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Section 1- Introduction

Welcome to the world of Study Abroad and Away! As a faculty member at Augusta University, you are to be commended on your efforts to direct an international educational program for your students. This experience will be a memorable part of their education and could very well be their peak educational experience. We hope that it will also be a peak component of your teaching and personal educational experiences at AU. The Study Abroad Office is here to provide you with guidance and oversight for your international and domestic program.

We are aware that putting together an international or domestic off-campus educational program is hard work and requires careful planning, attention to detail, and much energy and flexibility. Knowing what to expect is important, but also knowing that the unexpected frequently occurs is just as important. We hope that our guidance will help you know what to expect, and at the same time, alert you to possible “unexpected” experiences.

We encourage Faculty to use this handbook as a primary resource in planning their programs. It is full of practical advice that will heighten your awareness of risk management while guiding you through the process of developing and managing a safe and fiscally sound program. Our AU Study Abroad/Away Handbook for Students provides considerable information about traveling and should be used in conjunction with this Faculty Manual. During this exciting time of our university, the Institutional Study Abroad Committee will work to update this handbook so it can serve as the best resource a faculty member can have.

Please also keep in mind this office in also charged with overseeing the Study Away programs of AU. The policies and procedures found in this book also apply to study away programs, although it may specifically reference only study abroad- it does apply to both.

Finally, it is important that the administration of Augusta University know the whereabouts of our students as they pursue academic credit at sites outside of the US. The policies developed by our office and the information that you as faculty are required to forward to us are for this purpose. Together, we can form a partnership to provide the best and safest international educational experiences for our students.

We wish you well on your travels as we help you prepare for this upcoming exciting experience. We also look forward to hearing from you during your travels.
Section 2- The AU Study Abroad Office

The Study Abroad Office (hereafter the SAO) is charged with the administration of all programs abroad offered to our students for academic credit. All students participating in studies overseas that carry academic credit must work through the SAO, and any faculty member who wishes to direct a program overseas that carries academic credit must also work through the SAO. The SAO manages all administrative matters pertaining to AU programs abroad. This also applies to our domestic study away programs.

This faculty handbook is intended for faculty directors who accompany and teach students abroad. It is designed to provide you with general assistance as you develop and lead an AU Study Abroad/Away Program. In it you will find information outlining the responsibilities of both the faculty and the SAO, travel guidelines, suggestions for dealing with behavioral problems, procedures to follow in the event of an emergency, and other important topics.

The role of the Study Abroad Office is that of a collaborator, working with Faculty every step of the way to ensure that a well-conceived program takes off and succeeds. Study Abroad staff delights in sharing expertise gained working with Faculty who have previously led student trips, taught abroad and brought back story after story of what worked and what didn’t.

Here’s what the Study Abroad Office does in a nutshell:

- Study Abroad staff meets with students who are considering a Study Abroad Program, answers questions about the trip itself, and explains scholarship, fundraising and “sweat equity” programs. If you can get the student to the Study Abroad Office, staff will take over from there. You recruit: Study Abroad does the rest!
- Once a student has decided to participate in a Study Abroad program, Study Abroad staff collects the trip deposit.

Note: Board of Regents guidelines prohibit Faculty from directly collecting fees from students who are traveling abroad. Study Abroad fees must be recorded in PeopleSoft as any other student fees are recorded. Students should be referred to the Study Abroad office once they have decided to participate in a Study Abroad program.

- Study Abroad staff tracks all payments on accounts of Study Abroad students, in coordination with the AU Business Office.
- Study Abroad staff coordinates scholarship distribution.
- Study Abroad staff maintains the Study Abroad website, used to promote all Study Abroad programs.
- Study Abroad maintains the inventory of AU Study Abroad that are to be entered into the BOR system wide database for international programs. Study Abroad sends copies of all completed proposals to the BOR for this purpose.

Note: Maintaining an accurate inventory of all Study Abroad programs is a BOR requirement and an important risk management control. See additional information on this subject at the end of this section.
• Study Abroad staff organizes the annual Study Abroad fair.
• Study Abroad staff provides a presence on campus and markets all programs at events such as Visitation Days, Grad Finale, What’s the Scoop, Homecoming, Orientation, etc.
• Study Abroad staff coordinates fundraisers for students who raise money to offset the cost of their trip (i.e. Yankee Candle sales).
• Study Abroad staff stands ready to help direct Faculty as you research airfare, hotel and ground transportation pricing.
• Study Abroad staff will help Faculty promote your program, offering suggestions to help you boost your recruitment efforts.
• Study Abroad staff will track enrollment in your program and keep you informed as students make trip deposits.
• Study Abroad staff will coordinate payment of all trip expenses through the AU Business Office.
• Study Abroad staff is on stand-by in emergency situations, should you need help while abroad.
• Study Abroad staff maintains individual files on each student traveler, with emergency contacts, health information, passport information, etc. accessible should a situation arise where it is needed.
• Study Abroad staff maintains detailed financial records for each Study Abroad program, in accordance with Board of Regents requirement and in anticipation of state audits.
• Study Abroad staff coordinates the accounting between agency accounts and state accounts for the payment of Faculty travel expenses as required by the Board of Regents.
• As mentioned earlier in this section, a key function of the Study Abroad office is to maintain a complete inventory of all AU Study Abroad programs.

“With the rising numbers of students participating in study abroad programs, University System of Georgia institutions, administrators, and faculty need to be mindful of the risk management issues that affect study abroad.”

Excerpted from the USG Principles of International Education and the USG Strategic Plan Risk Management Guidelines for Study Abroad Programs

In an effort to centralize Study Abroad policies, procedures, and information as much as possible, and in light of risk assessment and liability issues, it is essential that all Study Abroad programs be developed in tandem with the Study Abroad Office from the earliest planning stages. (First, of course, you must have obtained the approval of your Department Chair.) The Study Abroad staff is well trained to help faculty in the development of programs that are academically sound, appealing to students, affordable and most importantly, in compliance with the Office of International Education (OIE) of the University System of Georgia.

All AU Study Abroad programs must go through a rigorous multi-level approval process. Don’t try to go it alone: Study Abroad staff is ready and eager to help you understand the requirements to obtain these approvals. In fact, it is their responsibility to do so.
Section 3- Institutional Study Abroad Committee

The Board of Regents has required that a campus based Study Abroad committee be assembled to address Study Abroad concerns with an emphasis on risk management. The recommendation is that the committee consists of individuals representing the offices of International Education, Study Abroad, Student Affairs, Legal Affairs, Disability Services, Health Services, Counseling, and representatives for Study Abroad program directors.

AU has developed this committee with all applicable office representatives, including a representative from each college. The representatives from the colleges will be appointed by the Dean of each college.

The committee has been charged with many responsibilities, including:

- **Approving new and recurring Study Abroad programs; review and update policies as it pertains to the program proposal process**

- **Evaluating existing programs**
  - The Study Abroad office will provide copies of program evaluations to the committee.

- **Recommending the suspension or relocation of existing programs based on issues with programs or locations**
  - The Study Abroad office will keep the committee up to date on State department warnings and alerts.

- **Reviewing the emergency response procedures for Study Abroad**

- **Developing institutional risk management policies as needed**

- **Establishing policies for drug and alcohol use, disciplinary infractions, and other incidents**

- **Addressing other study abroad concerns as they arise**
Section 4 - Preparing a Proposal for a Study Abroad Program

Overview

Developing a Study Abroad program is a collaborative process. You should start within your own department. Consult the chair of your department and perhaps other professors who are involved with Study Abroad. This will allow you to have an overview of the programs. After consulting these individuals you will be required to submit a proposal for a new program. Your department is responsible for signing this form, so the first approval of your program comes from your own department. Each department has a different system for approving programs. Some departments have Study Abroad committees, some require presentations at faculty meetings and a faculty vote. Departments are able to approve programs through a variety of methods, so please check with your Chair to determine how this is done and the timeline in your own department.

Important! Once you have your idea, the planning process needs to begin right away. We encourage you to meet with the Chair of your department early on, typically in the first quarter of the calendar year, to begin an exchange of ideas. The full concept for the program will take shape based upon these interactions. Because Study Abroad falls under the direction of the Board of Regents, there are procedures that must be strictly followed. Do not underestimate the need for advance planning. Allow yourself adequate time, particularly if you are new to Study Abroad. The Study Abroad staff is committed to making the process efficient for faculty.

Recurring Trips: Faculty who are planning a recurring trip must go through the same approval process as those who are proposing a new trip. A trip is not guaranteed to be approved year after year. Please plan accordingly and allow yourself adequate time.

Is there a Template available to help me develop my Study Abroad proposal?

To ensure that program offerings are commensurate with AU internationalization goals, a Program Proposal template has been developed which provides a step-by-step outline for your proposal. This template helps Study Abroad and the University to better evaluate the merits of your proposal. Follow the template exactly, giving a full description of the program.

- A “live” Program Proposal template can be accessed on the study abroad website under the faculty link.

Generally, faculty members are encouraged to meet with their Chair and or department before beginning to fill out the Program Proposal template. SAO is also available to answer questions about programming. By allowing the process to be an interactive one, you are much more likely to have your program approved. By working collaboratively with your department and the Study Abroad staff during the development process, you directly benefit from the many successful trips the previous AU has planned over the past several years.

Note: You are encouraged to read the Study Abroad website in full before you begin to develop your proposal: www.augusta.edu/studyabroad/forfaculty.html
SUMMARY OF THE PROCESS TO OFFER A STUDY ABROAD COURSE

**Step 1:** It all starts with your idea! Do you have an idea to offer a new Study Abroad course or program, or are you interested in offering a previously developed course again?

**Step 2:** Contact your Department Chair for information on Study Abroad and departmental policies.

**Important!** Your Department Chair, or the appropriate departmental committee, must give the initial approval to pursue the development of your Study Abroad program. Be sure to start there. The same holds true, even if you have taught abroad previously.

