

INDIANA STATE UNIVERSITY

Office of Education Abroad



Program Director Handbook for Faculty-Led Study Abroad Programs

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Acknowledgements

STRATEGIC GOAL

The Indiana State University's Strategic Plan calls for providing opportunities for our students to have significant experiential learning opportunities. This includes academic experiences abroad. To achieve this goal, funds were made available to support faculty and their students in short-term faculty-led study abroad programs. By providing opportunities for brief, faculty-led international experiences, ISU hoped to encourage Sycamores to consider studying abroad for longer periods – a summer, semester, or an academic year. Grants to fund faculty and student travel are awarded through this continuing program on a competitive basis. Requests for proposals are announced every year for a spring competition for travel during the following calendar year. Successful programs are expected to be academically rigorous and to include global learning outcomes for students. Proposals for this grant are reviewed by a committee of faculty appointed by Director of the Center for Global Engagement.

I Introduction

Leading a Faculty-Led Study Abroad Program requires a lot of pre-planning and effort on the part of several individuals mainly the traveling faculty member. Faculty-Led programs are gaining popularity throughout US campuses. This trend is recognizable at Indiana State University as over half of the students that study abroad are participating in a Faculty-Led Short-Term Abroad Program. In order to assist you in bringing your ideas to fruition and to meet the challenges involved in taking a student group abroad this handbook has been created by the Center for Global Engagement Faculty-Led Initiatives division. It will serve not only as a resource in providing the necessary forms to faculty and students but to hopefully alleviate some of the challenges and trepidations faculty may face in coordinating a short-term faculty-led course-based experience for students. Hopefully, it will serve not only as a resource in providing the necessary information and forms but serve as a reminder that you have support of our office and are here for you from pre-departure orientation to post-travel “unpacking the experience”.

As a faculty member, you play a crucial role in supporting Study Abroad and Faculty-Led travel at Indiana State University (ISU). You have the strongest voice in getting the message to students that study abroad should be an important component of their undergraduate and graduate education at ISU. Many ISU students have never traveled abroad. The possibility of a short-term study abroad program with a faculty member and other ISU students may be the only way to take the first step for these students!

Why leading a faculty-led study abroad can be rewarding

Developing and leading an ISU Faculty-Led Program abroad gives you the unique opportunity to interact with students in ways that you may not have experienced on campus. Most often, these short-term programs lead to a student’s increased global and cultural awareness, enhanced respect for own cultural, and ability and desire to complete an independent international experience. You will be serving as both the course instructor as well as the program director, and perhaps even as a counselor. You will see your students grow in the short time that you are abroad together. You will have a lasting impact on their lives by educating them to be globally aware leaders and providing this life-changing experience abroad!

Faculty-led programs are as rewarding as they are involved. This Handbook offers guidance for planning and implementing a high-quality faculty-led program abroad. It will aid in providing a framework of the timeline for pre-departure, during the program, and post-trip; outline responsibilities and expectations of the faculty director/co-leader, the faculty’s department, which includes the administration of the program, the Center for Global Engagement Faculty-Led division, and traveling students. It is vital to follow established ISU requirements for preparing travel documents and to make sure all forms are completed to ensure that university requirements regarding legal and financial liability are satisfied.

We wish you the best in this experience!

Sincerely,

Dr. Zachariah Mathew
Associate Director
Center for Global Engagement

Ms. Kristi Barley
Education Abroad Program Director
Center for Global Engagement

II Factors to Consider: Planning the Details

Now, that your proposal has been reviewed and approved by the CGE Faculty-Led Committee, the work begins! In this section, we will discuss factors to consider prior to program departure, during the program, and post-program return.

PRE-PROGRAM IMPLEMENTATION

Program Goals

The aim of any study abroad program is to provide the broadening experiences that should be part of the education of each undergraduate student. Faculty-led study abroad programs are generally aimed at specific majors and, as the leader, you can impose any GPA and prerequisites that you feel are necessary to serve the purpose of your program.

The key to success is to ask yourself “is my faculty-led short-term trip is attainable and manageable on a limited student budget considering the student is also paying tuition for a three-credit class?”

Academic Credit

You must finalize the syllabus for each course to be offered. The syllabus should contain a tally of the contact hours and clearly define learning outcomes and assessment methods. Participation is an expectation of all students and should be a very limited component when assessing a student’s grade.

Your chairperson must approve specific ISU courses from your college or department that will be offered on your study abroad program. It is not appropriate to simply lead a tour and have the students find their own independent studies. You must teach a course abroad for it to qualify as study abroad (vs. a non-academic “tour”).

Each syllabus must articulate:

- The academic rigor of the program meets ISU standard contact hours (45 classroom + 90 out-of-classroom assignments = 3 credit hours).
- Educational objectives of the course must be clearly identified.
- How the program combines academic learning with cross-cultural experience and is designed to make extensive use of the physical, human, and cultural resources of the host environment.
 - a. Title of program. Include the dates of the program and names of countries and cities to be visited.
 - b. Course number(s) and number of credit hours earned by participants.
 - c. Academic coursework objectives.
 - d. Outline of course, including pre- and post-travel class sessions (tentative dates and content) and all graded components.
 - e. Discuss how students’ performances will be evaluated.
 - f. Purpose of travel component.
 - g. Required text(s).

Program Budget

In your proposal, you created an estimated budget of costs per student. **Caution alert!** Most budgets *fall short* of the anticipated travel financial expectations. Working on creating a realistic trip budget can be challenging, to say the least. From the trip logistics regarding onsite visits, activities,

excursions, accommodations, meals, the list goes on...as faculty director you will need to estimate the cost per student with utmost accuracy.

- a. Total cost (what is and is not included in the program cost).
- b. Identify third party travel affiliates.

The Education Abroad Program Director assist the Faculty Director in creating a student payment structure.

Allowable Costs

Costs up to the amount awarded for airfare, lodging, meals, land transportation, visa fee, and insurance are allowable. The need for each item requested should be clearly justified. All reimbursements must be in accordance with ISU travel policies.

Program Itinerary

1-2 months before departure

- Faculty Director confirms all arrangements and reservations.
- Balance of student program fees due to the Education Abroad Office - these must be collected no less than 2 months before departure.
- Faculty Director requests travel advance from ISU Travel Department
- Education Abroad Office conducts a pre-departure orientation mandatory for all travel participants, including faculty, students, and staff.
- Faculty Director provides tentative program itinerary to student participants.

1-2 weeks in advance of program departure

- Faculty Director submits all final program details to the Education Abroad Office. To include the finalized program and flight itineraries, accommodations for housing (i.e. host family contact information and student placement), along with any other pertinent program materials. Copies of the final program itinerary should be given to the Faculty Director's Department Chair, College Dean, and Associate Dean for record of travel.
- If the Faculty Director is receiving a cash advance from the ISU Travel Department, the required paperwork must be submitted in a timely manner. Timeline for cash advances is 2 weeks prior to travel.
- Faculty Director registers his/her faculty-led program with the U.S. Department of State STEP (Smart Traveler Enrollment program: <https://step.state.gov/step/>). More information is under Emergency and Crisis Management section of the Handbook (see p. 28).

Any major changes in the program itinerary, including location of group while program is in progress MUST be communicated immediately to the Education Abroad Office for risk management and Department of State protocols.

Excursion Logistics

Excursions are an important component of the faculty-led academic program and may include walking tours, visits to museums and similar activities. As the Faculty Director, you will make the logistical arrangements for the excursions and be responsible for preparing the students for the excursion. We recommend you review each excursion and its value with students prior to departure. Keep in mind if hiring independent service contractors, be informed about their insurance coverage. Ideally and whenever

possible this information should be obtained in advance so that ISU Insurance and Risk Management can review it. Always hire transportation or use public transportation instead of attempting to transport students on your own. This minimizes the university's liability as well as your own.

Program Recruitment

- The best way to recruit students is to promote the program among your own students, since students who know the faculty director are more likely to participate. It also helps if you have an existing course that is related to the academic content of the program, as these students are likely candidates for the trip.
- The Education Abroad Office assists Faculty Directors with program promotion through a variety of activities; just to name a few, ISU new and transfer student orientations, campus events, such as ISU Student Org Fair, Library Extravaganza, CGE events, etc. We announce and promote all approved faculty-led programs for the academic year on the Education Abroad website. Each program has its own dedicated section, which includes project details, i.e. Faculty Director and Co-Leader course information, travel dates, cost per student, and a brief summary of the travel.
- It is best to begin recruiting students one year in advance. For summer programs, this means by the start of the previous fall semester.
- Also, it is advised to inform your colleagues about the program. They can be a well of help to promote the program as they can inform all their students as well. Be sure to answer any questions they may have regarding the academics of the program, how and where it fits in with student degree progress and how students should go about applying.

Faculty-Led Program Brochures

On behalf of your faculty-led program, we will work with the Graphic Design Team from ISU's Communication and Marketing Department to create a customized Faculty-Led flyer with your program's key details. We are happy to print the flyers for your program and provide the draft for further circulation.

Education Abroad Fair(s)

Each year, typically in mid-September and early-February, the Education Abroad Office organizes fairs to raise awareness of education abroad at Indiana State University and facilitate the international education goals of the university. It is the perfect opportunity to set up a recruit table and meet hundreds of interested and prospective student travelers! We cannot stress enough the significance of this fair and the potential for student recruitment!

Information Sessions and Classroom Presentations

The Education Abroad Office will gladly assist faculty directors and will participate with student information sessions, open houses, and/or classroom presentations. We also like to have former faculty-led participants available to present to prospective travelers about their experience abroad on this type of experiential learning project.

Student Participants

Both undergraduate and graduate students are eligible to participate in approved faculty-led programs. To participate in an experiential learning project, ALL ISU students **MUST** be enrolled in the 3-credit course that the travel is based on. The course is semester-based with the international travel component taking place during fall break, winter recess, spring break, or in the Spring/Summer (May-July). Another option would be to offer the 3-credit course during the summer semester with both the

course and travel taking place during a summer term. It is the responsibility of the Faculty Director to notify students when they can enroll and to provide course information.

The minimum number of student participants to make the trip viable is a Faculty Director decision along with the department chair and dean's input. A typical faculty-led trip averages between 6 to 10 students. The maximum enrollment should not exceed resources and/or the capacity for faculty director and co-leader to provide appropriate supervision.

Student Application Commitment

The Education Abroad Office will provide you with a Faculty-Led Student Application template. The template is attached as Appendix C. You may use this application template or revise as you see fit for your program. The student application is optional. Depending on your program, you may choose not to have an application process. However, we advise it is always a good idea to have prospective student travelers complete an application. If you implement a student application process, once students have completed their applications (prior to the deadline) and submit them to you prior to the relevant deadline, the Education Abroad Program Director will request your approved roster of students.

DURING PROGRAM

- The Education Abroad Program Director remains in contact with Faculty Director throughout the program. The Education Abroad Program Director is available to assist with problems and crisis management.

Daily Group Check-in

The group should have a designated meeting time and place every day. This time should be used by the Faculty Director to get the students in the appropriate mindset for the day's activities. This time may occur over breakfast, in the hotel lobby, or via commute to the first business, educational, or cultural site. It may be also useful to discuss these points the night before.

First, it is very important to account for all students. It is expected that both Faculty Director and students will show up on time and participate in all planned group visits and activities. The Faculty Director should review the day's itinerary and make note of any significant changes to the schedule. Topics to review at daily check-in meetings could include:

- Appropriate attire:
 - Business casual/professional?
 - Will there be a lot of walking?
 - Should students carry an umbrella, jacket, or change of clothes?
- Meals
 - When will you eat?
 - Are students responsible for paying?
 - Are snacks available on site or should they bring their own?
- Business/Educational visits
 - What do they know about the places they will be visiting?
 - Who within the organization will be their host?
 - What questions do students have prepared?
- Gifts
 - Which student(s) will present the gift to the host?
 - Coaching the student(s) in appropriate thanking procedures

At the end of the day's planned activities, facilitators should clearly communicate the meeting time, agenda, and clothing for the following day before students are released for the night.

On-site Orientation

Faculty Director is required to conduct a general on-site student orientation within the first two days in the host country. The following is a list of what you will want to cover during the orientation:

- Emergency response plan and procedure for emergency, including meeting place/communication
- Remind students they must comply with local laws, ISU Code of Student Conduct and ISU guidelines on alcohol use. Be sure to inform students that they are subject to laws that differ from home. If possible, you might request a local or law enforcement officer to assist.
- Remind students you are there to help with any issues (cultural adjustment, grievance complaints for harassment/discrimination, reporting of assault/rape, etc.)
- Provide students with site-specific information about potential health and safety dangers (e.g. drinking water safety, taxis use, areas of town to avoid, pickpockets, swimming safety/lifeguards, poisonous insects/snakes, watching drinks in nightclubs, gender norms, etc.)
- Provide students with in-country emergency contact information, nearest doctor, equivalent of 911, U.S. Embassy/Consulate.

Changes in the Program Itinerary

In the event that some parts of your program itinerary have changed, provide the Education Abroad Office with an updated itinerary and confirm telephone numbers where you can be reached at all study sites visited.

Independent Student Travel

Sometimes a program is designed in a way that students are allowed to travel independently around the host country. This approach can help build confidence, provide a spontaneous educational occasion, and gives members of the group a break from each other. If the Faculty Director schedules more than one day off, proactive steps need to be taken to ensure the students' safety. Students should travel in pairs or larger groups and should submit information such as their destinations, length of stay, and contact numbers to the Faculty Director prior to departure. Also, the Faculty Director should clearly identify their expectations for students, such as being prepared for Monday morning classes, reviewing safety guidelines (especially for travel on overnight trains), etc.

Managing Student Expectations

Many students who participate in short-term faculty-led trips have never been outside of the country before. Their expectations of what the host country will be like can vary greatly from the reality. The Faculty Director should be prepared to provide a clear picture of the experience students will have abroad. Some areas to cover might include:

- Shopping
- Transportation
- Food
- Clothing
- Hotel Services
- Physical rigor of the trip
- Culturally appropriate public behavior, etc.
- How to handle new experiences

Faculty Director and the Education Abroad Office should discuss the cultural differences students may encounter in the host country as well as how students can demonstrate cultural sensitivity and respect. Some students will experience culture shock. It is necessary to discuss the symptoms of culture shock with students before departure. In addition, it is also important to prepare students for situations or experiences they may not be used to having in their home countries.

POST PROGRAM

Faculty Final Report

A full report must be submitted to CGE within **45 days** of completion of the faculty-led short-term program. Failure to submit this report within the period indicated will jeopardize future faculty-led funding including faculty travel grants.

The final report will include the following:

1. Program/Participant information: Please list the title of the class/program (course number section and CRN), period of travel, participant information (list of students with 991#s, staff and faculty members

who traveled with their 991#s, and any individuals who traveled who were not related to the proposed program delivery).

2. Global/Cultural Objectives: What was the proposed academic program and the specific global/cultural learning objectives covered during the program?

3. Assessment of Learning Objectives: Describe assessments used in the program and describe the alignment of the measures of learning with the course objective and learning experiences. (learning objectives, activities and assessment)

4. Activities Abroad: Please provide a short description of how the activities abroad contributed towards meeting the learning objects of the program.

5. Incident Report: Where there any Incidents to report during the program. This may include behavior, medical, accidents, legal, or Title IX.

6. Program Feedback: What were the strengths of your faculty-led program? What were the challenges you faced implementing the faculty-led program? How could we (CGE) assist address with these challenges? Also, please discuss any shortcomings of the program as well as the participant's perceptions, impressions, and/or misgivings.

7. CGE's Faculty-Led Program Feedback: Please note two or three strengths of the programs that you experienced as faculty-director that may assist future CGE faculty-led program leaders. Also, any challenges that future leaders may face when developing an experiential learning project. We would also like to know any suggestions you have for CGE in improving our Faculty-Led Short-Term Study Abroad Programs (see the Appendix F, Final Report Template).

Expense Reconciliation

For small expenditures, the Faculty Director can pay out-of-pocket and be reimbursed upon return with a receipt. It is imperative that you keep accurate records of monies spent. A credit card statement is not considered sufficient receipt. Keep itemized receipts for all expenditures and also keep a spreadsheet with the following categories:

- Food
- Lodging
- Excursions
- Transportation
- Phone/Supplies/Miscellaneous
- Stipend/Guest Lectures

Keep separate files for anything paid with cash advance funds, out of pocket, or pre-paid. Faculty Director submits receipts and travel expense log to the Departmental Administrative Assistant no more than 30 days after the end of travel so that either the cash advance can be reconciled or you can be reimbursed for out-of-pocket expenses while on the trip. You are responsible for converting any remaining foreign currency over to U.S. dollars.

Post-Trip Debriefing with Education Abroad Program

Faculty Director will host debriefing session for students. Meet with the Education Abroad Office after you have submitted your Faculty Report to review the program and discuss any needed changes for the next program. This meeting will generally cover:

- Budget issues
- Evaluations
- Incident Documentation Form Review
- Future program plans
- Any other relevant concerns.

