

Study Abroad
**PROGRAM LEADER
HANDBOOK**



NOVEMBER 2008 EDITION

CHECKLIST

to prepare and respond to emergencies abroad

PRIOR TO DEPARTURE

- Read *Emergency Procedures* of this handbook (pgs. 47-49)
- Provide OSA with student contact information
- Remind students to attend the OSA General Orientation since health and safety issues are addressed
- Inform students of local emergency numbers
- Attend the Emergency Preparedness and Response Seminar
- Order your program cell phone at least two weeks prior to departure
- Provide OSA with your complete contact information
- Remember to take abroad:
 - o 24/7 Int'l Emergency Assistance Card
 - o Wallet Guide to Emergency Preparedness & Response
 - o Program Leader Handbook
 - o Cell phone

UPON ARRIVAL

- Notify OSA immediately if a student does not arrive
- Advise students of known risks, including transportation risks
- Share faculty cell phone number(s) with students
- Obtain student cell phone numbers (if applicable)
- Create a communication tree for students
- Implement the "Buddy System"
- Designate primary and secondary meeting places
- Create an Emergency Action Plan

IN CASE OF AN EMERGENCY

- Secure a safe location
- Contact or respond to directions of local authorities.
- Call the MSU Emergency Assistance line at (517) 353-3784
- Refer to pages 48-49 for response steps

In Case of a **MEDICAL EMERGENCY**

- Seek appropriate medical care
- Call HTH's 24/7 Emergency Assistance Center at (610) 254-8771 for medical instructions and payment information
- Call the MSU Emergency Assistance line at (517) 353-3784
- Refer to page 49 for response steps

**In the event of an emergency,
call the MSU Emergency Assistance line at
(517) 353-3784**

Office of Study Abroad

Michigan State University
109 International Center
East Lansing MI 48814-1035

(517) 353-8920 PHONE

(517) 432-2082 FAX

<http://studyabroad.msu.edu>

The Office of Study Abroad at Michigan State University is dedicated to providing all MSU students with high quality international academic opportunities that allow them to develop knowledge and skills needed to become productive and successful members of the global community. In partnership with MSU colleges, departments, support units, faculty, and staff, we seek to increase awareness of education abroad opportunities, to promote intercultural learning and to advocate for diversity in participants and programs.

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About this handbook

Thank you for choosing to commit your time and energy to providing a high quality study abroad experience for our students. The Office of Study Abroad believes a student's study abroad experience can be one of the most enriching and inspiring experiences of his or her life, and through your efforts and dedication, you are making this possible. Thank you!

Your decision to lead an MSU study abroad program will give you the opportunity to reach students in a way you never could here in East Lansing. You will be spending much more time with your students, both in and out of class, than you ever would at home, and will likely serve as an adviser and mentor. By sharing this experience abroad with your students, you will see their perspectives broadened and their minds extended. The effect you will have on our students will last throughout their lifetime and will change the way they think forever.

This *Program Leader Handbook* is intended for program leaders who accompany students abroad on an MSU study abroad program. It will be helpful in planning and leading your programs. It is grouped by topic to address those issues that impact the success of the program, including recruitment and selection; academic and logistical planning; finances; and emergency preparedness and response.

Ongoing global events continuously bring to light the importance of accurate and timely response during a crisis. For this purpose, and as a useful reference tool, all program leaders (including those who have lead programs for years) should take this handbook abroad to use on site.

The handbook is also available online at:
studyabroad.msu.edu/faculty_handbook/index.html.

We also urge you to read the *Study Abroad Student Handbook*, as it informs students of their rights and obligations. It covers a number of Office of Study Abroad (OSA) policies that you may be called upon to enforce, or will support you in your role of program leader. You can pick up a copy at the Office of Study Abroad or access it online at:
studyabroad.msu.edu/abcs/index.html.

This handbook is annually updated and we welcome your suggestions for changes or ideas on how it can be more useful for program leaders.

Thank you again for your time and commitment in providing this transformational experience to our students!

Office of Study Abroad Staff

Keys to a successful program

Study abroad program leaders have identified the following elements as those that make for the most rewarding and successful study abroad program:

1. Avoid simply duplicating courses taught in East Lansing: relate subject matter to the host country;
2. Utilize personnel, facilities, and cultural resources of the host country as much as possible, with the aim of providing students with opportunities for an inter-culturally unique experience;

3. Provide greater student-leader contact and interaction than is usually possible on-campus.
4. Give attention to detail during all aspects of preparation.
5. Prepare in advance for potential difficulties, problem cases, and emergencies.

A quality study abroad program will maximize use of the people and resources available in the host country. Students want an experience that they cannot obtain in East Lansing.

Your efforts and creativity in publicizing and recruiting will determine the success of your program. Set realistic enrollment targets when creating the program budget. This will result in an attractive program fee and a realistic budget for the program.

Regularly check your application files. Become familiar with the application process and *Study Abroad Student Handbook* so that you can answer questions and retain enrollments.

Order the study abroad sections of your courses following the usual on-campus course section scheduling process. Monitor your enrollments throughout the program.

Communicate regularly with students through orientation sessions, informal gatherings, e-mail, and phone to provide information and build group cohesiveness.

Be proactive in addressing your expectations *and* the group expectations for the program during pre-departure and on-site orientation.

Become familiar with handling on-site logistics and finances, and be prepared to respond to behavioral problems and emergencies.

Provide feedback. The only way we can make program improvements is through feedback from you and your students. We appreciate your assistance in promptly submitting a program report and by ensuring that a student returns the student evaluation forms to the Office of Study Abroad in a timely manner.

Thank you for the time, energy and commitment you have given the program and our students. Your role has helped to transform lives. We hope you will continue to be involved with study abroad at Michigan State University.

OSA contact information

Office of Study Abroad (OSA)

Michigan State University
109 International Center
East Lansing MI 48824-1035
Phone: (517) 353-8920
Fax: (517) 432-2082
Web: studyabroad.msu.edu

The Office of Study Abroad acts as an administrative liaison between individual programs and University academic units and other MSU offices, as well as off-campus agencies. The five main area functions of OSA are:

- program development
- marketing and communications
- support and management
- advising
- evaluation

Please check the Web for a description of these various functional areas at studyabroad.msu.edu/contact/index.html.

OSA staff listing

A listing of specific staff responsibilities is available on the Web at: studyabroad.msu.edu/contact/staff.html.

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Getting started

Leading a study abroad program can seem overwhelming at times, particularly if you have never led one before. If you have taken over responsibility for an existing program, talk to the previous leaders to learn the various pitfalls and lessons learned in order to make your program as successful as possible. Whether you are new to leading an existing or new program, OSA will assist you throughout the process. Meet with your program coordinator to get up to speed, and read through this handbook to obtain an overview of the areas that will need your attention. Depending on when your program takes place, you may wish to review the checklists under the faculty section of the OSA site for steps in leading programs during academic year, fall, spring, winter break, and summer sessions.

During the fall and spring semesters OSA sponsors a new study abroad leader orientation. Information regarding when these are offered is provided in the *Study Abroad Leader Memo* e-mails. In an effort to improve the communication between OSA and the study abroad leadership, these electronic memos provide leaders with study abroad information and suggested activities.

Publicizing your program

Before you begin recruiting, you need to decide on some critical basic elements that will impact whether students chose to participate in your program: dates, course offerings, and cost. Details related to these topics are addressed in this handbook and should be given your first attention.

You should begin marketing your program at least **one year in advance**. Unless your program is full, you should continue marketing through November (winter break and spring semester programs), February (spring break programs), or May (summer, fall and academic year programs).

Become acquainted with the recruitment, publicity, curriculum and administrative practices of your department's or college's previous study abroad offerings, particularly those of the previous year. If the program was successful, which of these recruitment strategies would you like to duplicate? If the program was canceled due to insufficient applicants, what should you do differently?

Here are some great ways to recruit for your program:

PROGRAM DESCRIPTION

Provide comprehensive text for your program description on the OSA Web site. OSA will notify you for timing and details. Remember that students are the target audience, and that they will be most concerned with issues of cost, value, uniqueness, and attractiveness of the program as it fits with their degree requirements and personal needs and interests. When listing the program course(s), ensure that the sponsoring departments have approved the course offering(s).

INFORMATION MEETINGS

Make arrangements for and attend Information Meetings. The purpose of these meetings is to introduce prospective students to general aspects of studying abroad and the particulars about your program. Two or more meetings should be held no later than the semester prior to your study abroad program. Meetings before breaks are especially effective so prospective participants can discuss plans with their family. Contact OSA at least two weeks before the desired

meeting date so publicity and announcements can be arranged. OSA will provide Peer Adviser (students who have previously studied abroad) support upon request. If a Peer Adviser is not available to attend your meeting, you will be provided with a suggested outline of things to cover during your meeting.

For instructions on how to schedule an info meeting visit:
studyabroad.msu.edu/programhelp/infomtprocedure.html

WEB SITE

Develop your own Web site for your program. Ensure that the wording on your site, particularly in regard to dates, costs, deadlines, etc., is the same as that on the Information Sheet and OSA Web site. As part of your site, you may wish to include a continuously updated FAQs with items such as a program itinerary to answer questions from both students and parents. To view examples of Web sites created by study abroad program leaders, visit the following:

www.msu.edu/user/dru/
www.msu.edu/user/urquhart/nicaragua/
www.aec.msu.edu/agecon/sa/philippines/
www.msu.edu/~annes/
www.msu.edu/course/aee/475/australia/

PHOTOS

Photos, especially group photos, can enhance the promotion of your program in printed materials, at information meetings and at study abroad fairs. Ask students permission to use their best photos (they will be flattered!) and select photos of students (identifiable as MSU students) in a variety of locations and in learning/intercultural settings.

STUDY ABROAD FAIRS

Participate in the two study abroad fairs held each semester (September and January/February).

CLASS

Announce your program in classes. Share information about your program with colleagues who can make announcements in their classes.

DISPLAY

Create a display to put up in academic advising offices, outside your office, or on college/department bulletin boards.

PERSONAL CONTACT

Write letters, send e-mails, or personally contact students who are likely to find the program of interest. (Please note that OSA funds or program funds are not available for direct/bulk mailings.) Be available to counsel and assist interested students who have questions about the program or about the academic implications.

PAST PARTICIPANTS

Involve students who have previously participated in the program, especially at information meetings. Prospective students are very interested in hearing another student's perspective; the testimony of past participants is one of the most effective marketing tools at your disposal!

ADVISERS

Inform and work with academic advisers who advise your target student audience. Communicate with your colleagues, including TAs, so they can help recruit.

SPECIAL EVENTS

Attend special events on campus, especially events sponsored by your college or department (e.g. Welcome Week). Get involved in your college/department Academic Orientation Program (AOP) planning to be sure your program is highlighted to incoming freshmen.

STUDENT CLUBS

Target specific student clubs that may have a particular interest in your program.

STATE NEWS

Contact *The State News* to see if they can write an article about your program.

PUBLICATIONS

Make sure your program is featured in your college/department communication and publications (e.g. e-bulletins, newsletters, magazines).

BENEFITS

Encourage students, in your promotional efforts, to consider the multiple benefits of studying abroad: academic/intellectual, professional, intercultural, and personal.

ANGEL

Set up an ANGEL site (angel.msu.edu) to keep student engaged and excited after they have applied.

The majority of MSU students now apply online (non-MSU students must submit paper applications). To become familiar with the application process, check out the application forms found at studyabroad.msu.edu/applications/index.html.

Information covered in the *Study Abroad Student Handbook* will also serve as a good resource for answering questions from students.

Encourage students to begin their financial planning early. Once you have finalized your budget, a complete breakdown of all anticipated costs will be available from the Office of Study Abroad and automatically forwarded to the Office of Financial Aid.

Maintain lists of prospective students including names, addresses (including e-mail), and telephone numbers. Stay in contact periodically to determine if any perceived barriers to the student's participation might be eliminated. E-mail them with important information about upcoming meetings or interesting details about your program. Make sure to contact students before breaks.

Don't forget to monitor your program applications via "Box Scores" to determine if you need to increase marketing and recruitment efforts. (To find out more about *Box Scores*, please see page 10.)

ADMISSION PROCESS

Boxscores

In order to monitor the number of applications received for your program, you should access the OSA **Boxscores**. These Boxscores reflect the number of applications entered into the OSA database; however, please be aware that it may take up to two weeks to receive judicial records to make the files complete and ready for program leader review. Therefore, you should use the box scores as a gauge and not as an exact number of applications ready for review.

To access the Boxscores visit studyabroad.msu.edu/people/faculty.html and scroll down to "Boxscores online."

You will need to enter the following user name and password:

User name: **osainfo**
Password: **info@osa**

Acceptance procedure

In case students ask, it's helpful for you to know the application process.

After submitting their completed application, students are charged a \$100 application fee. (They sign a statement acknowledging their understanding that by submitting an application they are obligated to pay the \$100 application fee.) OSA does not collect or accept payment. All students, including non-MSU students, will receive an electronic bill from the MSU Student Accounts Office for the application fee that is applied to the cost of the program and is non-refundable once a student accepts admission into the program.

Once a student has applied to your program, the Office of Study Abroad will print an academic student report. Review student reports carefully to verify that the student is in "good academic standing" (i.e., GPA of 2.00 or better and no evidence of current or pending "academic probation"). All students must have a GPA of 2.00 or higher at the time of application; however, this does not guarantee admission. Please check the student report to determine whether any applicant may have a borderline GPA (barely above a 2.00). If this is the case and there is an additional semester of grades to be reported before departure of the program, notify OSA and we will print a student report for you after those semester grades have been recorded. The sponsoring department/college may establish additional eligibility criteria that should be stated in your information sheet and Web site. Please contact the OSA Program Coordinator for your program if you have concerns or feel that a student has not or will not meet the minimum GPA requirement.

If you establish additional eligibility criteria, communicate this clearly in all program-related publicity (e.g., information sheet, program Web site, and information meetings).

Acceptance is a two-step process based on:

1. A program leader review of the application and academic student report. This step is completed by you and any other leaders of the program. At the end of each semester OSA receives a list of recessed students. You will be notified if any of your students are on this list.
2. A program leader review of the Judicial Affairs Office records. OSA generates regular lists of applicants with specific judicial records. Judicial records address

behavioral issues, not academic misconduct. OSA will inform you, usually within ten days of receiving an application, as to whether the applicant has a record. OSA will suggest action steps, and you will be asked to review the record and inform OSA of your admissions decision. Guidance from the provost's office indicates you cannot deny admissions merely because there is a judicial report. You are expected to carefully review the record to determine whether the violation is sufficiently grievous to deny admission. You may wish to schedule an interview with the student to discuss the infraction.

Once accepted, students will be sent an acceptance packet that consists of a *Study Abroad Student Handbook* and three forms. One of the forms is a *Student Health/Emergency Treatment Authorization* that once submitted, is reviewed by a health care professional in the MSU Travel Clinic. For those who have significant health conditions that might complicate travel or those traveling to areas where preventative medications should be considered, students are advised to make an appointment at the MSU Travel Clinic or with their personal physician well before travel. Approximately three weeks prior to the program's departure, you will receive an e-mail, informing you of students in your group who have particular health care needs. General health information relevant to the country to be visited will also be included. The actual health forms will not be included. In some cases, MSU Travel Clinic staff may require that the student see a physician to review a health issue before participating in the program. If the student refuses to see a physician or sign a waiver, he/she will not be allowed to participate in the program. If none of your students have health issues of concern, you will still receive this general information. Not all students come to the travel clinic, and occasionally, students are not forthcoming about their personal health care situation, so the travel clinic can only let you know about the health forms they have reviewed.

In some cases, interviews will be required before final acceptance is made. Interviews of semester program applicants are strongly recommended.

Review process

Please come into the Office of Study Abroad to review files. If you wish to set up a time in advance to come in, that is acceptable but not necessary. Since the office is open 8 AM to 5 PM (except in the summer and during semester breaks when the office is closed from noon to 1PM), someone will always be available to collect files for your review. Although it is preferable, it is not necessary to work with the clerical or administrative staff member who coordinates your program. Anyone can assist you. Do NOT request that an OSA staff member fax or send photocopied files to you.

When you come in to review files, check with the receptionist to determine whether any non-MSU students have applied to your program. She may have some files for such students who have not yet been issued a PID and PAN (and therefore have not been entered into our database).

You may request a program participant list (electronic or paper) from OSA at any time throughout the application process.

Review applicant files early and regularly to determine which students to accept into the program. All materials refer to the fact that applications will be reviewed on a "rolling admissions basis – that is, applications are accepted and students are evaluated and admitted throughout the academic year." Please review your applications in a timely manner and do not wait until the deadline to review all applications at one time.

Rolling admissions does not indicate first come, first served. If you review an application but are unable to make a decision regarding that student, please let either the OSA coordinator or assistant know of this student, the reason that no action can be taken, and

your estimation of when you may be able to make a final decision. We often receive calls from students and are unable to determine whether their file has been overlooked, or reviewed and put "on hold".

If you are expecting additional application items (such as resumes, housing forms, statements of interest, etc) and they are missing from the student file, please inform an OSA staff member and we will notify the applicant that his/her application is incomplete. An applicant's participation may be denied or their participation approval may be revoked if their conduct before departure raises doubts as to their suitability for program participation. Participation may be denied based on prior disciplinary or criminal action.