**Step 3:** Contact Study Abroad for information about the Study Abroad proposal process and logistics. Don’t assume because you have done it before that the process is exactly the same.

**Step 4:** Develop your proposal, which includes the development of the courses to be taught abroad. This will entail the development of a detailed syllabus and the attachment of the Course Contact Hours form. These should be in compliance with all Board of Regents requirements. If applicable, justify academic differences between the Study Abroad course and the non-Study Abroad versions of the course.

**Step 5:** Complete the proposal including the Signature Form. Route the proposal to the Dean’s office for his or her signature. The form will then be routed to the appropriate committees and administrators.

**Note:** Faculty members are responsible for obtaining the authorizing signatures listed on the program proposal. Do not turn in your proposal to the Study Abroad Committee without these signatures.

**Step 6:** Once all forms are completed and signed the marketing of the program can begin.

**Important!** In accordance with BOR guidelines for best practices in Study Abroad recruitment, marketing materials should emphasize the educational and academic merits of the Study Abroad experience. Be mindful of risk management responsibilities as you develop your marketing materials.

**Step 7:** Make sure to inform all departments of your Study Abroad course offering so they can help to advise students about your course abroad.

THINGS TO CONSIDER ABOUT THE COURSE(S) TAUGHT ABROAD

As you prepare to formulate your Study Abroad course, ask yourself the following questions:

- What level of class do I intend to teach? How will this class be improved by the Study Abroad experience? Will this course really substitute for a course in a major, the core, or will it more appropriately serve as an elective?
- How much of the class will need to meet at AU before and after the Study Abroad program? Most programs include on campus meetings to help students appreciate where they are going and where they have been.
- How many credits can a student realistically earn in the time abroad?
Remember that the USG Handbook for Developing and Maintaining Study Abroad Programs states the following under Contact and Credit Hour Requirements:

“The heart of any Study Abroad program is academic integrity. No matter what time of year a Study Abroad program is offered, Study Abroad programs should be academically challenging both in the classroom and in the international environment. Determining the appropriate number of credit hours is part of maintaining academic credibility.”

http://www.usg.edu/international_ed/facstaff/policies/study_abroad_hbook.pdf

CONSIDERATIONS IN ALLOCATING CREDIT HOURS

The USG Handbook for Developing and Maintaining Study Abroad has established guidelines regarding contact hours that must be considered as you plan your program: “The program should include roughly 80% of the contact hours required for campus credit. This assumes that a great deal of learning occurs outside of the classroom and that excursions are more than sight-seeing trips.”

- Determine a realistic amount of time the student can devote to both in-class instruction and out-of-class homework, activities and study.
- Devise the program schedule so that hours of instruction include lectures before, during, and after the overseas portion of the program.
- The duration of your program and the required number of hours of in-class instruction per day will help determine the maximum and minimum number of credits students can earn through the program.
- Students will have many diversions during their Study Abroad program. It is advisable to tie course grades with class attendance, especially for short programs where classroom instruction is concentrated.
- The credit hours that you offer per course must be justified in the “Course Contact Hour Sheet” that is required as part of your proposal.

Section 2.21 of the Board of Regents Academic Handbook explains that, “In all instructional areas in which contact hours are considered laboratory, studio, or physical education activity as distinguished from lecture, the hours shall be reported as 1 hour of credit for each 2 contact hours of laboratory.” If you intend to teach this type of course abroad you will need additional contact hours.

All courses which are taught abroad by AU faculty are listed as SABR courses for accounting purposes. These courses can then be course substituted according to the policies in the AU Catalogue:

“Each student is responsible for following the requirements of his or her selected program as specified in the catalogue and in accordance with the regulations of the catalogue. Variations in course requirements are permitted only upon petition and the written approval of the chairman of the department responsible for the required course and the appropriate dean. The approved change in the program of study will be forwarded to the Office of the Registrar. Variations from course requirements are approved only under exceptional circumstances and only in cases where courses of the same academic value and type can be substituted.”

SOME ADDITIONAL THINGS TO CONSIDER AS YOU DEVELOP YOUR PROGRAM PROPOSAL

As you prepare to formulate your Study Abroad program proposal, ask yourself the following questions:
• Where do you intend to travel? Know your specific destination and itinerary, beyond just a particular country. Have you been there before?
• How long do you intend to stay? Consider the cost of a program. Longer programs may be too expensive for AU students.
• What accommodations are available? Are they appropriate and safe for students? Have you stayed there before?
• What are the dates of travel? Do these dates work for the students in the course that you teach? Are there conflicts with other courses within the department? Be sure to consider the academic calendar as you select your dates of travel.
• What will this Study Abroad program offer that is unique? How does it compare to others that we already have?
• What is the educational outcome of this Study Abroad program?
• Have you checked the Department of State travel warnings and alerts?
  o Proposals may not be considered if an alert is active for your proposed program location.
  http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html

TIMELINE: NEW & RECURRING TRIPS FOLLOW A SIMILAR TIMELINE

For Programs occurring in Spring and Summer of the next year:

October – March Request meeting with your department Chair to discuss a broad overview of proposed Study Abroad trip. Follow departmental rules for the submission of a new proposal.
Note: A series of meetings will probably be necessary, particularly for new programs.

Apr 1 Applications/Proposal due to the Institutional Study Abroad Committee.
Note: A complete application includes a proposal, syllabus, budget, itinerary and signatures through the Dean’s office.

Mid-May Evaluation and feedback
Revised Applications/Proposals Due to Institutional Study Abroad Committee.

June Acceptance Notifications sent to Program Directors.

July, August Websites developed and promotional materials developed.

August (Late) Faculty Orientation Sessions

Sept-Dec Recruitment

Dec 15 Initial Participant Headcount

Jan-Feb Collect Final Payments from Students
Final Participant Headcount
Feb‐Mar  Reports Sent to Deans
Mar‐May  Student Orientations
September Final Reports Due

For Programs occurring Fall of the next year

May – October  Request meeting with your department Chair to discuss a broad overview of proposed Study Abroad trip. Follow departmental rules for the submission of a new proposal. Note: A series of meetings will probably be necessary, particularly for new programs.

Nov 1  Applications/Proposal due to the Institutional Study Abroad Committee. Note: A complete application includes a proposal, syllabus, budget, itinerary and signatures through the Dean’s office.

Mid‐December  Evaluation and feedback

January  Revised Applications/Proposals Due to Institutional Study Abroad Committee. Acceptance Notifications sent to Program Directors.

February, March  Websites developed and promotional materials developed.

March (Late)  Faculty Orientation Sessions

April - July  Recruitment

July 15  Initial Participant Headcount

Aug - Sept  Collect Final Payments from Students
Final Participant Headcount

Sept-Oct  Reports Sent to Deans

Oct - Dec  Student Orientations

April  Final Reports Due
Section 5 - Instructions for Developing New and Existing Program Proposals

NOTE: Proposals are required for both new and existing programs. Recurring programs must go through the evaluation and approval process each year.

Here are some helpful hints to guide you through completing a program proposal:

Name of Program
The program title should be chosen with care. The title should evoke the personality of the trip. Consider this a marketing opportunity to sell your program. Successful recruitment starts by creating a “buzz” about the trip.

Examples of good titles include:
- Cruising for Credit
- Mid-Sweden Exchange
- Perusing Peru

Program Director’s Name
Provide the contact information for the person managing this program.

Sponsoring College/Department
Specify your College and Department.

Participating Department(s)
Specify ALL other Colleges and Departments that are participating in the program.

Approval Signatures
It is the Program Director’s responsibility to obtain all Approval Signatures for the program before submitting their Study Abroad program proposal to the Institutional Study Abroad Committee. The Program Director is responsible for obtaining the signatures of the sponsoring College or Department Chair; the signatures of the Chairs of any participating Departments or Committees; the signature of the Dean of the College. Necessary reviews will be delayed, and proposals will not be evaluated until all required Approval Signatures have been obtained.

Do not overlook this important step!

NOTE: Each College and Department has its own set of criteria for approving Study Abroad Programs. Make sure you are familiar with those that apply to you before writing your proposal.

The Institutional Study Abroad Committee will forward your proposal to the appropriate administrators for Acceptance Signatures once the proposal has been submitted with all required documents and signatures and is approved by the Committee.

Goals and Objectives of the Program
In this section, discuss the purpose of the program, what you hope to achieve, what your students will do while abroad, and how they will benefit from the program. For example, explain how travelers will benefit from the international focus of the French course you are teaching because they will be fully immersed in the culture of France, surrounded by those who speak French as their first language.
Include details about excursions to museums, concerts, outdoor cafes, and other cultural activities that will underscore the foreign language training. How will this stretch the minds and hearts of participants? How will this experience increase the student’s globalization, cultural awareness, and respect for alternate points of view?

**Relationship to AU Department/Major**

The trip you are planning should link back to the overall course of study for the major. For example, consider a journaling course offered by the Communications Department. A student who is studying communications will obtain hands-on experience with this Study Abroad program that cannot be duplicated in a normal classroom setting as they write about their experience abroad. The environment itself is educational. Make a case for how your program uniquely enhances the overall course of study for students in your department/major. Address why this trip is a worthy investment of time and resources from both the student and university perspective.

**Recruitment**

In this section, explain your planned recruitment and marketing efforts. Will there be Study Abroad presentations in your classroom? Signage? T-Shirts? Advertisements in the school newspaper? Explain how you intend to attract enough students to this program to ensure that you reach your break-even point on your budget. Also, consider any fundraisers you will organize to help students who want to participate on your trip but do not have the financial resources to do so.

**NOTE:** The amount of promotion of your trip will directly impact participation! The responsibility of recruiting students rests with the faculty (the Study Abroad Office will help through limited advertising and office foot-traffic)

**Participants**

Include the expected number of travelers and the names of all participating faculty.

**Program Director’s Prior Experience with Location**

In this section, detail your expertise with this travel destination. Have you led a group there before? Do you have local contacts? Did you conduct a site visit? How difficult is it going to be to manage the details of this itinerary for a group of college students? Are you fluent in the language?