Student Experience Qualtrics Survey

The Education Abroad Office sends a short evaluation Qualtrics survey to students in each program after they have returned to the U.S. These evaluations are useful to gauge the students' reaction to the program a few weeks after the program has ended. A copy of the Qualtrics Survey is attached as Appendix G.

Promotion of Future Programs

The Education Abroad Office may ask the alumni faculty to help promote study abroad. We encourage you to participate and to talk to all your students about the value of international education. You may be asked to help with future faculty orientations to discuss your experiences.

III Procedures and Responsibilities

FACULTY DIRECTOR AND CO-LEADER

1. Group Leadership Skills - A Faculty-Led Director is expected to have experience leading student groups/activities/classes and have international experience in the countries on the itinerary. The Faculty-Led Director is the person who must enforce rules and regulations. If a student on faculty-led trip is disruptive and not behaving in a way reflective of university expectations, the director would be expected to advise students of possible consequences. These consequences could include working with the Center for Global Engagement to return the student to the United States. This extremely rare occurrence would require the director to make alternative flight arrangements for the student and accompany the student to the departure airport.

2. Foreign Language Skills - While not always necessary, preference may be given to those who can communicate in the host-country language.

3. Planning and Attending Group Meetings -The Faculty-Led Director will need to be able to plan and conduct information sessions and work with the CGE Assistant Director Faculty Initiatives regarding student costs and payments, and coordinating pre-departure orientations. It is important for the Director to have several "get to know" sessions prior to departure.

4. Documentation - Documentation is very important for academic, risk management, and financial reasons. To insure this documentation of the experience, the university requires both the Faculty Led Director and the Center for Global Engagement to distribute and collect a number of forms and documents. Students are not allowed to participate in these experiences without the completed forms. Therefore directors are required to work with the Center for Global Engagement to follow-up with students to collect missing or late documents and forms. The willingness and availability for the director to work with the Center for Global Engagement is essential.

5. Trip Logistics -It is mandatory for the Faculty-Led Director to travel with the group on all scheduled activities from departure to return. The Faculty-Led Director is responsible for all of the following:

- Meeting the students on campus or at airport prior to departure.
- Traveling with the faculty-led group from departure to the return to the U.S. and cannot expect to stay-on in the destination after the last date of the trip.
- Leading the group through all of the trip's logistics such as on/off buses, in/out of taxis, check-in and check-out of hotels, arranging for group dinners, etc.
- Assisting students during the trip who are in need of medical or other type of help
- Making decisions about what to do when obstacles arrive such as bus/rail strikes, plane delays, lost wallets, passports etc.

6. Emergency Protocol and Communication - In the event of an emergency while the group is traveling overseas - the Faculty-Led Director must be in touch with all necessary parties to decide what the group will do in the event that plans must be changed. Before the trip departs, the Director and CGE will meet to discuss rules and regulations, safety and security procedures, and common situations that arise with group travel. Indiana State University has certain responsibilities and legal obligations for our faculty and students who travel abroad on university business. It is important that care is taken to systematically check on issues of safety which includes a check for travel advisories of the U.S. Government for foreign destinations.

Leadership for Students

Faculty Directors are responsible for outlining and making clear the student's role on the program and expectations regarding academics and appropriate behavior.

Faculty Directors, in addition to academic responsibilities, are responsible for:

- Maintaining daily contact with program participants while abroad
- Staying in regular contact with program applicants/participants prior to the start of the program and for following up after the end of the program
- Advising students of all changes
- Providing participants and the Education Abroad with a detailed program itinerary that includes emergency contact addresses and telephone numbers
- Administering required evaluation instruments
- Being on-call for emergencies 24 hours per day throughout the program, and are there to provide support and assistance for both academic and non-academic needs of the students. Typical non-academic problems that may occur include homesickness, loss of passport, difficulty interacting with host nationals, etc.
- Cancellation procedure including refund protocol.

Managing Free Time

- In addition to field trips, students may be given free time to visit other places of interest not included in the program (i.e. beach, museums, etc.). In the event that students have free time during the trip, the faculty director and co-leader should remain "on call" and be prepared to act in the event of a student problem. Faculty director and co-leader should have enough knowledge of the city so as to suggest safe activities and dining locations for students on their free time. A designated meeting time and place should always be set in advance, and students should always travel in groups.
- Faculty director are to provide clear expectations about what activities they encourage and those activities they cannot disregard, such as bungee jumping, shark diving, getting tattoos, etc.; in other words, activities that could be perceived as high risk or potentially dangerous.

Social Media and Photos

Students will be taking photos and posting on social media during the trip. Take advantage! Create an official hashtag to share student posts and create a single social media narrative. It is also a good practice for each trip to have an official social media presence during the trip. Social media posts are often reviewed by parents, students, staff, and faculty back home and should be professional in tone and appearance.

Moving as a Group

Faculty directors travel with the group on the same flight and travel together to the program site by local transportation. Faculty directors may not arrive later than the group.

Wherever possible, encourage students to travel in groups and to notify the Faculty Director of their plans. It is worthwhile to include language in the Code of Conduct that students agree never to travel alone, even during free time and to always notify the Faculty Director.

Here are some tips from veteran faculty directors (from "Taking Students Abroad Best Practices Handbook" of Indiana University):

- Accounting for students can be made easier by assigning each student a number and doing a “count-off” before leaving a site. Additionally, both a faculty director and a co-leader can be responsible for a small group.
- Scheduling group wake-up calls with the front desk can be helpful for particularly early mornings
- Make the announced departure time 15 minutes earlier than necessary.

Staying Engaged

It is important for Faculty Director, Co-Leader and students to stay actively engaged for the entire duration of the trip.

Here are some tips from veteran faculty directors (from “Taking Students Abroad Best Practices Handbook” of Indiana University):

- Check in with your group daily. Help them “talk through” their experiences and assess their emotional/physical well-being (drink more water, blisters on their feet, experiencing cultural shock or anxiety)
- Be as informed as possible on the trip surroundings – being able to provide fun facts and insights into the companies and educational and cultural sites can enrich students’ learning experiences.
- Your students are adults and deserve your respect and trust. If you see someone breaking one of the rules, you may want to give a knowing look or a casual comment rather than a stern lecture. It is important for students to feel comfortable telling faculty director and co-leader where they are going instead of sneaking off.
- Modeling flexibility and a positive attitude will keep student morale high in the event of unexpected delays or less-than-desirable conditions.

FACULTY DIRECTOR’S DEPARTMENT

- Accountability of awarded funds for the faculty-led study abroad travel is the **responsibility of the faculty member and their department**. After the trip is completed, and within **45-days**, a comprehensive trip summary will need to be submitted to **CGE** (template provided). This report will also include the number of students along with their 991 numbers who traveled as part of the course-based experience, as well as enrolled course information (CRN, section number, etc.).
- Provide student participants with accurate and reliable information through orientations and publications, including information on the culture as well as cultural and legal norms that vary from customs in the US.
- Confirm that **ALL** students have a passport that will **NOT** expire within six months from the date of the program.
- Ensure that student participants read and sign the waiver forms provided by **CGE** office.
- Develop contingency plans to follow in case of an emergency. This will be covered in the next Faculty-Led Meeting: Risk Management, Safety, and Emergency Medical and Evacuation Insurance
- Enroll all participants in U.S. Department of State Travel Smart: STEP
- The Faculty Director, Co-leader, and ALL Student Travelers participate in the mandatory Pre-Departure Orientation conducted by the Education Abroad Office.
- Faculty Director holds program informational sessions and pre-departure classes.
- Faculty Director tracks expenses appropriately, ensure that budgets are being followed.

ISU Travel Department Documents

- Based on the proposed travel budget, your department's awarded funds will be deposited into an exclusive **Travel Index** created by the Controller's Office. It will be the **responsibility of the department** to handle all travel specifics from creating the proposed travel itinerary to preparing detailed travel documentation such as the ISU Travel Authorization (TA) document and working with the ISU Travel Department. Please refer to the ISU Travel website at <http://www.indstate.edu/controller/travel.htm>.

Signing CGE Faculty-Led Funding Contract

- The Controller's Office has created a statement for faculty and their department agreeing to abide by the guidelines established for these field trips, and accepting responsibility for the costs incurred is attached and must be signed by the traveling faculty member and department chair. This contract is attached as Appendix A.

Departmental Administrative Assistant

- If applicable, Third Party Program Provider (TPPP) invoices the traveling department for program costs. Departmental administrative assistant utilizes student payments to pay on behalf of the group.
- Each department is responsible for purchasing student insurance through GeoBlue Worldwide. CGE will register each traveling student. The department must provide the faculty, staff, and student names, university IDs, and date of births to the Education Abroad office. After the GeoBlue information is submitted, CGE will receive an invoice from GeoBlue for department administrative assistant to submit payment. Information and assistance regarding GeoBlue Worldwide will be provided by the Education Abroad office.

Approving Non-Participant Travelers

Below are the recent changes made for non-participant travelers for CGE's Faculty-Led Short-Term Study Abroad Programs. These changes are in effect for CGE grant-approved programs for Faculty-Led 2018 travel. The need for these changes is in light of issues with past Faculty-Led programs involving non-participant-travel.

*Approval for Travel: All non-participant travelers on CGE Faculty-Led Short-Term Study Abroad Programs must be approved by the Faculty Director of the program and the Associate Dean. If approved, the Faculty Director must submit, in writing, the approval to Center for Global Engagement Associate Director. Risk management protocols must be in place for non-participants and departmental waivers signed.

*GeoBlue Worldwide Insurance: Non-participants, including dependents and spouses, will now be responsible for purchasing insurance, separately/independently of the Faculty-Led program. Upon request, a GeoBlue online registration link can be provided. Payment is due upon completion of the application. Prices differ for non-participant insurance. GeoBlue registration form example for dependents is included as Appendix E.

CENTER FOR GLOBAL ENGAGEMENT EDUCATION ABROAD PROGRAM

Student Travel Payments

- Students will bring payments along with trip-specific receipt to the Education Abroad office. Receipt template is attached as Appendix H.
- **ALL** deposits made by students, for travel related purposes, will be handled by the **Center for Global Engagement (CGE)** - Faculty-Led Travel - located in 240 Gillum Hall. Payments will **ONLY** be accepted in the form of a check, money order, or cashier's check. Credit Card and cash payments are **NOT** accepted. Deposits will be made by CGE at the Controller's Office using the each departmental **Travel Index** assigned for designated trip. The Graduate Assistant handles all payments for Faculty-Led for CGE. Questions concerning student payments, please contact the Education Abroad Office.
- The Faculty Director along with the Departmental Administrative Assistant and Education Abroad Program Director monitors student payments.
- The Education Abroad Program Director creates and maintains the program payment spreadsheet.

GeoBlue Insurance

All students and faculty who participate in a faculty-led trip are automatically enrolled with GEOBlue insurance through Anthem Blue Cross Blue Shield.

GeoBlue members leave home knowing that trusted care is just around the corner no matter the town, country or time zone. Our elite network of global providers, innovative online and mobile tools, concierge approach to customer service and new partnership with Bupa Global let us deliver peace of mind all around the world.

GeoBlue is a leader and innovator in international healthcare. Our group health plans combine unsurpassed service and mobile technology to help our members access trusted doctors and hospitals all around the globe. They also offer confidential counseling and support services to provide members with worldwide access to information, resources, and counseling on any personal or family related issue.

If your GeoBlue trip roster is submitted to the Education Abroad Office by the requested deadline, which is 30 days prior to the departure, the GeoBlue ID cards will be distributed at the mandatory pre-departure orientation. Students will receive an email from GeoBlue explaining how to register for the online tools and mobile app. If for any reason the GeoBlue ID cards are not received before the mandatory pre-departure orientation, the insurance cards will be given to the Faculty Director prior to group's departure to be distributed to the students at the airport.

For more information, visit GeoBlue's website: www.geo-blue.com. GeoBlue student member guide is attached as Appendix F.

Emergency Action Protocol Assistance

The Education Abroad office will provide emergency action protocol assistance in dealing with Risk Management issues such as student disciplinary, Title IX – The Clery Act – regarding regulatory compliance. The Education Abroad Office will assist in responding to emergencies that may arise. Types of crises include:

- Serious illness
- Serious accident
- Death of a student

- Arrest of a student
- Physical assault
- Disappearance or kidnapping
- Sexual assault or rape
- Hospitalization for any reason
- Unexpected disruptions to the program (e.g., terrorism, weather, natural disasters, political crisis)

All faculty directors must know and follow the Emergency Protocol Action Plan (see Page 28).

Pre-Departure Orientation

- Conduct a mandatory pre-departure orientation highlighting health and safety while abroad. Provide the required ISU documentation for students to complete and sign that include the ISU Foreign Travel Liability Waiver and the Participant Vital Data & Emergency Information forms.

Promotion of the Faculty-Led Program

- Promote the Faculty-Led trip at the Annual Study Abroad Fair.
- Create the Program Budget template outlining program costs, installment and due dates for payments, disclaimers, and cancelation/withdraws refunds (assist the department administrative assistant with the process for these types of situations).
- Prepare flyers and general program information to help with recruitment.

STUDENT

Complete Student Application

- Complete the appropriate form for course registration provided by the faculty director, and plan to pay tuition prior to departure.
- Inform parents/guardians/families and any others who may need to know about their participation in the field trip, and provide them with emergency contact information.
- Read and carefully consider all materials issued by the faculty director that relate to safety, health, legal, environmental, political, cultural and religious conditions in the host country.
- Complete a post-trip evaluation and survey provided by **CGE Faculty-Led Program** for an assessment of faculty and of their (student) travel experience.

Student Application

- The student participant needs to consider their physical and mental health and other personal circumstances when applying for or accepting a place in a faculty-led international program, and make available to the faculty director any physical and mental health information that would be necessary in planning for a safe and healthy experience.

I. Application Deadline (To be determined by the trip Faculty Director)

Depending upon available space, late application might be accepted after the deadline. Applicants who submit an application after this date are not guaranteed a spot on the program and might be required to pay slightly higher program fees due to rate fluctuation in transportation costs. These rate increases are typically not significant.

Applications are evaluated based on the student's application and the faculty director's recommendation. The student **MUST** be in good disciplinary standing with Indiana State University in order to be considered for acceptance. A personal interview may be required.

II. Application Materials

ISU Faculty-Led Short Term Study Abroad Program Student Application Form

- Please print your name clearly using black or blue ink only. Be certain to sign and date the application before submitting it. If you do not have a passport yet, please enter "In Progress" and submit the application without your passport information.
- Students should contact the UAP Clinic or their personal doctors to share any health concerns and to request information on immunizations. Students should obtain immunizations as prescribed by medical professionals (if applicable to travel location).

Faculty Recommendation Form (Optional)

A recommendation form is completed by a faculty member who is familiar with the student's performance in a classroom, and submitted along with the application. Again, this is completely optional to require a faculty recommendation.

ISU Student Code of Conduct

- Understand and comply with the terms of participation, ISU codes of conduct, and emergency procedures of the program.

We recognize that the students participating in ISU programs are legal adults and are responsible for their own behavior. However, they are also considered representatives of ISU as well as the United States. It is our responsibility to advise the students when they are offending the norms of the host country. Part of the pre-departure and on-site orientation should include discussion of those norms and typical ways in which foreigners may unknowingly violate them.

The Code of Student Conduct (Code) contains policies governing the behavior of all students and student organizations at Indiana State University. The Code outlines the rights and responsibilities of students, behavioral expectations, prohibited conduct, and an overview of the conduct process. Definitions for terminology as well as acronyms used throughout the Code may be found in Appendix .

Indiana State University strives to foster an atmosphere of learning and informed decision making wherein students can be successful with an understanding of expectations, process, rights, consequences and opportunity for success. One pathway to creating this atmosphere of learning is through educational reflection.

Students and student organizations are expected to conduct themselves in accordance with these policies while aspiring to the "Sycamore Standard" (Appendix K). Aside from personal responsibility, students and student organizations are responsible for the actions of their guests and/or associates.

This Code addresses prohibited conduct that takes place on University premises and addresses off-campus conduct when the behavior may have or has had an adverse impact upon the University community. This Code also applies to University sponsored events (e.g. activities, trips, banquets) which may occur off campus.

The Board of Trustees has approved these regulations and has empowered the President of the University and his/her designees to enforce the regulations, adjudicate allegations, and assign appropriate conduct resolution outcomes. The Code will be provided annually to all members of the University community via electronic means.

Students agree to abide by these policies as a condition of admission and are expected to know the regulations of the University and conduct themselves in harmony with these regulations.

Travel Cost per Student: Payment Structure and Due Dates

- After the Faculty Director and the Education Abroad Office have determined the cost per student by working off the program's travel budget, a set payment structure (payment amount and due dates) are communicated to the student participants. It is the responsibility of the student to make payments by the designated due dates and for the amount of payment due.