Do not consider "wait listing" students until your enrollments have exceeded your projected number by at least 10%. Past experience shows that programs generally have about 10% fewer participants than the earlier, higher enrollments. The exception to this suggestion would be for programs that have a precise number of spots available (i.e. due to limited housing, transportation seats, etc.); for these programs only accept the exact number of students possible.

OSA will not waitlist or close any programs that do not have finalized budgets. This is because we will not have the targeted enrollment number and sufficient details to take action.

Once you start a waitlist, you will be provided with a sheet to insert with your approval list. Please check off the appropriate box as to whether you wish to "automatically admit the next student from the waitlist" or "notify program leader before admitting next waitlisted student." You will also be asked to rank order the students. If you do not rank order and time is critical when openings become available, OSA will rank participants based on the date their application was submitted. It is acceptable to rank order the waitlist by gender for housing purposes but not merely to obtain a gender balance.

Admitting students

Notify OSA of acceptance status by signing and dating the Program Leader Approval List that will be given to you when you review the student files. DO NOT call OSA to give verbal approval: students must be approved in writing. Once the file, judicial record, and academic student records have been reviewed and the Faculty Approval List has been signed, OSA will send official acceptance packets to the students. Since acceptance is a multiple step process, do NOT notify students of acceptance.

If you receive inquiries or wish to learn more about the student financial obligations related to admissions, transfer or withdrawal, see studyabroad.msu.edu/forms/index.html for the *Decision Form* and the *Statement of Responsibility* students are required to complete.

Maintain regular contact with students you have accepted into the program. This ongoing communication is vital to keep students engaged and excited about participating in your program and will ultimately reduce the number of students who cancel just prior to departure. Encourage all accepted students to begin planning by reading the relevant sections of the *Study Abroad Student Handbook*, purchasing their passports, and scheduling an appointment with a travel clinic.

If you learn that a student wishes to withdraw, inform them that they must notify OSA in writing. They are required to complete a *Decision Form* (available on the Web at studyabroad.msu.edu/forms/index.html) or notify the Office of Study Abroad, in writing by letter or form (e-mail is not acceptable), that they no longer intend to participate.

The Office of Study Abroad will not accept verbal cancellations from the student or program leaders; withdrawal must be in writing.

OSA often deals with angry students who are held financially responsible for bills because they tell us "I told my program leader I was withdrawing" but neglected to inform OSA.

Even though you may have several students on your waitlist who could possibly replace a withdrawing student, do not make financial promises to that student. If none of the waitlisted students can participate, the withdrawing student will be financially responsible according to the cancellation policy.

If you should have insufficient enrollment at the time of the application deadline, DO NOT cancel your program. The Office of Study Abroad will contact you to discuss strategies and options. Programs are only cancelled after consultation between OSA, the sponsoring college(s), and program leaders.

Cancellation policy

The following information is provided for you so that you can clearly inform students of the consequences should they decide to withdraw or transfer their application. Also remember that when a student withdraws from your program, your instructional funds will be lessened and you will therefore have less money to cover the cost of your salary and all instructional related expenses.

If a student withdraws or transfers from a program after accepting admission and the written withdrawal or transfer is received at the Office of Study Abroad...

- More than eight (8) weeks prior to the program's first day, the student will be financially responsible for the **\$100 application fee and \$200 deposit** (if applicable)
- Less than eight (8) weeks prior to the program's first day, the student will be financially responsible for the **\$100 application fee and \$200 deposit (if applicable), or any non-recoverable costs** associated with the program fee at the time of withdrawal (whichever is greater)
- After the program's first day, the student will be financially responsible for **the entire program fee**

Non-recoverable costs include fixed costs (if the withdrawal sets the enrollment below the budgeted number) and any financial commitments (such as housing deposits, field trip pre-payments, etc.) made on behalf of students. These costs vary by program and typically increase closer to the departure date. Calculation of these costs may take time as the OSA staff determines the refund policies of vendors and whether exceptions can be made.

Notification of withdrawal or transfer must be made in writing to the Office of Study Abroad before the withdrawal or transfer will be officially recognized. The date on which the *Decision Form* or written notification is received is the date by which the financial calculation will be determined. If a balance is due to the Office of Study Abroad at the time of withdrawal, that amount will be posted to the student's account and must be paid to the MSU to cover expenses incurred to that point.

If a student withdraws from the program prior to the program's first day, he/she will be required to withdraw from course(s) and will receive a full refund of tuition and matriculation fees. If the student withdraws after the program's first day, refunds for recoverable tuition and fees are as follows:

1. Tuition and Fees - Fifteen-Week Semester

Refunds for recoverable tuition and fees are based on the study abroad course calendar. For changes made through the first quarter of the term of instruction of

classes (measured in weekdays, not class sessions), 100% of recoverable tuition and fees will be refunded. After that date, there will be no refund.

2. Tuition and Fees - Abbreviated Session

Refunds for courses that operate on shorter than a fifteen-week format will be based proportionately on the above policy using the abbreviated calendar of that program.

Late applicants

All students are encouraged to apply as early as possible. Unless you have open spots on your program, do NOT encourage students to apply after the application deadline. The receipt of late applications leads to increased mistakes and potential liability. Additional consequences of accepting late applications are:

- 1) Insufficient time for **students** to purchase an inexpensive airline ticket; receive immunizations; have Course Approval Request Forms completed for special courses; obtain PIDs and PANs (non-MSU students); enroll and register for courses; obtain a passport, visa, hostel cards, ISIC, Eurail, etc.; apply for scholarships; apply and receive financial aid; attend orientation and receive materials; pay program fee and tuition prior to departure.
- 2) Insufficient time for **program leaders** to review applications; conduct interviews; and orient students to bring them "up to speed" with other participants.
- 3) Insufficient time for **Office of Study Abroad** to process the application (particularly judicial clearance and health form review); provide already-distributed materials including orientation packets, contact addresses, host family assignments, etc.; correct any changes related to housing, billing, purchase and payment of on-site activities, etc.

If your student housing has been reserved based on your budgeted enrollment, do NOT accept additional students until it is confirmed that additional housing is available.

Program dates

The exact program dates are critical for student interest, flight arrangements, and logistical reservations. The start date is defined as the date of arrival in-country which should be the first day of housing. The end date is the day of departure. The departure date should be when the academic portion of the program ends. Do not add extra days for personal site-seeing. This can be the students' choice but should not be included in the formal program dates.

As a program leader, you may stay up to three additional days on site for set-up and breakdown. These days may fall before and/or after the program dates, and must be included in the program budget.

Group flights

Upon request, OSA will make arrangements for a group flight. You may make the arrangements on your own, but if you do so, please inform OSA of the flight details.

DO NOT purchase tickets on behalf of students. Otherwise, you will be financially liable if a student should withdraw.

If you wish to use our services, we will need your exact program dates. These dates would be the arrival and departure dates. You should allow students one full day on site before classes begin; this will allow them time to recover from jet lag, and time for you to deliver an effective orientation. MSU policy prohibits program dates from overlapping with on-campus classes or finals.

Please note that OSA does not serve as a travel agency. OSA is unable to intervene or assist when students are dissatisfied with flight arrangements. Please do not refer students to our office for this purpose and assist us by reinforcing the message that comments should be directed to the issuing travel agent.

Student housing

Meet with the appropriate OSA Program Coordinator to determine who will be responsible for identifying and arranging student housing. Consider possible accessibility issues for students with disabilities when selecting housing, classrooms, field trip destinations, etc. No administrative support (for housing, childcare, etc.) will be provided for accompanying non-participants. Bear in mind that University policy prohibits unmarried students of the opposite sex from sharing the same sleeping quarters.

If a student requests assistance with on-site housing arrangements, before or after the program dates, you may provide the student with contact information. However, neither you nor OSA can make specific arrangements for students prior to or after the official program dates: *providing services outside formal program offerings and dates can lead to unacceptable liability risks for MSU.*

If students are not allowed to make their own alternative housing arrangements, this requirement **MUST** be stated in the program information sheet and on the Web.

In no cases should program leaders or family members share accommodations with students; in general, it is preferable for program leaders to not share apartments or rooms with program assistants. If the program assistant has academic responsibility and potential

influence on grades, the program assistant cannot be housed with students (but can stay with program leaders if necessary). If the program assistant has only logistical responsibility, he/she can stay with students or program leaders.

While abroad, be aware of and take note of accessibility for students with disabilities. Although you may not have a student with disabilities on your current program, this information may prove useful in the future.

Excursions

If your program involves extensive logistical and/or travel arrangements, there are several ways to coordinate these: 1) if they involve a host institution, OSA will arrange them; 2) utilize the services of a U.S. or in-country agency; or 3) you may make arrangements.

If you include excursions and class activities as part of the course and the program fee, they must have academic relevance. Ensure that they are academically focused and not merely tourism outings.

If students are given individual course assignments that require independent travel and additional cost, such must be included in the course syllabus, so students will be adequately informed of this additional transportation cost.

Because of the undue risk of serious and fatal accidents, rental expense from outside agencies for vans that hold a driver and 11-14 passengers is not reimbursable. A mini-bus with a driver is permissible since they are constructed differently and not subject to roll-over like the 12-15 passenger vans.

On the advice of the Office of Risk Management, no program funds can be used to pay for activities with a high degree of risk. The Statement of Responsibility that all students sign also indicates the University is not responsible for injury or loss that students may suffer when traveling independently. Program leaders should not endorse, encourage or facilitate independent student activities that involve a high degree of risk. Also note that our medical insurance policy includes three exclusions: 1. hang gliding, 2. bungee jumping, and 3. parachuting. No program fees can be used to pay for such activities. The cost for treatment from any injury or illness resulting from participation in such activities will be the responsibility of the student.

Keep in mind possible special needs (e.g., physical needs, needs between group members, and interaction with host nationals) of students, such as those of students of color; students with physical disabilities; students who need extra academic support; students who may need assistance with personal, emotional and educational concerns; GLBT (gay, lesbian, bisexual, and transgender) students; and mature students, especially those with accompanying family members.

Accompanying non-participants are limited to spouses/partners and children. If non-participants accompany a student on the program, the student is responsible for obtaining overseas health insurance for that person(s). Accompanying non-participants are not part of the program and therefore cannot attend classes, field trips, or any other activities formally associated with the program. If such individuals become disruptive to the program, it may be grounds for the student's dismissal.

Consider networking with international MSU alumni to assist with limited on-site issues. See "Alumni club (international)" on the MSU Alumni Web site (www.msualum.org/clubs/international/) for names of on-site contacts.

Emergency and preparedness response training

MSU **requires** all study abroad program leaders participate in a one-hour emergency preparedness and response training seminar at least once every two years.

Seminar presentations are made by members of the OSA Health and Safety Team and cover preparation prior to departure, resources available, and actions to take while abroad when responding to emergencies. Seminars are offered three to eight weeks prior to departure and occur at various days and times to accommodate teaching schedules.

Leaders will not receive a travel advance until they attend a seminar. Participation is recorded, and leaders will be notified if they need to attend an additional seminar.

Pre-departure orientation

Encourage participants to attend the OSA-sponsored general Pre-departure Orientations.

OSA will hold general study abroad orientation sessions each year in:

- November (for winter break and spring semester programs);
- February (for spring break programs) and in;
- March/April (for summer, fall, and academic year programs).

Upon request, OSA will arrange meeting rooms for program leaders wishing to hold program-specific orientation sessions immediately following the general OSA sessions.

Plan, schedule and lead an orientation (immediately following the general OSA session or at a separate time) that specifically addresses the key program-specific details your students need to know. You will be contacted by OSA a month before the general orientation to determine whether you wish to schedule a program-specific break-out session.

You must refrain from providing medical advice about medications, vaccines, or over-the-counter medications. This advice is certainly well-intentioned and given out of concern for students; however, travel recommendations change frequently. Best recommendations are connected to a student's own personal health history and it is important that all program leaders avoid giving medical advice to their students. Rather, this advice needs to be given by qualified health personnel, or from national or international reputable health agencies such as the CDC, WHO, etc. In addition to the frequent changes and need for the tailoring of personal medical advice, there is significant liability both to the leaders and to the University that can result from giving incorrect medical advice. Practicing medicine without a license is not a good idea.

There are links on the MSU Travel Clinic's Web site to reliable sources for travel recommendations, and you can call the MSU Travel Clinic (or any other travel clinic) or send students there directly for advice. For your own sake, and for the sake of the University, please rely on these sources for health and medical recommendations for students.

The MSU Travel Clinic can provide half-hour health presentations for your program specific orientations. Alternatively, program leaders have used the Ingham County Health Department that gives group consultation and country-specific presentations, followed by one-on-one consultation and administering of immunizations.

Providing the program itinerary during orientation prepares students for the on-site academics.

Global Access (msuglobalaccess.net) is an excellent resource for student reference and orientation preparation. Additionally, if your program includes foreign language preparation and instruction, you are encouraged to make maximum use of the Language Learning Center (LLC). The LLC provides media services, computing and audio-visual facilities, and consulting in the use of technology to support language teaching and learning, and research.

Whenever possible, arrange for a get-acquainted party for participating students prior to departure. Please note that expenses associated with such a party need to be included in the budget.

Make every attempt to communicate all necessary information to students prior to the completion of the previous semester. If you plan to e-mail students between or after semesters, alert them so they can regularly check their MSU e-mail account.

Managing family member contact

As a program leader you should NOT make direct, initial contact with any family members without a student's permission. Where possible, the student should communicate with their family members about any critical incidents. If a student is ill or injured, even if it's not an emergency, please contact OSA so we are informed in the case a family member should call our office (NOTE: a parent is not necessarily the student's emergency contact). OSA will encourage all students to inform their family members, but this disclosure is ultimately up to the student. See page 41 for exceptions to this general rule.

To help decrease parent anxiety and the need/desire to contact you abroad, many program leaders use various electronic outlets to provide parents access to program information and updates. Suggestions include creating the following for your specific program:

- Blogs (e.g. www.blogger.com)
- Web pages
- E-mail groups (e.g. Google group – groups.google.com)
- Facebook (www.facebook.com) or My Space (www.myspace.com) sites

Be sure to post regular updates and encourage your students to do the same so their family members can see everyone is alive and well!

Community building

Seasoned study abroad program leaders will report their biggest challenges abroad are not emergency situations, public transportation strikes, fluctuating currencies or language barriers, but student behavior problems. Those who have successfully traveled with students for many years advocate discussing appropriate student conduct and behavior-related problems in the pre-departure orientation as well as upon arrival.

To begin, reinforce the message that study abroad is an academic experience, and that academic responsibilities take priority over personal interests. Planting this idea helps to combat the occasional notion that study abroad is a "blow-off" opportunity. Also, refrain from referring to the experience as "a trip," but instead use the word "program" as it denotes a difference between study abroad and a vacation.

Reinforce the concept of students as "cultural ambassadors" and emphasize that their conduct will be seen as representative of the United States, as well as the state of Michigan and this university. Students need to be reminded that while the consequences of poor behavior while on campus or in East Lansing reflect solely on themselves, their misconduct abroad will be attributed to the entire group. In addition, be honest with your students about how their poor behavior reflects poorly on you, as the program leader, to your local

colleagues. Most importantly, participants need to understand that the viability of a program rests in their hands. Offensive or indifferent behavior resulting in negative evaluations by colleagues abroad could lead to the cancellation of a program.

Next, consider creating a group agreement specifically tailored to your program. You can create one in advance (see following examples), or employ a method of community building similar to that used in the residence halls. Please note that these are not legal contracts but are good faith efforts and written agreements between the students and leaders or amongst the group. Ask students to identify acceptable and unacceptable behaviors from which the group can agree upon and create a "contract" that the students sign on-site. In addition to the expected, "don't be late for bus departures," ask students to decide on actions to avoid such situations. For example, students can agree to check that everyone is awake at a certain time, or phone a classmate after their alarm has rung. The students may also agree upon consequences and/or group response to repeated offenses. Likewise, students should be informed of the procedure to follow if they experience the consequences (for instance, if they are left behind because they missed the field trip departure). There is no need for complete agreement – consensus should be the desired goal.

It may be more important to emphasize what the students should *do*, rather than what they should *not* do. This applies to by-standers. For instance, if one student sees another student displaying inappropriate behavior, that student should step forward to stop it. Encourage this type of response, as well as the peer pressure that students with leadership skills can provide.

If you experience excessive complaining, the group could set specific times during the day when all complaining is allowed. None is allowed throughout the rest of the day. This may seem like an extreme action, but it's proven to work.

Ask students to discuss how personality conflicts can undermine the atmosphere of the program. Although it may seem like common sense, you may need to regularly remind students to...

- be polite and listen to one another;
- respect each other, leaders and local people affiliated with the program;
- honor diversity and differences within the group;
- fight fair and attack the problem, not people; and
- look for compromises.

Require students to determine procedures and methods for dealing with personality conflicts.

You may wish to address sex and dating among program participants as well as with locals. Pre-departure discussion regarding the local culture's receptivity to public displays of affection, gays and lesbians, and other issues may help to alleviate misunderstandings.