**Course Titles/Numbers**

All AU Study Abroad courses are listed in the course catalog as SABR. Please include a description of the course and indicate whether it will replace a course offered by your department or if it will serve as an elective. Be sure to attach a syllabus for each course taught!

**Itinerary**

Well thought out travel arrangements and logistics play a big part in the successful planning of a Study Abroad program. The more effort the Program Director expends in this area, the more likely it is that a trip will be approved. There is an expectation that you will make the effort to research travel and logistical arrangements.

No program proposal is complete without a detailed itinerary. Your itinerary should be attached as an addendum to your program proposal.
Include the following information in your itinerary:

- Countries to be visited
  - Name the cities within each country where you will visit
- Tentative schedule (dates)
  - Hint: Check the academic calendar before setting the trip dates
- International or Domestic Flight information
- Ground Transportation Arrangements
- Housing Arrangements
- Safety/ Security Plans

**Important!** Faculty *cannot sign contracts* on behalf of Study Abroad or AU. Do not do it!

Be sure that you have ALL approval signatures (page 2) and have included a course syllabus for each course taught, a detailed trip itinerary, and a program budget.
Section 6 - Preparing your Budget

The importance of the budget cannot be overstated and the effort you expend preparing a well thought out budget now, not only will help you in getting your proposal approved, it will pay off dividends later on. As you plan your Study Abroad trip think through the expenses you are likely to incur to avoid having cost overruns and “emergencies” that could have been foreseen.

*It is important to consider now, as you prepare your budget, that in the months ahead as you submit Requests for Payments, you must be able to tie each request to a line item in your budget.*

A few hints are presented here for your consideration as you begin to develop you budget worksheet. The goal is to help you create a realistic financial plan for your Study Abroad program.

**SAFETY FIRST**

Traveling in a foreign country presents risk that we seek to minimize for you. Carrying large sums of cash makes you a target, and we suggest that you avoid paying in cash whenever there is a reasonable alternative. Think prepayment. Credit cards present risk as well, the risk of identity theft in particular. If you have not prepaid an expense, you will need to weigh the associated risks of paying with cash versus paying by credit card. Some common sense questions to ask yourself:

- Consider the environment where you are going. Is it safe and secure or is it a public place that is crowded and bustling with activity? Could a thief easily single you out and quickly escape with your money? Who’s watching you? What is the time of day?
- Is the vendor a trusted party already known to you? Does the business seem legitimate?
- Common sense and caution must play equally in your decision on how to pay.

**LOSS OF FUNDS**

You should know up front that you are responsible for loss of funds. Factor this in when you consider how you are going to pay for expenses. Should funds be lost, contact the Study Abroad Office and AU Public Safety to file a police report. You will also need to file a police report locally.

**PREPAYMENT OF EXPENSES**

You are encouraged to prepay as many expenses as possible before you embark on your trip. There are several advantages to prepaying:

- You avoid the risk that carrying large sums of cash presents. By prepaying in US dollar you do not have to worry about currency fluctuations that can wreak havoc with your budget.
- Prepaying now allows you to shop for the best price. Once you arrive at your destination, there might not be opportunity to compare rates.
- Airfare, hotel, ground transportation and even some meals can be prepaid.

**PETTY CASH**

If you cannot prepay an expense, you can request a small petty cash fund (i.e. for an excursion), however you must be able to justify the need for a petty cash fund, and the expense must have already been in your budget.
The form to request a petty cash fund is available through SAO. The petty cash fund must be reconciled within 14 days of your return from your trip. The Study Abroad Office can help you with the reconciliation if need be. Do not delay in asking for help, should you need it!

**TIMEFRAME FOR PREPAYMENTS**

While Faculty members are not allowed to finalize contractual arrangements for Study Abroad or AU, you are encouraged to obtain quotes early on, so that your budget estimates for major expenses are realistic. When possible, lock in those rates well ahead of time.

Once your Study Abroad program has been approved, and you have received the acceptance form with AU President’s signature, then it is time to request prepayments. For example, some airlines will let you book flights as far as 330 days out. Reserve your flights just as soon as tickets become available. Generally a $100 per seat deposit will secure a seat. You will need to obtain a Payment Request Form from SAO.

**Important!** All Study Abroad expenditures must go through the Study Abroad Office for approval. Again, you must be able to tie the expenditure to a line item in your budget.

**PROPER RECEIPTS**

_Something that is prepay whenever possible…_

All Study Abroad programs must be able to withstand the scrutiny of the state auditor. Consequently, you are required to obtain receipts for all reimbursable expenditures that are made while you are abroad. Will the state auditor be able to read that Greek receipt? Make sure you obtain a receipt that can be readily understood. If necessary, have the invoice translated.

**FREE TICKETS & OTHER SAVINGS**

Sometimes Faculty members are able to secure a free ticket through group purchases, or other discounts. When this is the case, be sure to roll the savings into the cost for your student, in the form of a cost reduction.

**CONTINGENCY FUNDS**

While you are strongly encouraged to think through your budget in the planning stages, realistically, not every situation can be anticipated, _especially when you are traveling abroad_. Things happen unexpectedly and past experience has taught us the value of a contingency fund. A reasonable contingency budget will cover your unplanned expenses. Do not overlook a contingency fund.

**CALCULATING THE TRIP SURPLUS**

The Program Director has a responsibility to the students who are paying for the trip to calculate a reasonable trip surplus - _one that is neither too large nor too small_. What constitutes a reasonable trip surplus? Look at it from two points of view: that of the student and that of the manager (you). For fairness sake, the trip cost should be a good value for the student. After all, for many students this has been a hard earned trip, involving countless hours of “sweat equity” and fundraisers. As the Program Director you must keep a management perspective, making sure you have responsibly budgeted for the trip. There must be a balance between these sometimes competing points of view. A $20,000 surplus would be difficult, if not impossible, to justify. A $1000 surplus is considered responsible.
HOW TO PREPARE A PROPOSAL FOR USING AN UNANTICIPATED SURPLUS

Sometimes, despite the best planning, you find yourself in a situation where you have realized savings while on the trip, and have an unanticipated surplus, that realistically is too large to justify. What to do? In these circumstances, it is suggested that you prepare a proposal on how to use these funds and submit it to the appropriate administrator. Some Program Directors suggest to the delight of their students that another excursion be planned. Draft a short proposal explaining the circumstance and how you would like to use the funds. Maybe there is a museum that the students would like to visit. Or a concert, a train trip to an unplanned destination, etc., etc. The expenditure must be for the benefit of the students.

Excess funds are not to be used to reimburse expenses of the Program Director, the Program Director’s spouse, items purchased for the Program Director, increased per diems, or the like. In accordance with Board of Regent guidelines, excess monies from a Study Abroad trip are used to pay deposits for future trips. They cannot be used to pay for unbudgeted expenses of the Program Director. **Remember:** All expenditures must be in the original budget plan. *Please do not ask to have your spouse’s airfare reimbursed!*

**SALARY CONSIDERATIONS**

Study Abroad budgets do not allow for the payment of extra salary for teaching abroad. Your salary will continue to be paid from state funds, as it normally is paid.

**FACULTY TRAVEL EXPENSES**

*Special Note:* Although Faculty Travel expenses for Study Abroad programs are paid from state funds, the travel expenses must be approved by the Study Abroad office before the Business Office will process them. Submit your expense report to the Study Abroad office. Once it has been approved by the Director of Study Abroad, Study Abroad staff will forward your expenses to the Business Office for processing.

Due to Board of Regent continuous audit requirements for Faculty Travel, travel expenses for Faculty who are teaching abroad must be processed in the regular manner (through PeopleSoft). This includes your airfare, per diems, and other travel expenses. These items are paid through state funds and must be accounting for accordingly.

Consult with the Travel Office for further information about your travel expenses or visit the Travel Office website: http://www.aug.edu/business_office/travel_info.html

*Note:* It can be unreasonable to expect students to absorb the cost of a high cost per diem. Please take an appropriate per diem for the trip. Remember, it is difficult to sell a trip that is too high priced.

**Important!** For insurance purposes, Faculty must complete a travel authorization form prior to travel. Do not leave without doing this! This is for your own protection. SAO will assist faculty with this process.

**CLOSE OUT OF STUDY ABROAD PROGRAM ACCOUNTS**

All Study Abroad program accounts must be fully reconciled and closed out within 60 days after the trip. In accordance with Board of Regents guidelines, account balances must be transferred to the Study
Abroad general account, to be used for future trip deposits. Knowing this, please be sure to submit all reimbursable trip expenses in a timely manner.

**Helpful Hint!** A template has been developed to assist Faculty in developing their Study Abroad program worksheets.

### Section 7- TRIP DEPOSITS, FINAL PAYMENTS, REFUNDS & TRANSFERS

The nature of college students is that they like to change their minds. As the trip manager this can wreak havoc with your planning, particularly the financial part. The accounting can become complex in the Study Abroad Office as well. While we want to be accommodating to our student travelers, a few rules are essential, as outlined below.

Please keep these rules in mind as you recruit your students. When your students submit their trip applications, be certain they are aware of the guiding policy, so that misunderstandings can be avoided.

**Important!** A statement acknowledging that the deposit is non-refundable is included in the application that the student signs. As a courtesy to the student, point this out to them, because not everyone reads what they sign during the excitement of signing up for what often is a first international trip!

### TRIP DEPOSIT POLICY

#### DEPOSIT AMOUNT

- A $200 deposit is required to hold a student’s space on a Study Abroad trip.
- In some cases a smaller initial deposit is accepted with the balance to be earned through fundraising efforts (i.e., Yankee candle sales, etc.).
- After a student makes an initial deposit, the student will be contacted by the Study Abroad office to enroll in a “Trip Planning” workshop. Transient and Distant Education Students will need to make arrangements with the Study Abroad office to go over this information, typically in the form of a phone meeting.
- Participation in a workshop is mandatory. It is an important step in preparing a student for a Study Abroad program; critical information is shared that will help guide the traveler on a variety of travel related concerns, including the financial terms and conditions that govern Study Abroad programs. Participants in the workshop will be emailed the *Student Resource Guide for Study Abroad*.