Mandatory Pre-Departure Orientation

- Attendance is mandatory for the Pre-Departure Meeting provided by **CGE Faculty-Led Program**. To complete all the required forms for the ISU supported course-based travel.

Free Time

Students must understand that, when they are on their own, faculty director and the university are not responsible for their safety. Students must take full responsibility for their actions during these free times. Faculty director may provide a list of possible activities and attractions for the student's free time, but it is recommended to let the students make their own arrangements.

Post-Trip Evaluation and Survey

As it is mentioned at the pre-departure orientation, shortly after the conclusion of the trip, students will receive an email, which includes a short survey on the faculty-led experience. The purpose of the survey is to assess the Faculty-Led experience and the overall experiential learning developed by the trip.

The participation in the survey is important in assisting the improvement and continuation of these types of international learning experiences.

Education Abroad Student Ambassador Program

- Students are encouraged to join Study Abroad Mentors, International Buddies, and other programs coordinated by the Education Abroad Program.

IV Emergency and Crisis Management

What is Crisis Management?

Incident – Any event which has implications for safety and liability.

Emergency – Any event that may require an urgent response on the part of the organization, but which is manageable by the organization's resources and does not threaten the organization's ability to operate.

Crisis – Any event that is a turning point for an organization. A crisis may overwhelm the organization's available staff/resources and impact an organization's ability to operate.

“Crisis Management is the process of preparing for, mitigating, and responding to and recovering from a crisis situation. It requires (1) an organized plan to ensure the safety and survival of self and community, and (2) an understanding of the human response to stress. Crisis management is a dynamic process that begins well before the critical event and extends beyond its conclusion. As all those in the field know, there are many kinds of crises, from natural disasters to accidents and injuries to civil unrest, riots, and military coups. Each stage before, during and after a crisis presents special challenges and requires different strategies for effective management.”

EMERGENCY PREPARATION

Response procedures are intended to guide staff in responding to a crisis, such as the illness or death of a student or faculty and other traumatic events which can affect the study abroad program. These procedures are intended to be time-sensitive, problem-focused interventions designed to identify and resolve the crisis, restore equilibrium, and support productive responses.

When a crisis does occur, the faculty director/co-leader should contact their immediate department supervisor and brief them on the current circumstances. Secondly, when dealing with any crisis while on an educational abroad trip, the Center for Global Engagement should be contacted. They will then identify and determine whom to communicate this information to next. Take meticulous notes recording the entire incident and keep an event log of what takes place after the situation is initially reported.

Responsibility to Act

Maintaining the health, safety, and security of all students, faculty director and co-leader abroad is the top priority for all facilitators. Since students are required to sign an Agreement & Release form which, among other provisions, grants your institution and its agents the authority to authorize routine or emergency medical treatment, program staff have a duty to secure reasonable care and a responsibility to act in the best interests of participants.

Faculty will enroll the travel group in **STEP (Smart Traveler Enrollment Program)**. STEP aids consular officers in U.S. embassies and consulates to contact travelers and their family members in case of emergencies and in providing timely and accurate travel information such as possible risks and security threats.

Faculty Director and Co-Leader

As a Faculty Director you may face an emergency involving one or more students in the program. You are expected to follow the procedures outlined in Emergency Protocol Action Plan.

The Faculty Director will:

- Serve as first line of communication from the on-site program director, faculty or student.
- Gather information from all sources for making appropriate decisions about the management of the emergency.
- Coordinate with Indiana State University Center for Global Engagement in the management of an emergency.
- Maintain a roster of all education abroad participants with their emergency contact information in an electronic form that is accessible 24/7.
- Determine if additional off-campus resources are needed—or are needed to “stand by”—to effectively manage the crisis, and notify them if appropriate.
- Stay in contact with the leaders of the emergency service agencies and the law enforcement agencies working with the emergency.
- Serve as a clearinghouse of information for family.
- Make assignments to resources (persons and offices) for specific response needs.
- Contact appropriate persons/offices and University Preparedness Committee members if necessary.
- Maintain lines of communication between the university and the emergency site.

Resources faculty director may want to have before they travel:

- Select a responsible student participating on the trip, and provide them with all contact information in cases of an emergency if you become incapacitated and unable to communicate.
- Names of the on-site program director and on-site host facilitator, host country support services (medical, police, rescue, consulate)
- Have on your person at all times a reliable cell phone with international capabilities.

Mandatory pre-departure orientation for participants

- Discussion of conditions of participation: assumption of risk, academic and behavioral expectations, and emergency contact information
- Forms signed that acknowledge discussion and acceptance of conditions
- Health and safety
- Cultural transition
- Awareness that laws may differ in other countries
- Mandatory on-site orientation (supplemental to pre-departure orientation)
- Local contact information for students and faculty which includes Faculty Leader
- Provide local contact information (hotels, host families, etc.) to all necessary people
- Research emergency services/facilities in the area
- Research and assess local risks/cautions
- Carry extra cash money
- Purchase or bring cell phone/phone card with ability to dial internationally
- Determine how to contact local law enforcement
- Review the most relevant local laws
- Make a contingency plan if the program leader is unable to fulfill duties
- Familiarize yourself with the crisis response plan
- Identify a contingency meeting site for students
- Familiarize yourself with the University Student Handbook

Indiana State University Risk Management Protocol

Section I

Overview

The safety and well-being of Indiana State University (ISU) students, faculty, and staff who are participating in university-sponsored travel programs is of the highest importance. This plan is to assist in

preparing and maintaining the health, safety, security and general welfare of ISU students, faculty, or staff and to protect the university's interests while abroad.

Study Abroad/Faculty Led Protocols

Indiana State University has an extensive set of protocols for health and safety.

1. **Registration with Embassy:** Prior to departure, (U.S.) students are required to enroll via the U.S. Department of State's online system in The Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate. That way, in the unlikely event of a crisis or emergency evacuation, the Embassy or Consulate will already be aware of our students' presence in the country.
2. **Mandatory Orientation:** Prior to departure, our students participate in a comprehensive mandatory orientation program that focuses on known health, safety, and security risks while abroad.
3. **Required Cell Phones:** All ISU Abroad students are required to have a cell phone that works where they will be studying abroad, in order to help our staff members and students stay in touch in an emergency or crisis. Our students are instructed to keep their cell phones with them, charged, and turned on at all times, and to respond promptly to calls, emails and text messages from ISU Abroad staff, especially in an emergency or crisis.
4. **Emergency Contacts:** During orientation, ISU Abroad provides all students with a dedicated emergency telephone number that is available to them 24/7 for any type of crisis or emergency they might experience while they are abroad.
5. **Travel Tracking:** Students going on independent travel are required to inform on-site staff of their specific travel plans before leaving town. This system is designed to help on-site abroad staff locate traveling students swiftly in a crisis or emergency.
6. **Prompt Communication:** When a crisis occurs in a city or region where ISU Abroad has a program, we promptly notify our students studying in that location in order to make them aware, to provide them with instructions concerning where to go and what to do, and to confirm their location and safety. Once the students are located and their safety is accounted for, ISU Abroad promptly emails their parents in order to make them aware of the situation, of ISU Abroad's response to it, and (most importantly) of the fact that their students have been accounted for and are safe.
7. **Global Security Partner:** ISU Abroad partners with a global security firm to assist with evacuating students, as well as ISU Abroad on-site staff and their immediate families, from a city or region (not already covered by affiliate program insurance), if necessary, in the event of political or civil unrest and certain other types of crises. This firm can also arrange over-the-horizon security to help assist our students and on-site staff as necessary in a crisis or emergent situation.
8. **Monitor Global Communication:** Every day, members of the ISU Abroad Staff monitors multiple governmental, private security, and intelligence websites and sources to keep abreast of risks, incidents, and dangers in the countries where our programs are located. ISU Abroad Staff promptly follows up with ISU Crisis Assessment Team (ICAT) when threats appear, in case they might adversely impact our students. In these communications, the Study Abroad Staff often suggests proactive steps designed to keep our students well-informed and help them reduce the risk of harm to themselves (e.g., by instructing them to avoid planned protests or demonstrations as they can turn violent).
9. **Medical Reports:** Study Abroad students are required to complete and submit (post-acceptance and pre-departure) medical forms signed by the student and their physician. These forms provide opportunities students to self-report any medical conditions they have, as well as medications they are using or treatments they may require while abroad. This helps facilitate reasonable accommodations and open communication about expectations and preparation while abroad. ISU

Abroad Staff is never to provide medical advice or make medical or treatment decisions, rather they are to refer participants to their respective physicians.

Emergency Protocol Action Plan

Considerations in response actions/decisions:

- On-site assessment of the situation and advice by your immediate Faculty Director or Center for Global Engagement
- Determination of real or perceived risk
- Reliability/accuracy of information
- Health and welfare of participants
- On-site host involvement and considerations
- Academic credit and consequences
- Services that will be impacted (faculty, counseling, legal, PR)
- Family involvement and recommendation
- Available on-site contingency plans
- Evacuation feasibility
- Implications of return to U.S.
- Refund policy of the program
- Reimbursement, accountability, compensation for damage, legal issues, hospitalization, transportation to the hospital and/or airport
- Financial aid consequence to the student
- News media
- University responsibility

American Consulate Emergency Services

Replace a Passport - If someone loses a passport, a consulate office can issue a replacement, often within 24 hours. If you believe a passport has been stolen, first report the theft to the local police and get a police declaration/report.

Medical Assistance - If someone is sick, you can contact a consular officer for a list of local doctors, dentists, and medical specialists, along with other medical information. If someone is injured or becomes seriously ill, a consul will help you find medical assistance and inform family or friends.

Help Get Funds - Should someone lose all his/her money and other financial resources, consular officers can help contact family, bank or employer to arrange for them to send emergency funds. In some cases, these funds can be wired to you through the Department of State.

Help in An Emergency - Family members may need to reach you because of an emergency at home or because they are worried about their student's welfare. They should call the State Department's Overseas Citizens Services at (202) 647-5225. The State Department will relay the message to the consular officers in the country in which you are traveling. Consular officers will attempt to locate you, pass on urgent messages, and, consistent with the Privacy Act, report back to your family.

Visit in Jail - If someone is arrested, you should ask the authorities to notify a U.S. consul. Consuls cannot get you out of jail (when you are in a foreign country, you are subject to its laws). However, they can work to protect legitimate interests and ensure you are not discriminated against. They can provide a list of local attorneys, visit you, inform you generally about local laws, and contact your family and friends. Consular officers can transfer money, food, and clothing to the prison authorities from your family or friends. They can try to get relief if you are held under inhumane or unhealthful conditions.

Make Arrangements after the Death of An American - When an American dies abroad, a consular officer notifies the American's family and informs them about options and costs for disposition of remains. Costs for preparing and returning a body to the U.S. may be high and must be paid by the family. Often, local laws and procedures make returning a body to the U.S. for burial a lengthy process. A consul prepares a Report of Death based on the local death certificate; this is forwarded to the next of kin for use in estate and insurance matters.

Help in A Disaster/Evacuation - If you are caught up in a natural disaster or civil disturbance, you should let your relatives know as soon as possible that you are safe, or contact a U.S. consul who will pass that message to your family through the State Department. Be resourceful. U.S. officials will do everything they can to contact you and advise you. However, they must give priority to helping Americans who have been hurt or are in immediate danger. In a disaster, consuls face the same constraints you do—lack of electricity or fuel, interrupted phone lines, closed airports.

A consular officer cannot:

Demand immediate release of a U.S. citizen arrested abroad or otherwise cause the citizen to be released. Represent a U.S. citizen at trial, give legal advice or pay legal fees and/or fines with U.S. Government funds.

Indiana State University Crisis Management Plan

Your first responsibility in an emergency is to safeguard the well-being of program participants. As faculty director, you are responsible to manage whatever emergencies occur on your F-L program. Should you be rendered unable to carry out your duties, you will need a back-up. During the proposal process you were required to designate a Co-director in advance. Now that your faculty-led proposal has been approved for upcoming travel, preparing a contingency plan that addresses procedures in case of absence or incapacity of the faculty director will need to be completed.

Risks exist on virtually any type of travel; be it domestic or international. Being proactive is crucial. If the risky activity is NOT related to the course, it should NOT be included in the program. High risk activities such as mountain climbing, bungee jumping, scuba diving should be avoided.

Crisis planning, preparedness, response, and management are vital to the success of any faculty-led experience. Faculty directors are pivotal in handling abroad emergencies! Not having a crisis plan in place puts everyone at risk including *your* students, *your* co-directors, *your* university, and lastly *YOU*. Consider the following when creating a risk management plan - note: the Faculty-Led office's role is to provide assistance, guidance, and support as you develop and lead your course-base experience abroad.

- The Faculty director will develop a strategic plan to manage on-site emergencies for possible risks including student issues from illness to disciplinary actions, emergency evacuation due to political unrest, natural disaster, terrorist attack in program city, group housing reassignment, etc. Working with your co-director if a situation arises where one of the faculty needs to be away from the group to assist a student with a medical or conduct issue to ultimately accompanying the student home to ISU.
- Identify an emergency evacuation plan that includes at least one alternative site that will accommodate housing for the group. Students should be made aware of a meeting point during on-site orientation—know immediately where to go during an emergency.
- You are serving as an on-site advisor for your students: mental health issues, medications, sexual harassment, student conduct, cultural adjustment, crime, emergencies, etc. As you develop your plan for the ISU program, use the ISU Student and Faculty Code of Conduct as a reference to make sure to adhere to university policies. In case of student misconduct issues such as alcohol and drug usage, skipping class or planned excursions, tardiness these matters need to be immediately addressed

onsite. Failing to have a set plan to address these types of situations can disrupt the educational experience for the participants.

- Risk management protocol plan should include:
 1. Communication with students and university
 2. Physical health and medical strategy
 3. Abidance of the ISU Code of Conduct
 4. Title IX and Clery Act

- In the plan, explain your process in decision making during an emergency:
 1. Assessment: first step - “How” serious is issue
 2. Securing Students: administer any first aid, calling for assistance
 3. Communication: FERPA
 4. Documentation: If a crisis should occur—keep a written record of all steps taken.

All ISU Faculty-Led programs must be registered with the Department of State - STEP - Student Traveler Enrollment Program.

All ISU Faculty-Led programs are covered under GEOBlue Insurance that provides emergency medical assistance and evacuation due to political unrest or natural disaster.

Again, being proactive to anticipate the “what ifs” and “just in case” will be well worth the effort if an emergency or minor disruptions occur while on your faculty-led experience. The Center for Global Engagement will assist you in creating a risk management plan conducive to your abroad location. For many ISU students this could be the trip of a lifetime! Don’t fall victim to underestimating the challenges of faculty-led travel. As a faculty leader of a group of ISU students on a course-base experiential learning program, the experience can be rewarding both professionally and personally. The rewards definitely outweigh the challenges!

Public Safety

Indiana State University maintains a 24-hour Public Safety operation located at 210 N. 6th Street between Erickson and Pickerl Halls. The Public Safety Department has 25 full-time police officers. Police Officers employed by the Public Safety Department exercise full police authority and enforce federal and state laws, as well as University policies. Our police officers are appointed under the statutes of the State of Indiana with full police power both on and off campus properties, and are available 24 hours a day throughout the year. The Public Safety Department maintains a strong working relationship with other university police agencies and local, state, and federal law enforcement agencies.

Risk Management Office

The Office of Risk Management is responsible for minimizing the risk of financial loss to the University through the identification and analysis of risk and implementation of loss control programs.

MANAGING REAL AND PERCEIVED EMERGENCIES: ASSESSMENT

What is a real emergency?

We understand things don't always go as planned. Emergencies during programs abroad generally can be classified as real and perceived. A real emergency is usually defined as one that poses a genuine threat and sometimes immediate risk to, or that has already disturbed, the safety and well-being of participants. These include coups or civil disturbances, natural and man-made disasters, incarcerations, serious physical or emotional illness, accidents, physical assaults, disappearances or kidnappings, and terrorist threats or attacks.

In the case of an emergency, the very first thing you do is contact your country's emergency services. Review this list provided by the State Department containing emergency numbers for different countries.

What is perceived emergency?

Perceived emergencies are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the US or by others, including, at times, students and colleagues at the home institution. Perceived emergencies can arise from a number of causes, including sensationalized reporting of an event abroad, distortion of information provided by a participant in a communication home, or simply out of nervousness of a family member or student with little or no international experience.

What is NOT an Emergency?

- Academic issues: including grades, course credit, transcript, or graduation issues
- Study Abroad application questions
- Flight, train, bus, boat, etc. purchasing questions
- Budget questions
- Travel advice
- Flight delays - you will have submitted your flight itinerary to your host university, they will see you have been delayed

Prior to start of a program, the Education Abroad should designate themselves as the main contact person for all family members and colleagues in the home country. If there is a need to contact parents, in either a group or individual emergency, the Education Abroad Office will communicate with them.