Furthermore, address your concerns for alcohol misuse and abuse. In addition to posing a health and safety risk, alcohol abuse is the primary source of behavioral problems and personality conflicts between group members. By addressing this issue in advance, you not only inform students of your concerns, but also alert them to possible past problems that have had a negative effect on the program. Many study abroad program leaders have commented that this proactive approach has been successful in reducing the number of alcohol-related problems.

To begin this discussion, it is helpful to ask students to discuss the consequences of alcohol misuse, such as the following:

- tardiness or poor attendance at classes and activities
- negative student interactions as a result of alcohol-induced "bad" behavior
- animosity/break down of community among members due to such behavior

- poor reflection of group to local community/faculty/contacts
- undue stress to program leader/resident director that requires excessive attention and time

Brainstorm with the students on their perception of alcohol **use** in the host culture, comparing and/or contrasting with alcohol use in the United States. Share your knowledge of alcohol use in the host culture and remind students of the difference between **alcohol use** and **alcohol misuse/abuse**. Excessive drunkenness is not tolerated in any country, and is, in fact, considered an illness/addiction in many cultures.

Lastly, review this conversation after arrival, and a few weeks into the program. Be alert to group dynamics and address any concerns you may perceive. Don't make light of incidents of abuse (such as joking about hangovers). Make sure you follow up on your stated consequences. Do what you said you would do if students violate agreed-upon rules.

Examples of Pre-made Agreements

Adapted from a contribution by Paul Roberts, College of Agriculture and Natural Resources

It is expected that students in the study abroad program will display proper respect and sensitivity to the host culture, as well as to student and faculty members of the program. I understand that personality conflicts can undermine the atmosphere of a study abroad program. Therefore, I agree to display respectful behavior to all members of our group. I understand discourteous or uncooperative behavior, cultural insensitivity, tardiness for group functions and/or conduct that is disrespectful to other individuals, and disruptive and detrimental to the academic success of the program will result in dismissal from the program or a severe grade penalty. Decisions regarding dismissal, grade penalization and inappropriate behavior are the sole discretion of MSU [accompanying] faculty.

I have had the opportunity to ask questions about this policy, understand its terms, and agree to the terms stated.

Print name, Sign name, Date

*Contributed by Larry Besaw, College of Natural Science for
"Natural Science in the Canadian Rockies"*

I understand that I must comply with all National Park Policies, such as:

1. no collecting of any kind
2. stay on trails at all time
3. no "cutting" switchbacks
4. no feeding of animals
5. no littering

I understand that I must comply with 10:00 p.m. "Quiet Hours" in all campgrounds and hotels.

I understand that drinking [alcohol] is allowed at permissible times in the program if I am at or above the legal drinking age, and that there is a zero tolerance for anyone drinking to excess which results in intoxication to the point of impairment of physical and mental faculties. I understand that any individual who violates this policy will result in a ZERO drinking policy for the ENTIRE group for the rest of the program, and that it is my responsibility to not only monitor and control my own drinking, but to also remind group members of the drinking policy if I observe them drinking to excess.

Print name, Sign name, Date

COURSE ADMINISTRATION

You may wish to confer with program leaders who have led previous study abroad programs. They can be very useful in sharing information, advice and ideas based on their experiences. Begin working with on-site faculty to develop academic program objectives.

Requests for approval to use any social science course number in a study abroad program offering, regardless of disciplinary area, must go to the Associate Dean of Social Science who has responsibility for study abroad programs.

Contact hours

The deans' designee group has asked that OSA monitor credits to ensure the students have sufficient contact hours for the number of credits offered for each course. The registrar's office has mandated that courses have 14 instructional contact hours for each credit (for instance three credits have 42 contact hours). When considering excursions, field trips count as half credits (therefore, for every two hours of a field trip, including travel time, you can count one hour of instruction). Additionally, for every one hour in class, there is expected to be two hours of study time per day. Therefore, the University has set a maximum of six contact hours per day (which assumes 12 hours of study time). The standard guide suggests one credit per week on-site. Program proposals that significantly exceed this amount will be carefully reviewed by the sponsoring college(s) and the Office of Study Abroad.

If your program has contact hours before and/or after the on-site dates, specify this in the program Web text. Mandatory instructional contact hours outside of the program dates must be indicated in the syllabus and it is assumed that lack of attendance will impact the final grade. If this is the case, consider how you will implement these pre-departure and post-return class sessions for non-MSU students who cannot come to East Lansing as well as students who sign up after the sessions have begun.

Ordering study abroad course sections

It is your responsibility to "order" the study abroad sections of courses at least six months before your program begins. **Summer participants will generally begin enrolling during the second week of March.**

Follow the usual on-campus course section scheduling process. To create the section, contact the colleges/departments that offer courses on your program. When ordering these study abroad sections, you will be asked for the course dates. The begin date should reflect the first class meeting and the end date must reflect the due date of the final assignment. If you chose to have students submit papers after they return home, this date will be later than the on-site program end date. "Trans-semester courses" with dates that fall into two semesters will be assigned to the semester in which the majority of calendar days occur. A trans-semester course cannot last more than 16 weeks unless it is approved for extended term (ET) grading.

As an example, consider a program in Durban, South Africa that lasts July 1 – August 15 on-site and requires that the students submit their final papers by September 15. In this case, the course dates are July 1 – September 15. This is a good choice of an end date since the majority of the calendar days occur during summer. If the final assignment was due October 30, the course would be considered a fall semester course.

To continue with this example: In order to notify the Registrar that you won't be submitting grades until after September 15th, request that your college or department scheduling

officer notify the Registrar with wording such as: "Study abroad program takes place in Durban, South Africa July 1 – August 15. Final assignments are due by September 15th." This notation will be indicated on the Schedule of Courses so students will clearly understand the dates. As on campus, you will be required to submit grades 72 hours following the course end date.

Winter Break Study Abroad Semester Assignment Rule: Study abroad courses scheduled to begin after the last class day of fall semester and ending (with all assignments/exams completed) before the first day of spring semester will be scheduled as spring semester subterms. The winter break exception that classifies the course as a spring course requires that the course not cross semester dates. If it does, a count of the trans-semester dates is done to determine the appropriate semester. If there are more course dates in December and January, it will be considered a fall semester course. Therefore, since all winter break program courses must count as spring semester courses, ensure that the majority of your course dates occur during spring semester. We recommend an end-date no later than February 20th.

Fall and spring semester programs that offer MSU courses also require special consideration. If a fall semester course is shorter than 15 weeks or a spring semester course is shorter than 16 weeks, it requires Dr. Dugald McMillan's prior approval. Courses cannot be scheduled for more than 16 weeks (17 weeks in the spring, including the week of spring break). The only exceptions are for MSU courses approved for ET grading and MSU courses taught by contracted non-MSU faculty teaching at their home university on that institution's calendar.

There are three reasons why it is important to have study abroad sections for your courses:

1. It allows you to adjust the dates to fit your academic and program requirements;
2. When designated as study abroad sections, the tuition funds are channeled into the OSA account and therefore, are available to cover the costs of the program instructional expenses such as the program leader salary, classroom rental, guest speakers, etc. If the courses are not designated with study abroad sections, the funds enter the normal university funds and may not be available for the program expenses; and
3. By having all study abroad students in study abroad sections, both your college and OSA can track these students. It provides determination of how many of your students are taking courses in other colleges (as well as your own) and how many students from other colleges are enrolled in your courses. The Provost has asked colleges to track the number of SCHs generated from study abroad as well as the number of college students who participate in study abroad.

Overrides

Every week OSA provides the Office of Registrar with a list of applicants; in turn, the Office of the Registrar "flags" all applicants so that they can have automatic access to enroll in study abroad course sections. Non-study-abroad students cannot enroll in these sections. This process applies to both MSU and non-MSU students and alleviates the need for overrides. Usual semester on-campus enrollment restrictions do not apply to summer courses unless your department/college has requested it. If your courses have restrictions that you want removed for your program, contact Karen Tindall in the Scheduling Office. Should you wish to limit enrollment due to majors, prerequisites, specific student populations, etc., you may request a list of participants and PIDs from OSA and provide this list to each sponsoring department to implement overrides. **The Office of Study Abroad cannot process overrides.**

All students must enroll in study abroad sections. The only exception is for students who take an independent study course that exceeds the minimum number of credits for the program.

Minimum credits for your program

When you develop your budget, you and your college will establish the minimum number of credits in which all students enroll. All students participating in your program will be required to enroll in and maintain enrollment for the duration of the program in this minimum number of academic credits. The number of credits will differ from program to program, and will be specified in the individual program information sheets and on the Web. Students MUST enroll in the minimum number of credits for financial, pedagogical, and equity reasons.

The only exceptions to this policy are reduced course loads for graduating seniors (those studying abroad during their FINAL semester) and graduate students, who are participating in short-term programs requiring enrollment in more than three (3) credits. These students must take at least one of the regularly-offered program courses. If your program offers variable credits, students must take the course for no less than three (3) credits. Students participating in programs requiring enrollment in 3 or fewer credits are NOT eligible for a reduced course load, and must enroll in, at least, the minimum number of credits. Please support this policy, especially when students come to you requesting a reduced course load. If students have difficulty enrolling, refer them to OSA so it can be determined whether this is a course or individual problem.

If, by coincidence, you have a significant number of graduating seniors and/or graduate students on your program, you need to consider the impact on your instructional budget. Even though you may have the minimum number of students, you will want to ensure that you have the minimum number of credits. If graduate students wish to conduct dissertation research, they are welcome to do so for extra credits above the minimum number of credits for your program. University policy does not allow off campus sections of dissertation research, so these credits cannot be considered part of your budget or program.

If undergraduate students have difficulty enrolling, refer them to OSA so it can be determined whether this is a course or individual problem.

If students are doing directed study abroad (such as MSU independent study credits with the guidance of on-campus faculty), they are welcome to do so for extra credits above the minimum number of credits for your program.

The minimum number of credits also impacts the budget and college surplus. Because reduced enrollment translates into reduced college surplus, your college must approve any exceptions (other than graduate students and graduating seniors). About one month prior to departure, OSA will check the number of credits, but not the actual courses, that all students are taking. You may request your program course enrollment list at any time from your OSA Program Coordinator. Students who do not enroll in and maintain enrollment in the minimum number of credits indicated on the program information sheet will be charged an additional program fee. The Study Abroad Deans' Designees approved this policy and procedure in summer 2003.

Monitoring class lists

MSU students enroll in their study abroad courses in the usual on-campus process. Non-MSU students submit course enrollment forms when they accept admission and are manually enrolled by OSA.

Check your class lists (<https://www.reg.msu.edu/Forms/Instructor/InstructorMenu.asp>) just before departure to ensure that it matches the names of the students who intend to take these classes. You may wish to also check these class lists throughout the program to ensure students maintain the correct enrollment. Notify OSA if you or your students have any enrollment problems. "Drop and Add" requests should be directed to the relevant department(s). Any refunds for drops or withdrawals will follow MSU rules and regulations and will be adapted according to your program dates.

The option to select CR/NC instead of grades follows the same rules and regulation as on campus. Choice of the CR/NC system must be communicated prior to the end of the 5th day of classes of the semester. For abbreviated sessions, students have 1/14 of the number of weekdays (not classes) to notify you that they wish to earn CR/NC.

Course management

When you make on-site course arrangements, especially booking speakers, make sure everything is in writing.

Order textbooks and prepare class outlines/handouts through your department, just as you do for on-campus courses. Advise students about textbooks/materials to be purchased before departure. If you will distribute course materials on site, ensure that the cost of these materials is covered in the program fee and not as part of the instructional line.

Program leaders are encouraged to use ANGEL (angel.msu.edu) for pre-departure and on-site course management. It is a simple tool for faculty, staff and students and has a useful communication feature. It is free through the Internet so it can be accessed anywhere in the world.

Course completion

Grades are submitted electronically, as they are for on-campus courses. They will be due 72 hours after the end date you indicated when you ordered your study abroad sections. Don't forget to tell the students when the final assignment is due and when you will issue grades.

Do not issue "incomplete" grades unless the student does not meet the final due date. It is unfair for students to have "I / 4.0" as part of their permanent record if they were not responsible for the delay in assigning and reporting grades.

Once the grades are submitted through the department, they will be reflected on the students' records. NGR defaults will be assigned only when grades are late.

Have a student participant collect the student evaluation forms to return to OSA immediately following the program. **Course instructors should not review student evaluations until after grades have been submitted.** Upon return to the US, contact OSA to discuss these evaluations.

MSU Code of Teaching Responsibility

All program leaders are expected to follow the MSU Code of Teaching Responsibility as described in the Michigan State University Faculty Handbook. This includes informing students of the grading system before the program and courses begin. This is especially important for programs in which non-MSU faculty members teach the courses and students are issued foreign grades. If you are unsure how to interpret international grades, contact OSA or the International Admissions Office.

Creating a budget

Determine your budget as early as possible. OSA strives to have summer budgets finalized and program fees posted by early January. Students are reluctant to apply and commit to a program unless they know the current year's program fee. Plus, the Office of Financial Aid will be unable to assist financial aid recipients until you have finalized your budget. Delayed budgets can lead to limited financial aid which leads to student withdrawals. Finalize your budget early!

Contact the OSA Business Manager, Amy Moeder, regarding your program budget. A budget is not final until approved by OSA and your college Dean's Designee. If you make changes to your itinerary or budget, you must first consult the Office of Study Abroad; failure to do so will result in your unit being held liable (financially and otherwise) for these changes. Once your budget is finalized, the program fee will be posted on your information sheet and/or the OSA Web page and a breakdown of costs will be forwarded to the Office of Financial Aid. If you have developed your own program Web site, **do not post program costs until the budget has been finalized.**

There are two sources of money available for operating your program: tuition and fees, and the program fee. MSU students pay the same tuition and fees as they would on campus; non-MSU students pay the in-state and out-of-state Lifelong Education tuition rate. Since OSA is self-funding and does not receive support from the University, a portion of the tuition and fees generated from programs is used to fund OSA (38% x SCHs x the OSA rate). The OSA rate is different every year and is determined by the Provost's Office. This year the OSA rate is \$300.01 for each credit. These funds cover OSA salaries and the operation of the office, including 7% that goes to marketing that includes program development.

The remaining amount available from tuition [(OSA rate) x (# of students) x (minimum number of credits per student) x 62%] may be spent on instructional costs such as faculty salary, honoraria, classroom rental, etc. A program cannot run a deficit unless special arrangements have been made with your college and the Office of Study Abroad.

The surplus from the tuition income is the amount that will be returned to the colleges at the end of the fiscal year. The surplus and deficits from the instructional portion of all programs from summer through spring are netted and returned to each college based upon their share of the student credit hours.

Program leader salaries are determined by the MSU college that sponsors the program. The MSU payroll system requires all payments for teaching assignments to be included in the employee's monthly salary check, which is paid on the last working day of the month. A separate check is NOT issued. Program leaders teaching abroad during the academic year should make special arrangements with their department for the handling of their salary checks. Leaders who teach for a semester during the academic year will be paid their regular monthly salary. Questions regarding payroll procedures should be directed to the Payroll Office (355-5010).

It is OSA's intention to keep costs for the students as affordable as possible. Please provide as much detail as possible for the budget. This will help us anticipate costs as well as ensure that you have sufficient funds for all the activities that you have planned. Any surplus from the program fee line cannot be returned to the students but will be placed in an OSA scholarship fund.

The best way to avoid difficulty in making payments abroad is to have as many program expenses as possible paid in advance via the Office of Study Abroad. These items, such as student housing, class trips and instruction, should be paid for well before departure. You will need to secure an invoice from the local vendor, itemizing the amount due. Submit this to your coordinator to initiate payment. **Please allow two to three weeks for processing plus mailing time.** OSA can pay via wire, check or credit card directly. Please ensure invoices clearly state the preferred method of payment with all the necessary banking information.

A guide for developing and implementing the most accurate study abroad program budget is available under the "faculty" section of the OSA Web site.

Conflict of interest

OSA is committed to being as transparent as possible with respect to financial arrangements. Carefully review any financial transactions or other business dealings for your program.

Financial transaction or business dealings that might pose a conflict of interest should be disclosed pursuant to the Faculty Conflict of Interest Policy. That Policy specifies that "a conflict of interest exists when a faculty member's financial interests or other opportunities for tangible personal benefit may compromise, or reasonably appear to compromise, the independence of judgment with which the faculty member performs his/her responsibilities at the University." Disclosure is especially important in the event of a contract between MSU and an outside company or organization in which you hold a significant financial interest, even when you are not initiating or taking an active role in assessing or negotiating the contract. When the interest meets or exceeds certain standards established by state law, such a contract must be approved by the Board of Trustees.

For more information regarding this situation, see *Study Abroad Financing: Q&A regarding practices at MSU* at studyabroad.msu.edu/whatsnew.html.

Travel Advance Worksheet

Approximately one month before your program departure date, contact Amy Moeder or Sean Curry so a Travel Advance Worksheet can be prepared. The Travel Advance Worksheet serves as a tool for determining your Travel Advance amount, and is based on your program budget and the information you provide. The Worksheet outlines the amount of funds being advanced for each budget category and will be attached to your Travel Authorization Form on file in the Office of Study Abroad.