#### DEPOSIT TIMELINE

Deposit deadlines need to be set late in the fall semester or early in the spring. This allows time for teaching schedules to be adjusted in the event that your trip does not materialize. It also allows for recruitment in the fall semester and more focus on final payment, orientation, and other responsibilities in the spring semester.

### NO REFUNDS

The deposit is non-refundable under any circumstance, including funds earned through fundraisers.

### TRIP FINAL PAYMENT POLICY
Study Abroad/ Away Policies and Procedures Handbook for Faculty

- Final payments need to be made a minimum of 90 days before travel, and as far ahead of travel as 120 days. This allows time for invoices to be paid without a rush and for funds to be transferred for faculty travel. Remember that the Business Office has seven working days to process any payment request.
- This also allows time for air fare and ground arrangements to be altered if there are more students than anticipated or to reduce the number of air tickets and ground arrangements without penalty. Payment deadlines should never be later than the penalty date to lose money on travel.

TRIP REFUND POLICY

- When a student submits an application for a program they are required to attend a pre-trip planning meeting. In this meeting Study Abroad staff review the trip refund policy and students are required to sign an agreement stating that they will abide by this policy.
- Normally all trip payments are completely nonrefundable.
- If a student withdraws from a trip for medical reason all efforts will be made to refund trip payments provided that a physician’s note is brought to the Study Abroad office.
- If a student is unable to go on a trip for other reasons and the student believes that the trip money should be refunded the student can write a letter of appeal to the Institutional Study Abroad Committee.
- After payments have been made on items for the students, such as airfare and hotel, the only refund possible will be the refund issued by the booking agent, university, or other third party.
- All programs must comply with this policy.

TRIP TRANSFER POLICY

- If a student decides they would prefer to travel to another destination at another date and time you must check with the Study Abroad Office before agreeing to transfer the deposit.
- The deposit will be transferred if, and only if, both Study Abroad programs are within the same fiscal year. Again, check with the Study Abroad Office first, just to be certain!
- Deposits cannot be transferred to a trip in a future fiscal year. Period.

Guidelines for Accompanying Family Members

The faculty director of a short term program abroad wears many hats: professor, chaperone, academic advisor, counselor, nurse/doctor, money manager, tour guide and even, at times, parent. The workload for programs abroad is thus much different, and often more demanding, than that of teaching a similar course on the AU campus. Faculty directors are encouraged to carefully weigh the pros and cons of having any non-participants accompany them abroad during the time the program is in session. Often such an arrangement works best when companions join the faculty member at the conclusion of the program. Faculty directors must remember that their first priority is to be available to their students in any potential emergency (or perceived emergency) 24 hours a day, 7 days a week for the duration of the program.
Non-involved visitors and/or the demands of family responsibilities can be a distraction and an unwelcome source of additional stress for the faculty member, causing conflicts that can be to the serious detriment of the program.

Accompanying family members or companions, if not enrolled as full participants in the program, are not considered in any way to be affiliated with the program or representatives of AU. Accordingly, the following issues must be considered prior to the program.

A. TRAVEL EXPENSES
It is the policy that faculty directors will not be reimbursed for any travel expenses incurred on behalf of family members/companions. Careful records must be maintained by the faculty director to ensure separation of expenses of any family members/companions from the reimbursable expenses of official travelers. Any additional costs incurred due to stopovers, route can be to the serious detriment of the program, route modifications, or mode of transport made for the convenience of the family members/companions will be borne entirely by the faculty director.

B. FAMILY MEMBERS/COMPANIONS’ PREPARATIONS FOR THE TRIP
Family members/companions will not be reflected on the program participant list, and therefore will not receive program mailings or be invited to the program orientations. Faculty directors are encouraged to share information with their family members/companions about the country, anticipated activities, and the risks involved. In whatever way possible, family members/companions should investigate the safety issues related to the trip.

C. PROGRAM RESTRICTIONS
Although family members/companions are not participants in the program, they are expected to abide by the program policies and restrictions that are imposed for safety reasons. Family members/companions should be aware that their personal behavior must not in any way affect the quality of the program or the experience of the participants, and that their involvement in group activities may be prohibited by the Study Abroad Office if deemed necessary.

D. MINOR CHILDREN
Children under the age of 18 (or the approval of the study abroad committee) must be under the supervision of an adult other than the faculty director at all times. Supervision of minor children is the sole responsibility of the parent(s). At no time should a program participant be asked to care for or supervise a child of a faculty member.

E. FEES AND EXPENSES
Family members/companions are responsible for paying all fees and expenses incurred overseas according to conditions pre-arranged by the Study Abroad Office. If a family member/companion attends a class or excursion with the program participants, he/she must pay any fees or expenses involved. Family members/companions may only attend classes or excursions on a space-available basis, and with the permission of the instructor, local coordinating agency/organization, and the Study Abroad Office.

F. PROGRAM-RELATED DUTIES
Family members/companions may not have any official duties (chaperone, driver, assistant, etc.).
Family members/companions are not protected by AU liability insurance for any actions taken abroad, and are urged to discuss applicable liability protection with an insurance agent to ensure that adequate coverage is in place for his/her overseas activities.

G. MEDICAL INSURANCE
Family members/companions must have their own medical insurance coverage for the period of the program.
Section 8- US State Department Travel Alerts and Warnings

It is very important to keep abreast of the current conditions in the country where Augusta University has study abroad programs. For this reason Travel Alerts and Warnings are an essential tool for university administrators to monitor risk and liability. A current list of countries which are currently under a travel alert or warning can be accessed at http://travel.state.gov/travel/

The basic premise from which we operate is that, except in special circumstances, Augusta University will not offer or support study abroad in countries that are under a State Department Travel Warning. Requests for exemptions based on "special circumstances" are evaluated on a program-by-program basis through a process established by the Study Abroad Office.

The University cannot guarantee a risk-free environment abroad, and it is the responsibility of the student to make an informed decision about the relative risks involved in participating in any particular Study Abroad program. It is the University’s responsibility to identify reasonably safe and secure sites for its programs.

Augusta University strongly discourages students from participating in either affiliated or non-USG programs in countries under a State Department Travel Warning. Under such circumstances the Study Abroad Office will not provide support services that students going abroad normally receive. That is, The Study Abroad Office will not register the students for the time they’re abroad nor will the Study Abroad Office authorize access to financial aid for the program. While we anticipate that students may leave Augusta University to participate in a non-USG program and later seek transfer credit for their work, we reiterate that Augusta University discourages this course of action. A student’s decision to do so is voluntary and not the responsibility of Augusta University.

The Institutional Study Abroad Committee is charged with 1) evaluating the safety and security of sites for proposed Study Abroad programs, 2) monitoring the U.S. Department of State’s Travel Warnings and Travel Alerts for countries in which Augusta University sponsors Study Abroad programs, 3) communicating information about safety and security to the relevant parties, and 4) enforcing the cancellation policy outlined in this document. AU’s Institutional Study Abroad Committee, in consultation with the on-site program director/staff, University faculty with expertise in the region, the Vice President for Academic Affairs, and general counsel, will, in accordance with this policy, make the final judgment regarding the suspension and/or cancellation of a given Study Abroad program.

Travel Alert or Travel Warning prior departure of a study abroad program

If there is a Travel Alert in place, all Augusta University study abroad participants must be informed. All participants will receive a copy of the travel alert and will have to sign a “Travel Alert acknowledgment of risk” if they wish to participate in the program.

If a student elects to withdraw from a program that remains ongoing after a Travel Alert has been issued, you do so at your own cost. All monies not expended will be returned; monies not readily regained will be forfeited. Travel Alerts issued prior to the commencement of a Study Abroad program will also be communicated to students who are preparing to participate in the program. Should a student elect to withdraw from a program at this point all monies not expended will be returned; monies not readily regained will be forfeited.
If there is a **Travel Warning** in place, all Augusta University study abroad programs to the location will be suspended. An exception can be made on a case-by-case basis. The program director may request an exemption from the Director of Study Abroad. This request should include an explanation as to why this specific travel warning should not impact their study abroad program, as well as a detailed plan to minimize the risk of the participants.

Upon receipt of the request, the Study Abroad Director will assemble a critical incident team to analyze the situation. The critical incident team will include:

- Director of Study Abroad
- Provost
- Vice-President of Academic and Faculty Affairs
- President

Other personnel will be brought in as required. Such personnel may include:

- Director of Public Safety
- Dean of Students
- Legal Department
- Director of Counseling
- Country Expert

The critical incident team will be responsible for assessing the risk of continuing the program, and the ramifications of canceling the program. If the critical incident team decides to reinstate the program, all participants must receive a copy of the Travel Warning and sign a “Travel Warning acknowledgment of risk” if they wish to participate in the program.

**Travel Alert or Travel Warning during a study abroad program**

If a **Travel Alert** is put in place, all Augusta University study abroad participants must be informed. All participants will receive a copy of the travel alert and will have to sign a “Travel Alert acknowledgment of risk” if they wish to remain in the program. The Director of Study Abroad will then decide if a critical incident team will need to be assembled.

