

EDUCATION ABROAD INTERNATIONAL PROGRAMS

MANAGEMENT & POLICY GUIDE

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to dial the US from abroad: 00-1-area code-phone number

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Dear Program Leader:

Thank you for your hard work and commitment in providing an opportunity for Seattle University students to have a transformative experience abroad. This guide was prepared to assist you as you plan your program abroad and for the in-country program experience. Please take time to familiarize yourself with this guide and bring it with you on your program as a reference tool. We hope that it helps you to have an effective, safe, and most of all fun experience for you and your students!

Keep in mind that the staff of the Education Abroad Office is available to assist you along the way. This guide details the steps we take to help prepare you for your program and the necessary resources to ensure that your time abroad is successful and safe. We are here to connect you to on and off-campus resources in the event of student misconduct, illness and emergency situations.

Thank you for your passion and dedication to lead such exciting opportunities abroad for our students!

Our best,
The Education Abroad Office
www.seattleu.edu/abroad/faculty-and-staff



Education Abroad Responsibilities

The Education Abroad Office is here to not only ensure that all programs follow the best standards of practice and adhere to university policy, but also to assist you along the way. This section covers the responsibilities of the Education Abroad Office in the planning and execution of your program. Visit the Faculty & Staff page on our [website](#) for more information.

Program Development Phase:

- Adhere to the highest standards of program development consistent with the SU mission, the SU Program Development Guide and the Education Abroad Office policy.
- Review and approve the International Safety and Risk Approval document submitted by Program Leader, following up with further questions and recommendations.
- Suggest third-party education abroad organizations for in-country assistance regarding logistical planning (accommodations, classroom spaces, excursions, etc.) and health and safety assistance.
- Ensure that SU legal counsel has reviewed all partner organization contracts before they are agreed upon and signed by the Provost.
- Verify compliance with SU's responsibilities according to partner organization contract requirements and keep partner organizations contracts on file in EAO.
- Provide program leaders with a timeline of next steps and processes including: budget templates, billing set-up, and application templates on Horizons.
- Assist with program recruitment by posting information on the Education Abroad website, newsletter, and annual Short-Term Hawks Abroad Fair.

Pre-Departure Phase:

- Process completed Billing Request Forms and submit to Student Financial Services so billing can be set up for program course(s) (for credit-bearing programs only).
- Provide Student Financial Services with prepared deposit receipts for accepted students to obtain as proof of deposit payment. Students then bring the receipt to the Education Abroad Office to confirm.
- EAO will provide Program Leader with a list of students who have paid their program deposit and presented a receipt so that the Program Leader can enroll the student in the course (credit-bearing programs only).
- Distribute pre-departure instructions for students which include completing 1) an online registration via HORIZONS and 2) online Pre-Departure Orientation via CANVAS.
- Submit student rosters to Integrity Formation to check conduct history. EAO will work with the Dean of Students to determine if significant issues will prevent a student from studying abroad. Impacted students may be required to meet with the EAO Director and/or Dean of Students and can result in the student not being able to go abroad.
- Review students' online Health Disclosures and follow up with students who may need additional clearance from a medical provider prior to studying abroad. In some cases, students may not be able to go abroad due to significant health issues.

- Send students medical reminders via email for traveling abroad with medical conditions such as allergies, prescription medication, dietary restrictions, mental health, etc.
- Submit student roster to Disabilities Services which will follow up with students who need accommodations prior to studying abroad.
- Facilitate Program Leader Workshop to provide resources for leaders while abroad, clarify SU requirements for student care, and answer any remaining pre-departure questions.
- Provide Program Leader with student emergency contacts and confidential medical information that is to be used for medical or health emergencies only.
- Enroll all students studying abroad in CISI International Travel Insurance and facilitate the process to bill them for the cost of insurance and charge it to their accounts.
Note: EAO strongly recommends that Program Leaders also enroll in CISI International Travel Insurance so that the entire group can benefit from the insurance coverage. If the Program Leader elects to enroll, EAO will process the enrollment and the cost can be covered by the program budget via Journal Entry.
- Register all students, Program Leader(s), and any guests (if permitted) with the U.S. Department of State STEP Program to ensure the group receives security, health, and safety updates from the U.S. government.

During Program:

- Monitor US State Department Travel Advisories for any changes in safety conditions.
- Respond to crises that occur and provide necessary assistance.
- Connect Program Leader with SU consultation resources including Public Safety, Counseling and Psychological Resources, Legal Counsel, and Dean of Student's Office to help assist with any in-country situations regarding student health or conduct.
- Assist student or Program Leader with submission of insurance claims to CISI International Travel Insurance.