Since the advance is based upon the actual number of students enrolled, includes your actual housing and flight costs, and uses the latest currency exchange rate, there should be little or no deviation in the actual amount spent. The Acting Director of the Office of Study Abroad will carefully review any large discrepancies. Reimbursement for additional expenses cannot be guaranteed.

Whenever possible, invoices for student housing, class trips, instruction, etc. should be requested from the provider well before departure and paid by the Office of Study Abroad. It is important to allow adequate time, approximately two to three weeks, for payment processing. If you purchase equipment with program funds, it must be included in the budget; if you need to keep that equipment beyond the program end date, OSA must store that equipment for liability reasons. If you should need the equipment for on-campus purposes, we will share the cost with your department.

In some cases, it may be necessary to pay guest speakers on site. If you anticipate invoices to arrive after receiving your advance, discuss this with Amy or Sean so the amount can be deducted from your advance.

A credit card is available for program payments and will supplement your travel advance. It is a MasterCard and works like a debit card, in that the card will be loaded with a specified amount and the card can be used until that amount is spent. Normally the spending limit and single purchase limit are the same, so larger purchases should not pose a problem as they might with a normal MSU purchasing card. Also, unlike the MSU purchasing card, this card can be used for travel costs such as group accommodations or activities. If you are interested in a card, please print the application (purchasing.msu.edu/pdf/ExhibitBApplication.pdf) and return the completed application to Amy Moeder at least six weeks prior to your departure date. When the card is ready, you will be notified by Marilyn Powell in Purchasing. You will need to attend a brief training session with Marilyn when you pick up the card. The spending limit will be determined during your advance discussions with Amy Moeder or Sean Curry and will be communicated to Marilyn, who is responsible for all card updates and changes. When your program is over, the card should be returned to Amy Moeder. Amy will retain the card until it is needed again.

Travel authorization

All Travel Authorizations/Vouchers are processed through the Office of Study Abroad.

After the Travel Advance Worksheet has been completed, you should schedule a meeting with Belinda Singleton so she can process a Travel Authorization Form on your behalf. Please note that you must have attended an Emergency Preparedness and Response Seminar within the past two years and submitted your emergency contact information to receive a travel advance.

OSA is charged by the University with the responsibility of collecting contact information for all study abroad program leaders as part of the University's comprehensive crisis management plan. Providing such information on the *Faculty Contact Information Form* is a vital part of that plan. Failure to provide this information to the appropriate OSA Program Coordinator or Belinda can delay overall planning and the disbursement of funds for your study abroad program.

The following information is required in order to complete the Travel Authorization Form:

- 1) The actual dates of your departure and return to East Lansing. Indicate cost of flight and whether you have direct-billed your airfare. You are allowed up to three days more than the actual program dates for set-up and breakdown. These days may fall before and/or after the program.
- 2) Your mode of travel on each leg of your journey – whether by air, train, bus, etc.
- 3) Your MSU ZPID
- 4) Program Assistant's name and e-mail address (if applicable)
- 5) Your itinerary and contact information for each location abroad (address(es), telephone number(s), fax number(s))
- 6) Student group flight information if arrangements are not made through OSA. Include travel agent, airline, flight numbers, departure and arrival dates and times, and costs.

COMPLETION OF THIS FORM IS NECESSARY IN ORDER FOR YOU TO SECURE A TRAVEL ADVANCE and must be signed by authorized administrative personnel in International Studies and Programs and the University Travel Office. You must complete the Emergency Contact part of the Travel Authorization Form as this allows MSU to notify an individual who can speak on your behalf in case you are too ill or injured to express your wishes. Due to the need for multiple signatures on this form, do not wait until the last minute to arrange for completion of this form.

If you are the designated *Chief-of-Party* for the study abroad program, you may "walk" your travel authorization through and receive your travel advance 30 days prior to departure. If you are not the designated *Chief-of-Party*, your advance can be issued seven days prior to departure. Take the Travel Authorization to the Voucher Processing Office, 360 Administration Building. They will authorize the advance and send you to the Cashier's Office, 110 Administration Building, to receive funds.

Once you have received your advance, PLEASE RETURN THE ORIGINAL TRAVEL AUTHORIZATION FORM TO Belinda Singleton. This will assure that you are protected by University Travel Regulations and insurance during your trip.

The University Travel Office will ask you to sign a MSU Travel/Petty Cash Advance Note for the amount of the advance. **Within 30 days of your return, your reconciled travel voucher must be submitted to the MSU Travel Office.**

Contact Belinda Singleton within five days of your return to schedule an appointment to reconcile your advance. Prior to your appointment, you must complete the Expense Worksheet and e-mail it to Belinda (singlet6@msu.edu). This worksheet can be found on the Faculty and Staff page of the OSA Web site. You must account (with the required receipts) for the entire amount of the advance. Should there be funds unaccounted for, you will be asked to write a check for the difference to the University. If unforeseen circumstances arise while you are abroad and you encounter non-budgeted expenses, contact OSA to discuss the matter. If allowable program expenses were higher than the amount advanced, you will receive a check for the difference.

NOTE: Failure to clear a Travel Advance within 30 days of return can result in the amount of the advance being deducted from your paycheck. If this occurs, you will not be allowed to receive travel advances at any time in the future. If you anticipate that you will be turning in your travel reconciliation later than within 30 days of return, you must consult with Belinda Singleton (or Amy Moeder if Belinda is not available).

Summary of required receipts

For audit purposes, the following receipts are required in order to account for money advanced to you for your personal travel, lodging and per diem, as well as program-related activities:

- Airline passenger receipt, boarding passes, and paid invoice, showing times of arrival and departure
- Rail receipts
- Any other transportation receipts, including travel to and from East Lansing except by personal car. If you are flying out of Detroit, you will be expected to use the Michigan Flyer (www.michiganflyer.com) for transportation. Due to the cost, this is preferred over personal car or limo service.
- Original lodging receipts

- No receipts are necessary for M & IE expenses. This is the only category where receipts are not required
- Program Activities Funds - If you received Program Activities funds as a part of your travel advance, you must account for the expenses with actual receipts. This includes speaker fees, honoraria, group transportation, entrance fees, meals, housing, etc. Receipts for group dinners must be itemized and list the number of students and names and affiliations of guests. You must provide verification that no OSA funds were used to purchase alcohol. In order to do this, you may wish to separate the alcohol charges from the food bill and have the students pay for the alcohol separately. Additionally, if you disburse cash to students, create one sheet indicating the amount, date, and ask each student to sign it, indicating they received those funds.

If OSA paid for services not received (such as meals with accommodations), seek a refund; OSA cannot reimburse you if payment is made twice.

Finances abroad

Program leaders designated as *Chief-of-Party* for a study abroad program are responsible for developing and finalizing the program budget, for maintaining fiscal records and academic integrity of the courses, for coordinating class activities, and for responding to any emergency situations which may arise. (See *Emergencies* for more information about responding to emergencies.)

Record *Class Activities* charges by itemizing expenses and collecting receipts for audit purposes. All expenditures (except emergencies) must follow the original approved and finalized budget. Amy Moeder or Cindy Chalou must approve any deviations.

NOTE: The budgeting of class activities funds should be mutually agreed upon by all MSU faculty assigned to the program.

It is not appropriate to discuss the budget in detail with student participants.

In order to avoid loss or theft, do not carry large amounts of money with you. You should also bear in mind that it is illegal to enter most countries with \$10,000 or the equivalent in "financial instruments," without declaring the money - and declaring the money in some countries may incur difficult or even unpleasant consequences. Again, the solution to the problem is to have invoices for program-related expenses sent to Sean Curry prior to the program departure so that OSA, rather than you, ends up paying for the charges.

Do not deposit funds into your U.S. account and carry a check abroad from your local bank. Even though it may be made payable to a particular vendor, you will have to wait for the check to be cleared by the U.S. bank. This process can take several weeks, leaving you with virtually no access to cash for your program. And even if you have a bank account abroad, do not assume transactions will be automatic. It is very difficult for OSA to assist you if you have not handled your advance funds appropriately.

Most program leaders utilize ATMs on site. ATMs can provide ready access to local currency and are drawn from your own account. For instance, machines displaying the Cirrus symbol are compatible with an MSU Credit Union ATM card. Since daily withdrawals are usually limited and you may need to withdraw large program sums on a daily basis, you may wish to ask your home bank to increase your daily withdrawal limit. This increased limit may only be accessible during US banking hours – check so you won't be stranded over the weekend! Also check with your own bank as to service charges and accessibility. Many program leaders also use debit cards. If you intend to use a VISA Checkcard to access your U.S. account, notify your bank that you will be traveling abroad.

Credit cards are a convenient way to cover expenses, and will usually net the most favorable exchange rates. The OSA MasterCard can be used for any program-related expense. It cannot be used for individual travel costs for program leaders. You can also obtain an MSU Corporate MasterCard from the Travel Office, 370 Administrative Bldg., 353-4882. Please note that the corporate credit card has a \$500 limit on *retail* purchases that includes car rentals. If you think you will need more than the \$500 limit, you should request an increase on the *retail* limit from the MSU Travel Office. This limit does not apply to hotel and restaurant expenditures. The maximum credit limit on the corporate card is \$15,000.

It is advisable to carry your funds in a variety of forms (ATM, credit cards and local currency). In some countries, particularly developing nations, U.S. dollars (cash) may be the most readily acceptable form of payment; however theft becomes a greater risk. Traveler's checks are inconvenient and no longer used by most program leaders. However, you can order Euro traveler's checks online through American Express.

If you are leading a long-term program, you may wish to open your own account with a bank abroad. This can be accomplished in a variety of forms (e.g., wiring program funds ahead, obtaining a cash advance on a credit card upon arrival and depositing those funds, etc.). If you wire the bank ahead, you may be able to get a check-guarantee card, which will encourage businesses to honor your local checks. Some program leaders have found it helpful to carry a letter of reference from their local U.S. bank. Ensure in advance that funds will be available when needed and not delayed due to international processing. If you are an authorized signer on an account maintained or held in another country, the IRS and U.S. Treasury require that you report such signing authority when completing your tax forms.

If there are surplus funds in any part of the program fee portion of the budget, including class trips and activities, this money cannot be refunded as cash to the students. A surplus in the program fee cannot be used to purchase equipment of any kind. A surplus may only be used to fund additional or unplanned educational activities. Such activities include theater performances, museum entrance fees, and class-related visits. Receipts/ticket stubs must be obtained for these additional activities. If additional class trips require that students pay for their own entrance fees/tickets, they must submit receipts to the program leader, accounting for the disbursement of funds. Once the students document their expenditures with receipts, reimburse them for that amount and have them sign a statement that they received that amount. You no longer have to retain the individual receipts. With the exception of two group meals, usually purchased at the beginning on-site (orientation) and end of a program, surplus funds cannot be used for meals or non-educational purposes. Surplus program fees returned to OSA are used to fund scholarships.

DO NOT loan students program or personal funds unless it is an extreme emergency. Despite all the advice and pre-departure preparation, some students will find themselves short of funds. Some possible solutions could be: have the family deposit funds into the home account so the student can access the funds through an ATM; have the family send a foreign draft by express mail; send a bank wire or transfer; or send a transfer through American Express or Western Union. This latter option is quite costly.

Loans should be avoided, but in cases of extreme emergency a loan for a maximum amount of US \$100.00 can be authorized. Students must sign a form (see *Appendix*) or a similar statement stating responsibility for the loan and the timeline for payment. Only one loan per student will be granted during the period of the program and should be repaid before the student returns. Payment of this loan will be included in your travel expense reconciliation; if you are unable to collect these funds from the student, notify the Office of Study Abroad as soon as possible so a charge can be applied to the student's account.

Various private companies can help replenish funds when bad planning or theft leaves a student or program leader penniless. Most credit card companies provide legal, medical and financial services around the world 24 hours per day, including emergency cash advances and card replacement (often within hours).

Money can also be shuttled from a bank in the U.S. to its branch in a foreign city, if it has one. Banks, however, are notorious for keeping bankers' hours. One after-hours option is Moneygram (1-800-542-3590; www.moneygram.com/default.htm), a for-profit money transfer service with 23,000 agents in 103 countries; the service charges \$40 to send \$500 anywhere (more for larger amounts).

Using the local AMEX office, you can receive funds in about a day, but high fees may apply.

If all else fails, turn to the Bureau of Consular Affairs. After an investigation determines that an American is genuinely stranded, a consular official will seek a friend or relative of the traveler to help. If no one can be found, an official may advance money, but a "limitation" will be put on the individual's passport, signifying that it is to expire when he or she reaches home and cannot be renewed until the loan is repaid.

PERSONAL PREPARATION

Airline reservations

Study abroad program leaders may book and direct-bill their airfare to the Office of Study Abroad any time prior to departure through Passageways Travel (formerly Spartan Travel), Anderson Travel, or STA Travel. It is your responsibility to schedule your own flight arrangements, which should be done as early as possible.

You may view and purchase airfares from Expedia, Orbitz, Travelocity, Southwest Airlines, and other airline Web sites via MSU's cluster agencies accessible through MSU's Travel Web site at www.ctrl.msu.edu/COTravel/. You can direct bill business-related airline tickets booked through these Web sites and search virtually all options by going to only one Web site. Using either Anderson's or Passageway's Web site reduces the fee and still provides 24-hour travel agency support which is not available when booking directly through the various Web sites.

When booking your flight, please note you are allowed up to three days more than the actual program dates for set-up and breakdown. These days may fall before and/or after the program and must be included in the program budget. If you plan to add non-program-related travel onto your flight, OSA will reimburse you for the estimated cost of only the program-related roundtrip ticket. Due to our large volume, OSA must rely on program leaders to show judiciary responsibility. Even if your initial itinerary is approved by OSA, you cannot use program fund for personal travel. If your non-program travel is approved by another unit, we will share the cost.

Should you choose not to direct bill, you may receive a travel advance at any time that will reimburse you for only your airfare, as long as you have attended an Emergency Preparedness Seminar. Please contact Belinda Singleton (singlet6@msu.edu) once you have proof of payment if you would like to be reimbursed prior to your normal travel advance (see below).

In all cases, the passenger receipt and paid invoice statement from the travel agency must be submitted when program expenses are reconciled after your return to campus. It is wise to keep boarding passes, and if you check in electronically at the airport ticket counter or through your computer, request a receipt.

Program leader housing

It is advised you keep your personal housing and M&IE funds separate from the program funds.

Due to fraud losses, some U.S. banks will no longer accept or process ATM and debit card transactions outside of the United States. Contact your bank to ensure you will have access to your personal funds.

Lodging expenses are reimbursed according to your actual expense and cannot exceed the most current U.S. Department of State rates. The current rate is available at www.state.gov/m/a/als/prdm/. These expenses can only be reimbursed for the *actual amount* up to the U.S. Department of State rate and are determined by the rate when you were abroad, not by the rate when your worksheet was developed. If your housing costs are based on a "per person" rate, you will be reimbursed for only one person.

IMPORTANT: For audit purposes you are required to have an original detailed receipt to substantiate your housing expenses.

Although the Office of Study Abroad may, at some sites, be able to suggest possible options for your housing, we cannot be responsible for arranging or negotiating your international accommodations.

OSA can cover the cost of housing deposits any time prior to departure. You are encouraged to book your housing as early as possible to guarantee lower deposit and housing costs. If, in order to secure housing at a favorable rate, or a preferred location, you need a deposit paid early, contact your OSA coordinator for payment arrangements.

M&IE expenses

Meals and Incidental Expenses (M & IE) is intended for one person only and based on the most current rate available from the U.S. Department of State (unless you agree to accept a lower rate in order to keep program costs low). See www.state.gov/m/a/als/prdm/ for the current rate. The rate varies according to geographic location and is for the actual time in a location abroad. **Effective Spring 2009, all budgets will reflect a maximum 90% M&IE amount. See studyabroad.msu.edu/PerDiemExceptionPolicy.html for an explanation and appeal process.**

M & IE is paid in lieu of actual expenses and eliminates the need to keep receipts for every personal transaction. It is intended to cover such things as meals, laundry and dry cleaning, fees, tips to waiters/porters/hotel maids, etc., baths, faxes, telegrams, telephone calls for reserving hotel rooms, transportation between places of lodging and business or where meals are taken.

If you are submitting receipts for group dinners that include yourself, you cannot collect M&IE plus be reimbursed for the group meal. The Travel Office considers this “double dipping” and will reimburse you for whichever is lower.

If you bring family members with you, and they accompany the group on any portion of the program, you may wish to inform the students that the program does not cover the housing and per diem costs of your family members. Students may have the impression that their program fees are covering what they perceive to be your family vacation. See the following section titled “Guidelines for Accompanying Faculty Family Members” for further details.

Guidelines for accompanying family members

Faculty and other academic staff (instructors, graduate program assistants, etc.) who lead or participate in study abroad programs may decide to bring accompanying family members with them on the study abroad program.

MSU/OSA reserves the right to impose limits and/or conditions bearing on the roles, activities, and presence of family members or friends who accompany faculty and other academic staff in study abroad programs. Such limits or conditions derive from programmatic concerns related to health, safety, or security demined by MSU/OSA. For example, accompanying family members or friends may not be permitted to join the study abroad group for some or all activities.

MSU/OSA assumes no responsibility for family members or friends who accompany faculty and staff who are involved in study abroad programs.