If a **Travel Warning** is put in place while an Augusta University sponsored study abroad program is in process, the Director of Study Abroad will assemble a critical incident team to analyze the situation. The critical incident team will include:

- Director of Study Abroad
- Provost
- Vice-President of Academic and Faculty Affairs
- President

Other personnel will be brought in as required. Such personnel may include:

- Director of Public Safety
- Dean of Students
- Legal Team
- Country Expert
- Director of Counseling

The critical incident team will be responsible for assessing the risk of continuing the program, and the ramifications of canceling the program. If the situation constitutes an emergency, the University will follow its emergency procedures to address the situation quickly and effectively. If not an emergency and the decision is still made to suspend the program, students will be removed from the country in a reasonable and deliberate fashion based on the best information available at the program site. In either case, faculty and staff will work with program participants either at an alternate site in another country or locally in Augusta to complete the program’s academic requirements.
EUROPEAN COUNCIL & OTHER CONSORTIUM STUDY ABROAD PROGRAMS
For Study Abroad programs sponsored by a consortium of institutions, such as European Council, that includes AU, the University will voice its concerns about the safety and security of its students and actively participate in the standard decision-making process of the consortium. In general the University will not take unilateral action regarding the participation of its students in the consortia program, but will work with partner institutions in the consortium to ensure the safety and security of program participants.

Individual AU students are advised not to participate in a program sponsored by another U.S. institution or to enroll directly in a foreign university in a country which carries a State Department Travel Warning. Students may still choose to do so, however, and the University will manage the transfer of credit and financial aid according to standard procedures. This action on the part of the University does not imply a sanction of the Study Abroad program, but an obligation to accept academic credit from other accredited U.S. and foreign institutions. Beyond this, no other support will be provided to students who choose to travel to destinations that are under a State Department Travel Warning through other institutions.
Section 9 - Program Organization and Administration

PROGRAM DIRECTOR RESPONSIBILITIES

The Program Director’s responsibilities are divided between those that must be done prior to the trip, during travel and post trip. Once a program is officially approved, the director must sign the program director agreement.

PRIOR TO THE TRIP (At AU)

- Prepare a complete program proposal and ensure that all signatures are collected for approval.
- The program director is responsible for outlining the nature of the program, location, and daily activities. These should correspond with the class being taught abroad and will drive the program budget. Remember that you are responsible for ensuring that all academic requirements have been met.
- Review website materials and ask for corrections to be made as needed.
- Come to the Study Abroad professor’s orientation sessions offered in the fall semester.
- Market and recruit for your program and Study Abroad in general.
- When appropriate, assist students with letters of recommendation for scholarships.
- Keep the Study Abroad office informed of any changes to the trip itinerary or budget.
- Inform Study Abroad of common problems, questions or issues about your program. If students are confused by courses, itineraries, or payments the Study Abroad office can help work to clarify.
- Attend meeting with the Dean to determine final number counts for programs. In other colleges please speak with the Dean or his or her representative to determine summer salary based on enrollments.
- Complete any payment requests needed for expenses and bring them to the study abroad office at least 10 days before the invoice is due; or work with the study abroad office to ensure that the trip is fully paid for according to the business procedure rules.
- Should a surplus be left in the account a memo should be written for the consideration of purchasing more items for the students on the study abroad trip.
- Create a travel authorization in PeopleSoft in a timely manner so that trip expenses can be prepaid for travel and encumbered for per diem and other reimbursable items. Remember that all travel for faculty is paid according to state travel regulations.
- Be prepared for the student orientation session with your academic information including a syllabus and pre departure assignments if applicable.
- Attend the student orientation session and conduct your portion of the session.
- Attend the professor individual orientation session to receive your Study Abroad folder with important emergency and student information.
- Collect any petty cash for the trip from the Study Abroad office and sign stating that you received this cash and understand the petty cash rules.
- Be familiar with FERPA regulations relating to the privacy of your students.

DURING TRAVEL

- Meet and greet all students either at the airport or at AU on the shuttle.
- Supervise activities such as airport transfers, hotel check in and out, airport check in and security, and other non-academic activities.
- Assist students with questions and concerns.
• Supervise students while on field trips and other learning opportunities abroad.
• Teach courses in accordance to the syllabus and course contact hour sheet.
• Make appropriate decisions regarding changing itineraries and programming elements due to conditions such as safety, weather, or other conditions.
• Report all problems to the AU Study Abroad office through an incident form or via telephone if urgent assistance is needed.
• Inform the Study Abroad office if a student violates the Student Code of Conduct or Sexual Harassment rules. This will then be turned over to the Dean of Students for further investigation.
• Enforce the disciplinary procedure as outlined in the Study Abroad manual.
• Enforce other AU Study abroad rules, such as not letting non AU participants attend AU events or stay in AU accommodations.
• Collect receipts and complete the petty cash form as money is spent.
• Maintain appropriate professional roles with students.
• Make the best judgments possible at the time of an incident with the student’s best interest in mind.
• Document any incident that deals with student issues during the study abroad trip.

AFTER THE TRIP
• Return the Study Abroad folder to the Study Abroad office so that all forms can be shredded as appropriate.
• Create a travel expense statement in PeopleSoft so that per diems can be paid and the accounting on your trip can be closed.
• Reconcile all petty cash and return all receipts and any unspent money to the Study Abroad office.
• Ensure that students complete any after trip assignments.
• Submit student grades in accordance with grade reporting policies and deadlines.
• Complete the financial Wrap Up form in the Study Abroad Manual; OR work with the Study Abroad office to complete this form.

RECRUITING STUDENTS OVERVIEW
It is the responsibility of the Program Administrator to recruit students for their Study Abroad program...and a key one at that. A core group of students is needed to make the program financially feasible, and must be a primary focus from the start. While the Study Abroad Office will help support you with your marketing efforts, the primary responsibility for recruitment rests with the Faculty.

BUDGET CONSIDERATIONS
Your budget drives your Study Abroad program. Without a core group of students, you will not have enough revenue to cover trip expenses. Keep this in mind as you develop your Study Abroad program. Recruitment matters!
• All trips are budgeted with a 10 to 1 student/professor ratio.
• All trips need a minimum of 10 students.
• Trips that have fewer than 10 students are subject to cancellation.
BUDGET & SALARY
The Dean’s Office determines the summer pay of Study Abroad Faculty, taking into consideration information provided by the Study Abroad Office. There is an indirect relationship between your summer pay and your recruitment efforts. Here’s how it works:

- Study Abroad is responsible for balancing the budgets of Study Abroad programs.
- Deans have responsibility for determining Faculty salaries, including summer pay.
- Study Abroad informs the Dean’s Office about program numbers and students per class. This is generally done in February after final payments are made by students.

BEST RECRUITING METHODS

- Talk to Individual Students!
  Students continually tell us they traveled for one reason alone: The Professor said they should! Don’t underestimate your influence.

- Talk to Classes
  Ask your colleagues to give you (or the Study Abroad staff) 10 minutes to make a presentation in their classroom. Build the excitement among a group of students who might enjoy traveling together!

ARRANGING FOR A STUDY ABROAD CLASSROOM PRESENTATION – Nothing Could be Easier!

Study Abroad staff likes to talk about its programs. Just ask! If you would like to arrange for a classroom presentation by the Study Abroad Office simply send an email with your request. Upon receipt of your request, Study Abroad will arrange a staff member to visit the class if possible.

- The peer to peer exchange cannot be surpassed. The student endorsement has a credibility factor that is invaluable. Your students are more likely to ask questions they may have when they see one of their own is providing the answers.
- As Faculty you are then encouraged to quickly follow-up with those students who have expressed interest during the presentation.
- Past experience has taught us that this targeted approach increases enrollment in Study Abroad programs.

WHAT A STUDY ABROAD PRESENTATION COVERS

- The presentation gives an overview about Study Abroad
- Scholarship opportunities are highlighted
- A specific trip is highlighted (yours!)
- Marketing materials are given away that highlight the Study Abroad website

Every Study Abroad presentation promotes all trips, but highlights the trip of the Professor who requested the presentation.

OTHER RECRUITMENT METHODS

It is important to keep initial enthusiasm alive! The Study Abroad Office suggests several simple ways in which you can do this:

- Posters
- Table Tents
- E-Mails
- Advising Times
- Signs on your office door and your department board
KEEP STUDENTS INFORMED
Don’t let interest wane. Keep the student engaged about the prospect of travel. Keeping the student informed is essential, every step of the way. Assume nothing. Give the following information to the student directly:

- The Study Abroad Website Information
- Directions to the Study Abroad Office

Once the student steps inside the Study Abroad office, he/she can speak to our students who have been abroad before. The energy inside the Study Abroad office is contagious. Be sure your students visit early on!

OTHER RECRUITMENT TACTICS

- Don’t let cost be a deterrent. Always let students know about scholarships and work opportunities (“sweat equity”).
- Let students know how the course will count in their degree plan.
- Let students know the importance of travel abroad.
- Let students know the good value of the trips.

KNOW YOUR AUDIENCE

- If you are teaching a course in the core, target freshmen.
- When making class presentations, look for classes with large enrollments of the audience you are targeting.
- Ask your colleagues for the opportunity to speak to these large classes and ask them which students are most likely to be good candidates for Study Abroad, so that you can target your presentation to them. Return the favor in kind when you are asked.
- Remember to mention all Study Abroad programs in your presentation. Think reciprocity! Someone may recruit a student for you, too.
- Ultimately, trip budgets can balance off a total number, so recruit for all classes.

OTHER

- Once a student has made a deposit on a trip, and attended the initial meeting with Study Abroad, the Study Abroad office will e-mail the professor.
- Faculty should immediately follow-up with the student to make sure he/she has all information and has met with you.
- Again. Keep the student interested! Did we say…keep the student interested!

Important! Marketing of a Study Abroad course should uphold the highest standards of academic integrity, learning and student behavior: the academic quality and the educational experience of the course should be the primary selling points. Marketing is yet another area where best practices in risk management must be considered carefully.

Student Orientation

Here’s what the Board of Regents has to say about the importance of an orientation program...
"A comprehensive pre-departure orientation program is crucial to a successful Study Abroad program and will help ensure that participants have the necessary information and cross-cultural training to ensure a successful Study Abroad experience. An effective orientation should provide essential program information, including all logistical and academic elements; motivate students to learn about the host culture; and help students to develop cross-cultural sensitivity and cross-cultural adaptation. Generally, the more information students receive before their departure, the smoother their adjustment process overseas."

