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**WORLD: The David and Leighan Rinker Center for International Learning**

STETSON UNIVERSITY

POLICIES AND PROCEDURES

STUDY ABROAD PROGRAMS 2024-25

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**Study Abroad Policies and Procedures**

The goal of this policies and procedures manual is to ensure everyone’s safety when it comes to studying abroad – the students, the faculty, the staff, and the university. Studying abroad is inherently a risk, going outside of all appearances of control to offer students a once-in-a-lifetime opportunity to experience something they could in no way experience in the United States. Managing these potential issues comes with careful planning, adherence to the rules, and defined roles when the unexpected occurs. This manual is intended to help define the guidelines and determine next steps when unforeseen circumstances arise.

**Approval Process**

Historically, short-term faculty-led proposals to establish a study abroad program must be submitted by a deadline. Proposals for new programs are due by May 31. Proposals for returning programs are due June 15. This timeline allows WORLD to connect with providers, begin the contract process, and have budget questions answered in time to start marketing programs to students in August.

For programs utilizing international university partners, proposals follow the same guidelines. Agreements for the proposed program will need to include itineraries, program costs, and exclusions. Signatures for the agreements must include members from both parties. Any changes to the itinerary can be submitted as addendums which only require signatures when pricing adjustments are required.

The timetable for program proposals is as follows:

* Submit a program proposal to WORLD – an automatic email is sent to the deans and chairs of the department for their approval.
* The proposal, once submitted, is sent to third party providers in the form of Request for Proposals (RFPs), unless otherwise requested by the faculty member
	+ Any faculty member who does not use a provider will have to submit an international risk assessment and emergency management planning checklist before the program is approved. These forms are attached in the appendices of this manual.
* WORLD will host fall semester a study abroad fair and the Global Involvement Fair as part of Values Day. This is an opportunity to outreach to students that are not in the particular majors to join the study abroad program.
* Students submit their application and deposits by the deadline, ideally, no less than 3 months prior to departure.
* WORLD will host a second study abroad fair in the spring semester, between the end of January and the first part of February to recruit students just coming back from the winter break.

**Program Design**

When developing a study abroad program proposal, professors have a number of options:

* Leading a study abroad program as an embedded part of a course – fall break, end of fall semester, spring break, end of spring semester, summer as embedded in a spring class, or a full summer semester program.
* A course can be taught as part of an existing course or as part of a special topics course. A study abroad program can only be taught as a special topics course twice before the course needs to be approved by the curriculum committee.
* When determining which design you would like to do, keeping costs in mind is important. Students bear the expense of traveling faculty as well as the faculty salaries. Tuition costs are charged at a reduced rate for students participating in study abroad but other costs can add up quickly.
* All study abroad courses must be available to register for credit. Should students choose not to take the course for credit, or non-registered program participants choose to attend, they will be charged an audit fee.
* Any faculty member of Stetson University may propose a study abroad program. The department’s chair and/or dean will have to approve of the faculty member managing the program, but no particular faculty status is required.
* WORLD does not recommend traveling with more than 8 students without an in-country provider present, a second professor, or a chaperone as part of the program. All chaperones must submit to a background check as they will be expected to interact with students as part of their duties.
* Companions are also permitted as part of a departmental decision based on the size of the program and the opportunity to showcase Stetson to parents and alumni. Companions are not the same as chaperones and do not share duties as a chaperone, namely responsibility for students, therefore companions do not need background checks whereas chaperones do. Companions must pay for participating in the program.
* Stetson University will not promote or encourage students to go into any country that is on warning status with US Department of State Travel. Locations with a Level 4 travel warning is not permitted. Travel to a Level 3 country is permitted on a case-by-case basis requiring approval from the Office of the Provost and Risk Management. Students are to be made aware of all State Department warnings.

*Professor Compensation*

1. All professors leading a study abroad program are entitled to payment for these services (see chart). This amount is part of the budget developed to determine the cost per student for the program.