Upon Program Completion:

- Distribute online program assessment via Qualtrics to all students.
- Connect students with re-entry resources and opportunities available through the Education Abroad Office.
- Connect with Program Leader to review program and discuss opportunities to collaborate on future programs.

Program Leader Responsibilities

As a Program Leader you have made the exciting and at times stressful decision to lead Seattle University students in meaningful and transformative experiences abroad. With this great opportunity also comes significant responsibility to develop high-quality programs that not only benefit our students but also adhere to university policies created with the care of students in mind. This section details your responsibilities as Program Leader from the creation of the program to its completion. As always, the Education Abroad Office is here to assist along the way.

Program Development:

- If you are developing a completely new program, EAO would be happy to meet to learn more about the program, provide site-visit forms (required for all new study abroad locations), offer resources, and discuss the timeline for the approval and execution process.
- EAO can connect Program Leaders with our education abroad program organizations who can partner with program leaders to help develop, organize, and execute a program.

Why partner with an education abroad organization?

Our vetted education abroad organizations are great resources and potential partners to develop new programs or update a pre-existing one. Our partners can work with you to develop ***completely customizable*** programs in locations all over the world. Below are areas they can assist:

- Logistics & Planning – secure safe housing accommodations, classroom spaces, in-country orientations, planning cultural excursions and field trips
- Academics – connect Program Leader to local universities and guest lecturers, organizations, and internship opportunities.
- Health & Safety – provide relevant pre-departure safety information, in-country support through any type of emergency, 24/7 crisis management and response
- Program Management – help market your program by creating social media materials, posters, and presentation templates, assisting students with any pre-departure documents, and visa advising.

Working with a program provider gives you the ability to create a highly customized program with the support of study abroad professionals, manage the logistics of your program, and give you the time to focus on leading a meaningful experience abroad for our students. Contact EAO to learn more about this highly recommended option!

- Submit program proposals to appropriate approving body within your college:
 - Albers School of Business & Economics: Executive Committee

- College of Arts & Sciences: Curriculum Approval Committee
- College of Education: Dean's Approval
- College of Science & Engineering: Dean's Approval
- Law School: Dean's Approval
- School of Theology & Ministry: Dean's Approval
- Non-Credit Programs (immersions, service work abroad, student organizations, etc.) should seek approval from department head or other designee.
- After approval from college or department, submit the International Safety and Risk Approval document to EAO for review and approval.
- Once approved by EAO, they will provide the [Program Leader Timeline](#), required financial documents, and other information needed to set up your study abroad course.

Student Recruitment:

- Create program marketing to include: flyers to distribute on campus, newsletter blurbs, classroom visits, information sessions, social media posts, and attending the annual Short-Term Hawks Abroad Fair.
- Marketing materials should include:
 - program name
 - location(s)
 - courses titles and numbers
 - credits earned
 - dates
 - cost
 - application instructions and deadline
 - Program Leader contact information
- Ensure that EAO has all pertinent program information to post on listservs and websites.
- Determine applicant criteria and create an application – EAO can work with you to create an online application via Horizons.
- Select applicants based on set participant criteria and program minimum and maximum enrollment.
- Inform accepted students of their status and give instructions for paying program deposits and submitting deposit receipt (credit-bearing programs only). **Remember:** all program payments must be done through Student Financial Services. EAO will assist with the set-up process.
- Non-Credit Program Leaders should instruct accepted students on how to pay for program fees.
- Manually enroll accepted students into study abroad course so that the remaining program fee can be charged to student account (credit-bearing programs only).
- Submit roster of accepted students (including name, SU email, and SU ID#), but EAO established deadline.

Academic Preparation:

- Provide course syllabus to all student participants and answer any questions related to required/optional textbooks, work load, learning outcomes, projects, assignments, group work, and final grades.
- Discuss in detail your academic expectations of students and clearly explain grading and evaluation criteria for both on-campus and in-country portions of the course.
- Explain how course participation will impact grading (in writing), especially for in-country activities and excursions.
- Establish expectations regarding attendance in mandatory group activities and class sessions.
- Teach course(s) approved on program proposal with the appropriate number of contact hours on-campus and in-country.
- Select and arrange for local guest lecturer(s) if applicable.
- Oversee add/drop procedure according to university deadlines and inform EAO of any changes in student participation.
- Provide opportunities for pre-departure reflection and integration of personal experiences into the learning environment so students can begin preparing for their experience abroad.