The following policies describe the limits or conditions that apply to the accompaniment of faculty (and other academic staff) family members in study abroad programs.

- 1) **Employment:** Family members of faculty and other academic staff may NOT be hired to perform duties on the study abroad program if the fulfillment of such

duties is under the general supervision or direction of the program leader. Such a supervisor/subordinate relationship is against the Conflict of Interest policies as outlined in Section III of the MSU Faculty Handbook. In the case of study abroad programs, "hired" means receiving monetary compensation for services performed, or receiving payment of expenses (travel, etc.) in exchange for performance of duties. It is possible, with special permission, for spouses to serve as co-directors of a program, provided they do not supervise one another. In this case, a Conflict of Interest form, signed by the leader's home department, must be submitted to Amy Moeder.

- 2) **Liability:** It is the responsibility of all family members (including spouse/partner and dependent children) of the leaders to read the US State Department information sheets if they participate in any group travel, whether by land, sea, or air. The family members are responsible for their own safety and insurance coverage.
- 3) **Accommodations:** Accompanying family members may share accommodations with the program leader(s), provided such sharing is allowed by the housing provider. The program leaders will receive only the State Department housing allowance for one person, regardless of how many accompanying family members share the accommodation. If housing costs are based on a "per person" rate, the program leader will be reimbursed for only one person. In no case should program leaders or family members share accommodations with students; in general, they should not share apartments or rooms with program assistants.
- 4) **Excursions/Travel:** Accompanying family members may participate in program excursions and field trips, provided such participation does not inflate the cost of the excursion. Program excursions are planned to accommodate all students plus the participating leader(s). If there are empty seats on the bus, boat, or other arranged travel, accompanying family members may travel with the group at no extra cost. However, at no time will a bigger or additional bus, boat or other mode of transportation be arranged in order to accommodate accompanying family members.
- 5) **Excursion Expenses:** If participating in group excursions, accompanying family members must separately pay all per person expenses (i.e., entrances to parks or museums, theatre tickets, etc.). In no case is program money to be used to fund family member participation in special events. If the cost for the family member is included on the group receipt, it must be deducted before the receipt is submitted for reimbursement.
- 6) **Group Meals:** If participating in group meals, the leader must reimburse the program for any expenses incurred by accompanying family members if a separate bill cannot be obtained. Program money should not be used to buy meals for accompanying family members. The exception to this policy is entertainment of host institution guests to which a couple is invited for a meal. The program leaders may bring his/her spouse to such an event and receive reimbursement for the spouse's meal.
- 7) **Minor Children:** Minor children accompanying the faculty must be adequately supervised at all times. The presence of minor children or other family members should not disrupt or alter the study abroad program in any way.

Passports

If you have a passport, check its validity!

For processing and information on passports, the East Lansing Post Office (on Abbott Road) can assist you. You will need a *certified* birth certificate for an original application. This also applies to your family members.

If you need your passport urgently, generally in less than three weeks, you may check out travel.state.gov/passport/get/first/first_831.html for the expedited service procedures and contact the Chicago Passport Agency. Chicago Passport Agency serves customers who are traveling within 3 weeks (21 days), or who need foreign visas for travel. The agency accepts applications only by appointment so you must call in advance. Chicago Passport Agency, Kluczynski Federal Building, 230 S. Dearborn Street, Suite 380, Chicago, IL 60604-1564. Hours: 9:00 a.m. - 4:00 p.m., Central Time, M-F, excluding federal holidays (Automated Appointment (312) 341-6020).

Make copies of all important documents, including your passport, visa and airline ticket, and leave them with family. Only carry those credit cards and documents needed.

Visas

It is the responsibility of program leaders and students participating in the program to inquire about visa requirements for all countries to be visited, including those before and after the study abroad program. Consult with a travel agent, the consular office of those countries, or check the following visa entry requirements Web sites:

travel.state.gov/visa/visa_1750.html

www.traveldocs.com*

Travelers may be denied entry into, or be deported from, a country for which a required visa has not been obtained. For some countries, certain medical requirements must be met before a visa will be issued. A valid passport is required for all visa applications. Additionally, you must be able to send your passport along with the visa application. OSA will reimburse you for the cost of any mandatory visas to countries that are part of the program itinerary. The Office of Study Abroad will register all students with the U.S. Department of State prior to departure. If you would like to register yourself, it's an easy process by linking to <https://travelregistration.state.gov/ibrs/home.asp?m=270518>.

Visas may be particularly important for non-US citizens. OSA routinely notifies such students that it is their responsibility to obtain a visa in a timely manner. If they are unable to obtain a visa in time and have to withdraw from the program, the standard financial penalties still apply.

**This site references processing fees - commonly \$45 per visa. Your country Embassy may process visas at no charge, but may not be as fast and as reliable.*

Immunizations and health issues

Check travelclinic.msu.edu/ or www.cdc.gov for information on immunizations and health issues. OSA will cover the cost of an office visit and any mandatory immunizations for all program leaders (including program assistants) to countries that are part of the program itinerary. Covered services received at Olin Health Center can be billed directly to the Office of Study Abroad. Please make sure you include the cost in your program budget. OSA will not cover the cost of updated vaccinations or routine immunizations such as tetanus, etc. If you plan to meet with your personal physician regarding your travel health needs, take a copy of the CDC recommendation to your appointment.

Carry all prescription drugs in original containers and bring written information on blood type, prescriptions and other special medical conditions.

Cell phone policy

MSU and the Office of Study Abroad require that every study abroad program provide at least one cell phone number to prior to departure. There are many ways to obtain international cell service - from renting a phone to adjusting your personal cell phone's service package. See "options" below.

If you choose to rent a phone, please order it at least two weeks prior to your intended departure. Indicate your home or department address for shipping (do not ship to OSA). Please remember or record where you plan to have the phone delivered. Phones will arrive within one to three days prior to the departure date indicated on your order form. If this is too last minute for you, indicate an earlier departure date on your order form.

Exceptions to this policy require prior approval – contact Julie Friend or Amy Fekete.

Options for International Cell Phones

If you are unsure who can serve your locations abroad, OSA has recommended a cell phone provider for each program.

Platform 3000

- Provides phones with a European-based phone number.
- Provides for free-incoming calls from the United States in most locations.
- Rates for in-country calls are reasonable.
- Roaming charges can be high for traveling programs.
- You can change SIM chips when you cross borders, but your phone number will change with the new SIM chip.
- MSU will be direct billed for the cost of rental and service.
- Orders should be placed via the web at this the Platform 3000/Piccell website.
- For questions about this service contact 1(877) 235-5742 or 1(201) 253-1843.

Cell Hire

- Provides "global" phones with a US based phone number and free incoming calls to the UK from the US.
- In-country calls are more expensive.
- Good program for those who expect to receive many calls from the US.
- Ideal for programs that travel to multiple countries and want to keep the same number.
- MSU will be direct billed for the cost of rental and service.
- Orders can be placed by emailing the order form to Amy Fekete.
- For questions about this service contact: Ahmad Hassaballa (877) 537-7368 ext 705.

Go with another provider if you find something that works better for your program or add international service to your personal cell phone for the times and locations that you are abroad.

Laptops and equipment

Keep in mind that if you are traveling abroad with controlled equipment or materials (e.g. global positioning systems, encrypted software, or select agents) you may be in violation of federal law. Review the MSU's Office of Export Controls & Trade Sanctions Web site at www.regaffairs.msu.edu/ (click on *Export Controls*) or contact their office at (517) 432-4500 to discuss federal restrictions or limitations related to your destination.

It is also important to keep in mind the kind of student information kept on any laptops you take abroad. If your laptop is lost or stolen you could put students at risk of identify theft. If possible, try not to keep student PIDs on your laptop, or at least only record the last four digits. If you have participants' home addresses, phone numbers and e-mail, please encrypt or protect the information with passwords.

While you're gone

Leave your detailed travel schedule and contact information with the Office of Study Abroad and your departmental office. Give someone access to your MSU library books in case they should be recalled while you are gone. Otherwise, you will be charged \$1/day.

HEALTH, SAFETY AND SECURITY

Advance planning

Safety is a prime concern of all who are involved in study abroad ventures. On the other hand, there are risks that are unique to settings abroad, and when incidents occur, the impact on participants and their families is often more profound because of the unfamiliarity of the context and the distance that separates participants from their primary sources of consolation and support.

The provisions of the Family Rights and Privacy Act (Buckley Amendment), coupled with the age of majority at eighteen, often come into conflict with (a) OSA and leaders' needs to have full information about the participants we serve, and (b) the desire of parents and OSA/MSU to be briefed fully when something goes wrong. This conflict is not unique to study abroad - the issue is faced continually on campus but it does pose a more delicate challenge for study abroad because of the heightened sensitivities and the distance.

If students or parents should inquire about how MSU deals with safety and security issues, you may provide the following information:

MSU is dedicated to offering a wide variety of study abroad opportunities to meet the needs of a diverse student population. MSU has recognized the importance of establishing policies and procedures in the effort to protect the safety and well-being of study abroad participants, while acknowledging that no single plan can address all contingencies. Listed below are a few of the ways MSU strives to keep study abroad, before and during your participation, as safe as possible.

- OSA monitors safety issues in our program locations. A review of all study abroad programs at departmental, college, and university levels is conducted in which safety, security, and overall quality are measured.
- OSA is one of the few study abroad offices in the country to employ a full-time travel security analyst to oversee health and safety concerns and serve as first responder to any emergency abroad involving MSU students, faculty or staff.
- The Study Abroad Risk and Security Assessment Committee is headed by a senior university official appointed by the President and Provost. The committee has ultimate authority for approving the safety of programs and sites, and has the ability to cancel programs or revise them to address safety and security concerns.
- All participants are required to attend one or more general orientation sessions that stress safety issues and understanding cultural differences. Most programs also provide a country-specific orientation in which safety precautions are outlined.
- Emergency procedures are in place, including medical and general emergency evacuation procedures. In any emergency, OSA has plans to be in contact with program leaders and students abroad.
- All program leaders who accompany a MSU study abroad programs are required to attend an Emergency Preparedness and Response Seminar conducted by the Office of Study Abroad's Health and Safety Team.
- All who accompany a study abroad program are required to carry an international cell phone to facilitate emergency communications.

- In addition, a direct-dial phone number has been established to provide emergency assistance to members of the MSU community who are abroad on University business or study abroad. This number will connect callers directly to the MSU Police Operations Desk. Calls are processed following a detailed emergency response protocol. The phone number and procedures, produced on a wallet-size card, are given to all students at orientation.

For information on OSA's refund policy for safety and security reasons, visit the Web at studyabroad.msu.edu/safety/refundpols.html.

In your program orientation packet you and the students will be referred to the U.S. Department of State Consular Information Sheet for the country/countries where your program will visit. It is your responsibility to access the U.S. State Department Web site (travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html) periodically for updates between the time of your orientation and the group departure. OSA will notify you of any updates while you are abroad.

If you believe there are regions of the country/countries to be visited that present undue risks, contact the Office of Study Abroad. This includes program-sponsored accommodations, events, excursions, and other activities. OSA may, after discussions with you, issue a release to be signed by each participant and collect them prior to departure. Such a release will require that students acknowledge in writing that the University has warned them against traveling to specific areas.

If you are the only program leader, you must identify an on-site person to serve as a "back-up" for you in case of an emergency. OSA will work with you to identify this person and obtain contact information.

You will be provided with an OSA MasterCard for program-related expenses. You also may wish to obtain a MSU Corporate MasterCard for emergency cash. Contact the University Travel Office, 370 Administration Building, (517) 353-4882 for an application.

Check www.countrycodes.com to determine the international access code when calling from your host country.

Throughout the year, OSA sends *Study Abroad Program Leader Memos* via e-mail that list upcoming events and suggestions for creating high-quality programs. These memos will often consist of information pertaining to health and safety, and will include a schedule for Emergency Preparedness and Response Seminars that all program leaders are required to attend.

The Emergency Preparedness and Response Seminar will review the information included in this handbook as well as practical steps to follow as you prepare and respond to emergencies. A wallet guide that references this information will also be distributed.

Transportation and vehicle safety

Use of automobiles driven by program leaders and students should be reviewed very carefully. All risks associated with travel in the U.S. are present, as well as difficulties involving cars, roads, laws and traffic, all of which will, to varying extents, be governed by customs and rules different from those found in the United States. While these risks may be managed with experience, obtaining valid and effective insurance in the countries being visited may be problematic.

Because of the undue risk of serious and fatal accidents, rental expense from outside agencies for vans that hold a driver and 11-14 passengers is not reimbursable. A mini-bus

with a driver is permissible since they are constructed differently and not subject to roll-over like the 12-15 passenger vans.

MSU's automobile insurance policy extends only to vehicles rented for 30 or fewer days within the U.S. and Canada. Because of unique laws in foreign countries, complications in settling claims, and personal policy limitations, travelers renting vehicles for University business in countries other than the U.S. and Canada should "buy back" the liability waivers, that is, purchase liability and collision coverage from rental agencies in all areas except the U.S. and Canada. The University will reimburse insurance costs of foreign automobile rentals. (*MSU Manual of Business Procedures* 35:V. D.4.)

If faculty and program assistants are driving rental vehicles, they should have a valid driver's license (a chauffeur's license may be required in some countries for transporting groups), good driving record, and be familiar with the handling of the type of vehicle to be driven. Check for any driver's license requirements for areas where you will be driving. When traveling on program-related activities, students should be transported via public transportation or in vehicles rented by MSU for that purpose and driven by professional, hired drivers, in-country instructed staff, or MSU employees. Private vehicles should not be used to transport students on program activities. Student participants are not permitted to drive their own or MSU-rented vehicles as part of the program transportation.

It may be better, from a risk avoidance perspective, to use taxis or minibuses rather than rental cars, despite an increase in cost or some inconvenience. Travelers should learn to distinguish between official taxis and so-called "gypsy" cabs in which travelers in some locations abroad have been robbed. Information on identifying official taxis can be obtained from the local U.S. embassy.

If group travel is to be conducted, travel should be through a reputable company that has a record of good performance. This should be coordinated with the local MSU contact person. Determining how reputable the company is should include questions about how drivers are selected, what training drivers are given, and the amount of liability insurance available. Maps should be obtained and travel routes determined prior to the trip. Travel plans should be followed and no side trips made. Drivers should be instructed not to pick up additional riders.

In the event that advance arrangements are not possible and group transportation needs to be arranged after arrival in the country, care should be taken to verify that the driver has a valid license, that the vehicle appears to be well maintained, and that there is insurance covering the vehicle. From a practical standpoint, this would include attention to whether the vehicle appears to be well maintained and the tires are in reasonably good condition. Request to see the driver's license and a certificate or statement as evidence of insurance coverage.

For additional information, contact the MSU Risk Management Office at 517-355-5022.

Pre-departure and on-site orientation information

In cooperation with the Office of Study Abroad, provide health and safety information during orientation for prospective participants so that they can make informed decisions concerning preparation, participation and behavior while on the program. General information is provided by the Office of Study Abroad; it is expected that program leaders will provide country-specific health and safety information.

The program-specific orientation, which you lead prior to the program and/or on site, should include information (to the best of your ability) on safety, health, legal, environmental, political, cultural and religious conditions in the host country; potential health and safety

risks; and appropriate emergency response measures. (*Major causes of death abroad include injuries, primarily auto-related, and drowning.*)

You should explain to the students that they are required to inform you about any medical emergency, and you are required to contact OSA by calling the 24/7 Emergency Assistance Line at (517) 353-3784 (or the main office during business hours). Even if the incident is not life-threatening, it is important to notify OSA because exaggerated rumors of the seriousness of the incident may reach parents, who will in turn contact OSA for confirmation of the details. If a student requires medical attention on-site, but does not warrant an emergency (i.e. just an office visit) please contact Julie Friend via e-mail at friendju@msu.edu (and copy your OSA Study Abroad Coordinator) so OSA will be aware of the situation and act quickly if the student's condition should worsen.

If you are not available and the host country emergency services are not available, students should report emergencies by calling the MSU Emergency Assistance line at (517) 353-3784. Inform the students that this information will be treated with the strictest confidentiality.

OSA may choose, in consultation with the program leaders or on-site representatives, to inform emergency contacts about a potential emergency abroad without the student's permission, such as when the student:

- is unable to speak for themselves,
- has been missing for more than 24 hours,
- is perceived to be a danger to themselves or others, or when
- a significant health, safety or security incident affecting the entire program has occurred abroad

All students are provided with a wallet-sized card with the following information (please discuss this procedure during orientation).

IN CASE OF AN EMERGENCY WHILE ABROAD

Contact your program leader. Local phone: _____

Call the local emergency services. Local phone: _____

Call the MSU 24/7 Police Operations Desk at (517) 353-3784.

Be prepared to provide a number where you can be reached.

Record your international cell phone number here: _____

For medical emergencies, call HTH at (610) 254-8771. Their assistance line is available 24/7.