1. Faculty members designing a program with the course running through the regular semester but travel taking place during an alternate time (see Program Design), may receive a maximum $1000 stipend for leading the in-country portion of the program, but not a full salary for teaching, as that amount should have been paid during the regular semester. Faculty members are also eligible to forego this amount should they choose. Any faculty member utilizing study abroad as their +1 model are not allowed to receive a stipend as their salary for the course was calculated as part of their regular contract.
2. Faculty members designing a full summer program should include their full salary amount plus the cost of expenses as part of the budget expenses. WORLD’s budget worksheet, found in the appendices, breaks down the cost for these expenses per student. Many providers will give an assigned number of free stays with the minimum number of students. This amount is factored in as part of the budget estimate for the amount charged to the student.
3. The minimum amount of students is set by the provider. For programs not using a provider, the minimum number is determined by the budget as agreed upon by WORLD and the Faculty Leader Abroad (FLA). The maximum amount of students one professor can take alone is 12. Once a program enrolls 12 students, the professor must select a chaperone to attend the program with them. A chaperone is not needed if the faculty member is using a provider, as the provider will act as a secondary assistant to the professor.
	1. The chaperone may be another professor or someone outside the university. If the selected chaperone is outside the university, then the person must undergo a background check through Stetson’s HR department prior to being granted permission to travel.
	2. The chaperone is eligible for a maximum $1000 stipend for their assistance, and will have expenses paid for by the students attending the program. The chaperone my choose to waive the stipend to alleviate expenses to the students.
4. Per Diem: All Per Diems (meal stipends) will be paid at ½ the rate allotted by the U.S. Department of State website (<https://aoprals.state.gov/web920/per_diem.asp>). Due to fund allocation and the cost of the program, this rate has been pre-approved by the university administration. Incidental expenses should not be factored into the per diem, only 50% of the breakfast, lunch, and dinner per diem. Breakdown of per diem rates can be found at <https://aoprals.state.gov/content.asp?content_id=114&menu_id=75>.
5. Faculty Leaders Abroad (FLAs) and chaperones are permitted to bring their spouse or significant other, at the FLA/chaperone’s expense, so additional fees for additional occupants and difference in hotel prices for larger rooms will not be included in the cost for the FLA/chaperone’s travel. While this practice is allowed, it is not recommended as the FLA and chaperone’s priorities are to the academic integrity and safety of the students, not to accompanying participants.
6. Children 16 and older may travel and participate in the program but FLA/chaperones will absorb any additional cost for the child and must indicate what the child will be doing while the FLA is teaching – children, just like at Stetson are not allowed in the classroom. The childcare plan for the 16 – non-college enrolled child will be required, specifically for the time-in-classroom portion of the program, and must be discussed and approved with WORLD staff.
7. College-enrolled children, not currently attending Stetson University, are permitted to take the course provided by their parent/FLA but must enroll as a transient student with Stetson University. The child of the FLA/chaperone is expected to pay their portion of the program outlined in the program budget, similar to other students enrolled in the program.

*Student Recruitment*

WORLD is committed to promoting the international experiences of our students; therefore, WORLD staff and ambassadors along with the FLA will recruit students congruently. WORLD will use a portion of the printing fees budget for advertising, printing of brochures and flyers, contests, and other recruitment marketing.

*Summer Study Abroad Student Recruitment Timeline*

1. Continuous: WORLD will maintain the website to provide students with accurate information and applications on the upcoming study abroad trip.
2. August-February: Presentations and class visitations by WORLD staff, ambassadors, and volunteer students who previously participated in a study abroad program, will begin discussing summer possibilities.
3. September-November: Study Abroad fairs and the beginning of recruitment for the next summer study abroad programs begin. Students register through Terra Dotta, WORLD’s study abroad software/database, for programs which they are interested.
4. WORLD staff and ambassadors will work with The Writing Center to host scholarship workshops in timing with Gilman and Fund for Study Abroad national competitions as well as Stetson’s WORLD study abroad scholarships.
5. September-November: WORLD provides FLAs with the list of students who have applied/shown interest in their program. Each list will have students’ names and email addresses. WORLD and the FLA will continue to encourage students to submit their applications and make deposits for the program.
6. September-January: FLAs will schedule interest meetings with their prospective students and WORLD will update and distribute the spreadsheet of names and emails for the FLA.
7. October - February: WORLD will accept applications with the $500.00 deposit. This office will have established an online method of payment that will allow students to make payments toward their programs at any time through our website. Upon payment of the $500 deposit, the student will secure their spot in the program. The $500 is subtracted from the total amount due, and a recommended timeline for completion the payment is given to the student.
8. December 1: All students indicating in their application that they do not have passports, or that they have an expiring passport, will be reminded to submit their passport applications during the winter break.
9. October-February: Students must develop or maintain a payment plan with WORLD in order to secure their spot in the program. If students miss deadlines, an updated plan will be created.
10. February: Students are to have made their final payments for their summer programs or have definitive deadlines for their final payment 90 days prior to program departure. Students utilizing financial aid and scholarships must provide proof that funds will be available to them prior to departure. Reminders to all students without passports or with expiring passports will be reminded to upload passports to WORLD by March 1.
11. March: Students who have not paid the entire amount for the program will be unenrolled in the program and refunds will be granted on to the student accounts Students who must withdraw after payments have been made to providers may only receive a portion of their payments. Names and student IDs will be provided to student conduct and academic affairs to affirm no students are facing penalties or warnings that should preclude them from travel.
12. No later than April: Purchase airplane tickets for those programs with airfare included. Workshops for students needing assistance on how to purchase airline tickets will be provided. Final enrollment numbers are submitted to academic affairs as well as the program manager(s) and chaperone(s) reporting academic dean. Names, IDs and locations is provided to Risk Management for health insurance purposes.
13. April: All paperwork must be completed in Terra Dotta. Copies of student emergency contact and health information will be printed and distributed to the FLA. These binders are to be used in emergencies only and are to be remitted to WORLD once the program has completed.
14. April-May: Orientation sessions begin for students traveling on summer programs.
15. May: Summer program payments are due!
16. May - July: Students are departing!