Pre-Departure:

- Organize mandatory pre-departure orientation meetings with participants to cover the following topics: itinerary, country-specific information, cultural norms and expectations, health and safety considerations, local laws, logistics (flights, accommodations, in-country transportation etc.), packing information (activity/culturally appropriate clothing, personal items, electronics, etc.) group expectations, visas, passports and emergency contacts.
- Distribute accurate, clear and site-specific materials to participants regarding on-site contact information and student housing information.
- Provide all participants with emergency phone numbers (in-country 911 equivalent, local authorities, hospitals, etc).
- Establish clear expectations regarding housing policies, property damage, cultural expectations, drinking, non-academic activities, weekends, etc.
- Develop an emergency response and communication plan that you will employ in an emergency/crisis situation. Share with EAO and distribute and review with participants.
- Print detailed city maps of program location(s) and encourage students to do the same.
- Acquire a first-aid kit to be kept with Program Leader(s) during the program.
- Submit to EAO copies of final itinerary, on-site contact information, phone numbers, and accommodation addresses of students and faculty.
- Attend mandatory Program Leader Workshop facilitated by EAO (dates and invitations sent out by EAO each quarter prior to program departure).
- Ensure that you have received a copy of students' confidential Medical & Emergency Contact information from EAO, which is to be used for emergency purposes only.

- Ensure that all students complete online Horizons registration and online Pre-Departure Orientation via Canvas.
- Ensure that all co-leaders, guests, and volunteers (if applicable) submit required documentation to EAO.
- Conduct an audit of students at least two weeks prior to departure to be sure that all are registered for the study abroad course (credit-bearing programs only).
- Determine plan for paying vendors, guest lecturers, excursions, in-country transportation, etc. while in country – work with Controller’s Office for any cash-advances needed as early as possible.

In-Country:

- Conduct an on-site orientation to help students acclimate to program location, adjust to initial culture shock, and emergency protocols.
- Notify EAO of group arrival at program site via email and provide EAO in-country cell phone numbers if obtained after arrival.
- Model appropriate conduct and hold students accountable to SU Code of Conduct and established group expectations.
- Lead group excursions, events, lectures, and site visits.
- Proactively assist students as needed with logistical challenges (how to ride public transportation, change money, use a telephone, etc.)
- Respond in a timely manner to students in crisis (accident, illness, family problems at home, etc.) and contact EAO with any serious issues.
- Follow the “no student left behind” rule when dealing with emergencies.
- Monitor group dynamics and activities as is feasible and intervene as needed.
- Document and report any serious conduct to Integrity Formation – this can be done in consultation with EAO and Dean of Students.
- Monitor spending in relation to program budget.

Post-Program:

- Reconcile cash advances, original receipts, and program expenses as required by Controller and College Budget Officer timelines.
- Pay program expenses as budgeted for the duration of the program (airfare, U.S. and international ground transportation, per diem, lodging, etc.).
- Submit final grades to Registrar’s Office according to schedule posted by Registrars Office (e.g. convert N grades to letter grades, etc.)
- Encourage students to complete EAO’s online post-program assessment via Qualtrics.

Insurance: Student Medical & Travel

Seattle University requires all students participating in international programs to be enrolled in CISI International Travel Insurance for the entirety of the program. CISI's extensive coverage includes: medical care, medical evacuation, bedside care (family member/friend to be flown into country to remain with injured/sick member), political or natural disaster evacuation, and repatriation of remains.

Cultural Insurance Services International (CISI) Overview:

- EAO will enroll students in CISI International Travel Insurance.
- Students will receive an email from CISI at least two weeks prior to departure with insurance welcome package that includes: insurance card, consulate letter, and coverage information.
- Students will be charged the cost of insurance directly to their SU Student Account.
- Students must **always** carry their medical insurance card and personal identification with them while in-country.
- If a student loses their insurance card, inform EAO immediately. An electronic version of the welcome package and insurance card will be resent to the student's SU email.
- This insurance is not a replacement for primary medical insurance and EAO highly recommends that students maintain domestic insurance coverage while abroad to avoid gaps in coverage.
- **Important:** most health care facilities abroad require payment at the time medical services are rendered. Students must be prepared for this.
- Students who access health care while abroad will need to submit all receipts along with a claim to CISI while abroad or immediately upon return to the U.S. in order to receive reasonable and customary reimbursement.
 - EAO can assist students who need to submit a CISI insurance claim for medical expenses incurred while abroad.
- Students should give the CISI insurance phone numbers and information to their emergency contact(s).
- All medical costs incurred should also be submitted to student's primary health plan and are subject to the policy limits of student's health coverage.