DECISION MAKING DURING AN EMERGENCY

Emergency contacts

- US State Department Overseas Citizens Service
- In case of an emergency, the US State Department's Overseas Citizens Service can help a friend or family member with the process of sending money to you.
- Your stateside contact can access this service by calling (888) 407-4747 or from outside the U.S. (202) 647-5225. Beyond that, the United States Embassy in the host country can provide advice and assistance in extreme situations.

In cases of contagious illness, injury, incarceration, or death, *uninvolved* participants (including all facilitators) should be asked NOT to contact their home or families until the institution has given instructions to the faculty director and co-leader for action. It is important to not exacerbate an already stressful situation. Follow Indiana State University's Risk Management Protocol, attached as Appendix I.

Title IX

Indiana State University (ISU) is committed to fostering an educational environment free from discrimination, gender based harassment, and sexual harassment, including sexual misconduct, intimate partner violence, and stalking. ISU does not tolerate any form of sexual harassment or gender based harassment, whether physical, mental, or emotional in nature. Unlawful sex discrimination can interfere with a student's ability to participate in or benefit from university academic and non-academic programs, an employee's ability to function in the workplace, or a campus visitor's ability to utilize university programs and services. The university recognizes its responsibility to increase awareness of sexual misconduct, intimate partner violence, and stalking, prevent its occurrence, support victims, promptly and equitably investigate reports of misconduct, and deal fairly and firmly with those who are found in violation of the policy. ISU not only recognizes but abides by the Title IX of the Education Amendments of 1972 act that prohibits discrimination on the basis of sex in education programs or activities receiving Federal Financial Assistance. No form of sex discrimination will be tolerated. (922).

Clery Act

The federal law, Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, requires colleges and universities to report crimes that occur on or around the campus. Some locations abroad where the institution is conducting programs or where Indiana State students reside are considered "campus" locations for the purposes of the Clery Act. To facilitate the University in our compliance, the faculty leader in charge of the group is required to report to the Center for Global Engagement any accommodation information as well as arrival and departure dates. Faculty leaders are required to report incidents, emergencies, near-misses, threats, etc. to the Center for Global Engagement and the appropriate authorities.

For more information regarding the Clery Act, please see <http://www2.indstate.edu/pubsafety/#cleryact>

MEDICAL INSURANCE (GEOBLUEWORLDWIDE)

Both Faculty and Students will be enrolled and covered by medical and evacuation insurance provided by GeoBlue. The cost is in addition to program fees charged to the student. It is imperative that you are familiar with the GeoBlue policy coverage as this information will be necessary when students are ill or injured.

For non-emergency issues, GeoBlue will provide the name of a physician participating in their plan. Students will seek medical attention, make payment, and file a claim with GeoBlue for reimbursement. They can go to www.hthstudents.com and log in to find a doctor and print off a claim form.

In the event of an emergency, GeoBlue recommends going to the nearest physician or hospital without delay and then contact them. They will then take the appropriate action to assist and monitor the medical care until the situation is resolved.

To contact GeoBlue in the event of an emergency, call 1-800-257-4823 or collect to 1-610-254-8771. They can also provide assistance with translation and evacuation.

Any medical costs are the responsibility of the participant. Under no circumstances should any student or director medical expenses be paid from the program budget.

	<p>ISU FACULTY-LED PROGRAM</p>		<p>www.geobluestudents.com</p>
<p>Student Info Here</p>	<p>Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.</p> <p>Claims Incurred Outside the U.S., Puerto Rico, and U.S. Virgin Islands</p> <p>File all claims with GeoBlue, Claims Department P.O. Box 1748, Southeastern, PA 19399-1748, USA. Visit www.geobluestudents.com for instructions.</p>	<p>24/7 Member Services Outside the U.S. +1.610.263.2847 Toll Free Within the U.S. 1.844.268.2686 customerservice@geo-blue.com</p> <p>24/7 Medical Assistance and Evacuation Collect Calls Accepted +1.610.254.8771 globalhealth@geo-blue.com</p>	<p>Medical benefits are underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross and Blue Shield Association.</p> <p>GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association.</p>
<p>Coverage 02-Aug-2017 to 17-Aug-2017</p>	<p>DIRECT </p>		

RECORD KEEPING

Documentation

If an emergency occurs, the trip leader should record dates, times, persons contacted, actions taken, and additional phone or contact information. It is generally a good idea to complete an Incident Report for any emergency, health/safety related issue, or disciplinary action (see Appendix D). Such detailed information is valuable for the report.

In case of crisis:

- Notify the local authorities, Consulate, or Embassy as deemed appropriate
- Notify the Education Abroad Office
- Assess the situation and any threats or dangers to the students, staff, and yourself
- Locate and contact all students in the program swiftly and directly. Brief the group frequently on the overall situation. The students should be advised as to the appropriate course of action.
- Update your home institution frequently and in the wake of the crisis
- Monitor local media reports
- Maintain a written log of the crisis
- All media inquiries should be directed to your home institution's media relations office. Students and faculty director, co-leader should not respond to such requests.

All documentation needs to be kept on record and sent to the Education Abroad Program Director, the Associate Director of the Center for Global Education, and any other responsible parties.

APPENDICES

Appendix A

Faculty Contract



Faculty Led Short-Term Study Abroad Programs

Partially funded by the Center for Global Engagement Strategic Initiatives

As a faculty member responsible for a Faculty-Led Study Abroad Course-Based Travel funded in part by, Center for Global Engagement Strategic Initiatives, I understand and agree to abide by the guidelines attached to this statement. I understand that all participant funds must be brought to **Center for Global Engagement** by the participant traveling. **Center for Global Engagement** will process and deposit these funds in the appropriate Faculty-Led Travel INDEX.

I further understand that my department is responsible for making all travel arrangements for the Faculty-Led Study Abroad Trip, processing payments for the trip costs and abiding by University guidelines related to Field Trip Travel. Any cost overruns incurred as a result of the field trip activities are the responsibility of my department.

Faculty Member Signature

Date

Faculty Member Print Name

Department Chair Signature

Date

Department Chair Print Name

Appendix B

Program Budget Worksheet

Because Faculty-Led programs are typically short and most student budgets are tight, a well-thought out budget is crucial. Ideally, the cost per student should be \$2,000 - \$3,500. The cost per student should not exceed \$4,000. Please also take in to consideration, students must also pay tuition.

Estimate of *Faculty Director* Cost

<i>EXPENSES</i>	<i>COST</i>
Airfare	\$
Accommodation/Housing	\$
Meals	\$
Transportation to/from Airports: (Domestic)	\$
Transportation to/from Airports: (International)	\$
Land Transportation (Guided ,Shuttle, Bus, Train)	\$
Excursion w/Group	\$
Operations	\$
Other (please list)	\$
Total Faculty Cost	\$

Total **faculty cost** divided by the number of student participants: _____

Estimate of *Group* Cost

<i>EXPENSES</i>	<i>COST</i>
Classroom/Program Facilities Rental	\$
Guest Lecturers/Instructors (Honoraria)	\$
Airport Transport for Group (if applicable)	\$
Other (please list)	\$
Total Group Cost	\$

Total **group cost** divided by the number of student participants: _____

INDIANA STATE UNIVERSITY

Office of Education Abroad

Estimate of Student Costs:

<i>EXPENSES</i>	<i>COST</i>
Airfare	\$
Accommodation/Housing	\$
Meals (If meals are not included in the program cost, they should not be included here. They will be a separate expense. You may choose to include some meals , but not all.)	\$
Insurance (HTH Worldwide) approximate cost per week= \$30 (Location and age are factors in cost)	\$
Expenses related to Excursions, Museum admission, supplies, etc.	\$
Faculty Director Expense (Take the total "Faculty" cost and divide by the number of participating students)	\$
Group Cost Expense (Take the total "Group" cost and divide by the number of participating students)	\$
Other (please list)	\$
	\$
<i>Total Per Student Cost</i>	\$

Appendix C

Student Application and Faculty Recommendation Form Student Application for Faculty-Led Programs

Student First Name: _____ Last Name: _____ 991 _____

Local address: Street or Hall: _____

City: _____ State: _____ Zip: _____

Permanent address: Street: _____

City: _____ State: _____ Zip: _____

Sycamore e-mail: _____ Phone Number: _____

Major: _____ Minor: _____ GPA: _____ Class Standing: _____

Anticipated Graduation Date: _____ Academic Advisor: _____

Country of Birth: _____ Country of Citizenship: _____

Passport Number: _____ Passport Expiration Date: _____ Date of Birth: _____

Parent / Guardian 1 Information

Suffix: Mr. Mrs. Ms. First Name: _____ M.I. ____ Last Name: _____

Relationship to Student: _____ E-mail address: _____

Permanent address: Street: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Home Cell Work

Phone Number: _____ Home Cell Work

May we share pre-departure / program information with this person? Yes No

Parent / Guardian 2 Information

Suffix: Mr. Mrs. Ms. First Name: _____ M.I. ____ Last Name: _____

Relationship to Student: _____ E-mail address: _____

Permanent address: Street: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Home Cell Work

Phone Number: _____ Home Cell Work

May we share pre-departure / program information with this person? Yes No

Answer the following questions to the best of your ability.

Course Information

Course Name: _____ Course Number: _____

Instructor: _____ Location: _____ Term: _____

Course Description: _____

Instructor Signature: _____

Required Disciplinary Information

Have you ever been found responsible for a disciplinary violation at an educational institution you have attended at the college or university level, whether related to academic misconduct or behavioral misconduct?

Yes No

Are you currently on probation (whether academic or disciplinary) or with the justice system at any level (state or federal)?

Yes No

Have you ever been arrested, charged, or convicted of a felony, misdemeanor, or other crime?

Yes No

If you answered **YES** to any of the above questions, please attach a separate sheet of paper that gives the approximate date of each incident and explains the circumstances. Failure to disclose any infractions above may result in dismissal from the program without refund. All students must be in good academic and disciplinary standing in order to participate.

I understand that all participants are required to adhere to the ISU Code of Conduct.

I will read and familiarize myself with the policies.

By signing below, I certify and acknowledge that I have read, understand, and agree to the information on this page and hereby agree to the ISU Code of Conduct, Release, Medical Disclosure, Cancellation Policy, and Student Visa and Passport information. I also certify that the information I disclosed in the disciplinary information section is true and accurate.

Student Signature

Date

How do you believe you will benefit from this cultural study experience?

How well do you adapt to new situations?

Describe any other factors / information of which you would like us to be aware.

Faculty Recommendation Form

To be Completed by Student

Name of Student First M.I. Last

Sycamore E-mail:

Course Name: Course Number:

To be Completed by Faculty

In what capacity do you know this student?

How long have you known this student?

Based on the following scale, what are your impressions of this student regarding the following:

1: Very Favorable 2: Favorable 3: Average 4: Negative 5: Very Negative

Table with 2 columns of traits and 5 rows of rating boxes. Traits include Maturity, Academic Ability, Initiative, Self-Reliance, Emotional Stability, Open-Mindedness, Ability to consider welfare of others, Ability to adjust to new surroundings, and Communication Skills.

Please provide any additional comments that you believe may further assist in the evaluation of this student for this travel experience.

Four horizontal lines for providing additional comments.

Please select one of the following as your recommendation:

I highly recommended I recommended I have some doubts I do not recommend

Faculty Signature Date

Student Behavioral Contract

To be Completed by Student

Behavioral Expectations

Center for Global Engagement

As a student participant in an Indiana State University Faculty-led trip, you are expected to adhere to the policies stated in the University Code of Student Conduct. This code can be found online at <https://www.indstate.edu/code-of-student-conduct>. In addition, you are expected to do the following:

- Arrive promptly on time for all scheduled events
- Dress professionally (or in accordance with the dress code set forth by your faculty leader) for each site visit or educational opportunity
- Make faculty aware of any excursions that I wish to go on regardless of day or night
- I will inform faculty of the time I intend to leave the location where we are at and when I intend to return
- Be alert and engaged during group events
- Be quiet, respectful, neat, and tidy in hotels
- Ask your faculty leader for permission to leave the general area around the hotel and alert them of exactly where you are going
- Treat faculty and staff, hosts, and other tour participants with respect
- Follow Indiana State University code of conduct concerning alcohol consumption
- Abstain from the use of all illegal drugs and other illegal substances
- Keep all prescription drugs in their original containers and use only as directed. Do not share prescription drugs.
- Do not put you or yourself in harms way

If you do not comply with any of the above policies, the following disciplinary actions may be taken against you:

- Reporting your misconduct to Student Conduct and Integrity
- Sending you back to the U.S at your own expense

By signing this contract of behavioral expectations, you agree to abide by the policies put forth in it and acknowledge the possible consequences for not doing so.

I, _____, hereby recognize and understand that the faculty-led trip is an educational based program and not a vacation. I will respect and obey the local laws and adhere to the ISU student code of conduct. I understand that violating any of these rules makes me subject to expulsion from the program and that I will be sent home WITHOUT monetary refund.

Student

X _____.

Faculty

X _____.

Appendix D
Incident Documentation Form

Incident Report Form

Please fill out this form as completely as possible. In the event of any legal action, this form will serve as the basic official Indiana State University record of what transpired and what actions were taken by responsible Indiana State University staff/officials at the scene of the incident. Attach extra sheets as necessary and any documentary evidence. Submit the completed original report and all supporting materials to the Center for Global Engagement upon your return to the United States.

Date of incident: _____ Location of incident: _____

Time of incident: _____ Were you present? _____

Name of student involved (please use a separate form for each student):

Names of other participants involved: _____

Brief description of what happened:

Who provided this description if you were not a witness (please list all names): _____

If you were not present, when were you informed? _____

What actions did you take? _____

If the student was transported to a hospital or clinic, please provide complete name of the facility, its phone and fax numbers, and address: _____

INDIANA STATE UNIVERSITY

Office of Education Abroad

Names and phone numbers of all physicians who examined or treated the student

Dr. _____ Phone: _____

Dr. _____ Phone: _____

Exact names of any medications prescribed to the student (please have student keep all packaging/inserts)

Rx: _____

Rx: _____

Rx: _____

Was the student conscious and capable of making informed judgments about medical treatment?

If the student was not capable of making medical decisions, who made any decisions? _____

What, if any, follow-up care was recommended? _____

Were the police or legal authorities notified of the incident or present at the scene?

Names and phone numbers of responsible legal authorities in charge of the case:

Case#: _____

Was the U.S. or relevant embassy notified? _____ Name and number of responsible consular officials involved in this incident: _____

Dates/times of contact with the Center for Global Engagement office and/or family:

Report submitted by:

Printed Name _____ Signature

Date: _____

Time: _____

Appendix E

GeoBlue Dependent Medical Insurance Enrollment Form

DEPENDENT MEDICAL INSURANCE ENROLLMENT FORM 2019-2020

This enrollment form is ONLY FOR DEPENDENTS (Accompanying Individuals) of faculty and staff currently insured in the health insurance plan for **Indiana State University**

Dependent coverage is available at the time the faculty or staff member is enrolled or within 31 days of marriage, birth or arrival in the United States.

Enrolled Faculty or Staff Information

Last Name: _____ First Name: _____

GeoBlue Certificate #: _____ Home Country: _____

U.S. Mailing Address: _____

City, State, Zip: _____

Telephone: _____ Primary Email: _____

Date of birth: ____/____/____ ___ Female ___ Male

Dependent Information

Name of Dependents: _____ Date of Birth (mm/dd/yyyy): _____
 _____ Spouse/Partner _____ Female ___ Male

_____ Child _____ Female ___ Male

_____ Child _____ Female ___ Male

_____ Child _____ Female ___ Male

Period of Coverage	Spouse	Child	Children	# of Weeks	Total
08/14/2019 - 08/13/2020 Weekly	<input type="checkbox"/> \$38.20	<input type="checkbox"/> \$19.60	<input type="checkbox"/> \$39.20	X	\$
Total					\$
Start Date _____ End Date _____					

Appendix F

GeoBlue Student Member Guide 2018-2019

GeoBlue® Student Member Guide





Your Guide to GeoBlue®

Welcome to GeoBlue, a program designed to keep you safe and healthy throughout your journey. Your GeoBlue® health insurance plan provides you access to global medical expertise with responsive, multi-channel service. Download our app or register online to learn about the extra care you receive when you travel with GeoBlue.



Getting Started

Important plan information and health tools



Getting Care

How to get care when you are abroad



Accessing Self-Service Tools

Convenient online and mobile tools



Submitting a Claim

File a claim for reimbursement



Reviewing Plan Benefits

What is covered by your plan?

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.



Getting Started

Important plan information and health tools



Download the GeoBlue app to register

Download our app from the Apple, Amazon or Google Play app stores to put your plan in the palm of your hand:

- Display an electronic ID card
- Locate carefully selected, trusted providers and hospitals outside of the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including translations, drug equivalents, news and safety information
- Submit and track claims

You can also register online at www.geobluestudents.com.

Visit the GeoBlue Member Hub

Visit the Member Hub on www.geobluestudents.com to view important plan information and to access convenient self-service tools. Login with the username and password you created when you registered through the app. If you have not previously registered through the app, you can register directly online.