*Transient Students*

Students from other institutions can enroll in Stetson University study abroad programs as transient students. Any transient should have forms signed by the study abroad advisor at the student’s home institution in order to ensure that the credits earned in the study abroad course will be accepted by the student home institution. FLAs should not enroll students in a study abroad course whose credits may not be accepted by the student’s home institution. Likewise, Stetson students who enroll in a study abroad program offered by another institution must comply with this policy.

*Short-term program course credit*

All short-term programs must either be for credit or connected to for-credit course from a previous semester. Students who are not enrolled in the course must pay an audit fee for the course ($500) or may register for a 2-credit Independent Study ($500) with the FLA but only at the FLA’s discretion. All study abroad participants must be registered as students to be allowed to travel as part of Stetson University’s study abroad programming. Non-Stetson students are allowed to participate as transient students but must enroll in the accompanying course. Non-students wanting to participate in the program must register to audit the course and pay the audit course fee, not included in the program fees.

**Budgeting**

The budget for study abroad programs should be based on a reasonable projection of operating costs in the host country, including consideration of projected currency exchange rates. The program budget is designed to help institutions and program faculty plan and set a fair charge for students and to help students plan their finances for the semester. Final program budget information should also be shared with the institution’s Financial Aid office so these costs can be included in determining participants’ cost of attendance for the term they will be abroad.

Study abroad student costs generally consist of two components:

1. Tuition and mandatory student fees related to course registration
2. Program fees (defined below)

The Program Charge is the amount charged to students, separate from tuition and fees, to pay for the study abroad programs. Each program should consider the following costs in developing its overall budget and an appropriate Program Charge. The list below reflects general categories for the types of costs that may be included in the Program Charge:

1. Transportation costs such as airfare, transportation to and from the airport on-site, transportation to field experiences, or between program locations
2. Housing
3. Meals
4. Foreign travel Accident insurance
5. Costs for classrooms, guest lecturers, tickets for academic and cultural field experiences and similar activities
6. Visa fees
7. Costs for providers or on-site guides
8. Administrative costs such as promotional materials, orientation supplies and related items
9. Reserve amount to cover unanticipated contingencies/emergencies (See Emergency Reserve Fund section below)
10. The Program fees may include costs to cover travel-related expenses for faculty and staff participants (i.e. salary or stipend, housing, per diems, transportation, field experiences). Payments and/or reimbursements for faculty and staff travel should follow Business Office Procedures. Receipts may be requested depending on the type of funds requested. WORLD will provide guidance in the areas of what is to be submitted. It is the responsibility of the FLA to return any unused funds, supply all required receipts, and to submit documentation in the timeline requested by the Office of Business and Finance.

Specific programs may need to include additional items in order to deliver experiential academic content in their discipline. Some items may not be applicable for all programs, and programs may choose to include or exclude others. If programs do not include critical items (like airfare or meals) in the program fees, students must be informed of this exclusion so that they can plan how they will cover these costs separately.

The costs incurred by an institution for staffing and operating a study abroad office is not included in the program fees. Any remaining balances generated by the program fees is to be utilized as required program emergency reserve fund for study abroad programs, absorbed for other student expenditures associated with study abroad, or encumbered as part of the end of the year reconciliation process. Other direct costs that are specific to study abroad programs may be paid from the study abroad program charge.

Once the program budget is agreed upon, the program fee is listed with the course as well as promoted on the website and the application portal, Terra Dotta. The payment deadlines and refund schedules for these charges will vary from program to program. Payment due dates and refund dates can be earlier but should not be later than the due dates and refund dates as determined by program providers or university deadlines for programs managed solely by the university.