Excerpted from the USG Handbook for Development and Maintaining Study Abroad Programs

Pre-departure orientations increase student preparedness and as such can help to reduce institutional liability. Study Abroad orientations are mandatory for this reason. Faculty members are advised to work with the Study Abroad office in preparing for the orientation. A careful review of all orientation materials by the Study Abroad staff will help to ensure that students receive the essential information they need before departing on their trip.

AU Study Abroad orientations are held from March-May. Each Study Abroad program has its own orientation session. Your orientation session should set the tone for the trip, clarifies expectations and provide detailed information to students that will help avoid unpleasant surprises when you arrive at the destination. Orientation has two parts. Part one is conducted by the Study Abroad office. Part two is conducted by Program Directors.

GENERAL MEETING – Conducted by Study Abroad Office

Orientation begins with a general meeting for all Study Abroad participants. The general meeting covers the following:

- Official university information is reviewed
- Forms that students must sign are distributed (see below for list of forms)
- Emergency cards are distributed

FORMS- Folders completed by the Study Abroad Office and distributed at Orientation

The following forms are required to be in the Study Abroad orientation folders:

- Country Information Sheet and A Safe Trip Abroad Information from the Department of State
- Country Information Sheet and Safe Travel Information from the CDC
- CISI Insurance information (insurance cards and booklet detailing the coverage purchased for the student)
- PicCell Wireless Phone rental information (flyer)
- Phone Information from Go.Abroad.com
- Information on travel abroad which includes information on Culture Shock, Health and Safety, and Reentry Issues
- **Your Guide to Study Abroad** booklet by Studyabroad.com
- Terms and Conditions of Participation Agreement (*to be completed by the student and returned to the Study Abroad office*)
- Emergency Contacts (*to be completed by the student and returned to the Study Abroad office*)
- Waiver and Release of Liability (*to be completed by the student and returned to the Study Abroad office*)
Following the General Meeting and a short break, individual class orientations begin.

CLASS ORIENTATION – Conducted by Study Abroad Professor/Program Director

The class orientation covers the following:

- Syllabus and other information are distributed
- Pre-trip assignments are distributed
- Expectations are clarified
- Any other pertinent information is reviewed, including:
  - academic policies
  - class attendance
  - placement exams
  - homework assignments
  - available facilities (i.e. computer labs and libraries)
  - required textbooks, grading systems
  - procedures for registration
  - credit transfer to the home campus

Helpful Hint!

The Orientation you plan should emphasize the expectations for a successful trip and leave your students well prepared to embark on what could be their first international travel. To this end, the Study Abroad office has tried to assist you in compiling useful information for those going abroad. Be sure to review the “Helpful Links” section of this manual on the Study Abroad web page. There you will find a wide variety of information from the Department of State, the Center for Disease Control and other sources that will help you plan a comprehensive Orientation for your Study Abroad group.

Do not underestimate the value of conducting a well-planned orientation session with respect to your responsibilities for managing risk.
To every extent possible, Study Abroad encourages pre-planning. There needs to be a well thought out plan in place for when disaster strikes or when discipline is needed. In some cases, the Study Abroad office has taken the lead. In other instances, the Program Director must step in. We have outlined the distinct roles of the Study Abroad office and the Program Administrator below:

**STUDY ABROAD OFFICE ROLE:**

- **STATE DEPARTMENT REGISTRATION**
  For your safety and peace of mind the Study Abroad office registers each group with the Department of State. This registration alerts the local embassy that you are in country. The registration also gives contact information for the group, such as hotel names and phone numbers as well as group leader contacts. This registration allows the embassy to send alerts and warnings to AU Study Abroad that can be forwarded to the program director.

- **EMERGENCY RESPONSE PLAN**
  Per Board of Regents regulations Study Abroad has formulated an emergency response plan. This plan addresses a framework for responding to emergency situations as they arise on Study Abroad programs. The plan is included in this chapter.

- **SUSPENSION OR CANCELATION OF A PROGRAM**
  In the event of a pandemic, natural disaster, or the issuance of a State Department warning, a program may have to be cancelled or suspended. Should a circumstance arise where these types of issues must be considered and a decision made about the future of a program, the Study Abroad committee will call an emergency meeting. The committee will collect all information from appropriate sources, as well as directives from the Board of Regents, in order to make an informed decision. Options include the complete cancellation or suspension until the circumstances allow the program to run again. The Study Abroad office will gather information to assist in this decision, such as refund options and expenses incurred to postpone a program. Please note that programs can be suspended or cancelled for reasons other than those listed above. The Study Abroad committee would be instrumental in making these decisions.

- **PANDEMICS**
  The Study Abroad Pandemic Preparation has been included at the back of this section. In the case of a global pandemic the Study Abroad Committee will determine if programs will be cancelled or altered. In the case that a student becomes ill in a global pandemic the pandemic plan outlines the responsibilities of the program director and the Study Abroad office.

**PROGRAM DIRECTOR**

As a Program Director, your responsibilities go beyond guiding the trip and teaching abroad. You must also be prepared to handle emergencies and behavior problems as well as administer discipline in situations that call for it. While there are relatively few problems on these trips, be advised...*before you begin your trip, begin planning for the unforeseen.*

Program directors are responsible for a variety of issues on Study Abroad that go beyond the classroom setting. You will, of course, have responsibilities from your own department and college concerning the academic portion of your trip.

**STUDENT EMERGENCIES**

Before you leave, you will receive the following:
• A copy of the emergency procedures for Study Abroad
• A copy of the emergency procedures is at the end of this section
• Copies of emergency contact phone numbers for participants
• A copy of the incident report form
• Copies of medical forms
• Emergency numbers to call, if you need to reach Study Abroad, NOW!
• A Phone rental with a minimum credit for emergencies where applicable
• Please remember to take your information from your orientation folder also

The emergency contact phone numbers and medical forms must be returned to the Study Abroad Office (for shredding) immediately upon return from your trip.

Note: The Study Abroad office keeps copies of all passport information. In the event of a lost passport, the Study Abroad office will fax a copy of the passport to the consulate.

BEHAVIOR PROBLEMS/DISCIPLINE

The Study Abroad programs are designed to be a rewarding time and an enriching educational experience. In addition there is a certain anticipation of fun. Students on Study Abroad are expected and required to attend class. After class, students have freedom to explore on their own. Freedom does not necessarily create problems, but should it, there are policies and procedures in place if you find you need them.

You should always complete an Incident Report when any disciplinary action is taken on involving a student in a Study Abroad program. This report is included in this chapter.

  • **First Offense**
    After a first offense, a student will meet with the Program Director.
  
  • **Second Offense**
    After a second offense, students will receive a written letter of reprimand and may be asked to report daily to one of the Program Directors for a specified length of time. The letter will be sent to the Dean of Students who will determine if further action is warranted.
  
  • **Third Offense**
    If there is a third offense, the student will be expelled from the program, with no refund of any costs.

All problems need to be documented and sent to the Study Abroad office. If necessary, your report will be forwarded to the Dean of Students.

The following behavior problems are considered serious enough to warrant immediate dismissal from the program. Students who commit such infractions will be expelled from the program and will receive no refund of any costs:

  • Theft, vandalism or any other criminal behavior
  • Abuse of alcohol and/or drugs
  • Sexual harassment

FERPA AND AU RESOURCES

Also included in this chapter is information about the Family Educational Rights and Privacy Act (FERPA) and resources at AU so you can refer students or use yourself. Please be mindful that FERPA applies to Study Abroad too! Students are asked to sign a release at orientation, but if the student does not sign
this release we must abide by FERPA laws. FERPA regarding the privacy of student records may conflict with the desire of parents and others to be fully briefed on both student progress and on-site emergencies.

Students participating in AU programs are given the opportunity to sign a release form which recognizes that program staff will disclose information to their families in the case of a medical emergency. If the faculty director believes that certain information must be disclosed for a participant’s well-being without his/her consent, they should first contact the Study Abroad Director who will seek the advice of University Counsel. In rare cases when that is not possible in cases of a serious and urgent medical emergency, for example the best guideline is to act in the way which will be of most benefit to the student. Remember to document all emergencies thoroughly on the Study Abroad Incident Report form and to communicate with the SAO about the situation as soon as possible.

It is inappropriate to communicate with parents about a particular student’s grades, personal relationships, or cultural adaptation without prior permission from the student.

**Emergency Response Plan (ERP)**

*The Emergency Response Plan must be carefully followed. Take time before traveling to become familiar with it.*

**Phase 1:** Emergency is reported. Involve members of the Institutional Study Abroad Committee or emergency sub-committee.

**Phase 2:** Determine whether the emergency is real or perceived. Gather as much information as possible from individuals on site, contact or investigate sources for detailed and accurate information.

**Phase 3:** Take action as warranted and according to any established action plan.

**Phase 4:** Record the chronological sequence of events in writing leading up to, during, and after the crisis. Maintain good records, including incident reports for future reference.

**Phase 5:** Debrief with all involved individuals. Make changes in the emergency protocol where warranted.

**Remember!**

- Obtain names, times, places and witnesses.
- Obtain specific contact information for future reference.
- Double check all information.

**Pandemic Preparation**

*In the event that a Study Abroad student becomes ill, the following steps must be taken by the program director.*

**Step 1** Ensure that the student receives the proper medical care in the on site location.

**Step 2** Inform the Study Abroad office at AU at the earliest possible time. This can be done via e-mail, fax or a phone call.

**Step 3** The Study Abroad office will keep a log of all reported cases of illness.

**Step 4** The Study Abroad director will give the Study Abroad office daily updates on the student’s medical condition. The Study Abroad office will keep these updates in the log book.
Step 5 In the event that a student must return to the United States, the Study Abroad office at AU will coordinate the state side effort as appropriate.

Step 6 The Study Abroad office will be used as a clearing house for information. All students must sign the Travel Abroad Medical Profile and Consent for Care form before leaving for the trip. Copies of these forms must be maintained in the Study Abroad office.