Get your GeoBlue ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:

- Your ID card(s) will be mailed to you
- You can show, fax or email your ID card through the app
- Your ID card is available in the Member Hub on www.geobluestudents.com
- Customer Service can provide replacement ID cards

When you receive your ID card, please check the information for accuracy. Call Customer Service if you find an error.

Need help with registration?

Contact us for assistance:

Inside the U.S. call **1.844.268.2686**

Outside the U.S. call **+1.610.263.2847**

customerservice@geo-blue.com

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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Getting Care

Get care when you are abroad: find providers and schedule appointments

1. Find a provider

Outside the U.S. you have access to care through the GeoBlue provider network. To find a contracted doctor or facility, visit the "Provider Finder" section in the Member Hub on www.geobluestudents.com or in the app. For optimal service, request Direct Pay at least 48 hours prior to your appointment to avoid paying out-of-pocket for medical care and submitting claims.*

Outside of the U.S. you are free to see any provider you choose without a reduction of benefits. If you see a non-contracted provider, you may have to pay out of pocket for treatment and submit a claim.

2. Schedule an appointment

To schedule an appointment, choose a participating provider or hospital through the Member Hub or app. Contact them directly using the information in their profile. After you make your appointment, contact us to provide the doctor's office with the information required to arrange Direct Pay. For optimal service, request Direct Pay at least 48 hours prior to your appointment. This is necessary when scheduling follow-up appointments as well. In many countries providers require payment at the time of the visit unless Direct Pay has been arranged.

Contact us to arrange for Direct Pay:

- Use www.geobluestudents.com or the GeoBlue app
- Email globalhealth@geo-blue.com
- Call collect on +1.610.254.8771
- Call toll free inside the U.S. on 1.800.257.4823

3. Request Direct Pay

To avoid paying up front for medical care and submitting a claim, arrange for Direct Pay:*

- Use www.geobluestudents.com or the GeoBlue app to find a provider, view a profile and complete a request form
- Email globalhealth@geo-blue.com the name of your provider, the reason for your appointment and the date and time of your scheduled visit
- Call collect on +1.610.254.8771

For optimal service, request Direct Pay at least 48 hours prior to your appointment.



In the event of a medical emergency

You should go immediately to the nearest physician or hospital and then call the Medical Assistance phone number for 24/7 care located on the back of your ID card. We will then take the appropriate action to assist and monitor your medical care until the situation is resolved.

**Members are required to pay any applicable copayments, coinsurance or deductibles at the time of service.*

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This coverage is offered to the members of the Global Citizens Association, Washington, D.C.



Getting Care

Get care when you are abroad: prescriptions, assistance and other services

geobluestudents.com

Prescription benefits

Your prescription medications are covered at 100%.* Simply pay out of pocket and submit a claim for reimbursement. Submit claims electronically using the GeoBlue app or the "File an eClaim" link on the Member Hub. If you prefer to submit a paper claim form, click "How to File a Claim" in the Member Hub on www.geobluestudents.com to download the appropriate claim form.

Service requests

If you need assistance with any non-urgent medical issue, you can submit a service request directly to our Global Health and Safety team. Common service requests include help managing prescriptions and finding specialists overseas.

To place a service request, visit the "Service Requests" section in the Member Hub on www.geobluestudents.com.

Assistance with appointment scheduling

While it's often easier to set up your own appointments, we can help when you are unsure about where to seek care. You may have a new diagnosis, be in a remote area with limited options, in need of translation, or struggling to adapt to your new surroundings.

To request help scheduling a convenient, cashless office visit with one of GeoBlue's trusted English-speaking doctors. Contact us 24/7: +1.610.254.8771.



Political and natural disaster services

Your plan includes political and natural disaster evacuation services. If you experience a political event or a natural disaster, please contact us immediately:

- Call collect on +1.610.254.8771
- Call toll free inside the U.S. on 1.800.257.4823
- Email globalhealth@geo-blue.com

The Political, Military and Natural Disaster Evacuation Services (PEND) are provided through Drum Cassec Group Ltd. (Drum), an independent third party, non-affiliated service provider based in the UK. Drum does not supply Blue Cross or Blue Shield products or other benefits, and is therefore solely responsible for and accepts all liability for PEND and other collateral services it provides. GeoBlue makes no warranty, express or implied, and accepts no responsibility resulting from the provision or use of Drum PEND or other Drum services.

**Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Insurance is on file with your school and in the Member Hub on www.geobluestudents.com.*

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Accessing Self-Service Tools

Convenient online and mobile tools

Find a doctor or facility

Review detailed profiles of contracted doctors to find the best match and then locate the office.

Translate medications

Find country-specific equivalents for prescription and over-the-counter medications.

Translate medical terms and phrases

Translate hundreds of key medical phrases and terms into the most widely spoken languages with audio clips and transliterations.

Understand health and security risks

Receive daily alerts detailing the latest security and health issues in your destination. View country or city profiles on crime, terrorism or natural disasters.



Visit www.geobluestudents.com or download the GeoBlue app to access self-service tools for navigating risks and finding the best care options.

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Submitting a Claim

File a claim for reimbursement

eClaims

You can quickly and conveniently submit claims electronically, through the app or through the Member Hub on www.geobluestudents.com. Scanned paper documents are delivered directly to our Claims Department and your eClaims are saved in the Claims section of the Member Hub.

Choose "Claims" in the GeoBlue app or visit the "File an eClaim" section of the Member Hub on www.geobluestudents.com.

Email and fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com.

Visit the "How to File a Claim" section of the Member Hub on www.geobluestudents.com and click "How do you file a claim with GeoBlue?" to download the appropriate claim form.

Email: claims@geo-blue.com

Fax: +1.610.482.9623

Postal mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com.

Visit the "How to File a Claim" section of the Member Hub on www.geobluestudents.com and click "How do you file a claim with GeoBlue?" to download the appropriate claim form.

Claims Incurred Outside the U.S., Puerto Rico and U.S. Virgin Islands:

GeoBlue, Attn: Claims Department, P.O. Box 1748, Southeastern, PA 19399-1748, USA.

Checking the status of your claim

To check your claim status, choose "Claims" in the GeoBlue app or visit the "View My Claims" section of the Member Hub on www.geobluestudents.com.

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Reviewing Plan Benefits

What is covered by your plan?

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**SCHEDULE OF BENEFITS
TABLE 1**

	Limits Individual Insured	Limits Spouse	Limits Dependent Child(ren)
MEDICAL EXPENSES			
Coverage Year Limit	\$250,000	\$250,000	\$250,000
Coverage Year Deductible	\$0 per Coverage Year	\$0 per Coverage Year	\$0 per Coverage Year
EMERGENCY MEDICAL EVACUATION	Maximum Benefit up to \$250,000 per Coverage Year	Maximum Benefit up to \$250,000 per Coverage Year	Maximum Benefit up to \$250,000 per Coverage Year
EMERGENCY FAMILY TRAVEL ARRANGEMENTS	Maximum Benefit up to \$3,000 per Coverage Year	Maximum Benefit up to \$3,000 per Coverage Year	Maximum Benefit up to \$3,000 per Coverage Year
REPATRIATION OF MORTAL REMAINS	Maximum Benefit up to \$50,000 per Coverage Year	Maximum Benefit up to \$50,000 per Coverage Year	Maximum Benefit up to \$50,000 per Coverage Year
ACCIDENTAL DEATH & DISMEMBERMENT	Maximum Benefit: Principal Sum up to \$10,000	Maximum Benefit: Principal Sum up to \$5,000	Maximum Benefit: Principal Sum up to \$1,000

**SCHEDULE OF BENEFITS
TABLE 2
MEDICAL EXPENSE BENEFITS**

COVERAGE A – MEDICAL EXPENSES	Certificate Limits
Physician Office Visits	100% of Reasonable Expenses
Inpatient Hospital Services	100% of Reasonable Expenses
Hospital and Physician Outpatient Services	100% of Reasonable Expenses
Emergency Hospital Services	100% of Reasonable Expenses

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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Reviewing Plan Benefits

What is covered by your plan?

SCHEDULE OF BENEFITS
TABLE 3
MEDICAL EXPENSE BENEFITS

The benefits listed below are subject to coverage maximums, Deductible, Coinsurance, and Copayments listed in Tables 1 & 2 above.	
MEDICAL EXPENSES	Covered Person
Maternity Care for a Covered Pregnancy	Reasonable Expenses
Inpatient treatment of mental and nervous disorders including substance abuse	Reasonable Expenses up to \$5,000 Maximum per Coverage Year for a maximum period of 30 days per Coverage Year
Outpatient treatment of mental and nervous disorders including substance abuse	Reasonable Expenses up to \$1,000 Maximum per Coverage Year
Treatment of specified therapies, including acupuncture and Physiotherapy	Reasonable Expenses up to 20 visits per Coverage Year on an Outpatient basis
Annual cervical cytology screening for women 18 and older	100% of Reasonable Expenses
Low dose mammography screening, one baseline mammogram and one mammogram per year	100% of Reasonable Expenses
Colorectal cancer screenings	100% of Reasonable Expenses
Diabetic Supplies/Education	100% of Reasonable Expenses
Prostate screening tests	100% of Reasonable Expenses
Child Preventive and Primary Care Services	100% of Reasonable Expenses
Breast Reconstruction due to Mastectomy	100% of Reasonable Expenses
Repairs to sound, natural teeth required due to an Injury	100% of Reasonable Expenses up to \$1,000 per Coverage Year maximum
Outpatient prescription drugs including oral contraceptives and devices	100% of actual charge up to a maximum of \$25,000 per Coverage Year, limited to a 31 day supply for initial fill or refill

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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Reviewing Plan Benefits

What is covered by your plan?

geobluestudents.com

GENERAL CERTIFICATE EXCLUSIONS

Unless specifically provided for elsewhere under the Certificate, the Certificate does not cover loss caused by or resulting from, nor is any amount charged for, any of the following:

1. Expenses incurred in excess of Reasonable Expenses.
2. Services or supplies that the Insurer considers to be Experimental or Investigative.
3. Expenses incurred prior to the beginning of the current Period of Coverage or after the end of the current Period of Coverage except as described in Covered General Medical Expenses and Limitations and Extension of Benefits.
4. Preventative medicines, routine physical examinations, or any other examination where there are no objective indications of impairment in normal health, including routine care of a newborn infant, unless otherwise noted.
5. Services and supplies not Medically Necessary for the diagnosis or treatment of a Sickness or Injury, unless otherwise noted.
6. Surgery for the correction of refractive error and services and prescriptions for eye examinations, eye glasses or contact lenses or hearing aids, except when Medically Necessary for the Treatment of an Injury.
7. Cosmetic surgery and therapies. Cosmetic surgery or therapy is defined as surgery or therapy performed to improve or alter appearance or self-esteem or to treat psychological symptomatology or psychosocial complaints related to one's appearance.
8. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, except as specifically provided for in the Certificate.
9. Expenses incurred for elective treatment or elective surgery except as specifically provided elsewhere in the Certificate and performed while the Certificate is in effect.
10. Elective termination of pregnancy.
11. For diagnostic investigation or medical treatment for reproductive services, infertility, fertility, or for male or female voluntary sterilization procedures, or the reversal male or female voluntary sterilization procedures.
12. Expenses incurred for, or related to gender reassignment surgery.
13. Organ or tissue transplant.
14. Participating in an illegal occupation or committing or attempting to commit a felony.
15. While traveling against the advice of a Physician, while on a waiting list for a specific treatment, or when traveling for the purpose of obtaining medical treatment.
16. Expenses incurred within the Covered Person's Home Country.
17. The diagnosis or treatment of Congenital Conditions, except for a newborn child insured under the Certificate.
18. Treatment to the teeth, gums, jaw or structures directly supporting the teeth, including surgical extraction's of teeth, TMJ dysfunction or skeletal irregularities of one or both jaws including orthognathia and mandibular retrognathia, unless otherwise noted.
19. Expenses incurred in connection with weak, strained or flat feet, corns or calluses.
20. Diagnosis and treatment of acne.
21. Diagnosis and treatment of sleep disorders.
22. Expenses incurred for, or related to, services, treatment, education testing, or training related to learning disabilities or developmental delays.
23. Expenses incurred for the repair or replacement of existing artificial limbs, orthopedic braces, or orthotic devices.
24. Deviated nasal septum, including submucous resection and/or surgical correction, unless treatment is due to or arises from an Injury.
25. Expenses incurred for any services rendered by a family member or a Covered Person's immediate family or a person who lives in the Covered Person's home.
26. Loss due to an act of war; service in the armed forces of any country or international authority and Participation in a Riot or Civil Commotion.
27. Riding in any aircraft, except as a passenger on a regularly scheduled airline or charter flight.
28. Loss arising from
 - a. participating in any professional sport, contest or competition;
 - b. while participating in any practice or condition program for such sport, contest or competition;
 - c. SCUBA diving, sky diving, mountaineering (where ropes and climbing equipment are customarily used), ultra-light aircraft, parasailing, sailplaning/gliders, hang gliding, parachuting, or bungee jumping.
29. Medical Treatment Benefits provision for loss due to or arising from a motor vehicle Accident if the Covered Person operated the vehicle without

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.



Reviewing Plan Benefits

What is covered by your plan?

geobluestudents.com

- a proper license in the jurisdiction where the Accident occurred.
30. Under the Accidental Death and Dismemberment provision, for loss of life or dismemberment for or arising from an Accident in the Covered Person's Home Country.
 31. Inpatient room and board charges in connection with a Hospital stay primarily for diagnostic tests which could have been performed safely on an outpatient basis.
 32. Telephone, e-mail, and Internet consultations unless specifically approved by the Administrator due to limited resources while located in a country outside of the United States.
 33. Orthopedic shoes (except when joined to braces) or shoe inserts, including orthotics.
 34. To the extent that such payments would be prohibited by law.

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

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This coverage is offered to the members of the Global Citizens Association, Washington, D.C.



For questions about your medical plan:

Outside the U.S. call +1.610.263.2847
Toll free within the U.S. call 1.844.266.2686
customerservice@geo-blue.com

**For medical assistance,
(including Direct Pay outside the U.S.):**

Collect calls accepted on +1.610.254.8771
Toll free within the U.S. call 1.800.257.4823
globalhealth@geo-blue.com



933 First Avenue
King of Prussia, PA 19406

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GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.

4ELI/4EL - GBSTMG1216

Appendix F

Final Report Template

This report is due within **45 days** from the date of your return. Please submit the report to Dr. Zachariah Mathew in the Center for Global Engagement.

1. **Program information:** Title of program (course number section and CRN), locations, names of instructors, and dates of program, period of travel.
2. **Purpose of the program:** Note the relation of the program to the missions of the department, college, and university. What was the proposed academic program and the specific global/cultural learning objectives covered during the program?
3. **Description of the program:** Write a brief description of the program, noting significant events and including such information as transportation and lodging arrangements, cost, brief description of daily routing and site(s) visited, etc. In what ways did the program depart from your original proposal? Describe assessments used in the program and describe the alignment of the measures of learning with the course objective and learning experiences (Learning objectives, activities and assessment).
4. **Results of the program:** Discuss the distinctive features that contributed to your success in reaching program objectives. Discuss also any shortcomings of the program as well as the participants' perceptions, impressions, and misgivings. Where there any Incidents to report during the program? This may include behavior, medical, accidents, legal, or Title IX.
5. **Participants of the program:** Provide a list of students and their University IDs, as well as the ISU course information (CRN, Section #) they are registered for, staff and faculty members who traveled with their 991#s, and any individuals who traveled who were not related to the proposed program delivery.
6. **Success of the program:** In the academic/educational component of the program, did you accomplish what you outlined in your proposal? Please provide a short description of how the activities abroad contributed towards meeting the learning objects of the program.
7. **Conclusion and Recommendations:** As a feedback for the Center for Global Engagement to improve the program: Note two or three strengths of the program that might be repeated in future programs. Note two or three challenges that could be changed in future programs.

Appendix G

Student Evaluation Survey

Thank you for answering this survey!

Your responses will be completely anonymous, so please give your honest opinions. However, one question will ask if you are willing to speak to students who are interested in traveling abroad. If you are willing, you will need to provide us with contact information.

This survey should only take a few minutes of your time.

Are you an undergraduate or graduate student?

- Undergraduate
- Graduate

Have you traveled abroad prior to your Faculty-Led experience?