In the case of a medical emergency (including hospitalization):

- Keep HTH informed of your situation.
- Know your right to medical privacy—disclosure of your condition will be made only to the most appropriate individuals with the highest level of discretion.
- For non-emergency care, prepare to pay for the cost of treatment and save all receipts. Keep in mind there is no deductible, but you'll need receipts for reimbursement of any out-of-pocket expenses paid on-site for treatment

Record your HTH certificate number here: _____

These procedures, produced on a wallet-size card, are given to all students at orientation so they can carry this card with them at all times while traveling on an MSU study abroad program. Be aware that the MSU Emergency Assistance number is not a toll-free number; however, it will accept collect calls from anywhere in the world.

Become familiar with and inform students of the procedures for obtaining emergency health and law enforcement services in the host country. Provide all students in your group with the local telephone number(s) the students should use to contact emergency services (i.e. the equivalent of the "911" that we use in the U.S., which provides access to police, fire and emergency medical services). To find the local emergency numbers visit www.sccfd.org/travel.html or fiestauk.homestead.com/ambulancenumbers.html. Also note that "112" is a worldwide mobile emergency number.

| | |
|---|---|
| IN CASE OF AN EMERGENCY WHILE ABROAD | |
| Contact your faculty leader. Local phone: _____ | |
| Call the local emergency services. Local phone: _____ | |
| Call the MSU 24/7 Police Operations Desk at (517) 353-3784. Be prepared to provide a number where you can be reached. Record your international cell phone number here: _____ |  |
| <small>(Be sure to include your country code)</small> | |

Provide all students in your group with a written list of reputable local medical clinics or hospitals and English-speaking doctors, available through HTH. Access www.hthstudents.com to conduct a "Doctor Search." Call the 24/7 HTH emergency line at (610) 254-8771 as soon as a student seeks medical treatment. In addition to assisting with treatment, HTH may be able to arrange direct payment.

Create an Emergency Action Plan with your students on arrival. Include the following:

1. Discuss the potential crises that could occur in your area.
2. Remind all students to read the "Health Issues" and "Safety and Travel" sections of their *Student Handbook*.
3. Designate a primary and secondary meeting place.
 - a. Agree on when and where to meet
 - b. Be sure to also check in with OSA
 - c. Talk about alternative methods of communication if a physical meeting does not or can not take place
4. Require students to check-in with families.
5. Designate a student leader in case the program leader is incapacitated or unavailable.

If you are the only leader for your program, work with your OSA Coordinator to identify on-site support in advance in the case you become ill or injured abroad.

OSA registers all students with the U.S. Department of State which serves as the central point for all embassies. Inform students of the exact location of the U.S. Embassy. Strongly encourage students to also visit the Embassy or Consulate if they plan to leave the country or your program itinerary.

Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous. Experience has shown that students may benefit from a security briefing offered at US Embassies abroad; such briefings assist you in reinforcing your message to the students that travel to dangerous areas should be avoided. Instruct students where to go in case of a terrorist attack. Unless movement will jeopardize their safety, it is suggested that all students meet at their place of residence to be accounted for and to receive further instructions.

Discuss preventable accidents with the students, such as traffic patterns, pub and drinking culture, drug laws, unsafe swimming, and the type of things that can happen when walking down a street alone at night in a foreign city. Get very specific about safe and unsafe behavior such as certain types of sexual behavior and how to dress and behave to avoid unwanted attention.

In summary, provide students and OSA with a list of names and phone numbers for:

1. 24-hour emergency contact
2. nearest U.S. Embassy

3. law enforcement/police department
4. nearest hospital/emergency facility and English-speaking doctors and/or health care providers

On-site safety

Communicate applicable codes of conduct and the consequences of noncompliance to participants.

In the event there are U.S. State Department public announcements, worldwide cautions, and travel warnings, OSA will send e-mails to program leaders and students abroad. Please relay any applicable information to all students. In the event of a local, regional or global crisis, you should maintain contact with the local U.S. Embassy or Consulate for updated security information. If a crisis should occur, review precautions with students so they can better secure their safety. Brief students on the desirability of blending with the local culture, including, when possible, speaking the host country language in public. Advise students to maintain a low profile, avoid crowds and protest groups, restaurants, and discos/night clubs where Americans, especially U.S. service people, are known to frequent. Students should keep up with local news through newspapers, radio, and television and, in the event of disturbances or protests, NOT get involved. Ask students to use common sense and caution when divulging information to strangers about themselves, the program, their location and itinerary, and their fellow students.

If you create a Web site for your program that is not protected by a password, please refrain from providing identifying details regarding housing, such as street addresses.

In cases of serious health problems, injury, or other significant health and safety circumstances, follow the emergency procedures as indicated in this handbook.

If you need clarification regarding MSU's general policies as well as useful MSU safety and security information, access www.msu.edu/dig/safety. At this site is a link to:

- 1) the MSU Drug and Alcohol Policy, which includes information on drug and alcohol educational and counseling resources, defines prohibited behavior, and outlines consequences for violations;
- 2) the University's Policy on Sexual Harassment which defines prohibited behavior and the consequences of engaging in it, and explains how, and with whom, to file a complaint about sexual harassment; and
- 3) the University's Statement on Sexual Assault, which describes campus programs to prevent sexual assaults and procedures to follow when a sex offense occurs.

Under the University's Policy, you have an obligation to process all sexual harassment complaints. Occasionally, an informal resolution of a complaint may be appropriate. Before seeking to resolve a complaint informally, however, you should be confident that the complainant is willing to proceed in this fashion.

Loss or theft of passport or credit cards while abroad

Lost or stolen passports must be replaced immediately. If a student's onward travel will be delayed due to time needed to process a new passport, the student cannot be left alone and expected to travel on by him/herself. Either the program leader or program assistant must stay behind with the student. If there isn't a second leader, local staff may be asked to look after the student and accompany them to the next travel location. If you are unsure how to accommodate a student in this way, please contact the Office of Study Abroad

during regular business hours or via the 24/7 emergency Assistance Line at (517) 353-3784 after hours or weekends/holidays. To assist students in reporting a lost or stolen passport while abroad, follow the instructions provided by your local embassy or consulate (www.usembassy.gov) and click on "American Citizen Services." More information can be found at the State Department's Lost or Stolen Passports Web page at www.travel.state.gov/passport/lost/lost_849.html.

To report a lost or stolen credit or debit card, students should contact the bank that issued the card. If they did not record this phone number, they may be able to locate the contact information by searching the Web. MSU students who have cards through the MSU Federal Credit Union may call (517) 333-2424 or (800) 678-4968 during normal business hours or (800) 543-5073 after hours for assistance.

Liability for MSU faculty and staff

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

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

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

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

Health information

You are encouraged, whether or not you visit the MSU Travel Clinic, to access the MSU Travel Clinic web site, travelclinic.msu.edu/ that has links to the best national and international health travel information; this information is monitored and changed on a daily basis according to public health information that continually changes as disease patterns and outbreaks evolve. These linked web sites include the CDC web site, as well as information from other international health and security sites. We encourage you to review the same information that we ask students to access, and to visit the travel clinic well ahead of departure if you will need prophylactic medications. If you have reason to believe

that there is a serious outbreak in the destination of your travels and need advice, please call the MSU Travel Clinic and ask to speak with one of the health care professionals there.

You may choose to obtain a first aid kit or take CPR before departure if you are going to be traveling far away from available medical care. CPR training can be obtained from the Red Cross or the American Heart Association. First aid kits are available from local pharmacies. Keep the receipt and OSA will reimburse you at the time of your reconciliation.

When assisting a student with minor first aid, do not have contact with their blood. If possible, have the student clean and dress their own wound. Since this may be impractical, make sure your first aid kit has gloves and zip-lock bags for disposal so you can assist students. You are expected to carry supplies but should not feel responsible for first aid.

You are not authorized to offer health care advice prior to leaving, or to agree to provide or administer medication to students in your group. If you would like advice or information about dealing with particular medical issues in your group, either ahead of traveling or while you are on the program, you may contact health care professionals at the MSU Travel Clinic, or may call OSA and they will contact these colleagues. If you should have a medical emergency while traveling with your group, you should first assist the student in seeking immediate medical care, and then call the Emergency Assistance line (517-353-3784) to be connected to either OSA or a physician from the Office of University Physician.

Students and program leaders traveling with pre-existing medical conditions and needing to take medications into some countries will need a letter from a physician describing the condition and the prescription medication necessary, including the generic names of the drugs. Students are advised to check ahead of time whether or not pain or narcotic medications are illegal in the countries they plan to visit. All medications should be kept in the original prescription bottles.

If students in your group are to be housed with local families or in a residence system, please inform the families or housing supervisor that they are required to notify the on-site coordinating personnel and MSU of any emergency involving a student. You should also inform both the students and the housing personnel about the HTH Insurance, Evacuation, Repatriation, and Assistance Program.

Remember that if you need to talk with someone about medical concerns, call the MSU Emergency Assistance line (517-353-3784). And again, please refrain from giving medical advice, unless you have a license to do so!

Program leader insurance

The Office of Study Abroad is pleased to announce that all study abroad program leaders are now covered under the HTH Worldwide policy. This is a significant increase in coverage and benefits including, but not limited to:

- emergency treatment
- hospitalization
- evacuation
- repatriation
- prescription drugs
- dental repairs/injuries
- accidental death/dismemberment

Visit studyabroad.msu.edu/form/0809/insurance_pamphlet.pdf for more details

The University will continue to also provide immediate travel accident coverage through MEDEX Plus (www.medexassist.com) to MSU employees traveling on approved University business or activities. This plan provides accidental death and dismemberment coverage up to \$50,000, and is automatic for all faculty/academic staff. The MEDEX Plus policy also provides certain benefits while traveling to and from the site abroad. No enrollment application is necessary and the University pays the cost. MEDEX Plus provides international medical and personal assistance, and emergency evacuation and repatriation to MSU faculty, staff and authorized travelers abroad. Study abroad faculty and staff are given a card and complete description of the coverage at the time they receive their travel advance documentation from the Office of Study Abroad. Access numbers vary according to location; however, the U.S. 24-hour Emergency Response Center can be reached at (410) 453-6330. Contact the Office of Risk Management and Insurance, 372 Administration Building, (517) 355-5022, for more information.

Student insurance

NOTE: If you are referring to this section at the time of an emergency, refer to “In case of a medical emergency” on page 49 for steps to follow.

All students participating in MSU study abroad are required to participate in a mandatory health and accident program, which is administered by HTH Worldwide Insurance Services, Inc. (HTH). All information regarding this coverage is provided for students at studyabroad.msu.edu/stuinsurance/index.html and at pre-departure orientation. They will receive an insurance card via their MSU e-mail account.

The MEDEX coverage for faculty, staff, and authorized travelers is different from the coverage for students (see previous section).

Non-MSU international students who are participating on MSU programs may be automatically billed for on-campus insurance. If OSA is informed of this situation and the student does not enter the U.S., this charge will be removed.

EMERGENCY PROCEDURES

As someone who will be responsible for leading an MSU study abroad program, you may find yourself facing an emergency involving one or more of the students who are in your care. Students can and do become ill, suffer accidents, are the victims of muggings and assaults, find themselves caught up in potentially violent political situations, and fail to return on time to programs at the end of long weekends.

In the case of an emergency, you should be prepared to be on-call 24 hours a day until the emergency is resolved.

While it is, of course, impossible to plan for all contingencies involving our students abroad, we do need to follow procedures that will allow us to react in a responsible and level-headed way when emergencies do arise. We need to be able to provide, in a consistent and predictable way, for the safety and well-being of our students. We also need to take reasonable and prudent measures to limit the University's legal liabilities.

MSU has, therefore, developed a series of specific procedures designed to safeguard the well-being of program participants, and to protect the University's interests. OSA is responsible for coordinating the University's management of emergencies affecting participants in MSU study abroad programs. As a leader of an MSU Study Abroad program, you are expected to follow the procedures outlined below and to be sure to inform the students in your group about these procedures during their on-site orientations.

Please be advised that during an on-going crisis, it is important to keep OSA informed on a regular basis, through telephone (517) 353-8920, fax (517) 432-2082, or e-mail. You may reach us after hours through the MSU Emergency Assistance line at (517) 353-8784. Your program-provided cell phone will hopefully ensure quick and reliable communication. Phone expenses will be included as part of the program budget.

What is an emergency?

For our purposes, an emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies may include incidents that are "newsworthy" and reach U.S. news agencies and cause alarm to parents or colleagues.

They could include, though not confined to, the following:

- physical assault
- disappearance, hostage taking, or kidnapping of a student
- robbery
- sexual assault or rape
- serious illness, physical or emotional
- significant accident and/or injury
- hospitalization for any reason or length of time
- terrorist threat or attack
- local political, natural or man-made crisis/disaster in the vicinity of student accommodations or classrooms that could affect the students' safety or well-being
- arrest or questioning by the police or other security forces
- any legal action (lawsuit, deposition, trial, etc.) involving a student
- death of a student

Responding to general emergencies

1. **In an emergency, your first responsibility is to safeguard the safety and well-being of program participants.** Do whatever is necessary to assure this, whether this means obtaining prompt and appropriate medical attention, Embassy intervention or police protection. In the case of a terrorist attack, gather at the pre-arranged location (see Pre-departure and On-site Orientation) to account for all students and follow the directives of the local authorities. You will be reimbursed for all expenses relating to the management of an emergency.
2. When you have done all that you reasonably can do to assure the students' well-being, immediately contact the MSU Emergency Assistance line at (517) 353-3784. The Operations Desk is staffed 24 hours a day, seven days a week and will contact the most appropriate person in our office. We have explicit procedures in place to deal with the different emergencies previously listed. This step is critical so we can assist you in decision-making and be fully informed of the crisis. During a crisis, OSA is the principal conduit of information for the MSU upper administration and the media, so timely and accurate information from on-site is critical.
3. Follow-up communication with program leaders on-site will occur primarily via e-mail (provided Internet access is still available on site). Therefore, it is critical that program leaders regularly check their MSU e-mail account for updates and instructions.
4. Notify the local U.S. Embassy or Consulate about the crisis, and follow whatever procedures they may require; if there is a continuing risk to the welfare of the students (during a terrorist threat, for example), ask the appropriate Embassy or Consulate Officer to advise you on a regular basis about the evolution of the crisis, and about how the students should respond.
5. After OSA is informed about an emergency, and after we consult with you and other appropriate individuals on site, we may, depending on the acuteness of the crisis, fax or e-mail you a description of the course of action that you and the students will need to follow. Should a student not be able to continue with your group, leave the student with an MSU-appointed liaison to assist with the situation. Notify OSA as to who is providing assistance. It is not appropriate to appoint another student as the liaison.
6. During a political crisis or other emergency during which foreigners in general or U.S. citizens may be at risk, **tell the students to keep a low profile** and not travel in large groups. Tell them to avoid demonstrations, confrontations or situations where they could be in danger; to avoid behavior that could call attention to themselves; to avoid locales where foreigners or Americans are known to congregate; and to remove signs, luggage tags and clothing that would label them as Americans. You may wish to have a pre-arranged plan that all students return to their residence during such a crisis.
7. Experts say that during a political emergency, it is unwise to move locations. Therefore, it is unlikely that participants would need to be evacuated from a site abroad. However, faculty and students would be brought home if a situation were to deteriorate to the point where the degree of risk to participants was deemed unacceptable. If this were to happen, the OSA Director, in consultation with you, the U.S. Embassy and State Department, and appropriate MSU individuals, would develop an evacuation plan in as much detail as possible. This plan would be transmitted to you in confidence, and we would continue to work closely with you throughout the process.

8. In the event of a significant crisis, individual students have the option of returning to the U.S. Every reasonable effort will be made to allow them to continue their academic program on campus, and OSA will work with the student(s) regarding housing, financial issues, etc.

Responding to medical emergencies

1. In a medical emergency, including potential suicide, seek appropriate medical care and contact HTH at (610) 254-8771. This emergency number is on the student's insurance card and will receive collect calls. They can assist you and help coordinate the necessary arrangements including payment of fees on behalf of the student. Once you notify HTH, allow them to manage all arrangements. For medical and liability reasons, it is not wise to solicit outside input or take control of coordination. In any other sort of emergency, notify the local police about the situation, if you and the Embassy believe this is appropriate; then follow the procedures the police may require of you or the student.
2. If a student has been hospitalized for *any* length of time, notify the Office of Study Abroad. If it's an emergency, contact the MSU Emergency Assistance line at (517) 353-3784. All hospitalizations of any length are reported to the Dean of International Studies and Programs. This chain of communication serves to diffuse potential miscommunication and misinformation to parents and the media, and provides background to the wider MSU community in case the condition should escalate.
3. When you call the MSU Emergency Assistance line, the office may contact the MSU Counseling Center. The counseling center is staffed 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm and can be reached at (517) 355-8270. They can provide advice over the phone to program leaders for dealing with situations but cannot provide direct therapy to students over the phone. You can also check the Web at www.couns.msu.edu/ for detailed information on referring a distressed student. Additionally, an excellent site called *Responding to Distressed Students* (www.sa.ucsb.edu/distressedstudentsguide) deals with the steps to take in a wide variety of situations such as depression, anxiety, eating disorders, etc.

