury, damage, loss, accident, delay or other irregularity which may be caused by the defect of any vehicle or the negligence or default of any company or person engaged in providing or performing any of the services involved in this program;
- Not responsible for losses or expenses due to sickness, weather, strikes, hostilities, wars, natural disasters, or other such causes;
- Not responsible for any disruption of travel arrangements, or any consequent additional expenses that may be incurred therefrom.

GENERAL RELEASE AND WAIVER

The Undersigned understands that there are certain dangers, hazards, and risks inherent in international travel and the activities included in this program, which also could involve serious and even mortal injuries and property damage, and that the State University of New York and SUNY Rockland do not assume responsibility for any such personal injuries or property damage. Understanding the dangers, hazards and risks of such activities, the Undersigned agrees to assume all the risks and responsibilities surrounding the student's participation in the program, the transportation and in any independent activities undertaken as an adjunct thereto, and hereby releases, discharges and holds harmless the State University of New York, SUNY Rockland, and its officers, employees, and agents from any actions, claims or liability of any nature whatsoever arising out of or related to any loss, damage, or injury that may be sustained

by the student or by any property of the student arising by reason of any travel or other activity related to this program.

SIGNATURE OF STUDENT	DATE
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BIRTH DATE OF STUDENT	CURRENT AGE
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IF THE STUDENT SIGNING ABOVE IS NOT YET 18 YEARS OF AGE, THE PARENT OR LEGAL GUARDIAN OF THE STUDENT MUST ALSO SIGN AND DATE THIS FORM.

SIGNATURE OF ABOVE-NAMED STUDENT'S PARENT/GUARDIAN	DATE
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(Courtesy of Front Range Community College)

**Front Range Community College
Off-Campus Studies (International and Domestic)
Student Waiver of Liability**

Title of Program:

Dates of Program:

I understand that I, _____ am responsible for my own behavior as a mature adult, while on this program. As a member of a group, I understand that my attitude and conduct affect other people in the group. I understand that if my behavior is deemed unacceptable by the program leaders, I will be asked to leave the group, at expense to myself.

Name (please print):

Signature:

Date:

I have received and read the following attached documents: *The U.S. Department of State Consular Information Sheet* and the *Centers for Disease Control and Prevention's National Center for Infectious Diseases: Travelers' Health* information pertaining to the country/countries that I will be visiting. I understand that it is my responsibility to monitor the websites of these organizations (see **Section III, Part A of this handbook).**

Name (please print):

Signature:

Date:

I have received and read the FRCC Off-Campus Studies Policies and Procedures regarding drug and alcohol use (p. 3 of this handbook).

Name (please print):

Signature:

Date:

I have received and read the FRCC Off-Campus Studies Cancellation and Withdraw Policy (see p. 7 of this handbook).

Name (please print):

Signature:

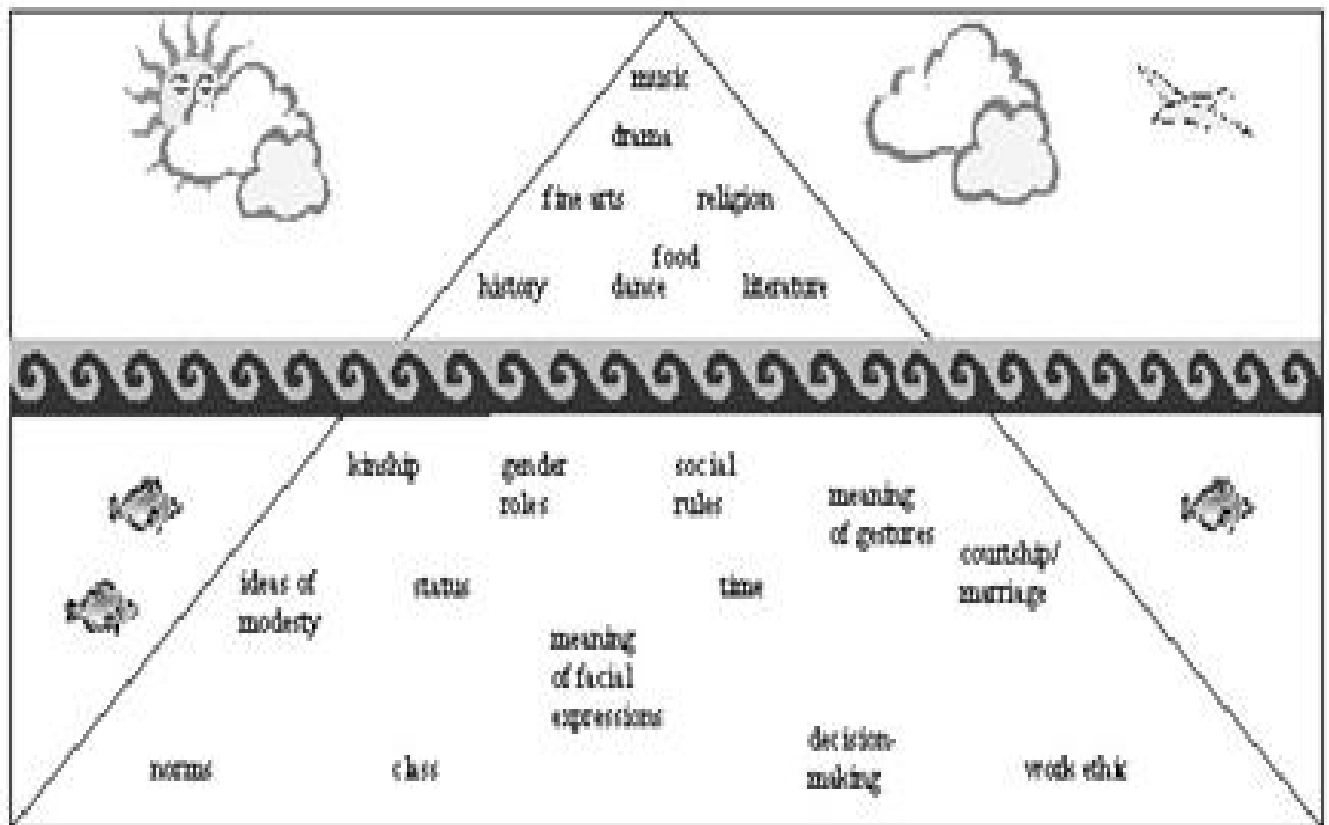
- Date:

Culture:

Culture Matters, Peace Corps' cross-cultural training workbook, was developed to train new Peace Corps Volunteers to enter new cultures with understanding and respect. This web-based version of Culture Matters is written as if addressed to a new Volunteer, we think teachers and students can easily adapt the language and activities to strengthen cultural understanding in their classrooms. <http://www.peacecorps.gov/www/educators/enrichment/culturematters/introduction.html>

http://studyabroad.msu.edu/studenthandbk/crossing_cultures/culture.html

Iceberg Model of Culture:



(Courtesy of Front Range Community College's Handbook)

DEALING WITH CULTURE SHOCK

by the student editors of **GETTING THE MOST FROM OFF-CAMPUS STUDIES**, a
Students Helping Students™ guide

There's no simple formula for dealing with culture shock. But we've gathered some tips that should make your transition a bit easier.

"One of the hardest and most important things about going abroad is not to harp on the fact that your host country is different from America, but to explore and enjoy those cultural differences. Only when I was able to do that did I find myself truly engaging with the amazing opportunities the year gave me."

**Political Science major,
Off-Campus Studies in Great Britain,
Columbia University '03**

Culture shock comes directly from an initial lack of understanding of—and an inability to fit into—your new culture. No matter where you end up, your new home will inevitably be very different from your old one, and culture shock will hit you one way or another. And it can be stressful to realize that what you expected of your host country is not the same as the reality that greets you when you arrive.

The first thing you should do is expect to feel culture shock, even before you leave home. Expect to be surprised by the people you meet and the customs that fill their lives. Expect to hate some of them and be envious of many others. Most of all, expect to feel like for the first time in your life, everything around you is completely new, strange, and unfamiliar—and you aren't going back home in a week.

Do your research before you leave home. Educate yourself about the place you're visiting through whatever means possible. The more you understand your new home before you get there, the smoother your adjustment will be. If you're visiting a country where English is not the primary spoken language, practice and study the local language as much as you can before getting on the plane. The ability to freely communicate with the people around you will help you adjust all the more quickly.

As you try to adjust to your new place, allow yourself two things: The time and the permission to mess up. It's simply not possible to jump cold into a new culture and fit right in, no matter how much research you've done or how hard you try. Take the time to observe how people around you carry out their day-to-day lives and see how you might need or want to better fit in. You don't have to imitate everything you see around you, nor should you want to. That said, the more you adapt to the local way of life, the more you'll enjoy your experience. Nobody likes an arrogant American who doesn't seem to care about local customs or standards.

KEEP YOUR SENSE OF HUMOR! Always. You may very well find yourself to be the

target of jokes or the fool in an awkward situation: Choking on an unchewed piece of squid sushi with half of it sticking out of your mouth? Don't take the laughter you hear from your new Japanese friends personally. Don't take much personally, in fact, if you can help it. Keep your mind open and be ready to laugh at yourself. The less seriously you take yourself, the easier your transition will be.

Finally, be ready for anything. You never know when you'll find yourself running into a local tradition that the guidebooks and histories and orientations didn't tell you about. Be ready to go with whatever happens, but also keep your limits in mind. If local customs include walking on hot coals or eating raw rattlesnake and you're just not into that sort of thing, respectfully decline.

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Culture Shock:

According to Dr. Robert Kohls, **Culture Shock** is a term used to describe the more pronounced reactions to the psychological disorientation most people experience when they move in a culture markedly different from their own.

Culture shock can be very stressful to the body. By acknowledging that you are experiencing something very normal, you will alleviate much of the anxiety that may occur. The host culture will be a very different place, the language (accent, slang) will take time to master, the food with taste unusual and the hotel accommodations will be an adjustment. Expect that it will take time to adapt!