Using CISI Insurance:

- Policy # **VSC2014002**
- In the event of personal, travel, or medical emergency: Call CISI as soon as possible (call collect from overseas) at +1.240.330.1414 so the team can assess the situation and coordinate the transport to the most appropriate medical facility.
- **The following information is required when a call is placed:**
 - Has the member been assessed by a local medical staff?
 - Is the member hospitalized? If so, provide address and phone of hospital.

- Name and phone of treating physician (a medical assessment by in-country licensed medical staff will need to be provided).
- Verification of medical insurance (insurance card)
- Emergency contact information
- One person from the University who will be the primary contact
- CISI information can be accessed on-line at: <http://www.culturalinsurance.com/students/>

Petition to Waive CISI Insurance:

- Although students may have international insurance coverage included in their personal insurance policies they must submit a petition to EAO if they want to waive CISI insurance.
- Students must demonstrate that current coverage exceeds all CISI’s insurance services and coverage elements.
- Requests to waive CISI insurance are due in writing no later than one month prior to program departure.
- Requests must include a full description of student’s current insurance program and international coverage elements.
- Late requests cannot be considered due to the time needed to review the coverage and process insurance enrollments.

Contact EAO with any questions about petitioning to waive CISI insurance.

Insurance: Faculty/Staff Medical & Travel

Seattle University requires all faculty and staff to have individual medical insurance either through SU or another plan, that will cover them both in the U.S.A. and abroad. All Seattle University employees receive CIGNA Secure Travel assistance, but the Education Abroad Office highly recommends that Program Leaders also enroll in CISI International Travel Insurance (see page 7) so that they receive the same coverage as their students while abroad.

CIGNA Secure Travel:

- All faculty and staff benefit from CIGNA, a comprehensive program of information, referral, assistance, transportation and evacuation services designed to help respond to medical care situations and many other emergencies while traveling.
- CIGNA **does not** replace your medical insurance.
- Incurred medical expenses should be submitted to your primary health plan and reimbursements are subject to the limits of your policy.
- Typically, payment is due at the time medical services are rendered and then receipts can be submitted to the medical insurance provider upon return to the U.S. for reasonable and customary reimbursement.
- Faculty and staff must **always** carry their medical insurance card and personal identification with them.

- All assistance services must be arranged and provided by CIGNA – they will not provide reimbursement.
- In the event of a personal, travel, or medical emergency: call CIGNA as soon as possible (collect if necessary) at +1.202.331.1528 so the team can assess the situation and coordinate the transport to the most appropriate medical facility.
- CIGNA Services: Emergency medical evacuation, 24-hour multilingual assistance, pre-trip planning services for foreign travel, medical referrals, prescription refills, assistance with lost/stolen items, emergency travel expenses, repatriation of remains.

CISI International Travel Insurance:

- EAO strongly recommends that Program Leaders enroll in the same CISI Insurance that students are enrolled in for the duration of the program abroad. This allows the entire group to receive the same coverage which can be especially helpful during emergencies when the group may need to be relocated or evacuated.
- CISI's extensive coverage includes: medical care, medical evacuation, bedside care (family member/friend to be flown into country to remain with injured/sick member), political or natural disaster evacuation, and repatriation of remains.
- Medical care received while abroad is paid out of pocket and upon treatment.
- For medical reimbursement expenses, CISI is secondary source.
- Program Leaders can use program or department budgets to cover (very affordable) cost of CISI Insurance (\$1.56 per day in 2018-2019).
- To indicate that you wish to enroll, mark the appropriate section in the EAO Program Leader and/or Co-Leader Forms.
- Once you are enrolled, EAO will prepare and send you a Journal Entry that must be completed and signed by authorizing party and returned to EAO for processing.