**Emergency Procedures**

Study abroad may involve unique risks to participants and a higher level of responsibility for supervisors.

**Crisis Management**

All of the crisis management protocols below require that you contact AU as soon as possible. Your faculty folder includes information on who to call at any time day or night.

When handling any crisis, DOCUMENT YOUR ACTIONS!

**Medical Emergencies**

In cases of serious medical situations, you should do the following:

- Take the person to a hospital/clinic, verify the nature of the emergency with a doctor, inform health care personnel about chronic medical conditions by giving the medical forms that the student completed.
- Obtain the medical help indicated;
- Contact the insurance provider to let them know of the situation.
- Contact the Study Abroad Office with nature of the medical emergency, and keep in regular contact with the Study Abroad Office if the student does NOT want the emergency contact notified;
- Have the student call emergency contact. If the student is not able to communicate, the Study Abroad Office or the professor will call the contact;
- If the student is unable to make advance payments for treatment, they should be able to use their international insurance cards for the policy provided by the Study Abroad Office for all students participation in the summer study programs;

h. The following is a list of information you should obtain to report the situation:

1) Student’s name;
2) Date of accident or commencement of illness;
3) Details of injuries, symptoms, present condition
4) Name and telephone number of attending physician;
5) Name, address, and number of hospital or clinic, if applicable;

**Civil Disturbance**

- Be aware of situations and locations that can be potentially dangerous. Warn students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at sensitive political meetings, rallies, or other potentially risky gatherings.
- Keep the US Embassy notified of your location at all times if you suspect problems are likely to erupt. Make sure you fully understand evacuation procedures to be followed in case it becomes necessary. Follow instructions or advice issued by the US Embassy.
- Keep AU leadership informed of developments.
- Contact AU leadership as soon as possible in the event of a coup, political assassination, or other political crisis, to provide them with information on students’ safety and plans for
dealing with the situation, so the university can fully inform parents or other emergency contacts.

**Natural Disasters and Group Accidents**

In the case of fire, earthquake, flood, avalanche, epidemic, bus crash etc., do the following:

a. See to the safety of all group members and follow the protocol appropriate to the site (e.g. in the event of a fire, everyone in building X will assemble in location Y);
b. Communicate immediately with the Study Abroad Office as to the safety and state of health of all group members, the group’s location, plans, and when you will contact the Study Abroad Office again;
c. Contact the insurance provider at the emergency number provided if appropriate.
d. Discuss alternatives with group members. These may include change of location, change in program schedule, cancellation of program, or a shift in emphasis in the program. Be sure that there is consensus on program changes, if possible, and inform the University of these changes.
e. Some students may decide to return home immediately. This is their prerogative and you should assist them in making arrangements. Be sure that they understand any financial implications of an early withdrawal from the program.
f. Keep in touch with AU leadership regularly.

**Missing Program Participant**

a. Inquire with friends and associates of missing participant about his or her whereabouts.
b. Notify and, if possible, meet with representatives from the US Embassy, local police, and local sponsor(s) to enlist their assistance.
c. Notify the university as soon as you have basic details about when the participant disappeared, any indications of where the participant may have gone and whether he or she left alone and voluntarily. The university will notify the student’s emergency contact person.
   Be sure to provide the university contact with as many details as possible regarding what happened and what is being done.
d. Check with authorities daily, and inform the university of any new developments.

**Student Arrested**

a. Call local law enforcement agency (police) and determine charges and procedures.
b. Report the situation to the US Embassy or Consulate and seek their advice and assistance.
c. Visit the student in jail and determine his/her version of events.
d. Have the student call his/her emergency contact. If the student is unable to make the call, ask the university official to call the emergency contact. Be sure that access details (phone numbers) for law enforcement agencies are made available to the university and the student’s emergency contact.
e. Assist the student in obtaining funds for bail, if possible; if it is appropriate, help student secure a lawyer.
f. Notify the university and give them details of the incident so they can contact student’s family.

**Robbery**

a. Call the local law enforcement agency (police).
b. Assist the student in obtaining funds to replace stolen money, cancel their credit cards if necessary, and replacing the student’s passport if it has been stolen.
c. Have the student call his/her emergency contact.
d. Notify AU official.

**Assault or Rape**

a. Go through medical emergencies protocol in section 1;
b. Call local law enforcement agency to report incident;
c. Notify the Study Abroad Office about the incident.
d. Help student find counseling. Keep in mind that in many cultures medical doctors often are the first point of contact for people struggling with emotional or psychological issues.
e. Help Student (if requested or required) to return home.

**Death of a student or Faculty Member**

If a student or faculty member dies while participating in the program, record all available facts accurately. The atmosphere surrounding the program will be emotionally charged, and it is very important that the tasks below are handled promptly and effectively. Take the following steps if a student or faculty member dies:

a. If word comes by telephone, obtain the identity of the person providing the information.
b. Determine the cause of death: if an illness, what illness? If an accident, determine the nature of the accident, where it happened, who else was involved, and any other pertinent details.
c. Find out the time and place of death.
d. Obtain the name and address of undertaker, if available.
e. Find out participant’s religion. If Catholic, check if last rites have been administered. If Jewish, contact a local Rabbi if one is available. For other religions, wait until you have heard from the family as to their wishes.
f. If the participant dies in an accident, inquire about the local laws regarding autopsy.
g. Contact AU leadership immediately so that the university can communicate with the family and provide appropriate assistance.
h. Contact insurance company regarding insurance procedures for repatriation of remains.
i. Notify the US Embassy or Consulate. Consular officers will usually assist in arranging for repatriation of deceased Americans.

The Study Abroad Office will then inform the participant’s family personally;

a. Notify the U.S. Embassy or Consulate.
b. Continue to keep a chronological record of events of events and actions as they occur;
c. Talk to other student participants and keep them informed and counseled;
d. The Study Abroad Office will give the participant’s family as much support as possible;
e. The Study Abroad Office will send a letter of sympathy to the participant’s parents;
   The Study Abroad Office will assist the program director in marking arrangements for the repatriation of the body or remains;
f. Gather the participant’s belongings and make an inventory;
g. Ship the belongings and inventory to Study Abroad Office, which will forward everything to the participant’s family.
h. As Program Director and faculty member, all your hard work in planning and recruiting culminates in leading the group of students on an intensive, life-changing experience. For you, it should be a uniquely satisfying teaching experience, as you lead students through the engagement with a new culture. It is also hard work, as you must be attentive to issues that can derail all your careful planning. Most of the time, these issues are minor diversions in
what becomes a remarkably positive experience for faculty and students. We address them here to help you be prepared when problems common to study abroad do occur.

Other problems that may arise

Problems with Planning
With any international program, planning is the centerpiece of success. You must leave as little as possible to chance, whether it be flight arrangements, accommodations, excursions, or class sessions. It is not always possible to plan well, and so you must be sensitive to what is working and what is not, once the program begins. Remember that it is better to change a schedule, shift hotels, or reduce assignments than to force students to slog through too much work or too many sites.

Problems often arise with the schedules.
Sometimes, they are too packed—visits to four historic ruins, guided tours of a castle, and thirty minutes for lunch. It won’t work. Schedules must allow for the student who can’t walk fast, the ones who linger in gift shops or need far too many trips to the bathrooms and those who simply need time to absorb what they are hearing and seeing. Keep in mind that groups take much longer to complete logistical aspects of a trip than individuals do. To make the best use of time, combine meals with bathroom stops, arrange packed lunches when appropriate, and set a maximum of two sites or short tours in a day.

At the other extreme are schedules that are too lax, providing too much unstructured time. Giving students too many hours to wander a town they don’t know, or providing nothing to do from 4 pm until the next day, may be asking for trouble. In most cases, students will expect a fairly full schedule—they paid a lot of money for it. Students also need free time and time to study and reflect on their experiences. Try to provide a little time for rest and a lot of time to see the sites, experience the culture, and do the things that make the new place real for them. It is important always to remember that the students are on an academic program, getting credit for the things they see and do. Blend academic time with recreational or experiential time so students don’t forget that there is a focus and reason for their being on the program.

Faculty members are often tempted to plan excursions for students, based on the faculty members’ own preferences or past experiences. As you plan a schedule, always ask yourself whether an activity or excursion will be appealing to the types of students you expect to be on your program. Think like they do and your scheduling will work better.

Problems with the Culture or Society
Most participants in group international experiences do not have extensive international travel backgrounds. What exposure they do have will generally be in cultures similar to their own or in settings designed for American travelers. If you are requiring students to engage with a culture that is very different from their own, challenges will almost certainly occur with complicated customs or customs that run contrary to American customs, dietary differences, bathroom facilities or habits, attitudes about body odor, and notions about personal space. You can minimize the discomfort
students feel about these things by educating them to the differences as part of their orientation to the trip. Be aware that you cannot completely eliminate their discomfort, but you can make that discomfort manageable and a part of the learning experience. In many cultures, there are behaviors or topics of conversation that are interpreted very differently; outgoing, self-assured women, for example, may be seen as forward or easy. Americans may be seen as wealthy and an easy touch for money. Beliefs and practices about time—what is late, what is early, how time is regarded—are almost always sources of possible conflict. Sexual behavior and attitudes differ greatly across cultures and can cause stress and confusion.

How do you prepare students for these kinds of challenges? First, you must educate them to the differences, emphasizing that there isn’t necessarily a right and a wrong way, only different ways. You can also help students to find ways around points of cultural conflicts without judging the other culture and without sacrificing their own values and beliefs, too.

A common reaction of Americans who travel to very different cultures is the “Ugly American” response. This involves negative judgments about the cultural features that differ most from the US equivalents. At its simplest, it involves assuming that the people in the host culture are there to be taught our ways, which they must naturally be eagerly awaiting. If your students exhibit this attitude, your job is to work with them to develop sensitivity and to see the host culture from the host’s point of view. Teach them NOT to be judgmental, to stay involved and keep in mind that our ways aren’t necessarily any better than their ways. You need to keep in your mind that study abroad is first and foremost a learning experience, which means that students must be led to see the complexity and variety of all cultures and to refrain from falling into easy stereotypes and generalizations. Learning from the host culture requires students and faculty to open their minds and leave their notions of superiority at home.