There are typically 4 stages of Culture Shock:

- 1) Honeymoon stage – foreign travel through the eyes of a tourist – excitement, euphoria!
- 2) Culture stress/shock – hostility, action does not achieve desired result; loss of familiar signs and symbols of communication and every day life
- 3) Initial adjustment – learning the local slang/accent, customs; having a superior attitude but with an attempt to sort out the difficulties/challenges
- 4) Adaptation – acceptance of differences; occasional strain but not anxiety. Begin to enjoy the new culture.

It is our hope that you will quickly progress toward stage 4 – adaptation! If you're struggling, know that it is a common experience for anyone who travels (even seasoned travelers!) Please be sure to talk with your faculty and with Mr. Williams. They have experience with students abroad and are there to support you with the transition of the Wintersession.

Please note that we often experience what is called **“Re-entry culture shock”** upon returning home – you will likely experience a similar pattern upon returning to the US. What can you do to cope with this? Here are a few ideas:

- 1) share your experiences with friends and family
- 2) seek out others who have traveled and share stories
- 3) Evaluate your growth – what did you learn? What new skills do you have?
- 4) Plan another trip abroad!
- 5) Volunteer in your campus study abroad office and/or foreign student support office.
- 6) Keep a journal of your experiences – this will help you continue to evaluate your thoughts and feelings.

Marketing:

www.studyabroad.com

www.goabroad.com

<http://www.iie.org/>

- Faculty Senate/department meetings
- Press Releases
- Information meetings on campus
- Classroom presentations
- Post cards/mailings
- Insert/ad in other campus publications (i.e. Continuing Education schedule, College Catalog and schedules)
- Orientation: Students AND parents
- Inquiry database mailing
- Admissions Office
- Emails
- Advisor meetings
- Student volunteers table in high traffic areas
- Study abroad fairs
- Emails to faculty to forward to their professional associations
- NAFSA Prog: list serv
- Posters/flyers
- Re-entry meetings
- College web site
- Campus news (electronic signs, paper, TV, radio and web sites)
- Local advertising – newspapers, signs on local buses, billboards, etc
- The web sites listed above

Evaluation:

Summer 2006 Study Abroad Evaluation – HIS/ENG 233
The Italian Renaissance:
The Presence of the Past (Florence/Rome, Italy)

Welcome Home! I hope that your journey through Italy was academically and personally rewarding and memorable.

Your feedback is crucial to our office – please take the time to complete this evaluation and be fair, honest and constructive in your feedback. Grazie!

Coordinator, Study Abroad

SCALE:

- 1: Outstanding! Couldn't have been better!
- 2: Better than good, but not quite outstanding.
- 3: OK/average
- 4: You could have done better
- 5: Simply not acceptable

Please do not answer the question if it is “Not Applicable” to you!

	1	2	3	4	5
Verbal information provided by the Study Abroad Office					
Written information provided by the Study Abroad Office					
Pre-departure information in class provided by the Study Abroad Office					
Flights/customer service					
Hotel in Florence					
Florence walking tour on day 1 in Florence					
Sights on Day 2 in Florence (Duomo – Piazzale Michaelangelo)					
Guided Tour of the Uffizi Gallery					
Santa Maria Novella/Academia					
Travel day to Rome via Orvieto					
Hotel in Rome					
Rome walking tour on day 1 in Rome					
Guided Tour of the Vatican Museums and St Peter's Basilica					
San Pietro in Vincoli (Michaelangelo's Moses)					
San Clemente					
Value for the money - was it a "good deal"?					
Overall "grade" of the trip to Italy					

Please take a few moments to answer these questions in more detail. Please be specific!

- What was the BEST part (s) of your trip to Italy?
- What was the WORST part(s) of your trip to Italy?
- Would you recommend this course to others?
- How has this experience changed your view of your studies now that you're back at RCC?
- Please comment on the people who made this process easy for you? How did they help you? Who were they?
- Please comment on the people who did not make this process easy for you? How could they have been more helpful to you?
- What would you change about next year's course?
- Would you be interested in a similar course that travels during summer to another location? If so, where?

Please feel free to share any other comments with us – use a separate page if necessary!

Please return this to the RCC Office of Study Abroad by June 30, 2006

145 College Road, Suffern, NY 10901. Many thanks!

(Optional) Your name: _____

OFF-CAMPUS STUDIES TOUR FEEDBACK FORM

Student Name:

Faculty Name:

Tour Name & dates:

Please answer as completely as possible. Your feedback is valuable to FRCC's Off-Campus Studies Program. Thank you.

1—What was the most beneficial aspect of studying off-campus?

2—Would you participate in a FRCC Off-Campus Studies Program for credit again? For non-credit?

3—What could have added to your overall academic experience? Please circle your answers. Write additional comments on the back, if you wish:

- More quizzes
- More pre-tour lectures/discussions
- Group discussions on the texts, prior to the trip
- Group discussions while on tour
- Different texts, assignments, syllabus
- Other _____

4—What other countries would you like to visit as part of the FRCC Off-Campus Studies Program? Why?

5. What other FRCC classes would you like to take for credit, as part of the Off-Campus Studies Program?