*In all cases, the providers (CISI and CIGNA) **require that their protocol is followed** to ensure eligibility for services and benefits. Please **notify them and the EAO Director** as early as possible in a crisis so that the maximum benefit coverage can be received.*

Preparing Participants

Pre-departure

This section details your responsibilities in preparing participants for your program. We use the terms “student” and “participant” as such:

Student: the student is currently enrolled at Seattle University and/or in your education abroad course

Participant: SU students, guests, and other faculty and staff

Well-planned and delivered pre-departure preparation should be a standard part of your program to provide your participants with practical information about the experience and the host culture. Having well prepared participants is a critical component to the success of your program. Pre-departure is also a good time to build community among your program participants to promote cohesion, cooperation and accountability as well as for the whole group to identify its purpose, goals, and expectations for behavior.

The Education Abroad Office requires all SU students to complete a mandatory online pre-departure orientation on Canvas that covers health and safety considerations, cultural engagement and adjustment, and practical preparation information. While this orientation offers important preparation information, EAO relies on and expects Program Leaders to provide site-specific preparation for participants to begin contextualizing the experience and preparing themselves for their experience abroad.

For credit-bearing programs it is important that your pre-departure classes meet the contact hours specified in your course proposals so students receive the appropriate number of credits for the program. For all programs, pre-departure meetings are required not only so participants receive the necessary information to have successful study abroad experiences, but also to begin reflecting on how they want to navigate the experience as an individual. This section covers the topics that should be covered with students in pre-departure meetings.

Enrollment/Registration:

- Total cost of program and the estimated out of pocket expenses not included in program fee (ex. flights, visas, personal spending, food not covered by program fees, etc., as well as payment schedules and deadlines.
- For credit-bearing programs provide information regarding course registration, course books or other materials, syllabus, attendance policy, and how in-country participation will be weighted.

Passports & Visas:

- Be sure to check all entry requirements for your destination as some countries require visas to enter. Check the country-specific page on the U.S. Department of State [website](#).

Note: Entry requirements are determined by an individual's nationality so the requirements could be different for international students participating in your program. Direct them to check with the program country's consulate/embassy for entry requirements.

- Participants are responsible for obtaining all necessary travel documents or visas required for traveling to program location(s). Make sure all participants are allowing ample time to apply for and receive their passports, following directions on the U.S. Department of State [website](#).
- Inform participants if they will need to pay for an entrance visa at customs.
- The Education Abroad Office does not provide visa advisement. Direct participants to the program country's consulate/embassy.
- Direct participants to the Department of State's [Traveler's Checklist](#) for additional travel resources prior to departure.

Health:

- General health and safety recommendations and resources are provided in the mandatory online pre-departure orientation, but pre-departure meetings should cover country and site-specific health concerns and risks.
- Seattle University cannot require participants to obtain recommended vaccinations, but we ask that you encourage them to consult with their medical care provider or a travel clinic prior to departure. Additional site-specific health information can be found on the Center for Disease Control [website](#).
- All students are required to complete a health disclosure form on Horizons prior to departure. The information that is shared will be provided to Program Leaders prior to departure for emergency purposes. Encourage students to complete the disclosure as fully as possible for proper planning and a successful study abroad experience.
- Program Leaders should inform participants of on-site health facilities and resources available to them as well as accessibility of health-related items (ex. over-the-counter medication, vitamins, sexual health products, feminine care products, etc.)
- Encourage students to review and print out their insurance information from CISI international insurance. All students should carry their CISI insurance card with them at all times while abroad.

Reflection Opportunity

It is important for all students, regardless if they have medical conditions, to prepare for their health needs (physical, mental, emotional, spiritual) prior to studying abroad. Below are some reflection questions that can help all students engage with this topic:

- 1) What activities or practices do I complete as part of my daily/weekly self-care? (Ex. journaling, meditation, exercise, therapy, hobbies, etc.)
- 2) How will my study abroad program affect my ability to practice self-care?
- 3) What can I do prior to departure to ensure that I am able to practice self-care during my study abroad program?
- 4) What can I do while I am abroad to care for my physical, mental, emotional and spiritual health so that I can fully participate in the program?
- 5) What resources are available to me to help make this happen?

Giving students the opportunity to reflect on their current self-care practices and then to anticipate how this may need to be adapted or changed while studying abroad allows them to take their care into their own hands and to seek the many resources that are available to them. Encourage students to share their needs with you prior to departure and then connect them to resources such as the Education Abroad Office, Disabilities Services, Counseling and Psychological Services, and the Student Health Center.