- Yes No
-

Select your Faculty-Led program name:

-
-
-

Why did you choose to participate in this Faculty-Led program? (You can select more than one option)

- To deepen my existing knowledge of this field of study
- To see the world and travel
- To learn about a different culture
- To improve my foreign language skills
- To enhance graduate school/professional opportunities
- It was required for my major/program
- Other

Please **RATE** the **overall organization** of the Faculty-Led program based on a scale of 1 to 4:

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please **RATE** the following based on a scale of 1 to 4 on the quality of logistical aspects of your Faculty-Led experience while abroad:

Transportation arrangements

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Accommodations / Home stay

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Field trips and site visits

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Itineraries

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Health, safety, & security

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments:

Please **RATE** the following based on a scale of 1 to 4 on the quality of your preparedness prior to going abroad by your Faculty Director:

Cultural expectations and norms

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Expectations of your behavior while abroad

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Challenges of the language barrier (if applicable)

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing | N/A |
| <input type="radio"/> |

Country-specific practices

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Unpredictability of traveling

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 Outstanding | 2 Satisfactory | 3 Unsatisfactory | 4 Disappointing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments:

Select all that applies to your Faculty-Led experience abroad:

- I learned about some of the national and regional culture of the host country.
- Because of my Faculty-Led experience, I have enhanced my global perspective.
- Faculty-Led experience challenged my preconceived notions and stereotypes.
- My Faculty-Led experience helped me become more self-aware about my own culture.

How did this Faculty-Led experience contribute to your understanding of the course material?

- To a great extent
- Somewhat
- Very little
- Not at all

I could not have learned the same material while remaining on campus:

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Briefly describe how this program might affect your career or personal plans, experiences, or ambitions



I would recommend this Faculty-Led program to other students

Yes

No

Why? Why not?



What did you like BEST about the course/program (with what aspects were you most satisfied)?

What did you like LEAST about the course/program (with what aspects were you least satisfied)?

What is one thing you wish you had known before you had left (e.g. what other information about location, instruction, program, culture, language)?

Any other comments you would like to add in regards to your Faculty-Led Trip?

Would you be willing to speak to a class or group of students about your experience abroad?

Yes

No

Please provide a statement or a paragraph in the block below, and attach one of your favorite pictures from your trip.

By uploading an image, you allow the Office of Education Abroad / Center for Global Engagement to use it for marketing purposes.

Drop files or click here to upload

Testimonial Entry:

Appendix H Receipts Template 2019

Student Name:	Date:
University ID:	
Location of Trip:	Amount:
Faculty Name:	Payment #:
Dates of Travel:	
Class Information:	
Index:	Please make checks payable to: Indiana State University / CGE
Memo:	
Please take this form and your check to: Molly Kelly Center for Global Engagement 240 Gillum Hall 812-237-3427	Times payments are accepted: Monday: 8AM-12PM & 12:30PM-3:30PM Tuesday: 1PM-4:30PM Wednesday: 8AM-12PM & 12:30PM-4:30PM Thursday: 8AM-2:30PM Friday: NO PAYMENTS ACCEPTED

Appendix I

Indiana State University Risk Management Protocol

Section I

Overview

The safety and well-being of Indiana State University (ISU) students, faculty, and staff who are participating in university-sponsored travel programs is of the highest importance. This plan is to assist in preparing and maintaining the health, safety, security and general welfare of ISU students, faculty, or staff and to protect the university's interests while abroad.

Study Abroad/Faculty Led Protocols

Indiana State University has an extensive set of protocols for health and safety.

- 1. Registration with Embassy:** Prior to departure, (U.S.) students are required to enroll via the U.S. Department of State's online system in The Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate. That way, in the unlikely event of a crisis or emergency evacuation, the Embassy or Consulate will already be aware of our students' presence in the country.
- 2. Mandatory Orientation:** Prior to departure, our students participate in a comprehensive mandatory orientation program that focuses on known health, safety, and security risks while abroad.
- 3. Required Cell Phones:** All ISU Abroad students are required to have a cell phone that works where they will be studying abroad, in order to help our staff members and students stay in touch in an emergency or crisis. Our students are instructed to keep their cell phones with them, charged, and turned on at all times, and to respond promptly to calls, emails and text messages from ISU Abroad staff, especially in an emergency or crisis.
- 4. Emergency Contacts:** During orientation, ISU Abroad provides all students with a dedicated emergency telephone number that is available to them 24/7 for any type of crisis or emergency they might experience while they are abroad.
- 5. Travel Tracking:** Students going on independent travel are required to inform on-site staff of their specific travel plans before leaving town. This system is designed to help on-site abroad staff locate traveling students swiftly in a crisis or emergency.
- 6. Prompt Communication:** When a crisis occurs in a city or region where ISU Abroad has a program, we promptly notify our students studying in that location in order to make them aware, to provide them with instructions concerning where to go and what to do, and to confirm their location and safety. Once the students are located and their safety is accounted for, ISU Abroad promptly emails their parents in order to make them aware of the situation, of ISU Abroad's response to it, and

(most importantly) of the fact that their students have been accounted for and are safe.

7. **Global Security Partner:** ISU Abroad partners with a global security firm to assist with evacuating students, as well as ISU Abroad on-site staff and their immediate families, from a city or region (not already covered by affiliate program insurance), if necessary, in the event of political or civil unrest and certain other types of crises. This firm can also arrange over-the-horizon security to help assist our students and on-site staff as necessary in a crisis or emergent situation.
8. **Monitor Global Communication:** Every day, members of the ISU Abroad Staff monitors multiple governmental, private security, and intelligence websites and sources to keep abreast of risks, incidents, and dangers in the countries where our programs are located. ISU Abroad Staff promptly follows up with ISU Crisis Assessment Team (ICAT) when threats appear, in case they might adversely impact our students. In these communications, the Study Abroad Staff often suggests proactive steps designed to keep our students well-informed and help them reduce the risk of harm to themselves (e.g., by instructing them to avoid planned protests or demonstrations as they can turn violent).
9. **Medical Reports:** Study Abroad students are required to complete and submit (post-acceptance and pre-departure) medical forms signed by the student and their physician. These forms provide opportunities students to self-report any medical conditions they have, as well as medications they are using or treatments they may require while abroad. This helps facilitate reasonable accommodations and open communication about expectations and preparation while abroad. ISU Abroad Staff is never to provide medical advice or make medical or treatment decisions, rather they are to refer participants to their respective physicians.

Purpose

The purpose of Indiana State University's Crisis Management Plan is to articulate standards for responding to crises and managing student, faculty and staff health and safety emergencies. ISU's Crisis Management Plan is designed to be consistent with Standard 8 of the Forum on Education Abroad's "*Standards of Good Practice for Education Abroad*" (4th Ed. 2011):

Health, Safety Security, and Risk Management: The organization assures continuous attention to the health, safety, and security of its students, faculty, and staff, from program development stages through program implementation, by way of established policies, procedures, student orientation, and faculty and staff training.

- a) *The organization considers health, safety, security and risk management in program development.*
- b) *The organization focuses continuous attention on health issues for program students, faculty and staff.*

- c) *The organization ensures continuous attention to the safety of students, faculty and staff at all locations, with particular attention to safety issues in more dangerous locations.*
- d) *The organization maintains adequate insurance coverage and conducts regular risk management reviews involving appropriate training and personnel.*
- e) *The organization is knowledgeable about and complies with applicable laws and regulations.*
- f) *Risk assessments are conducted as part of the development process for new programs to evaluate and mitigate potential risks prior to the commencement of the program.*

Overview of ICAT

February, 2016

International Crisis Assessment Team Mission

The Mission of the International Crisis Assessment Team (ICAT) is ICAT is responsible for monitoring world events and will work with university administrative units to communicate risks and mitigation of strategies. ICAT is charged with offering proactive behavioral and mental health interventions by employing a collaborative, objective, and coordinated approach to identifying, assessing, and providing intervention or management of situations that may be of substantial disruption to ISU students, faculty, or staff while abroad.

Function and Goals

The International Crisis Assessment Team (ICAT) is comprised of a campus wide team whose goal is to consult, advise, and make recommendations on reports of incidents or troublesome behavior involving members of the campus community while abroad. All reasonable actions will be taken to manage risks and respond to emergencies with the acknowledgement that no single plan can address all contingencies. The protocols established here are to be followed by the Study Abroad/Faculty Led program and university administration staff in order to prepare and rapidly respond to international emergencies in Indiana State University's international programs.

What is an Emergency?

Examples of such instances include, but are not limited to:

- Disappearance or kidnapping of participant.
- Criminal assaults against program participants.
- Sexual assault or rape.
- Serious illness – physical or emotional, injury, or death.
- Hospitalization for any reason.
- Arrest, incarceration, or deportation.
- Hate crimes by or against participant.
- Terrorist threat or attack.
- Local political crisis or unrest.
- Natural disasters.
- Disruption to the program setting or activities.

- Behaviors that appears to be dangerous or threatening to oneself or others.
- Angry, hostile, assaultive, or abusive behaviors of participant.
 - This may include intimidation or bullying behavior if persistent or at a high level of threat
- Bizarre or strange behaviors
- High risk substance abuse
- Other behavior that is significantly inappropriate or worrisome

A “perceived emergency” can result from events that are not immediately threatening to the health or safety of program participants or staff, but which may be viewed as such by family, and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

The *ICAT* discussions may include but are not limited to: (a) current and past host country events; (b) current and past participant behaviors; (b) understanding how the event/individual is impacting the international program; (c) identifying existing points of communication and support; and (d) developing an action plan to respond to the situation. Work of the ICAT is intended to be proactive, but depending on the case, it may need to react quickly to a particular situation.

The ICAT does not enact sanctions or administer policy regarding referrals; *however* the Team can coordinate and share information with units that may take administrative actions such as: emergency evacuations; evaluation for immediate detention; conduct/disciplinary action (student, staff or faculty); emergency notification of others; parental/guardian notification; and recommend medical/psychological evaluation and/or permission to receive such records.

In some cases, there may be no violation of campus rules or policies, but the behavior may evoke alarm or concern among involved persons. The ICAT provides consultation and recommendations to the appropriate parties.

Please note that consideration given to all confidentiality laws and standards.

Members

ICAT is comprised of individuals who are in place to move more quickly in dealing with higher risk situations that need immediate attention. Standing members would include the Director of Center for Global Engagement, Associate Director of Center for Global Engagement, Study Abroad Program Director, and Faculty Led Assistant Director. Based on the type of incident, location, and who is involved, additional members may be added. The ICAT members may include:

- The Provost
- Equal Opportunity Director & Title IX Coordinator
- The Director of the Office of Student Conduct and Integrity
- The Associate Director for Public Safety
- The Director of the Student Counseling Center

- UAP Medical Director or a designated health employee

Examples of additional members who may be added include:

- Associate VP for Academic Affairs
- The Director of Housing
- A designated Dean, Chair, or faculty member
- The University's Legal Counsel

Membership may change according to the nature of the situation and individuals involved.

Referrals to the International Crisis Assessment Team

It is the responsibility of the University community to report any situation that could possibly result in a threat to the safety and well-being of other members of the university community. Host schools and or affiliate partners also have a duty to report any situation that involves the wellbeing of an ISU student/s. Any member of the university community that may become aware of such a situation can report the matter to the International Crisis Assessment Team by contacting Public Safety or the Study Abroad Program Director. If there is an imminent threat or risk to others, Public Safety should be contacted immediately.

It is important to emphasize that reports to the formal ICAT may not be made anonymously because of the limitations to investigating and ability to take action without complete information. Please include, at a minimum, your name, phone number and email address.

As noted, ALL concerns requiring immediate attention (criminal, violent, threatening, or imminent suicidal behavior) should be directed to ISU Public Safety.

Section II

International Crisis Assessment Team Statement of Policy

POLICY STATEMENT

The International Crisis Assessment Team (ICAT) strives to maintain a safe University environment that is conducive to academic achievement while balancing concerns for individual students while abroad. In that regard, the Team receives and evaluates information from the host campus and affiliate partners, as well as family and friends of ISU students, concerning student safety. Additionally, the team makes recommendations for action that protect the interests of the ISU community while addressing needs of identified students.

This mission allows ICAT to develop personalized plans of action after considering a full range of options, and recommending what it believes is best tailored to the circumstances of a particular situation. Action plans may fall across a wide continuum in relation to the progressive level of concern the Team might have regarding a student's behavior, safety, and for the welfare of others. In some cases ICAT may simply note the reported behavior for active monitoring; or, in other circumstances, disciplinary action or an involuntary withdrawal of a student from the Study Abroad/Faculty Led Program, and or University could occur. The majority of action plans will fall somewhere in between. Confidentiality in accordance

with legal mandates and University privacy policies is paramount for the team, while at the same time maintaining appropriate lines of communication. The Team acts in compliance with the Indiana State University Privacy Policy and Procedure on the Security of Protected Information as well as the Family Educational Rights and Privacy Act of 1974 (FERPA).¹

1.0 PURPOSE

1.1 The International Crisis Assessment Team (“ICAT” or “Team”) is a campus resource established to receive, collect, consider, and when appropriate, act upon information on behaviors of concern exhibited by a student or group of students while abroad. Indiana State University has established a Code of Conduct to facilitate the maintenance of a safe university environment conducive to the pursuit of academic achievement by all its students. The Code of Conduct and the professional judgments of the Team’s members serve as guides in the investigation, analysis, and referral of cases to the Vice President for Student Affairs for further action.

2.0 APPLICABILITY

The International Crisis Assessment Team supports all departments and individuals while abroad. This policy applies to all undergraduate and graduate students of the University.

3.0 DECISIONAL AUTHORITY

3.1 The Team, functions under the leadership of the VPSA or designee as Chair. ICAT decisions represent judgments based on the expertise, knowledge, and experience of ICAT members, the relevant facts of the situation under consideration, and the health, safety and behavior of the student/s at issue. Each individual on the Team, or their meeting designee, strives to contribute to the group’s collective decision-making process through their professional training and experience. For a list of ICAT members, please see Section I.

3.2 In addition to drawing on the knowledge of the group members, the Team may utilize the opinions and reports from other University personnel or outside independent professionals, such as licensed psychologists or psychiatrists and University legal counsel, in an effort to obtain a better understanding of an individual situation. Examples of members of the University community that the Team may seek out for interviews or reports include: host university program director, roommates, close friends, past and current teachers, coaches, trainers, counselors, RAs, AHDs, and disability services personnel.

3.3 At times the ICAT may request to review past medical or psychological records or care providers’ reports as part of its evaluation process. The Team may ask for independent and/or on-campus medical or psychological assessment by licensed professionals in an effort to obtain the most complete information on which to base its recommendations. SABAT may consider ongoing or interim reports by such professionals as an essential monitoring aspect of the individual action plans the Team develops.

¹ SABAT does not release or share protected student information to anyone, including members of the University community, except under narrow circumstances as permitted by policy and law. SABAT’s policies and procedures dealing with the disclosure of educational records are in accordance with the policies of the University Registrar dealing with the implementation of FERPA.

3.4 The Team will also determine on a case-by-case basis who, within the University community or external to it, needs to be given information in order to better protect the health safety of the individual student, the ISU Community, and/or others. As deemed necessary, ICAT will recommend to the VPSA the need to contact additional members of the community as a condition of an individual action plan.

3.5 The Team will maintain appropriate parameters of privacy and confidentiality while also prioritizing a successful outcome for all involved. Team members may choose to abstain from direct decision making on individual cases based on a perceived or real conflict of interest with regard to such matters as a prior professional relationship with the student.

4.0 REFERRALS

4.1 All referrals to the International Crisis Assessment Team are received by the Center for Global Engagement, Study Abroad Office, The Associate Director for Public Safety, or designee. ICAT accepts referrals by phone, by email, or in person from any individual or group of individuals who has concern about an Indiana State University student abroad.

4.2 The Team may receive information from time to time that is better processed and acted upon by another campus organization that has the specific authority to address and resolve the particular matter. In such instances ICAT may forward supplied information to the most appropriate group with the authority to address the situation. In that event, ICAT will not render a recommendation on the matter. For instance, ICAT might defer to the Vice President for Student Affairs for action on a given situation without further Team involvement. In other cases, the Team's sole action might be to refer the matter to a disciplinary panel or academic department.

4.3 The International Crisis Assessment Team is only one of several possible resources available to students, faculty, staff, parents, and the Terre Haute community members to which health, safety, and behavior of concern exhibited by students may be addressed. Public Safety, Student Health Promotion, Disability Services, the Student Counseling Center, Affirmative Action, UAP Clinic, Student Academic Services Center, and Student Success are other avenues of support.

5.0 PROCEDURES

5.1 A referral to the International Crisis Assessment Team is received by the Public Safety or the Study Abroad Office. To meet criteria for an ICAT consultation, the information received about an individual student must reasonably suggest that:

- The safety of our student/s is in question due to a crisis (natural disaster, political unrest, or terrorism) in the region/country of Host University or abroad program.
- The health of a student/faculty is of concern.
- The conduct of the student presents safety issues for the student or others; **or**
- The conduct may be a violation of the Code of Conduct or/and such conduct may hamper the student's ability to achieve essential academic requirements or meet expected standards of conduct; **and**
- The conduct in question may be evidence of emotional distress or a health condition that is not otherwise related to a disability.

5.2 If the information reasonably suggests that the individual student meets the criteria above, information from the referral source and, if applicable, information from other sources will be collected

by a designee of the ICAT and presented to the ICAT or a subgroup of the ICAT for a consultation. After meeting, the ICAT will propose a plan of action. In the event that only a subgroup is consulted, the proposed plan will be shared with the entire ICAT at the next regular meeting.