Problems with the Group
Most of the problems you will have to deal with are those that occur within the group. Students (and sometimes faculty) get sick or suffer injuries, they may suffer intense culture shock, or engage in risky or unsafe behavior. Abusing alcohol or drugs can be serious issues on international programs. Interpersonal conflicts among students can cause stressful or dangerous encounters. Sometimes, inappropriate attachments can undermine the integrity of the program. Most fundamentally, you must be able to deal with students who fail to meet academic requirements.

Illness and injury
Travel can be exhausting. Travelers are exposed to new foods, new “germs,” and new experiences that make them susceptible to all sorts of health problems. Injuries are not uncommon, as students and faculty try to negotiate uneven roads or paths, swim or scuba dive, or undertake any of the sorts of things everyone enjoys and expects to do on international programs. Your goal should be to minimize the possibilities for serious illness or injury and be prepared to handle them when they do occur. Here are a few guidelines that will help:

1. Be sure you learn as much as you can about the health risks and prevention measures in the country you visit. Investigate the situation regarding hospitals, doctors, pharmacies, and clinics. As soon as you can, acquaint students with any inoculations or preventative medicines such as anti-malarial drugs they need to get in advance of the program. Provide information and handouts on relevant health care at your program orientation. Recommend the basic things students should take, including an anti-diarrheal medicine, sunscreen, insect repellent, pain...
medicine. Emphasize that they must take a full supply of any prescription medicines they require.

2. Prepare and keep a medicine kit for emergency situations, including antibiotic creams, bandages, alcohol or other antiseptics, and Tylenol or its equivalent.

3. Know how to get in touch with emergency health care workers when you are in the country. There is usually some way to get emergency care, in case of injuries or snake bites, for example, and the local arrangers for your trip will know how to make these contacts.

4. When students or faculty members become ill, do not panic, but don't wait too long if they develop a fever, excessive or prolonged vomiting, or diarrhea. Waiting too long can be a very serious mistake. Check the guidelines in the risk management sections (2.6-2.7) of this handbook for dealing with illnesses, and follow those guidelines.

**Culture Shock**

Culture shock is the discomfort and psychological dislocation that occurs in having to cope with an accumulation of differences in areas of life that you take for granted—what money is worth, what is good (or bad) to eat, what is acceptable dress or manners, what is late or early in arriving at an event, even such fundamental things as what laughter means or how close you can sit or stand next to another person. All travelers, but especially inexperienced ones, experience culture shock as these accumulated experiences bear down on them and make functioning difficult. How much or how little culture shock a person experiences varies greatly, but the symptoms are almost always similar: being critical or negative about the host culture, withdrawing from group activities or engagement with the host culture, physical illness, excessive exhaustion and sleep, and obsessive homesickness.

Most people get over culture shock fairly quickly. As the culture becomes more familiar and negotiating it becomes less demanding, the culture shock lessens. Your job as faculty member and Program Director is to remain observant of students who may be suffering culture shock and help them through it. Explaining what it is and that it is normal usually helps. Keeping students engaged in the program, even when they want to stay in their rooms or avoid activities, is essential. Letting students have breaks, where together they can joke and laugh about the challenges they are experiencing, helps reduce the seriousness of culture shock. It is also important to review and discuss culture shock in your program orientation. A rule of thumb is that the more students know about the culture and the more they know what to expect of themselves, the better able they will be to function. Some students react to culture shock by wanting to return home immediately. Discourage that decision as much as you can, but soften it by suggesting they stay two weeks or three days or whatever a reasonable time is for them to get used to the context of the program. Then, ask them to revisit that decision. Most of the time students settle down and are enjoying the experience enough to want to stay.

**Risky or Unsafe Behavior**

Most AU students participating in international programs are young adults, and some may expect a part of an international experience to include romance, partying, and adventure. The experience should be fun but must not involve excessive drinking, abuse of illegal substances, promiscuous sex, or unsafe behavior of other kinds. The Program Director and the other faculty must lay down firm, clear, explicit rules for behavior. These rules should spell out policies about drinking and drug use and recommend great care in intimacies with strangers; information on HIV and other sexually transmitted diseases and their rates in the country being visited should be provided to the students. Information on crime rates such as street theft and muggings should also be provided along with guidelines for protecting themselves as much as possible. Rules and information should be covered thoroughly at the program
orientation and reviewed on-site once the program is underway. You must be prepared to enforce penalties for drunkenness or drug abuse, and these penalties must therefore be perfectly clear to students before they leave the US. Finally, rules should be reviewed in the context of the students’ ages and stage in life and in terms of enforceability. Make rules that protect students but don’t make an impossible job of work for you.

**Conflict among Students**

Students on international programs inevitably are in a high-stress, tense environment—even if they are having a wonderful time. There are frustrations and challenges of living in close quarters with people they may not have met before the program. It is all too common for students to express their stress through conflicts among themselves; sometimes, these take the form of bullying or exclusion of certain students, the formation of cliques, and, especially with some male students, physical confrontations. As Program Director, you need to make clear rules against fighting but also talk with students about the possibilities of other kinds of conflicts arising and give some suggestions of how they can deal positively with those. Stay observant of the students, in and out of formal sessions, and intervene when you see evidence that conflict might be a problem. Sometimes, group sessions to talk about frustrations and ingroup issues can help to air tensions and diminish their impact. Part of every student’s job is to be considerate of every other student’s personal rights and place in the program. Any action or behavior that contravenes those rights needs to be modified.

**Inappropriate Attachments**

The international setting will be a novel experience for most faculty members as well as most students. They will live in close proximity, eat meals together, travel together, and spend time after classes and tours in highly personal and romantic settings. It is not surprising that inappropriate attachments are sometimes formed. Students may develop crushes on faculty members, young faculty members may develop a special fondness for particular students. It is absolutely not allowable for faculty members to indulge or take advantage of such situations. The Program Director must have a keen eye to see such attachments developing, and make it clear to the faculty member involved that it is the faculty member’s responsibility to see that nothing inappropriate occurs. It is also important that the Program Director makes sure that housing arrangements and group activities don’t create situations that cause gossip or raise questions about personal behavior. Faculty members should NOT share sleeping rooms with students, even of the same sex. Weekend excursions that might be optional aspects of the program should never include shared facilities by a faculty member and a single student. It is always better for travel options or excursions to involve groups of students, not one, with a faculty leader.

**Academic Performance**

Repeatedly, the point has been made that an international educational program is first and foremost an academic program. Completing academic work and receiving credit for the work students complete is what makes study abroad different from simple, unstructured travel. A lot of faculty members’ time and effort is invested in organizing courses and field trips and planning how to teach material in a different setting. As part of academic planning, it is essential to set clear and appropriate standards for the amount of work students must do and the assignments they must complete. These standards and expectations need to be spelled out in course syllabi and emphasized in the program orientation. It must be made clear to students what they must do and what the penalties will be for failing to meet expectations.
Students should be required to attend all class or instructional sessions and academic field trips. Missing any classes or other sessions in a study abroad setting is not acceptable. Obviously, some allowances for illness must be made. To assure that students are really ill, it is best to require them to contact the teacher themselves or have a friend do it prior to the session they intend to miss. That allows the teacher or Program Director to visit the student’s room to make sure he or she is indeed ill and to determine whether they need assistance. An important aside: hangovers should NOT be counted as excused absences.

A general rule of thumb is to drop a letter grade for each unexcused session and to drop a half-letter grade for being late. It is essential, that all faculty teaching in a program follow the same rules as far as absences and lateness to class are concerned. These rules may be set with input from faculty members, but it is the responsibility of the Program Director to set regulations governing attendance-related matters.

**Reverse Culture Shock and Re-Entry Experience**
Reverse Culture Shock, or "re-entry", is a term associated with the phenomenon of returning to one's own country and culture. Very similar to culture shock, a person entering into their home environment will have to make adjustments to reacquaint themselves with their surroundings. Unlike culture shock, most do not anticipate feeling like a foreigner in their own home. However, it should be expected. If your students have made any cultural adjustments while abroad, they will have to readjust once back home. Experiencing reverse culture shock is extremely common and may include any to all of the following emotions:

- Restlessness,
- Reverse homesickness-missing people and places from abroad
- Boredom, insecurity, uncertainty, confusion, frustration
- Need for excessive sleep
- Change in goals or priorities
- Feelings of alienation or withdrawal
- Negativity towards American behavior

**Program Evaluation**
Evaluating a program after it is completed provides the program director, faculty members, and international education director with information they need to make improvements in the program in future years. Reactions of students to accommodations, travel itineraries, program planning and other aspects of the program should be used in making changes in the program.

Evaluation also provides a base of information that can help other faculty members make decisions about the design of a new program. It is essential that every program involving the award of academic credit at AU is evaluated by students upon their return to campus. The evaluations, however, will not be used in making personnel decisions about faculty and are not generally supplied to department chairs or other academic administrators. Faculty members may choose to share evaluations with academic leadership, but should not be required to do so.

Data for international program evaluations are ordinarily collected through the use of a questionnaire or other instrument that seeks information about how well the program leader and faculty prepared students for both academic and travel components of the program, how well organized and managed the program was, and features such as transportation, accommodations, field trips, food, and what students consider to be the best and worst aspects of the experience. The questionnaire should elicit
students’ opinions about the organization and quality of the academic component, including classroom instruction, field trips and how well they were integrated into the academic work, as well as the level and the appropriateness of course assignments and assessments.

Financial Summary Report
Once you have returned from your Study Abroad trip, you are required to prepare a Financial Summary Report. The purpose of this report is to compare your actual revenue and expenses to those that were projected in the program budget. The comparison of the variances between the two numbers can be helpful in analyzing how a trip might be planned differently going forward.