Flights & Local Transportation:

- Collect flight itineraries from participants.
- Organize a meeting place, date, and time for all participants to gather for the program. This may be the airport, hotel/accommodations, classroom site, etc. Give students clear directions and addresses in both English and the local language to find the location of the meeting place.
- Make sure participants know how to contact the Program Leader(s) while traveling and know the back-up plan for flight delays.
- Discuss the availability and safety of using local transportation (taxis, buses, subways, etc.) and how to recognize unsafe options as well as the general costs associated with using each method of transportation.
- Discuss dangers of program-prohibited hitchhiking, driving abroad, motorcycles, and other unsafe methods of transportation.

Money & Banking:

- Share student budget, prepared by EAO, so all participants will understand how much money is needed during the program for things that are not included in the program fee.
- Inform participants of in-country expenses, access ATMs, converting currency, etc. Discuss whether they should expect to carry cash (how much) and if they can use credit or debit cards.

- Encourage participants to budget a standard of \$500 USD in case of emergency while overseas.

Housing & Food:

- Provide the addresses of all housing accommodations, as well as the housing rules and regulations outlined by hosts.
- Participants should have a clear understanding of consequences for property damage, lost keys, etc.
- Homestays: discuss the cultural expectations and norms for community living in that country as well as how to best address concerns that arise.
- Discuss dining and food options and make sure participants are aware of all risks of consuming uncooked food and/or tap water in the host country.
- Participants with allergies or dietary restrictions: encourage them to use [SelectWisely](#) to obtain a wallet-size card which explains these in the local language.
- Inform participants which in-country meals will be covered by the program fee and which will not so they can plan accordingly for additional expenses.

Community Standards & Expectations:

- Help participants prepare for the realities of traveling as a group and begin anticipating some common tensions that may arise such as lack of privacy, personal time, differing personalities, etc. which all have the added layer of adjusting to a new cultural environment.
- Remind participants that they are representatives of Seattle University and are held to the SU Code of Conduct and the program rules put in place by Program Leader or host organizations while abroad.
- In relation to the SU Code of Conduct and the program rules, it is vital for students to understand the importance of demonstrating respectful hospitality, gratitude, and cultural humility.

Reflection Opportunity

While the Program Leader is responsible for holding individual students to the conduct and course expectations, it can be helpful to have them come to a group consensus regarding in-country expectations and accountability. Engaging in this activity in a pre-departure meeting can help students anticipate group dynamics and begin forming meaningful relationships with their peers. It will also allow space for students to hold each other accountable. It can be helpful to guide students to reflect on how they want the group to function while abroad and address potential moments of conflict. Below are some steps to collectively create mutually agreed upon group expectations:

- 1) Give students a moment to reflect on the following prompts, or similar prompts you think are most applicable: What would help us work best as a group? What do I need in order to feel welcomed and to fully participate in group activities? What do I need from my peers and Program Leader?
- 2) After students have the opportunity to reflect individually, ask students to share their reflections and record common themes on a white board or sheet of paper.
- 3) Guide the group to rewrite the reflections into a Community Agreement. Examples: "Use I statements when sharing to encourage speaking from own experiences," "Allow and encourage all voices to be heard in group discussions," "Check in with each other," etc.
- 4) Once the group has created its Community Agreement, have a discussion on how everyone can compassionately hold themselves and each other to the agreements in times of stress or conflict.

Cultural Adjustment and Engagement:

The EAO mandatory online pre-departure orientation that students complete includes a module on Cultural Adjustment and Engagement and has the following components: Researching the Host Country, Intersecting Identities Abroad, Being an American Abroad, and Cultural Immersion. Each section provides resources to learn more about their host country and begin thinking about ways to engage meaningfully while there.

- Program Leaders should help their participants prepare for the local experience by sharing cultural norms in the context of the program location. Culture is a very broad and complicated concept and it is important to help participants prepare for the cultural norms and traditions of the host country.
- Important country-specific topics to cover:
 - general introduction to country, communication styles, forms of dress, etiquette, local laws, and navigating personal identities while abroad (i.e. race, ethnicity, gender, sexual orientation, ability, nationality, socioeconomic status, etc.)

- The Department of State’s country profile [website](#) is a database with *country-specific* resources and information regarding safety and cultural considerations for various identity groups.
- A helpful resource for cultural customs and etiquette around the world can be found on [eDiplomat](#). This country-specific database can help prepare students for the cultural customs that will likely be unfamiliar to them when they arrive in-country.

It is also important to help participants realize that feeling moments of discomfort and adjustment are normal when experiencing a new place. Naming feelings of confusion, dissonance, and frustration can help students move through those emotions to a deeper understanding of themselves and the new culture around them. Plan reflection activities throughout the program to help students through this process. This [Reflection Toolkit](#), courtesy of The Forum on Education Abroad, provides suggestions and activities to help students reflect on their experiences and to begin answering the questions; What?, So What?, Now What?