*Required Program Emergency Reserve Fund*

Maintaining a reserve fund allows programs to manage unanticipated costs that may arise between the budget planning phase and actual travel. The Emergency Reserve Fund must be maintained and assessed for at least 5% of the total study abroad program fee, but no more than 15% of that fee. An institution may distinguish a separate Emergency Reserve Funds account; however, it is not required for this purpose. Instances where withdrawal from the Emergency Reserve Fund is warranted include, but are not limited to:

1. Currency fluctuations that raise costs for items that need to be paid in the local currency
2. Changes to published rates for transportation, such as airfare or local transit
3. Changes to published transit schedules that may require re-routing for the group
4. Charges for credit card or wire-transfers for international payments
5. Incidents at the local site that require alterations to the program (such as quarantines, strikes, emergencies not immediately covered by insurance) or extends the time students spend overseas
6. **Faculty are not permitted to take contingency funds with them during the program. Any funds the faculty would like to use for student outings need to be part of the program fee budget.**

**Accounting**

Study abroad program fees are assessed and added to the course to which they are assigned. Students will see the course fee added to their study accounts like other charges applied to their student bills. Tuition for study abroad programs receiving 3 – 4 credits is $1000. Any amount of credits below 3 is $500.

Each program will be assigned an account from the Accounting Department (FOAP). The FOAP name will align with the destination of the study abroad program. If 2 programs are going to the same location, other descriptors will be used to identify each account name.

* 1. Funds should be used for each section as designated by the budget for each subsequent program
	2. Some variation in price can be expected due to unforeseen circumstances (see Required Program Emergency Reserve Fund)
	3. Unused funds from other study abroad program accounts can be utilized as emergency reserves for other programs, however those funds must be moved to the account needing the additional funds. For example, the spring break program to London had an unused portion of the emergency reserve fund. The program to Japan had an unforeseen expense that needed to be covered. The reserve funds can be moved from the London account to the Japan account to offset the difference
	4. Emergency reserve funds for study abroad can only be used for study abroad programming during the fiscal year for which the funds are assessed. Once the fiscal year ends, accounts for study abroad are appropriated and closed as all other accounts set by the Office of Budget and Finance policies

**Acquiring Goods and Services Abroad**

To the maximum extent possible, arrangements for goods and services needed while abroad should be paid directly to the vendor from the account created for the specific study abroad location. A contract should be created with vendors when arranging goods and services abroad and should be reviewed and approved by the institution. Payments should be made in accordance with approved contracts. The preference for international transactions is via wire transfer, the required form is found in the appendices of this manual. WORLD will handle all study abroad fund collection, international payment processing, and international contracts needed for the function of the study abroad program.

There are, however, situations in which payment for goods and services abroad must be rendered at the time they are acquired. In these situations, institutions may use several methods to make payments while abroad.

Any of the following (or a combination) can be used for purchases and expenses associated with a study abroad program:

1. Procurement card (P-Card) in WORLD
**Note**: WORLD has permission to use the department P-Card for limited resources, such as:
	1. Student food, lodging and travel
	2. Entrance fees to educational venues
	3. Operating expenses and supplies
	4. Fuel for rental vehicles
	5. Emergency situations
2. Cash advance/petty cash advance to an authorized institutional representative (excessive cash advances should be avoided)
3. Direct payment by an authorized institutional representative from personal funds, with a reimbursement request to follow

Study abroad programs will comply with all applicable institution policies regarding procurement and use of these payment methods.

The Office of Budget and Finance encourages faculty and university employees to use a personal credit card to pay for their travel expenses, whenever practical, and then to use travel expense reimbursement procedures. When practical, faculty and university employees should utilize direct billing for airfare, ground transportation, and long-term housing to assist managing expenditures occurred abroad.

WORLD staff in conjunction with the Office of Business and Finance have the authority to determine the best way to handle payment for purchases and expenses for each study abroad program, as locations and purchasing procedures can vary by location.

Many foreign countries offer refunds of sales taxes, often called value-added taxes or VAT, for purchases of goods and services associated with study abroad programs. Institutions should actively pursue these options, in order to reduce program costs to participating students.

**Funding for Study Abroad**

Study abroad scholarship accounts have been established through WORLD, some as endowments others as university scholarship funds. Students are encouraged to apply for WORLD scholarships twice per semester, once in October and once in February.