The following is a brief summary of the guidelines for interaction and can apply to counseling services abroad:

"Talk to the student in private. Listen carefully. Show concern and interest. Repeat back the essence of what the student has told you. Avoid criticizing or sounding judgmental. Suggest visiting a counseling center and discuss this with the student. If the student resists help and you are still worried, contact a counseling center to discuss your concerns. If you consider the situation to be an emergency, call the local emergency facilities (comparable to 911) and stay with the student. Follow up with the student by inquiring as to whether he/she kept his/her appointment and how he/she felt about the session."

4. Your call may also be referred to the University Physician, Dr. Beth Alexander. Please note that urgent medical matters should be dealt with by going to a health care facility in the area where you are traveling. Dr. Alexander has indicated that program leaders may e-mail her at Beth.Alexander@ht.msu.edu from abroad to obtain physical or psychological advice.

Observing the procedures outlined here will help our students have the unique educational experience abroad that you, they and we are hoping that they will have.

DIFFICULTIES ABROAD

Advance planning

NOTIFY THE OFFICE OF STUDY ABROAD IMMEDIATELY IF ANY STUDENTS DO NOT ARRIVE BY THE FIRST DAY OF CLASS.

Act as liaison between the students and the resident director/bursar/warden/hotel manager, as well as those individuals providing services related to class activities. If cross-cultural issues or concerns regarding interpretation of the host culture arise, defer to the local resident director or local contact, when such people are available. Cross-cultural misunderstandings with host families, host country instructors, etc., may be avoided if you rely on the local knowledge and expertise of these individuals. For housing problems, see "Housing Issues" under *Major Behavior Problems*.

If your program moves regularly, you may wish to intentionally rotate roommates to mix up the students, avoid cliques, and stimulate greater full-group interaction.

Meet with students regularly, preferably weekly, to discuss non-academic issues. Although this is optional, program leaders have reported highly successful sessions specifically arranged to discuss and share impressions, cross-cultural adjustment, personal activities, inappropriate behavior, etc. These sessions can also help to build group cohesiveness and alleviate possible cliques and divisions. Refer to the "Community Building" section of this handbook for discussion ideas that can be generated throughout the program.

Some leaders send regular e-mails to parents which serve as an excellent way for parents to learn of program activities. If you chose to do this, create a simple statement and have all students sign it, indicating they understand and approve of such communication. When determining the content of the messages, a good rule of thumb is to write only what you would post on a Web site. Avoid reference to individual students or events/situations that might be considered confidential.

Michigan State University will not provide any administrative support (housing, childcare, etc.) or assume any responsibility for accompanying non-participants. Accompanying non-participants are limited to spouses/partners and children. If non-participants accompany a student on the program, the student is responsible for obtaining overseas health insurance for that person(s). Accompanying non-participants are not part of the program and therefore cannot attend classes, field trips, or any other activities formally associated with the program. If such individuals become disruptive to the program, it may be grounds for the student's dismissal.

Culture shock

You will have both an academic and disciplinary role with the students. You should decide on your expectations and limits and communicate those to the students during pre-departure and on-site orientations.

Be aware of possible indicators of culture shock that include: compulsive eating or lack of appetite; feelings of helplessness, irritability, and loneliness; homesickness; sleeping more than usual; feeling depressed; getting angry easily; decline in inventiveness, spontaneity, or flexibility; stereotyping of host country/culture; increase in physical ailments or pains; inability to work effectively; boredom; or unexplainable crying. Most study abroad participants will experience some form of culture shock. However, some might experience it after only two days in the host country, others not until three or more months into their stay. In addition, the concrete indicators of culture shock vary from individual to individual.

Encourage students to take care of their health and eat well to help them through these stages. If your students display one or more of these behaviors, it is very likely that they are going through the culture shock phase of cross-cultural adjustment. The bibliography in the *Appendix* may prove useful when preparing to deal with student cultural adjustment and shock.

Housing problems

Housing officers and host families will expect MSU program leaders and personnel to share the responsibility for informing students of host housing rules and regulations, encouraging students to abide by the local regulations, and mediating any conflicts that arise.

If a student is dissatisfied with the housing, attempt to correct the situation. Reassignment of housing, if necessary, can be provided only once during the program. No housing refunds will be provided for additional moves. Additionally, students are not permitted to change housing without notifying you or the Resident Director. Because of the potential impact on relationships and future agreements, students are not allowed to move to another homestay, even if it is permissible by the new homestay family. Students are informed (in the *Study Abroad Student Handbook*) that since housing payments are commonly done on a monthly basis, any moves made in the middle of the month will result in a forfeit of that month's rent.

In the event of a severe infraction of housing regulations, MSU personnel, in consultation with the MSU Office of Study Abroad and local University faculty members or staff, will determine whether or not the student should be expelled from the facility and/or face other consequences.

If it is agreed that the behavior does not constitute immediate dismissal, but instead constitutes a warning, you should notify the student in writing that a repeated offense or other infraction of the housing rules and regulations as established by the local facilities will result in expulsion from housing and dismissal from the study abroad program.

If an agreement is made to dismiss a student from housing but permit participation in the program, the student will be responsible for locating and paying for the alternative housing. If alternative housing cannot be found, the student must return home and forfeit academic credit and any financial refund.

Minor behavior problems

Minor behavior problems are not serious enough to warrant immediate dismissal from a program, but have a negative effect on the program. In addition, behavior allowed to continue may affect the atmosphere and morale of the entire group. Minor problems may escalate into major problems.

Examples of minor behavior problems include:

- excessive tardiness to class or class activities
- personality conflicts between program participants
- indifferent or rude behavior towards guests/guest speakers

One way to prevent minor behavior problems is to be proactive in your coordination and communication. It is best to provide strong encouragement of positive behavior, rather than setting rules, unless you are prepared to enforce such rules. Be positive in your guidelines rather than create a list of "Don't" rules since you will never be able to create a

list of all possible negative behaviors! Informal common sense rules (such as travel in groups of at least three, always carry your cell phone, or notify the leader when you leave town) are fine, but more strict rules mean you will be taking on more responsibility and if the students should breach them it becomes a liability issue.

Many problems arise because 1) poor behavior was ignored; 2) leaders took on responsibility and did not enforce the "rules;" or 3) leaders facilitated dangerous situations. If you tell student of potentially dangerous situations and they still proceed engaging in such situations, you will not be liable for their behavior.

Although behavior agreements may be preventative, they are not binding contracts. Instead, include "tips" in the syllabus or the orientation. Should behavior problems occur, and your guidelines are challenged, it is acceptable to defend by indicating that these policies were covered during orientation and all students were expected to attend.

Here are a few creative ways to channel positive behavior, particularly when there is a potential of alcohol abuse:

1. Schedule evening classes so students use their evenings in the classroom instead of the pub;
2. Select key students who can "tip" the program in a positive way - take advantage of their leadership and direction with their peers;
3. Provide students with a list of free activities that are close by their accommodations that can serve as an alternative to drinking;
4. Offer extra credit for students to take on fun investigating trips of things to do in the area, and have them report back to the group.

Should problems arise, you may wish to discuss the situation individually with the student or students, or allow it to be openly discussed during a general debriefing sessions (see "On-site Activities" where it is recommended that you meet regularly with students to discuss non-academic issues). It is not too late to have one, a few, or all students create and sign an individual or group agreement (see examples under "Community Building"). If you are unsure as to how to address certain problems, feel free to contact OSA to discuss your concerns.

Whether the behavioral problems are minor or significant, we recommend you make a written record of your observations and discussions with the student. There is truth in the statement that "Your pen is your power." Let a misbehaving student know you are documenting his/her exact words. This can be especially effective if the student is using foul language or making accusations. Asking the student to repeat the words while you are writing it down can often be an effective way to prevent future verbal confrontations. We also recommend you brief OSA (through your study abroad coordinator) of such conversations. This allows OSA to begin a written record of events and provides documentation of early warnings, should the behavior persist or worsen and dismissal is contemplated.

Should the behavior persist, OSA will continue to work with you on assessing the situation and, if necessary, will facilitate the dismissal of a student from a program (see "Procedures for Immediate Dismissal" in the following section).

You are responsible for supervising students and monitoring behavior during program-related activities. Except for providing guidelines for safety and appropriate behavior, you are not responsible for student behavior outside of the scheduled program activities. Additionally, even though you may disapprove of certain behavior (such as student romantic involvement with locals), if it is during the student's personal time and it does not disrupt the group learning process, you are not liable. If such behavior violates program rules (such as you are required to stay in program accommodations or cannot travel alone

at night), it thereby violates guidelines set in the Statement of Responsibility, and you may follow the suggested disciplinary procedures.

If a student's behavior during personal time impacts the group, talk privately to the student. Inform him/her of the impact of the behavior and tell him/her to either be more private or stop the behavior.

Major behavior problems

Michigan State University expects study abroad participants to abide by the laws, regulations, and customs of the host country, community, institution and program. There are certain areas under which the program leader, local resident director or designated MSU staff has the authority to immediately dismiss a student from a study abroad program.

The following behaviors are among those that should result in immediate dismissal from the program (see *Procedures for Immediate Dismissal*):

- conduct that violates Michigan State University's General Student Regulations
- violation of the laws, rules and regulations, or customs of the host country, community, institution and program
- behavior that is disruptive and detrimental to the group learning process and academic success of the program
- conduct that damages or destroys property of another person, institution or organization
- behavior that gives the program director and the MSU Office of Study Abroad reasonable cause to believe that the continued presence of the student in the program constitutes a danger to the health or safety of themselves, persons or property or threatens the future viability of the program
- repeated offenses or severe infractions of the housing rules and regulations as established by the local facilities
- alcohol misuse (as defined previously under "Alcohol use and misuse")
- physical or sexual assault
- harassment
- possession, use or distribution of illegal drugs
- setting a fire or possession of explosives
- possession of a weapon, including BB guns and knives
- theft
- repeated bad behavior for which the student has been warned in writing

Drug use and alcohol abuse and misuse

MSU has a zero-tolerance policy regarding the possession, use, manufacture, production, sale, exchange or distribution of illegal drugs by students participating in MSU study abroad programs. It is illegal for a student to possess, consume, furnish, manufacture, sell, exchange or otherwise distribute any alcoholic beverages except as permitted by host country laws and local institutional regulations. Alcohol misuse and abuse are not tolerated anywhere in the world and will not be tolerated on MSU study abroad programs. Violation of local laws and/or MSU regulations or policies may result in (i) immediate dismissal from the program; (ii) academic withdrawal from the University for the semester in progress; and (iii) disciplinary action upon return to campus. (This section is taken from item #1 text of the *Statement of Responsibility* that all students sign.)

The following provides guidelines for responsible alcohol use. This message is reinforced at the OSA general pre-departure orientations and should be emphasized during your program-specific orientation. In addition, responsible use of alcohol should also be discussed at the on-site orientation.

Alcohol misuse is defined as any use that is harmful or potentially harmful to self or others.

Alcohol abuse is planned, systematic misuse of alcohol.

What is "alcohol misuse?" Alcohol misuse is present when:

1. A student misses any scheduled event because of the effects of alcohol consumption;
2. A student becomes ill due to the effects of alcohol consumption;
3. A student is disrespectful of others sharing the same housing, and congregates with loud groups for social purposes;
4. A student engages in inappropriate behavior toward other individuals that is the result of alcohol consumption;
5. A student engages in destructive behavior toward property that is the result of alcohol consumption;
6. A student does not abide by the laws of the country in which he or she is staying;
7. A student engages in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption;
8. Students in a group facilitate/encourage or ignore a fellow student who is misusing or abusing alcohol; or
9. Students transport quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group.

Program leaders may choose to report the above behaviors for judicial action through MSU's Department of Student Life. An online reporting form is available at ntweb11.ais.msu.edu/disciplinereport/. If a formal complaint is filed by the program leader, the student will be contacted by a Student Life staff member once he/she returns to campus and the judicial process will begin. If found responsible for violating University policy, the complaint and its resolution will become a formal part of the student's MSU record and could be available to both internal and external offices on a need-to-know basis.

Alcohol misuse and abuse will not be tolerated on MSU study abroad programs.

Students are encouraged to use good judgment if consuming alcohol at private homes or other accommodations during non-program hours. If members of the group are abusing alcohol, students are encouraged to discuss these issues with the program leader or resident director. Peers should look out for each other and keep each other safe.

If a student becomes incapacitated due to alcohol overuse, or if he/she is in need of medical attention, others are strongly encouraged to contact a local emergency medical service, program leader or resident director immediately, in order to protect the health and well-being of the affected student. The individual needing medical attention will be referred for assistance to address issues of chemical use/abuse. Peers are encouraged to make the responsible choice to notify program or emergency personnel quickly. The person (or persons) making the call will not be subject to disciplinary action.

This policy also includes program leaders. No OSA funds may be used to purchase alcohol. If students are individually purchasing alcohol at a group function, it is your responsibility to monitor responsible alcohol use by both you and the students. While you are not ultimately responsible for an individual student's drunkenness, you can be liable if shown to encourage consumption. As a program leader you are in a position of authority and responsibility and you must be capable of addressing an emergency should it arise. As a result, it is strongly advised that you do not consume alcohol at such functions.

Participation in and/or accompanying students to social events that involve excessive consumption of alcohol implies that drunkenness is acceptable and sends a contradictory message regarding responsible drinking.

Addressing behavioral problems

The previous sections have described typical minor and major behavioral problems. However, the best way to handle disciplinary problems is to avoid them in the first place. Seasoned program leaders recommend discussing student behavior problems and creating program-specific codes of conduct that students read and sign on arrival. Examples and suggestions are included in the discussion of “*Community Building*” in this handbook.

As a condition of acceptance, to participate in an MSU study abroad program, every student has signed the *Statement of Responsibility*. This statement, particularly items 1-3, lists expected behaviors and consequences for violation. In discussing conduct and discipline with students, please refer to this document.

In the event of an incident/infraction where there is an **allegation** of a violation of the laws, regulations, and customs of the host country, community, institution or program or a violation of the MSU General Student Regulations, **but does not cause immediate danger to others**, the following procedures will apply:

1. **VERBAL NOTIFICATION:** The program leader-in-residence, on-site resident director, or program assistant representing the Office of Study Abroad (referred to as the “leader”) will investigate the alleged violation using the resources available to him or her. They will
 - inform the student of the inappropriate behavior
 - tell the student to stop the identified behavior
 - state the consequences of inaction (written notification, possible dismissal)
 - inform the Office of Study Abroad

The leader should have a frank discussion with the student of expectations and consequences, giving the student an opportunity to respond in person and present any witnesses or ask questions of witnesses, if any, that the complainant has identified. Unless there is a clear and present danger to the health or safety of persons or property, do not involve the local authorities. If deemed necessary, you may restrict the activities of the student in whatever manner is appropriate. Send an e-mail summary of your verbal discussion to OSA and copy the student. This will serve as documentation and provide written clarification to the student.

2. **WRITTEN NOTIFICATION:** If the discussion didn’t result in mutual understanding and if the behavior continues, inform and consult with OSA regarding the alleged violation. OSA can provide suggested template language to warn the student in writing of the expectations and consequences.

A warning statement should include:

- a. date
 - b. location
 - c. detailed description of the undesired behavior, and why it was considered inappropriate
 - d. clearly stated expectations and consequences (including restricted activities, if applicable) that will remain in effect for the duration of the program
 - e. indication that this is the final warning and any continuation of the undesirable behavior will result in immediate dismissal with no refund
3. **HOUSING REASSIGNMENT OR DISMISSAL:** If, after the facts have been examined and after discussion and authorization from the Office of Study

Abroad, it has been decided to reassign housing or dismiss the student from the program, take appropriate action and inform the student in writing of the decision.

Depending on the severity of the case, one or more of the following should apply if the student is found guilty of the allegation:

- a. Reassignment to another housing location, if available.
- b. Written dismissal from the study abroad program (which automatically means dismissal from Michigan State University for that semester or summer session). OSA will facilitate any dismissals.
- c. Report submitted to the Judicial Affairs Office to become part of the student's record. This referral to the University Judicial System may include a hearing upon return to Michigan State University.
- d. Other action deemed appropriate to the specific case.

Academic credit and grade will be awarded according to University policy (see "Withdrawal" section.)

Procedures for immediate dismissal

If the student has committed a violation that requires immediate dismissal, or the student has committed a lesser violation and the procedures under "*Addressing Behavioral Problems*" have been followed and reached the dismissal stage, review the course of action for dismissal with the Office of Study Abroad.

If you haven't already done so, document the violation(s) and response in writing. Provide a copy to the student and the Office of Study Abroad. In this letter the student should be informed he/she is no longer considered a participant in the program and must leave the residence by a designated date and time. Have the student sign and date the statement acknowledging that he/she is no longer a participant*. If the student refuses to sign the statement, have a witness sign a statement indicating the student has been dismissed but refuses to sign the form.

Also inform the student that a report (ntweb11.ais.msu.edu/disciplinereport/) may be filed and he or she may be referred to the University Judicial System for a hearing upon his or her return to Michigan State University. Consequences for drug and alcohol violations may include, but are not limited to, some form of disciplinary probation, required attendance at educational programs, referral for assessment at educational programs, referral for assessment and treatment, and suspension from Michigan State University for sale of illegal drugs or repeated violations of the regulations.

If a student is dismissed for disciplinary reasons during a semester, grades are assigned as described in the following "Voluntary" withdrawal section.