Reflection Opportunity

To help our students have successful and meaningful experiences in new cultural contexts, it is important to help them reflect on who they are and what worldview they are bringing with them when studying abroad. Below are some reflection questions that may help students reflect on their own intersectional identities and begin thinking about how these identities might impact them when experiencing a new culture:

- 1) When I am at Seattle University, which of my intersecting identities (ex. gender, race, ethnicity, sexual orientation, ability, socioeconomic status, nationality, etc.) am I most aware of and why? Which of my identities am I less aware of and why?
- 2) Thinking about the host country, which of my intersecting identities do I think will be most aware of and why? Which will I be less aware of and why?
- 3) Which identity do I want to reflect more upon before I leave for my study abroad program and why?

Many students SU frequently engage in conversations about identity and this exercise can help them continue to have that conversation while also contextualizing it to their upcoming study abroad experience. For students who do not often engage in these types of conversations, this is an opportunity to develop the self-reflection that is necessary to engage and communicate across differences.

Emergency Planning:

- Pre-departure meetings should also be used to inform students of program emergency procedures.
- Participants need to know how to contact Program Leaders and/or in-country program partners in the event of an emergency. Give participants all relevant phone numbers and addresses (in English and host-country language) prior to departure.
- Provide all participants with emergency phone numbers (in-country 911 equivalent, local authorities, hospitals, etc.)
 - Many Program Leaders use various mobile phone applications for their groups to stay in contact (ex. WhatsApp, Skype, etc.). If you're not sure about these options, ask your students. They'll know.
- Inform students of emergency and medical resources available and how to contact them while in-country (ex. police, fire department, ambulance, nearest hospitals, and the local U.S. Embassy).
- Remind participants that they can also contact Seattle University Public Safety 24/7, even when abroad at +1 (206) 296-5911. Public Safety will employ emergency notification procedures to contact EAO.
- While it is not inherently more dangerous to be abroad, it is important to remind participants that certain factors can increase risk such as not being familiar with the local language, unfamiliarity with the area, and being recognized as a foreigner.
- Remind participants of standard safety practices (ex. not traveling alone, avoiding certain areas at night, being mindful of surroundings, etc.).
- Be sure that participants know of local areas that are unsafe, reliable transportation methods, common crimes, water and food safety, etc.

Packing Recommendations:

- Know what type of clothing to pack that is both activity and culturally appropriate.
- Participants need to find out airline restrictions on luggage size, weight, and number allowed. They should also find out if they will be charged for additional baggage.
- Know how to safely pack valuables and electronics (ex. laptops, cameras, jewelry, etc.)
- Consider bringing a gift for their host family, if applicable.

Student Conduct & Title IX

All students traveling abroad on SU programs are held to the same standards as they are while on campus. The *SU Code of Conduct* applies, and therefore, students will be held accountable for their actions abroad. All students are made aware of this in their required Horizons registration and agree to follow the code of conduct. As the Program Leader it is your responsibility to tend to conduct matters during your program. There are resources to assist you with this responsibility.

- It is important to familiarize yourself with [Code of Conduct](#) as well as protocol for the Integrity Formation process on campus.
- You have the support of various individuals on the SU campus, namely the Director of Education Abroad, the Dean of Students and Public Safety, all of whom can assist with advice and intervention as well as follow through with steps necessary on campus to address the issue.
- When reporting incidents of student conduct, you should concisely document what happened and what actions were taken by the Program Leader. It should not include personal reflections or feelings, but rather accurate documentation that could potentially serve as basic official record in the event of any legal action.

Minor Incidents:

You are not required to report minor incidents (late to class, unprepared for an activity, etc.) to the Education Abroad Office, but the incident should be addressed to avoid repeated incidents or development of more serious ones.

Dismissing Students from the Program:

Students are informed and agree to all the following terms in the required SU release done through the Horizons registration process prior to departure:

- The Program Leader has the authority to return a student to the U.S. if circumstances necessitate it but should consult with the Education Abroad Office prior to taking any action.
- Students who are dismissed from a program are responsible for all additional expenses related to this including, but not limited to, changes to airline tickets, transportation, housing, etc.
- For credit-bearing programs, the student will not receive credit, nor will there be a refund of tuition or other costs.