WORLD established the application process and awarding matrix based on varying factors including financial need and academic achievement. WORLD works hard to not only obtain students’ academic input, but also financial need based on information provided by the Office of Financial Aid. Students are encouraged to work mindfully on their applications, especially their essays for the awards. WORLD works with The Writing Center to offer scholarship writing workshops to include how to submit a good scholarship essay. These workshops do not solely focus on WORLD’s scholarships but also on larger national scholarships for which students are encouraged to apply. WORLD maintains a study abroad scholarship list that is updated annually and posted on the website to help students find needed funding.

*Payment Options*

Students must register for the course connected to the study abroad program, make arrangements with the FLA for an independent study course (2-credits), or pay to audit the course like any other academic offering at Stetson University. This registration will lead to a study abroad fee to be added to the student’s account. Students may make payments through their student portals like they pay for any other service on campus. Students may make payments either electronically online or at the Bursar’s Office on campus.

**Financial Aid**

The Office of Financial Aid collaborates with WORLD to provide assistance to study abroad students. University scholarships, State scholarships, and Federal Financial Aid can be used to cover the costs of exchange programs during Fall and Spring Semesters, however Summer Semesters can be different due to disbursement. Every study abroad student who needs financial aid should meet with the Financial Aid Department for details.

As stipulated in “Title IV of the Higher Education Act of 1965,” which is reauthorized every five years by Congress, it is legal and regulated for federal student financial aid money to be used for study abroad if the credit earned is approved by the home institution. Examples of federal financial aid programs are Federal Direct Subsidized and Unsubsidized Loans, Perkins Loan, Federal Direct PLUS, Student Incentive Grant (SIG), the Federal Pell Grant, and the Federal Work-Study program. Institutions cannot legally prohibit a student from using federal financial aid for studying abroad.

Students remain eligible for all appropriate financial aid. Financial aid awards may be adjusted to include higher costs of travel, living expenses, etc. that may be incurred for the study abroad program as part of the cost of attendance adjustment. It is important to remember that for students to receive summer financial aid, they will need to register for a minimum of 6 credit hours. If a student is taking a summer study abroad program for 4-credits, they will need to add an online course, or a class taking place in a different segment of the summer semester.

**Fundraising**

Students and faculty may organize activities designed to help students raise enough money to cover some of the program costs. Prior to hosting a fundraiser, students need to agree to the [Student Development and Campus Vibrancy procedures to receive approval.](https://stetsonuniversity.navexone.com/content/dotNet/documents/?docid=452&public=true) Once approved, fundraising activities begin. These activities range from bake sales to dinners, and letters to Alumni, churches, or business organizations.

*Travel Authorization and Expenses forms*

Faculty traveling with students abroad must adhere to the Travel Policies as set forth by the Office of Budget and Finance. The forms can be found on the website. The requirements of the study abroad program application meet the deadlines required by the budget office policies, including budget manager and department manager approval.

According to the policy, any reimbursement requests must be submitted within 10 days of returning from travel. Any travel advances must be reconciled and submitted with receipts 10 days after returning from travel. When the receipts are in a foreign language, the faculty must provide the monetary figures and exchange rate. Copies of the Travel Authorization form and Expense report must be submitted to WORLD and the Office of Business and Finance.

**Liability Release Form**

All students traveling inside or outside the United States must sign and submit the following documents through Terra Dotta:

1. Program application
2. Agreement to complete all materials
3. Agreement to meet with financial aid
4. COVID-19 form
5. Disciplinary release
6. Statement of Responsibility
7. Waiver, release and indemnification form
	1. For any child under the age of 18, and additional form is required stating: READ THIS FORM COMPLETELY AND CAREFULLY. YOU ARE AGREEING TO LET YOUR MINOR CHILD ENGAGE IN A POTENTIALLY DANGEROUS ACTIVITY. YOU ARE AGREEING THAT, EVEN IF STETSON USES REASONABLE CARE IN PROVIDING THIS ACTIVITY, THERE IS A CHANCE YOUR CHILD MAY BE SERIOUSLY INJURED OR KILLED BY PARTICIPATING IN THIS ACTIVITY BECAUSE THERE ARE CERTAIN DANGERS INHERENT IN THE ACTIVITY WHICH CANNOT BE AVOIDED OR ELIMINATED. BY SIGNING THIS FORM YOU ARE GIVING UP YOUR CHILD’S RIGHT AND YOUR RIGHT TO RECOVER FROM STETSON IN A LAWSUIT FOR ANY PERSONAL INJURY, INCLUDING DEATH, TO YOUR CHILD OR ANY PROPERTY DAMAGE THAT RESULTS FROM THE RISKS THAT ARE A NATURAL PART OF THE ACTIVITY. YOU HAVE THE RIGHT TO REFUSE TO SIGN THIS FORM, AND STETSON HAS THE RIGHT TO REFUSE TO LET YOUR CHILD PARTICIPATE IF YOU DO NOT SIGN THIS FORM.