5.3 In a situation where the individual student meets the criteria above but is not available or not willing to communicate with a designee of the ICAT to discuss the plan, then a proposed plan of action will be submitted to the student, in writing. This may include situations in which students have been transported to a medical facility due to behavior that appeared to put themselves or others at risk. The proposed plan will be shared with the entire ICAT at the next regular meeting. Any suggestions regarding modifications of the plan will be promptly relayed to the Office of the VPSA and from that office to the student.

5.4 If, after communicating with the Study Abroad Program Director or designee, the student declines to accept the proposed action plan(s), the student may request to have an appeals hearing with the Vice President for Student Affairs (for behavioral issues). Please note that **the Vice President for Student Affairs has the final decisional authority** for any recommendations made by the ICAT. Where deemed necessary, the Vice President for Student Affairs may convene an appeals committee to assist in the final decision. This committee may include the Associate Vice President for Academic Affairs, the student's academic dean or department chair, and at least 2 members of the ICAT Team to further evaluate the situation.

(a) In the event that an appeals committee is convened, the Vice President for Student Affairs will advise the student of the matters that will be discussed and considered by the committee. The recommendation of the appeals committee is primarily to help in determining if additional factors need to be considered in the decision making process.

(b) The student has the option to submit to the team in writing any information pertaining to the appeal. Additionally, the student may submit information from a healthcare provider in support of the appeal. In the event that the student chooses to submit information from a healthcare provider, a release of information must be signed allowing the committee to talk with the provider.

(c) The purpose of such a hearing is to assist in the evaluation of the individual's behavior and situation. This is NOT a disciplinary hearing. The appeals committee will work to establish an understanding of what has occurred and will formulate a recommendation that will take the form of an individualized plan based on the committee's interpretation of past behavior, as well as the current situation and all relevant circumstances. Please note that the appeals committee can freely consult with the ICAT in developing this action plan.

(d) The appeals committee will make a formal recommendation to the VP for Student Affairs; however, as noted earlier, the VP has the final decisional authority.

(e) The determination of the appeals committee will be reported back to ICAT.

6.0 STANDARDS

6.1 ICAT will confer with Host university contacts and recommend a plan of action based on its judgment and belief that:

- (1) the recommended plan will have a positive effect on the student; and
- (2) the plan presents the best available option under the circumstances for both the student and the greater University Community.

6.2 Inherent to this decision-making process is ICAT's commitment to take into account an individual's past and ongoing medical or psychological condition and any documented accompanying disability which may have contributed to the exhibited behavior that is in question. In considering such factors, ICAT seeks not to accept the findings as an excuse for past behavior, nor to use them as a predictor of future behavior, but rather, to weigh this information as one essential variable to consider when assessing an individual's ability to meet the essential elements of their academic program of instruction and uphold the elements of the University's Code of Conduct.

7.0 INVOLUNTARY WITHDRAWAL

7.1 Involuntary withdrawal, as a recommended plan of action by the ICAT, is invoked typically in extraordinary circumstances. In the event that an Involuntary Medical Withdrawal is recommended, the plan of action laid out in ISU's Involuntary Medical Withdrawal Policy will be followed.

7.2. Please note that in the Involuntary Medical Withdrawal process is generally limited to medical concerns that pose a risk to the larger ISU community and **not** behavior associated with a mental health condition.

8.0 ALTERNATIVE HOUSING WHILE ABROAD

8.1 In the circumstance that a student cannot safely remain in his/her current housing assignment, the University will urge the Host university to make a reasonable effort to find alternate campus housing that would be appropriate under the circumstances.

8.2 In the circumstance that a student does not meet the standard for imposition of interim suspension or suspension, but cannot safely remain in housing, the Host university may require the student to leave campus housing while enrolled. The University may, in addition, restrict the student's entering University housing to mitigate a student's risk of harm to self or others.

9.0 APPEALS

9.1 Students have the right to appeal ICAT recommendations directly if they desire. This is the final level of appeal within the University for any matter brought before the ICAT.

9.2 The only basis for a reversal of the Team's decision will be a material mistake in the process, or new evidence that was not available at the time of the Team's decision.

10.0 RE-ENTRY AFTER A VOLUNTARY OR INVOLUNTARY SEPARATION²

10.1 In the event of a voluntary separation (e.g., withdrawal or leave), the Host university and the University may require students who withdraw for medical reasons to demonstrate that they are fit to return. Stipulations for the student's return will be outlined to the student by the ICAT at the time of the withdrawal or leave. ICAT or a subgroup will be consulted for the purpose of evaluating the student's

adherence to re-entry requirements. The re-entry recommendation will be shared with the entire ICAT at the next regular meeting.

10.2 For students who have voluntarily separated from the Host university for a mental health or behavioral concern, the Team prefers to see a period of three months of successful, autonomous functioning and amelioration of negative behaviors prior to the student's return. The Team will consider a separation of shorter duration if the student and/or the student's provider is able to demonstrate significant improvement in functioning since the time of the withdrawal.

10.3 In the event that a student is subject to an involuntary withdrawal, the student may pursue re-entry to the University only after the lapse of two semesters (for this purpose, the 10-week summer session is considered one semester). Re-entry may be contingent on satisfying conditions outlined by the Office of the Vice President for Student Affairs and, if applicable, other offices on campus.

10.4 A student returning to the University after voluntary or involuntary separation must satisfy all academic requirements in addition to the requirements put in place due to the circumstances that prompted the leave. A student who withdraws from the University and is not in good academic standing at that time will have to reapply for admission by the deadline announced by the Admissions Office and be deemed to have satisfied academic standards.

10.5 Once the student has satisfied all re-entry stipulations, the student will be notified, in writing by the Vice President for Student Affairs or designee. Additional requirements of suggested recommendations may accompany the re-entry approval notification.

10.6 In the event that a student is denied re-entry, the processes outlined in the **APPEALS** section above are available to the student.

12.0 CONCLUSION

The International Crisis Assessment Team is a campus resource established to receive, collect, consider, and when it deems appropriate, act upon information on behavior, health and safety by a student or group of students while abroad. When performing this function, ICAT will review all available relevant information, hear from the concerned student at a meaningful time, and will base its recommendation on the record of its proceedings. Those proceedings, to the extent consistent with law and University policy, will be confidential and the Team's decision will be based on its judgment of what is in the best interests of the student and the University community.

Section III

Indiana State University Protocols for Student Emergencies Abroad

February 2016

The following contains basic protocols for typical situations that Student Affairs may deal with during the course of a year. Please note that these protocols are designed to provide a basic understanding of who should do what during more general or global types of situations. It may not help in immediate situations related to high risk student concerns; and during those events the ICAT should be used in conjunction with the protocols of the responding offices (typically Public Safety, the SCC, and the Office of Student Conduct and Integrity) to help facilitate and coordinate services.

PROTOCOL FOR PHYSICAL INJURIES AND MEDICAL EMERGENCIES

(ICAT will **not** handle the vast majority of physical emergencies. In the event of a student death or injury, please see the section titled **Student Death or Serious Injury**)

Assess –

Is this a minor or major incident?
Where did the incident take place?

- **Minor** – (e.g. twisted ankle, fell down, no school will be missed, significant issue that is reported late)
 - For minor injuries, the Study Abroad Program Director will follow up with the student. Relevant information will then be shared with the Assistant and Associate Director of the Center for Global Engagement.
- **Major** – (e.g. admitted to the hospital, surgery, class will be missed)
 - Gather information from Host university contact (who, what, when, where, why, how) and contact Public Safety or UAP Clinic if necessary.
 - Where possible, can you get a status from a charge nurse?
 - This may not be easy to obtain depending on the situation and the privacy laws of the country.
 - Contact the VP for Student Affairs if consultation or assistance is needed.
 - Notify the VP for Student Affairs, Academic Dean, other external resources as needed.
 - Follow up with the student or if necessary parents/guardian/emergency contact. The key is to have a response from the student or parents to know if the student is ok. Make this decision in consultation with the Follow up with the student or if necessary parents/guardian/emergency contact. The key is to have a response from the student or parents to know if the student is ok. Make this decision in consultation with the Associate Director of the Center for Global Engagement.
 - Incident reports are routed to the designated case management database.
 - Please see the section entitled “Other People/Areas to Consider” to assist in your problem solving and addressing the situation.

Other People/Areas to Consider

1. Parents

Life-threatening medical condition

In the case of a life-threatening medical condition, the parents should be notified as soon as reasonably possible and in the company of the physician, if possible. Oftentimes the physician notifies the family before the University could do so; however if it becomes necessary to notify families, the following protocol should be followed:

- The Associate VP for Student Affairs will contact the Associate Dean of Students/Omsbudperson to determine the most appropriate person to call the parents.

All other cases

In all other cases, notification to parents should be on a case by case basis and by the most appropriate person to make the contact (e.g., Director of Center for Global Engagement, or Education Abroad Program Director). When the incident report is submitted, the Associate Director of the Center for Global Engagement should include in the incident report which staff member contacted the parents.

2. Roommate(s) of injured student

- It can be very difficult or surprising for the roommate of a student who has been injured. If the roommate is an ISU student, the Study Abroad Program Director should consult Dean of Students/Omsbudperson to determine how/if the roommate will be told what is going on. This may involve asking the injured student for permission (particularly for hospitalization) to explain to the roommate what happened to the injured student.
- If the absent student does not want information shared with his/her roommate then the Study Abroad Program Director should work with the Host university's contact to notify the roommate that the absent student is safe and being taken care of. Since the incident happened abroad, the Host University might already have contacted the roommate. Close contact with the Host University is key.
- For a non-residential student, the Study Abroad Program Director should work with the injured or ill student to determine what information can be shared. Depending on the severity of the situation, the Associate Dean of Students/Omsbudperson may notify the roommate that the injured/ill student may be away for a while.

3. ISU Public Safety

Since the accident occurred away from campus, it is helpful to notify ISU Public Safety of the incident. Please notify the Lieutenant or Sergeant on duty – 237-5555

4. The Student Counseling Center

Depending on the nature of the incident, a student may need to share the experience of the trauma with a professional counselor to ease anxiety, sleep disorders, lack of concentration, depression, etc. Contact professional staff at the Student Counseling Center for a brief consult (ext. 3939) and forward reports or other relevant information if it is requested. This consult can also be used to assist with making a referral for the student if that is indicated.

PROTOCOL FOR MENTAL HEALTH EMERGENCIES

If you believe that a student abroad is in immediate danger, contact ISU Public Safety at 237-5555 or call 911

Please note that the following protocol on mental health emergencies refers specifically to identifying and working with individual students who may be dealing with concerns to harm to

self or others; sexual assault; psychotic break; or other acute crisis. Situations that involve mass casualties or the potential for greater impact on the campus or surrounding community will be handled differently and through a joint effort with Public Safety, the Office of the VP for Student Affairs, and any other department deemed necessary to handle the crisis situation.

There are two broad categories of mental health emergencies that can be identified through behavior: passive behaviors and active behaviors. In many cases, there may also be a conduct issue that the Office of Student Conduct and Integrity needs to address. In all instances, for the Counseling Center to be able to work effectively with referred students appropriately, a thorough report is needed detailing the events that occurred.

Passive behaviors include but are not limited to:

- Hygiene issues
- Changes in sleeping patterns
- Changes in eating habits
- Articulating loneliness, sadness, or other emotions
- “Bizarre” non-violent behavior

Passive behaviors, while unusual and/or concerning, generally do not require an immediate psychiatric assessment.

Active behaviors include but are not limited to:

- Threat of harm to self or others, through actions or words
- Suicidal thoughts, ideation, or expressed desires
- Violence or threats of violence (e.g. fighting/striking out at another or threats to harm another)
- Increasingly unusual behavior that is disruptive or potentially dangerous and/or a pattern of this behavior has emerged

Active behaviors generally require an immediate psychiatric assessment.

If there are concerns about harm to self or others, the first call should be to Public Safety.

After-hour Emergencies

For after-hours emergencies, Public Safety should be contacted prior to making contact with the SCC. This is important for a number of reasons. Most importantly, Public Safety can immediately assess the situation and make a determination as to what further action needs to be conducted at that moment. If Public Safety believes that the student is an immediate threat to harm or kill his or herself or another person, the student should be detained and immediately taken to the emergency room for possible admission to the hospital. The initial contact may come from the Host University contact. Factors that need to be assessed in relation to self and others

include current thoughts or ideation, current intent, a formalized plan, prior history, and a general sense of hopelessness or oppression. In the event that there is not a clear picture as to the student's functioning and there are concerns about harm to self or others; Public Safety will contact the SCC's counselor on-call for a phone consult. In some cases, it may be appropriate for the counselor to speak briefly with the student to do an over-the-phone assessment; after which instructions or a recommendation will be made to the office on scene. In either case, a report should be forwarded to the SCC the following morning.

Please note that most afterhours calls will be related to harm to self or others. On other occasions, counselors may be contacted to assist with a sexual assault, death of a student or traumatic incident, or other emergency that may significantly impact the well-being of the student. If there is no immediate threat or trauma, the SCC is not contacted "just because" a student is upset and wants to talk to someone. For these situations, the student should be given contacts for the Host University counseling options as well as the SCC number and instructed to make contact the next morning. Students can also leave messages on the voicemail if they wish to schedule; and they will be called back as soon as the Center opens.

Please note that after a student makes contact with the SCC, no information can be released without the express written permission of the student. However, the SCC will attempt to get this permission when possible to be able to follow up appropriately. In the event that the student was hospitalized, the SCC will work closely with the Host University contact, after release to make sure the student comes in for a follow up appointment.

ISU Public Safety

1. ISU Public Safety will work with the SCC, Study Abroad Program Director, VP for Student Affairs, or the Associate Dean of Students/Ombudperson as needed to help persuade a student to go to the hospital in the host country for a psychiatric assessment.
2. In the event that a student is missing or requires a wellness check, ISU Public Safety will assist in attempting to locate the ISU student of concern by contacting the Study Abroad Office.

Student Counseling Center

1. SCC professional staff will be available for consultation during regular business hours and after hours as needed to assist Public Safety or Residential Life in determining how best to manage a student's presenting concerning behaviors.
2. The SCC clinician providing the consult will assist Public Safety or the Office of the Study Abroad Program Director/Host University contact, as needed, to strategize on how best to get the student to the Center or Emergency Room for a psychiatric assessment.
3. When possible and within legal and ethical guidelines, the SCC will provide background information to Public Safety or others who may need to be notified in the event that an student may be in danger of harming self or others.

Emergency Procedures for SCC Clinical Staff**On-Call/Emergency Procedures**

Daytime emergencies are handled by any available senior staff member, although the primary person with responsibility is the person who is on-call. Other Center activities such as meetings, supervision, and **even client appointments** will always take second priority. In all cases, the Director or Associate Director should be notified, and if this is not possible another licensed professional. How the actual emergency is handled is at the professional discretion of the counselor handling it; nevertheless, the counselor should consult with another staff member afterward to ensure that the best possible decision was made.

After hours calls primarily come from Public Safety, who are provided with the number to each counselor. The counselor on-call is required to carry a cell phone by which they can be contacted; and unless otherwise approved by the Director, the on-call counselor is to remain within at least one-hour's driving range of the University during their rotation. When accepting after-hours call, confidential information should be limited, if at all possible; and the counselor should not contact a student directly by cell phone as this may provide the counselor's number to the student. Please note that counselors only respond to psychological emergencies. The Center's policy is not to work with students who are intoxicated, especially by phone. After responding to an emergency, it is important that the counselor document the intervention/contact as soon as is reasonably possible

The general guideline for emergency situations is that if there is any doubt about the best course of action to follow, consult with other staff. Consultation is absolutely essential when dealing with certain emergency situations which involve interpretations of the law, ethical guidelines, ambiguous circumstances involving some danger to self or others, etc.

Responding to Crisis Calls

The SCC staff member who is on-call acts as the Crisis Intervention counselor for the week they and are required to carry a cell phone in case of emergency contact. The on-call counselor is generally the first member to handle incoming crises during day or evening hours; however, the crisis client will be staffed with the first available counselor as noted earlier. In the event the on-call counselor receives a call that requires a student to be hospitalized (Suicidal Ideation or Homicidal Ideation), the following guidelines should be followed:

Hospitalization Need Call:

1. After taking a daytime or nighttime call and assessing the situation and verifying that the student has expressed clear suicidal/homicidal thinking with means/plan and intent, first verify that the Host University contact has been called and dispatched to the student's location.
2. Advise responsible party at location to make a full report of the student's behavior that illustrates suicidal threat.
3. Request the Host University contact notify the Public Safety officer or Study Abroad Program Director once the student has arrived at the hospital.

4. Once informed of hospitalization, call the CGE Director will then forward this information to the appropriate resources.