*A sample statement may be stated such as:

"I understand that due to my inappropriate behavior in violation of the Statement of Responsibility that I signed upon acceptance into the program, I am no longer eligible to participate in this program. I understand that effective immediately I am no longer a study abroad participant under the sponsorship of Michigan State University and that my insurance coverage will be terminated in three days."

Voluntary withdrawal from a program

If a student has arrived at the program site and decides to withdraw, he or she must begin by discussing the situation with the MSU personnel (program leader, resident director, or local institutional foreign student adviser) on site. The MSU personnel should consult with OSA to determine whether a solution exists for the situation. If, after consultation, the student still plans to withdraw from the program, he or she must submit a signed and dated statement of explanation to the on-site personnel. This statement must indicate the student understands that effective the date indicated, he or she will no longer be considered a student or participant in the program, and is therefore responsible and liable for his or her own behavior, transportation home, insurance, etc. Fax this signed and dated statement to OSA immediately.

Consideration will be given to the student who leaves a study abroad program because of an emergency situation or illness (either personal or of a family member). The student must submit a written statement of withdrawal to the on-site leader and/or OSA and will be financially responsible as described in the *Statement of Responsibility*. Should a student need to return home due to an emergency, and cannot obtain sufficient funds for transportation, the program leader may, in consultation with OSA, loan funds. The loaned amount will be billed to the student's account.

A student may voluntarily withdraw from the University prior to the end of the twelfth week of a semester, or within the first 6/7 (86%) of the duration of the student's enrollment in a summer or special session (calculated in weekdays). Withdrawal is not documented on transcripts after these deadlines.

In case of official withdrawal from the University after arrival abroad, no program fees are refunded, and tuition and fees are as follows:

1. Tuition and Fees - Fifteen-Week Semester

Refunds for recoverable tuition and fees are based on the study abroad course calendar. For changes made through the first quarter of the term of instruction of classes (measured in weekdays, not class sessions), 100% of recoverable tuition and fees will be refunded. After that date, there will be no refund.

2. Tuition and Fees - Abbreviated Session

Refunds for courses that operate on less than a fifteen-week format will be based proportionately on the above policy using the abbreviated calendar of that program.

In addition to billing for the dropped credits associated with withdrawal, there may be additional billing, particularly if a student has received federal financial aid funds to cover the entire semester educational costs. Withdrawal through the first quarter of the term of instruction will result in 100% billing of federal grant aid and Michigan Competitive Scholarship, and may also result in a partial or complete billing of loan aid and other financial aid. Withdrawal from any semester during the regular academic year may result in cancellation of a student's financial aid award for the remainder of the academic year.

Upon official voluntary withdrawal from the University, symbols (grades) are assigned to courses in which the student was enrolled according to the effective date of the withdrawal as follows:

- 1) If withdrawal is before the middle of the semester or summer session, no symbols will be assigned to courses in which the student was enrolled.

- 2) If withdrawal is after the middle of the semester or summer session, symbols will be assigned by instructors to courses in which the student was enrolled as follows: W (no grade) to indicate *no basis for grade* regardless of the grading system under which the student is enrolled, N to indicate *failing* in a course authorized for P-N grading, or 0.0 to indicate *failing* in a course authorized for numeric grading.

Should a student need to withdraw from a course for serious reasons (medical, crime, crisis, family emergency, etc.) and not withdraw from the program, the assigned grade is determined by the college's associate dean.

The result of a late drop with cause may be:

- 1) "W" grade with no refund
- 2) no grade and no refund
- 3) no grade with refund

The type of grade recommended by the associate dean is directly related to the medical condition/trauma that causes the withdrawal.

If one or more complete semesters of attendance are missed subsequent to the withdrawal, excluding summer sessions, the student must apply for readmission through the Office of the Registrar, Room 150 Administration Building.

If a student cancels or withdraws from a program, for any reason (voluntary or involuntary), he or she will be required to return any scholarship funds disbursed by the Office of Study Abroad. If the withdrawal is done after the award is disbursed, the student's account will be billed for the award amount.

Unauthorized

If a student misses three or more consecutive class days without explanation, the program leader should seek to determine the location of the student. If the student cannot be located, it will be considered an emergency situation and the emergency contacts listed on the student's application will be contacted. If, after investigation, it is determined that an emergency situation does not exist, the student will be reminded that attendance is a critical part of the study abroad experience. A student who, through his or her absence, demonstrates that he or she has withdrawn from the program during a semester or summer session without obtaining an official withdrawal will be reported as having failed all courses.

A student who leaves the University without formally withdrawing forfeits any fees or deposits paid to the University. The student will continue to receive and be responsible for payment of tuition and course fees and study abroad program fees. Re-enrollment in the University will not be granted until all debts are cleared.

Post-program activities

Contact Belinda Singleton within five days of your return to schedule an appointment to reconcile your travel advance. (See *Travel Authorization* for details.)

To provide continuity, feedback, and suggestions for future program improvements, returning program leaders are expected to submit an end-of-program report to his/her college Deans' Designee, department chairperson, and the Director of Study Abroad. See Study Abroad Faculty Program Report Guidelines in the *Appendix* for the format. This report should be submitted within 60 days after return to campus so that the insights, suggestions and comments can influence the planning for the following year's program.

A study abroad program leader is expected to assist his/her successor with advice regarding recruitment and planning for the next program offering.

Maintain contact with your students. Chances are that your mentoring and professorial relationship may be the most significant one during your students' careers. Assist them with their readjustment and possible reverse culture shock. Reassure them that as difficult as it is to adapt to an entirely new culture, it can be just as challenging to come back home after being away for any period of time. It is best to know what they might encounter in order to prepare for this adjustment period.

They can expect to experience some measure of reverse culture shock. Remind them that the world at home didn't stop while they were gone. Upon return home, students may find they aren't the only ones who have changed during their absence. Everyone and everything else will have changed too! Remind them to take time to readjust slowly.

Suggest some of the following ways to use the interests and skills they gained abroad:

- Talk with students from the program or others who have studied abroad.
- Enter the Study Abroad Essay Contest (studyabroad.msu.edu/essay.html).
- Enter the Spartans Abroad (studyabroad.msu.edu/photocontest.html) photo contest or the Global Focus Photography Competition (www.isp.msu.edu/photocontest).
- Go to an "Unpacking your Study Abroad Experience" workshop, offered with Career Services and Placement, on how to sell their study abroad experience to employers and graduate schools (studyabroad.msu.edu/calendar.html).
- Develop a Web site for the program.
- Share their experiences by working as an OSA Peer Adviser (studyabroad.msu.edu/peer/peeradvisers.html).
- Participate in a Study Abroad Fair! Let students know how they can help staff your program's display or working at the Returnee Table.
- Work with international students by volunteering in the Office of International Students and Scholars (www.oiss.msu.edu).
- Get connected with MSU's Area Studies Centers - Africa, Asia, Canada, Latin America and Caribbean, and Europe and Russia (www.isp.msu.edu/units/).

- Attend the International Opportunities Fair to explore internships, volunteer, work and teaching abroad, and internationally-focused careers (studyabroad.msu.edu/calendar.html#IOFair).
- Talk about their experience to clubs and groups, including adults and children.
- Make new friends from all over the world and enjoy free coffee at the "International Coffee Hour" every Friday during the semester.
- Join international organizations and clubs.
- Continue foreign language or take courses with an international focus.
- Write for *The State News*, the *Lansing State Journal*, or their local home paper.
- Continue studying the host country by taking related courses, reading international papers, viewing films and videos, writing research papers, etc.
- Volunteer to work in the community or on campus. Help organizations that support community service and development. Look for groups working with immigrants, refugees, or the aged so they can use their skills of listening, patience and empathy.
- Start thinking about when and how they can return abroad. They can participate in additional study abroad programs; apply to graduate schools abroad; apply for Fulbright Scholarships (www.cies.org/) to study and conduct research; find employment possibilities while they were abroad; join the Peace Corps (www.isp.msu.edu/peacecorps/); or just return to visit host family & friends.
- Explore Phi Beta Delta, the first national honor society dedicated to recognizing scholarly achievement in international education (www.msu.edu/user/pbd/).
- Integrate the best of the two cultures. It is not necessary to give up one at the expense of another!

General Student Regulations

Michigan State University's General Student Regulations applies to students in study abroad programs. These regulations may be found on the MSU Web page under *Spartan Life* (www.vps.msu.edu/SpLife)

Introduction

General student regulations shall be those regulations established within the University community (students, trustees, administrators, faculty, and staff) to secure the safety of members of the University community and University facilities, maintain order, and ensure the successful operation of the institution. Such regulations shall apply to all students regardless of class level, place of residence, or group affiliation as well as to all governing bodies, governing groups, living groups, and registered student organizations (www.vps.msu.edu/SpLife/acfree.htm).

The regulations apply to students and student groups while on the land governed by the Board of Trustees of Michigan State University or when students or student groups are engaged in University-sponsored or student group-sponsored (student governing groups and registered student organizations) activities off campus. The regulations relating to scholarship and grades, University functions and services, and University property, however, apply without reference to where the activity occurs. Because technology is constantly changing teaching, learning, and administrative processes, it is understood that the general principles that govern these regulations should be extended to apply to new and unanticipated situations.

Any member of the University community may file a complaint involving the alleged violation of these regulations by a student or student group. The University through its internal judicial system shall maintain jurisdiction over these regulations and conduct hearings in accordance with established University procedures. In the application of the regulations, it is intended that one be held accountable for conduct that fails to meet the standard of what a reasonable and prudent person would or would not have done under similar circumstances.

1.00 PROTECTION OF SCHOLARSHIP AND GRADES

The principles of truth and honesty are fundamental to the educational process and the academic integrity of the University; therefore, no student shall:

- 1.01 claim or submit the academic work of another as one's own.
- 1.02 procure, provide, accept or use any materials containing questions or answers to any examination or assignment without proper authorization.
- 1.03 complete or attempt to complete any assignment or examination for another individual without proper authorization.
- 1.04 allow any examination or assignment to be completed for oneself, in part or in total, by another without proper authorization.
- 1.05 alter, tamper with, appropriate, destroy or otherwise interfere with the research, resources, or other academic work of another person.
- 1.06 fabricate or falsify data or results.

2.00 PROTECTION OF INDIVIDUALS

Physical security and an environment free of harassment are necessary for individuals if they are to successfully pursue their educational endeavors and fulfill responsibilities; therefore, no student shall:

- 2.01 cause or threaten physical harm to another, or endanger the physical safety of another.

- 2.02** continuously or persistently intimidate another individual so as to coerce that individual into some action or avoidance of action.
- 2.03** possess or use any firearms, explosive materials, incendiary device or other dangerous objects or substance without proper University authorization.
- 2.04** obstruct or disrupt the activities or functions of another individual as protected by law, ordinance, regulation, or policy.
- 2.05** enter or remain in another individual's place of residence or work without permission of that individual or without proper authorization.
- 2.06** possess, use, manufacture, produce, sell, exchange or otherwise distribute any drug prohibited by federal or state laws.
- 2.07** possess, consume, furnish, manufacture, sell, exchange or otherwise distribute any alcoholic beverages except as permitted by state law and University ordinance.

3.00 PROTECTION OF STUDENT GROUPS

The functions of student groups serve to extend and provide support for the learning environment; therefore, no student shall:

- 3.01** obstruct or disrupt the activities or functions of a group as protected by law, ordinance, regulation, or policy.
- 3.02** continuously or persistently intimidate a group so as to coerce that group into some action or avoidance of action.
- 3.03** provide false information to a group for the purpose of gaining membership, service, or privilege.
- 3.04** represent a group falsely or use the resources of a group without proper authorization.

4.00 PROTECTION OF PROPERTY

It is important that the property of individuals, student groups, and the University be protected if the University and the members of the academic community are to engage in their activities and to effectively discharge their responsibilities; therefore, no student shall:

- 4.01** damage, deface, or destroy the property of another person or the University.
- 4.02** tamper with or misuse University fire or safety equipment, including, but not necessarily limited to, fire extinguishers, fire hoses, and alarm systems.
- 4.03** copy, appropriate or use the property of another without proper authorization.
- 4.04** remove property or goods from their assigned place without proper authorization or accept or convey property or goods that have been procured without proper authorization.
- 4.05** use any University facility, equipment, or materials except for their authorized purposes.
- 4.06** procure, alter, damage, remove, manufacture, or use, any University key card, lock, password, or other security device without proper authorization.
- 4.07** without proper authorization enter or remain in any University building or designated area that is officially closed according to hours posted or which is restricted for designated purposes or to designated individuals.
- 4.08** place posters, signs, or handbills except on one's own personal property or in areas authorized by the University.

5.00 PROTECTION OF UNIVERSITY FUNCTIONS AND SERVICES

Functions, services, and processes of the University must be protected if the institution is to be effective in discharging its responsibilities; therefore, no student shall:

- 5.01** provide false information for the purpose of gaining benefit for oneself or others to any office, agency, or individual acting on behalf of the University.
- 5.02** interfere with the functions and services of the University (for example, including, but not limited to, classes, social, cultural, and athletic events, computing services, registration, housing and food services, governance meetings and judicial hearings) such that the function or service is obstructed or disrupted.
- 5.03** alter or forge any University document and/or record, including identification materials, issued or used by the University.
- 5.04** allow any University document and/or record, including identification materials, issued by the University for one's own use to be used by another.

5.05 use any University document and/or record for other than its authorized purpose, including identification materials issued to another.

5.06 act as an agent of the University unless authorized to do so.

5.07 fail to present correct identification issued by the University for the student's use when requested to do so by an authorized University agent acting in the performance of designated job responsibilities or who has reason to believe that the student may be involved in the violation of a regulation.

5.08 without proper authorization, sell or make contracts for purchase or delivery of any commercial merchandise or services for personal profit or gain, or solicit voluntary contributions for organizations.

- University Committee on Student Affairs, February 19, 1988
 - Academic Council, January 17, 1989
- President, to become effective September 1, 1989

Student Loan Agreement

DO NOT loan students program or personal funds unless it is an emergency. Despite all the advice and pre-departure preparation, some students will find themselves short of funds. Have the family deposit funds into the home account so the student can access the funds through an ATM or have the family send a foreign draft by express mail, a bank wire or transfer, or a transfer through American Express. This latter option is quite costly. Loans should be avoided, but in cases of emergency, a loan for a maximum amount of US\$100.00 can be authorized. In these situations, the student must sign the form below, agreeing to repay the loan in full.

| STUDENT LOAN AGREEMENT | |
|---|---|
| I acknowledge receipt of a loan of _____ <small>(amount and currency, not to exceed the equivalent of U.S. \$100)</small> | |
| from | _____ <small>(name of program leader)</small> |
| on | _____ <small>(date)</small> |
| I understand: | |
| <ul style="list-style-type: none">● This loan is made because it is considered an emergency situation.● This loan is made on behalf of Michigan State University and I accept full responsibility for the repayment of this loan.● I am expected to make every attempt to repay this loan before the end of the program. If I am unable to do so, I understand that this amount will be billed to my MSU student account.● I am permitted to receive only one loan during the length of my study abroad program. | |
| Signature | _____ <small>Date</small> |
| _____ <small>Student Name (please print)</small> | |

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Guidelines for the study abroad program report

The information you provide is important not only in terms of maintaining and improving program quality, but also for helping inform and prepare colleagues who are now, or will be, involved in your program. These reports are due 60 days after the end of your program. In writing your end-of-program report, please address the following topics. In each instance please describe:

- what you did this year
- what worked/didn't work
- what suggestions you have for next year's program

1. **Recruitment and publicity procedures**
2. **Program Preparations:** pre-departure orientation, student arrival and orientation, on-site preparations etc.
3. **Academic Program:** Courses offered, number of credits, collaboration with host institutions and faculty/presenters, field trips, etc; please include a statement about the integration of the study abroad program into the departmental/college curriculum and/or life of the unit.
4. **Assessment of on-site logistics and support:** Student housing, classroom space and equipment, housing staff, meals, transportation, excursions, special events, etc.
5. **Health and safety issues:** What, if any, preventive safety measures do you recommend? Were there any health-related incidents such as accidents, serious illness, and mental health issues? Were there any crimes committed against program leaders or students? Were health care facilities satisfactory? What, if any, steps need to be taken to make program sites safer? What political, social, cultural, environmental developments on site warrant special attention for next year's program? Complete and submit an Incident Report form for any crimes that affected students during the program.
6. **Student issues:** Could satisfactory solutions be found to most student problems? How could such problems be avoided/minimized in the future? What could be done in the future to enhance the cross-cultural learning component of the program? Which aspects of the culture did students react to negatively/ positively? Were issues of cultural adjustment and re-adjustment discussed with students? Was there a special event marking the end of the program? Could a student with a disability have easily participated on the program? If not, what changes would you make for the future?
7. **Program benefits:** How has being involved in this program enhanced your professional development; for instance, through research and teaching collaboration with host institution faculty? How does the program enhance participating students' academic/intellectual, personal, professional, and cross-cultural learning?
8. **Finances/budget:** What, if any, adjustments need to be made to the budget to improve the program and/or to reflect cost realities in the host country/countries?

Please submit copies of the report to your college's Study Abroad Deans' Designee, to your department chairperson, and to the director of the Office of Study Abroad.

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