**Program Evaluation**

Students will receive emails that include links to study abroad program evaluations allowing them to provide critical feedback to make the program better every year. This is necessary so FLAs know how to continue to improve the student experience.

Stetson will also support opportunities for additional reflection at the Florida Lessons from Abroad Conference. This experience will allow students to both reflect on their experience abroad, but also to share what they were able to take away while being in another culture.

**Record Retention Policies**

All the records regarding a specific study abroad program (student application, waivers, etc.) must be kept for 7 years, except the copies of passport that must be returned to students or shredded.

**Risk Management\*\***

Stetson University advises Faculty Leaders Abroad (FLAs) to be mindful of risk management issues. All FLAs are encouraged to read the guidelines issued by NAFSA, the Association of International Educators. The document is entitled: “Responsible Education Abroad: Best Practices for Health, Safety, and Security.” It can be found on the NAFSA website in the following link: [Responsible Education Abroad: Best Practices for Health, Safety, and Security | NAFSA](https://www.nafsa.org/professional-resources/browse-by-interest/responsible-study-abroad-good-practices-health-and-safety)

WORLD recommends becoming familiar with the U.S. Department of State’s website for travel and location updates. The Bureau of Consular Affairs also has its own page dedicated to Health safety for study abroad – [please see the link](https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/students.html) for up-to-the-minute updates. FLAs are also encouraged to [check the CDC website](https://wwwnc.cdc.gov/travel/) to stay current on health issues, recommended vaccinations, or other traveler’s health updates for their destination. Students are recommended to [sign up for the STEP](https://step.state.gov/step/) program as well so they will be notified of any changes to the region in which they are traveling.

**Safety and Liability issues**

Tort law covers civil suits involving wrongful acts that result in injury, loss, or damage, and negligence is the most common tort litigation. **In study abroad, the most common example of negligence is a failure to counsel students sufficiently about risks and dangers – natural, social, political, cultural, and legal – inherent in living in a foreign environment**.

A legal judgment of negligence must prove duty, breach of duty, proximate cause, and actual injury. Duty is defined as an obligation recognized by the law. A duty is determined when the risk in question is deemed to be foreseeable through the objective eyes of “a reasonably prudent person in a similar situation.” Once a duty has been determined to exist, a standard of care is established. Disregard of this standard of care is a breach of duty and can result in liability. For example, a program director that takes a group of students into a known war zone has breached his duty.

With a breach of duty established, a litigant must determine proximate cause. Proximate cause is proof that the breach of duty resulted in the injury, loss, or damage in question. Finally, successful litigation requires proof that an actual injury, physical or mental, occurred.

It is important to note that the standard of care in study abroad programs is higher than at the home campus because students are in unfamiliar environments without the support networks, they are accustomed to. In addition, students may be operating in non-English speaking populations. You must be conscious of this fact during pre-departure preparations and on-site management of your program.

The following are ways to minimize the risk of tort litigation.

**Program and Site Familiarity**

**You must be thoroughly familiar with the program, providers of services, and the cultural, political, and social conditions of the site**. Investigate the security of all accommodations and the safety record of all transportation providers. Research the security of all destinations and the areas through which the group will travel using ground transportation. Monitor State Department Travel Advisories on the website: <https://travel.state.gov/content.travel.html>. A site visit/planning trip well before the program begins may be a necessity. WORLD as a member of NAFSA obtains information from location updates, as well as from the Department of State, the Center for Disease Control and Prevention (CDC) and from AIG, the university’s international insurance provider.

**Supervision and Backup**

Make sure that someone is always in charge. A co-director, program chaperone/assistant, dependable student or other backup leader must be available in case the director is unable to function. Students should always be accompanied during group travel. Someone (director, assistant or co-director, host institution staff, or student leader) should be available to handle emergency situations at all times. Stetson University representatives MUST have a way to contact all students in case of an emergency.

**Crisis Management**

***All of the crisis management protocols below require that you contact the WORLD Office***

***after first ensuring the safety and well-being of the students***

* **You should first contact the Public Safety emergency number – 386-822-7300.**
* **Next, contact Assistant Director of International Learning Programs, Melanie Smith – 912.713.7713**
* **When handling any crisis, DOCUMENT YOUR ACTIONS!**

**Medical Emergencies**

Before departure you should learn about the general attitudes toward health care in the culture, e.g., do doctors hesitate to use potent drugs and take a wait-and-see approach or do they aggressively treat problems? This information will be invaluable in dealing with medical emergencies.