The Non-Suicidal Student: Pre-Referral Consultation

1. If a call comes at night and it is a non-suicidal referral, discuss the situation with the caller and then Telephone Triage the student. Get the Student and the responsible calling party to agree to contact the SCC the next day for assessment follow-up.
2. Call the SCC Director if you need to get advice on how to handle the student if the student is not suicidal. If the Director is not available, call and consult with the Associate or Assistant Director. If they are not available, call another SCC Staff Counselor to validate the need to refer the student for emergency evaluation or other procedure.
3. If immediate in-person assessment is needed, contact the Study Abroad Program Director to make arrangements for the Host University to have the student assessed.

Differential Emergency Response Situations

The Suicidal Student

- Usually a call is received from to Public Safety.
- Request a complete description of the situation and the initial information that prompted the call from Public Safety. Have the person who is calling perform a simple evaluation of the student as to the student's thoughts about self-harm: Is the student thinking about self-harm? How is the student thinking s/he might harm self? Does the student feel unsafe if s/he were to be left alone?
- If a call from a student/person is received from abroad, Public Safety should advise the student to contact the Host University Emergency number. Then request to talk to the student or a friend of the student who is helping with the situation.
- Perform a basic suicide assessment yourself. If it is unclear, you may have to request that Public Safety bring the student to the SCC and do an assessment there.
 - i. Ideation: Is s/he thinking about self-harm?
 - ii. Plan: How has the student thought s/he might do it?
 - iii. Intent: Does the student feel unsafe and that s/he might do it if left alone?
 - iv. Means: Does the student have the available means to carry through with the plan?
 - v. Lethality: How lethal is the plan?
- In the event that the student is suicidal and may potentially be at risk of harm to self or others:
 - i. Ask the student if s/he will voluntarily go to the local ER. See above for admissions procedures. If the client will go voluntarily, make the necessary calls to the Study Abroad Program Director, who will contact the Host University emergency contacts to have the student transported and admitted.
 - ii. If the student is hesitant, talk with the student and attempt to gain compliance and follow the procedures above.

- iii. In all cases, call the Director or an SCC Central Staff member to consult and verify that your decision is correct.

For additional protocols on handling other emergency situations, SCC staff should consult the SCC Policies and Procedures Manual.

STUDENT ARREST PROTOCOL

This protocol is for students who are transported to the local jail and not for those who are issued citations only.

When we learn that a student has been/is being taken to jail as a result of an arrest, we want to determine if the student has the ability to make bail or if the student has spoken to a parent/guardian. Also, depending upon the nature of the charges, interim action by the university may be necessary. Note that since the student is in a foreign country, they are subject to the laws of that country. Please do the following if a student is taken into custody:

1. Gather student demographics – name, emergency contact, academic dean, major, athletic participation, etc (if it has not been done already).
 - a. If the student is determined to be a student-athlete, make sure the Director of Intercollegiate Athletics is aware.
 - b. Check Banner or Study Abroad file to determine who the emergency contact is.
2. Work with the Host University to determine the charge(s), bail/bond and if the student is in jail.
 - a. If you are unsure if the student is in jail, you may also have the Host University contact check with the student's roommate to determine if they have seen the student
3. Depending on the nature of the charge(s), and particularly if a charge involves a felony, interim actions may be taken. Consult with Craig Enyeart in the Office of Student Conduct (SCI) and Integrity as appropriate.
4. The Vice President of Student Affairs or the person that is designated should also be contacted.
5. It is important to write a brief summary of the information received; and this should be available for OSCI along with the ARMS report when one is available.
6. If you are unaware if the student has the resources to meet bail or has made contact with someone who can help him/her, consider contacting the student's parent(s), guardian(s). For additional information, consult with the VP of Student Affairs.
7. Once the arrested student is back on campus, Al Perone, Associate Dean of Students/Omsbudperson, will follow up with the student
8. The office of Student Judicial Programs will address potential university disciplinary actions as a result of the arrest.

PROTOCOL FOR STUDENT DEATH OR SERIOUS INJURY

The Associate Dean of Students/Omsbudperson acts as primary liaison and communicator until the Vice President of Student Affairs assumes oversight in cases of serious injury and/or death occurring abroad.

Note. “Serious injury” is a life-threatening injury or one that could result in significant transition in a student’s life (paralysis, brain damage, etc.) For suicide attempts/ideation, see the mental health protocol.

Serious injury or death of an ISU student where the incident occurred off-campus/out of town

1. Determine the location – was student taken to the hospital? If yes and practical, go to the hospital. Notify the VP for Student Affairs and the Associate Dean of Students/Omsbudperson.
2. If the serious death/injury occurred out of town, notify the VP for Student Affairs and the Associate Dean of Students/Omsbudperson.

Begin to delegate responsibilities – the on-call staff member

- a. Check to see if there are any ISU connections (siblings who are current students, parents employed with ISU, ISU alumni (especially recent), etc.
- b. Notify the VP of Student Affairs of any ISU connections
- c. If a sibling is a student, determine if the sibling has been notified. If not, or you are unsure, have their ISU ID card checked for activity, consult with the VP of Student Affairs and if necessary work to find the sibling or relative. If this unfolds during regular business hours, contact the Associate VP of Student Affairs and involve him in this process.
 - i. You may have to ask Residential Life to be on the lookout for the next ID usage and notify you when it occurs.
 - ii. Share information with the Director of Residential Life (if a residential students) and ask for residential staff’s assistance in finding the student.
 - iii. Go to his/her class
 - iv. Call phone numbers available in Banner.
 - v. Notify advisors you are in need of finding a student; this could be for support and/or notification
- d. In conjunction with the VP for Student Affairs, determine if students will need SCC support, gathering place and hospitality. If yes, the work to coordinate the details.
- e. Determine what is being done to notify the roommate of the student (if living with an ISU student while abroad) who passed away or who is seriously injured: what follow-up and care will be necessary?
- f. As soon as reasonably possible, the Associate Dean of Students/Omsbudperson becomes the receptacle for information related to funeral services, parents going to host country, when room abroad will be cleaned out, etc.

- g. Do **not** notify people outside of Student Affairs of a student's death or serious injury. Encourage the Associate Dean of Students/Ombudperson and VP for Student Affairs to follow the University's death or serious injury protocol.

After the initial crisis has passed, the Center for Global Engagement should continue working with all involved parties to meet the needs of other impacted students. This may include but is not limited to:

1. Coordination with Academic Dean(s) to determine Dean's excuses (for missed graded assignments) and flexibility of faculty members if students missed class while managing their grieving process. You will need to provide a list of impacted students to the Deans.
2. The Center for Global Engagement or a designated representative should work with the Host University contact about housing to relocate any students who are uncomfortable with their current living environment as a result of an on-campus death.
3. In conjunction with the Associate Vice President of Student Affairs, the Associate Dean of Students/Ombudperson should generate a list of students most impacted by the student's death or serious injury, communicate that list to the Vice President of Student Affairs, Director of Residential Life, SCC staff, and any other advisors who may have personal connections with the students. This could include the AACC, Union Board, United Campus Ministries, etc.
4. Keep the list updated and share it at the ICAT wrap-up meeting. Once the list is shared at the wrap-up meeting, all responsibility for maintaining the lists transitions to the Associate Dean of Students/Ombudperson.

Make sure to write a detailed incident report documenting all actions taken and any initial follow-up or long-term follow-up that you either started or are aware of.

At minimum you need to take the following information down and include it in your incident report:

Phone numbers/Resources

1. (transportation)
2. (transporting the deceased home)
3. (company to help return students belongings)
4. (hotel information)

The university protocol for student death is aimed at the leadership of the Division of Student Affairs and the rest of the university. It outlines the response the university should take on a much broader scale. It likely will not help in responding immediately.

Sexual Violence Response Team (SVRT)

(Please note that the Board of Trustees is currently in the process of reviewing and approving a Sexual Misconduct Policy. That policy will be attached to this document when it gets final approval. The description below describes the general protocol as it currently stands with regard to who handles the different aspects of the investigation.)

The purpose of the Sexual Violence protocol is to provide support and advocacy for students who have experienced any form of sexual or relationship violence. While the Host University and host country police serve a very important role in responding to and dealing with these incidents; the University has established a separate process to work with victims and alleged perpetrators. The individuals identified as providing primary response for the University as part of the **Sexual Violence Response Team (SVRT) include:**

- The Director of Affirmative Action and the ISU Title IX Coordinator, Aimee Janssen-Robinson, investigates all sexual violence allegations. In terms of student cases where allegations are determined to have merit, she will make referrals to the Office of Student Conduct and Integrity for formal charges to be issued. The Office of Student Conduct and Integrity adjudicates all student cases of sexual violence and issues sanctions.
- **Kourtney Barrett**, the Sexual Assault Coordinator, serves as an advocate for the alleged victim. She will contact the affected student to relay options available to the student, including referral for medical care; resources for mental health support; reasonable academic and housing accommodations; and legal/law enforcement assistance. She may also meet with the student to provide basic support and to help arrange services as necessary.
- **Al Perone**, the University Ombudperson, serves as a resource for alleged perpetrators and may assist in coordinating services for these students.

Please note that Public Safety and Student Conduct and Integrity are heavily involved in this process as well, but initial response will come through the previously mentioned individuals.

Reporting Sexual Violence/Assault

As with other incidents of violence or assault, the initial report should be made to ISU Public Safety. In some cases, the Study Abroad Program Director will be notified by the Host University contact; There are instances when the student may not want to make a formal police report; or the information regarding the sexual violence/assault situation may come much later. In either of these situations, a report must be made to the SVRT.

To report sexual harassment and or violence/assault to the SVRT:

1. Explain to the student, or in some cases some aware of the incident who's not the victim, that you are obligated to report the information to the SVRT and the Office of Student Conduct and Integrity.
2. File an incident report with Aimee Janssen-Robinson. An additional informational report must be provided to the Sexual Assault Coordinator and Al Perone in order to allow immediate follow up with the victim and alleged perpetrator (if an ISU student).

Urgent situations

Questions to consider in whether the Sexual Assault Coordinator should be contacted immediately include:

- Is the student in distress?
- What is the nature of the sexual assault/violence?

- Is the student going to the hospital?

When in doubt, err on the side of immediately contacting the Sexual Assault Coordinator.

Contact information for the SVRT:

- **Kourtney Barrett – (812) 237-8954**
- **Al Perone – (812) 237-3800**

For more information about the SVRT, please contact Aimee Janssen-Robinson

Protocol for Missing/Absent Student – Urgent

This protocol is intended to respond to situations where a student has not been heard from in more than 48 hours and the available information indicated that there is an urgent reason to be in contact with the student. Examples include, but are not limited to:

- The caller provides information that indicates the student's well-being/safety is at risk and the third party wants someone to check in with the student and/or find the student.
- The context of the request indicates that direct action is needed for the student's safety or in response to an urgent need.
- The student is listed in the Student of Concern (from SABAT) archive as moderate or high risk and has a history in the archive that appears to be related to the request for contact.

1. If the student is abroad, the person handling the call should first contact ISU Public Safety to inform dispatch of the report.
2. After contacting Public Safety, both the Study Abroad Program Director and the Director of the Center for Global Engagement should be informed of the report.
3. The Center for Global Engagement Director should begin active measures, which may include assistance from other designated University professionals. Active measures can be implemented in any order, depending on the level of urgency; time of day and/or the message the student needs to receive. Active measure include, but are not limited to:
 - a. Calling the student
 - b. Calling the original "caller" back to gather more information, if necessary
 - c. Text messaging or emailing the student
 - d. Consulting the student's Facebook, Instagram, or Twitter account (if possible)
 - e. Consulting Banner for group affiliations
 - f. Consulting with the student's academic dean or department, if necessary
 - g. Contacting the host university or affiliate partner
 - h. Notifying Host University's accommodations director to make contact with the student/leave a note on the student's door.
 - i. Have partner/affiliate liaison going to the student's class
 - j. Contacting the student's friends listed on Facebook or other social networking sites

4. If active measure fail to confirm the presence and safety of the student, the Center for Global Engagement Director or Study Abroad Program Director should contact the U.S. Embassy in the host country initiate a more formal inquiry into the location of the student.
5. Submit a report and forward it to the Associate Director of the Center for Global Engagement. The Associate Director of the Center for Global Engagement will then share the report with individuals deemed necessary in helping locate the student.

- OR -

6. Once the student is located, have the student call the “caller” (if this was originally requested) to ensure that the “caller” and the student speak with each other.
7. If the CGE Director or Education Abroad Program Director is not convinced the student spoke to the “caller,” and it is appropriate, call the “caller” back to ensure that the student spoke with the “caller.”
8. Submit an email report to the Associate Director of the Center for Global Engagement.
9. If the police were contacted to report the student missing, call them back to inform that the student has been located.

Missing/Absent Student Protocol - Non-Urgent

This protocol is intended to respond to inquiries about the whereabouts of a student or to inform a student that someone is seeking contact from the student. Examples:

- Student’s parent calls because the student normally checks in but parents have not yet received daily phone call and would like someone to check on their student.
- Host University/ISU Faculty calls because student did not attend appointment/class and faculty would like to get a message to the student to make contact.

This protocol should not be used in the following situations:

- Caller shares concern for the well-being of the student and is requesting a wellness check rather than just seeking to get a message to the student.
- The context of the request for action dictates a more immediate reaction from the student (i.e. death in the family)
- Student is listed as moderate or high in the Student of Concern archive or has a history in the archive that seems related to the request for contact.

If a third party indicates a residential student has been unreachable for more than 24 hours, you must inform ISU Public Safety before you do anything else.

Response to Requests for Contact (all Students):

1. Receiver of the call ascertains information from the caller
 - a. Name of student
 - b. Name/contact information of caller
 - c. Action requested (i.e. Call home, make appointment, confirm presence)
 - d. Last contact with the student
 - e. Any reason/context for concern
2. Receiver informs the caller that we will attempt to contact the student and will request that the student comply with the action requested. Ask the caller to give

the student 24 hours to comply with the action requested and invite the caller to make contact again if the concern still exists or the context changes.

3. Receiver sends an email to the Study Abroad Program Director. The Study Abroad Program Director emails the student and host university contact; a deadline of approximately 48 hours is set from the time of the email. The email should be sent the same business day, preferably within an hour or two of receiving the call.
4. An incident report should be written with email to the student cut and pasted. The incident report should be forwarded to the Education Abroad Program Director and the Associate Director of the Center for Global Engagement
5. **Outcome A:** if the student returns the email, indicating compliance with the action requested, the Education Abroad Program Director will forward the response to the Receiver. The Receiver should complete a second incident report to indicate that the student has been in contact. This incident report should be forwarded to the Education Abroad Program Director and the Associate Director of the Center for Global Engagement
6. **Outcome B:** if no response to the email is received from the student, the Education Abroad Program Director should contact the Associate Director of the Center for Global Engagement to coordinate more active measures.

*****The receiver is responsible for notifying the ICAT if active measures are needed to negotiate transfer of responsibility to monitor email for reply from the student.*****

Appendix K
Indiana State University Code of Conduct



Drug & Alcohol Abuse

ISU Code of Conduct

All Study Abroad students are subject to the regulations of the ISU Code of Student Conduct and those of their host institutions while abroad. The following information is taken directly from the ISU Code of Student Conduct. The Code of conduct can be found at:

<https://www.indstate.edu/sites/default/files/media/Documents/PDF/CodeConduct.pdf>.

3.3.3 Drug Related Behavior refers to drug violations, including but is not limited to being in the presence of, under the influence of, possessing, manufacturing, exchanging, distributing, purchasing, using, or selling unlawful drugs or any controlled substance/narcotic, such as, but not limited to, marijuana, synthetic cannabinoids, inhalants, and intoxicants, misuse of over-the-counter drugs and/or prescription drugs, or possessing paraphernalia for drug related use on University premises.

3.3.3a In the presence of/Failure to Report 3.3.3b Possession of Unlawful drug or controlled substance(s);

3.3.3b Possession of unlawful drug or controlled substance(s);

3.3.3c Possession of drug paraphernalia;

3.3.3d Use of unlawful drug or controlled substance(s); 3.3.3e Purchase of unlawful drug or controlled substance(s);

3.3.3e Purchase of unlawful drug or controlled substance(s);

3.3.3f Misuse of over-the-counter drugs or prescription drugs;

3.3.3g Manufacturing of Unlawful drug or controlled substance(s);

3.3.3h Distribution and/or sale and/or delivery of unlawful drug or controlled substance(s);

3.3.3i Reasonable suspicion of unlawful drug use (odor); and/or

3.3.3j Behavior while under the influence of any item covered under this section.

3.3.4 Alcohol Related Behavior refers to any violation of the University Alcoholic Beverage Policy:

3.3.4a Sale, purchase, consumption, or possession of alcoholic beverages by persons who are younger than 21 years of age;

3.3.4b Sale, purchase, consumption, or possession of alcoholic beverages by persons of legal age in a manner inconsistent with University policy;

3.3.4c Furnishing alcoholic beverages to persons younger than 21 years of age; and/or

3.3.4d Behavior while under the influence of an alcoholic beverage.