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

1. Take the person to a hospital/clinic, verify the nature of the emergency with a doctor, inform health care personnel about chronic medical conditions, and assist with medical insurance paperwork;
2. Obtain the medical help indicated;
3. Contact WORLD with nature of the medical emergency and keep in regular contact with WORLD until the emergency has passed. Advise WORLD if the student does NOT want the emergency contact notified. Depending on the seriousness of the situation, the Dean of Students Office may also be involved, but that will be determined on a case-by-case basis;
4. Have the student call emergency contact. If the student is not able to communicate, WORLD will call the contact;
5. If the student is unable to make advance payments for treatment, contact WORLD with details; the insurance company will provide the hospital or clinic with a promise to pay;
6. Work with the student to obtain medical attention for her/him and keep the student’s emergency contact person informed;
7. The following is a list of information you should obtain to go into the incident report:
* Student’s name;
* Date of accident or commencement of illness;
* Details of injuries, symptoms, present condition, including temperature;
* Name and telephone number of attending physician;
* Name, address, and number of hospital or clinic, if applicable;
* Drugs administered;
* X-rays taken and results;
* Surgery proposed and type of anesthesia. Wait for authorization if necessary and possible (work with doctor).

If it appears evacuation or reunion services will be required, these processes must be initiated by the insurance company in consultation with in-country health care providers.

**Natural Disasters and Group Accidents**

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

* See to the safety of all group members;
* Communicate immediately with WORLD as to the safety and state of health of all group members, the group’s location, plans, and when you will contact WORLD again, as well as how we can contact you;
* Communicate the same information to the nearest American Embassy or Consulate. Diplomatic channels are an alternative way to get information to WORLD if public communication systems fail;
* Consult with American Embassy/Consulate, local police, local sponsors, etc., for advice on how to respond to situation;
* Discuss plans with group members. This may include change of location, change in program schedule, cancellation of the program, or a shift in emphasis in the program. In the case of natural disaster, insurance may assist with evacuation; all procedures must be initiated by the insurance company;
* Some students may decide to return home immediately. Of course, this is their prerogative, and you should assist in making arrangements; please be aware that if airline tickets are purchased less than 24 hours prior to departure, that credit card must be presented at check in (another reason to recommend that students carry an emergency credit card);
* Keep in touch with WORLD.

Civil Disturbance

* Be aware of situations and locations that can be potentially dangerous. Warn students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at particularly sensitive political meetings, rallies, or other sizable gatherings;
* Keep the American Embassy notified of your location at all times if you suspect problems are likely to erupt;
* Make sure you fully understand evacuation procedures to be followed in case it becomes necessary;
* Keep WORLD informed of developments and follow instructions issued by the American Embassy;
* Contact WORLD as soon as possible in the event of a coup, assassination, riot, revolution, etc. so parents who call may be fully informed. In the case of political disaster, insurance may assist with evacuation; all procedures must be initiated by the insurance company.

Missing Program Participant (more than 24 hours)

* Inquire with friends and associates of the missing participant about her or his whereabouts;
* Notify the American Embassy, local police, and local sponsor(s) and give them your telephone number;
* Notify WORLD at once. WORLD will notify the student’s emergency contact. WORLD will also connect with Stetson’s On-Call Response team. Be sure to provide WORLD with as many details as possible regarding what happened and what is being done;
* Check with authorities daily and inform WORLD of any new developments.

Student Arrested

* Call local law enforcement agency to ascertain the nature of the charge;
* Notify WORLD about the incident;
* Visit student in jail and determine what happened;
* Have the student call emergency contact. If student is unable to make call, WORLD will call the contact;
* Report situation to American Embassy or Consulate;
* Assist student in obtaining funds for bail if possible; research local laws regarding where the student may or may not go after release.

Robbery

* Call local law enforcement agency;
* Notify WORLD;
* Assist student in obtaining funds to replace stolen money;
* Have student call emergency contact.
* If the passport was also stolen, contact the local embassy to initiate replacement.

Assault

* Go through medical emergencies protocol in first section;
* Call local law enforcement agency to report incident; research implications therein (will the student be required to stay in country until the situation is fully resolved?)
* Notify WORLD about the incident.

Title IX

* Go through assault protocol in section above;
* Notify WORLD and Title IX office about the incident;
* Help student describe what happened and connect them with the investigation office on campus. Even if student is reluctant to report, as a mandatory reporter, if a student feels uncomfortable in any way, it is necessary to contact Title IX for an investigation even overseas.
* Help student (if requested or required) return home.

Rape

* Go through assault protocol in section above;
* Notify WORLD and Title IX about the incident;
* Help student find counseling. Keep in mind that in many cultures medical doctors often are the first point of contact for people struggling with emotional or psychological issues;
* Help student (if requested or required) return home.

**Death of a Student or Faculty Member**

If a student or faculty member dies while participating in the program, record all available facts accurately. The atmosphere surrounding the program will be emotionally charged, and it will be difficult to manage the program while handling all the details listed below. Even so, it is very important that the tasks below are handled promptly and effectively.

***Take the following steps if a student or faculty member dies:***

* + If word comes by phone, obtain the identity of the person giving the information;
	+ Record the cause of death – if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.;
	+ Find out time and place of death;
	+ Get name and address of undertaker, if available;
	+ Find out participant’s religion. If Catholic, check if last rites have been administered. If Jewish, contact a local Rabbi immediately. For those of other religions, wait until you have heard from the family as to their wishes;
	+ If the participant died in an accident, inquire about the local laws regarding autopsy;
	+ Find out if anyone has contacted the participant’s family;

***Reporting the Information:***

* + Inform WORLD immediately. WORLD will then have the Dean of Students inform the participant’s family personally;
	+ Notify the U.S. Embassy or Consulate.

***Follow-up:***

* Continue to keep a chronological record of events and actions as they occur;
* Talk to other student participants and keep them informed and counseled;
* WORLD will give the participant’s family as much support as possible;
* WORLD will send a letter of sympathy to the participant’s parents;
* WORLD and Risk Management will assist the program director in making arrangements for the repatriation of the body or remains;
* Gather the participant’s belongings and make an inventory;
* Ship the belongings and inventory to WORLD, which will forward everything to the participant’s family.

**Rules of Behavior and Penalties**

You should establish a set of rules and penalties for breaking these rules that you cover in orientation. These rules should be discussed orally and in writing. After discussion with WORLD, students may be suspended from the program, with no refund, if clear warning about the consequences of misconduct is given and pending a hearing scheduled by the Office of Community Standards. Rules should be established for the following:

1. Fighting
2. Theft
3. Absences
4. Non-participation in group activities
5. Destruction of Property
6. Harassment of students, faculty, staff, or host families
7. Drug and alcohol use
8. Dress Code (professional or culturally sensitive programs)
9. Traveling outside of group activities and not informing anyone

Predeparture Orientation presentation addresses all safety practices and the code of conduct for students prior to leaving the country. The faculty leader abroad must be prepared to engage in conflict resolution, emergency protocols, and incident reporting, much like they would in a Stetson University classroom but to a broader, more holistic approach. WORLD is always available to assist with any issues while abroad and is happy to connect FLAs with resources on campus as available, but ultimately the FLA is the final authority in what happens while overseas.

*\*\*WORLD: The David and Leighan Rinker Center for International Learning would like to recognize the University System of Georgia for their leadership and development of international risk management procedures.*

**Appendices**

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**International Bank Wire - Vendor**

**Please print clearly**

**Amount \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\*\*Currency\*\*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Receiver**

**Name \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Account format** *please circle one* **Account or IBAN**

**Account # \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address 1 \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address 2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**State/Province \_\_\_\_\_\_ \_\_\_\_\_\_\_\_ Postal Code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\*\*USD CURRENCY\*\* REQUIRES** AN INTERMEDIARY BANK-- Receiver bank is required to complete PAGE 2

**Receiver BANK Name\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank ID TYPE *please circle one* SWIFT** *(RECOMMENDED***) Account No. IBAN**

**Swift BANK ID \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_- \_\_\_ \_\_\_ \_\_\_ LOCATION CODE**

**Bank Address 1 \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank Address 2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank State/ Province \_\_\_\_­­­­­­­­­\_\_\_\_\_ Bank Postal Code\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank Country \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**University Department Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Intermediary Bank information**

**\*International US Dollar wire\***

**Receiver BANK Name\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank ID TYPE** *please circle one* **BIC National Clearing Code SWIFT**

**BANK ID \_\_\_\_\_ \_\_\_\_\_ - \_\_\_\_ \_\_\_\_ \_\_\_\_** LOCATION CODE

**Bank Address 1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank Address 2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank City \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank State/ Province \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Bank Postal Code\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bank Country \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Special Instructions:**