Title IX Obligations:

- All faculty and staff are **required** to report incidents of sexual misconduct of which they become aware to the Title IX Coordinator.
- This includes incidents of sexual harassment, sexual assault, domestic violence, dating violence, stalking, and other sexual misconduct experienced by a student, regardless of when or where it occurs, or by whom, whether between people of different sexes or the same sex, and regardless of the student's gender identity.
- If you believe a student is about to tell you about an incident of sexual misconduct, it is important to explain your reporting duties before they make the disclosure. If this is not possible, do it soon after the disclosure.
- You can explain that although you are required to share the information with the university personnel specially trained to respond, the student's privacy will be respected and the details of the incident will only be shared with those who need to support the student and to address the situation in the University's processes.
- If a student discloses an incident that falls under Title IX reporting, EAO is available to help you navigate the reporting process. This could mean direct involvement to support the student (working with insurance to arrange medical care, bringing the student back home, etc.) or assisting you in reporting the required information to the proper university personnel.
- If you are uncertain whether an incident needs to be reported, EAO can consult with you and help make that determination.
- Please review the [Sexual Misconduct: Guide for Faculty and Staff](#) for more detailed explanations of reporting obligations as well as additional campus resources to support students.
- In the required online Pre-Departure Orientation, EAO provides students with direct [links](#) to resources related to sexual misconduct and Title IX. We recommend that you review them as well in the case of a student disclosing an incident.

Remember: Your responsibility is to report. It is not to investigate, which will be handled by appropriate Title IX professionals on campus.

Crisis Management & Emergency Notification

Taking participants abroad is an exciting and meaningful opportunity to help them expand their worldview and learn about people, places, and cultures that are new to them. In an ideal world, we would not have to worry or plan for crisis, however, in order to provide the best care for our students we must be prepared to respond to crisis (both large and small) in a timely, effective, and appropriate manner. It is important to plan for potential crisis prior to departure so that you and your students know what to do and who to contact in the event of a crisis.

Preparation:

- Provide accurate, helpful information to all program participants regarding what they should expect: unsafe neighborhoods, typical crimes in the area, hazards of service if applicable, etc.
- Prepare yourself for potential emergency and create contingency plans of who will assist you in the event of a crisis – **this should not be another student.**
- In the event of a crisis, remember **no student should be left behind**, nor should an injured/hospitalized student be left in the care of another student.
- Advise program participants prior to departure and as often as possible thereafter that in many cases being safe is often a choice. Risking personal safety by walking alone at night, drinking excessively, letting down one's guard too easily and leaving baggage unattended can bring undue harm. Everyone has to assume responsibility for their own safety and be mindful that the decisions made on a day-to-day basis can have a major impact on health and safety abroad.
- Share practical safety tips with your program participants so they will be better armed to keep themselves safe.
- Provide participants with an explanation of what to do in a crisis and have them practice on their own and then together with the group. This should be done early in the program.

Crisis Preparation Checklist (courtesy of the Peace Corps):

- Rosters of all students and addresses of housing for program/excursions
- List of passport numbers and expiration dates for each student
- List of students' medical needs (prescriptions, allergies, medical conditions, etc.)
- Designated meeting points and protocol for emergencies
- Maps and locators for each student
- Maps, travel routes and modes of transportation from each site to assembly points and capital or evacuation point
- Communication networks (calling tree, meeting place, back-up meeting place)
- Emergency telephone numbers for local police, fire, hospital, Embassy, etc.
- List of other agencies, missionaries, government offices, private citizens who could be a resource during an emergency (including names, addresses and telephone numbers)

- List of food/water/emergency supplies to be kept in student homes, study abroad centers, assembly sites and safe havens
- List of essential items to include in an emergency evacuation pack

The following chart was created to help Program Leaders plan for and navigate crises in-country. Review each section for guidance on how to respond to various crisis events.

Program Leader Crisis Management Plan		
KNOW	Program Leader knows and students know where and how to get to:	
	<ol style="list-style-type: none"> 1. Police station – what is the local word for “police,” “help!”? 2. Clinic/Hospital & pharmacies that carry the meds you need/students carry theirs 3. US Embassy or Consulate 	
CARRY	<ol style="list-style-type: none"> 1. Addresses of above. 2. Insurance contact information. 3. In-country crisis point-person contact info <u>on paper</u>. 4. Your cell phone fully charged at all times with point-person info saved. 5. Coins to call from a public phone. 6. Copy of your passport separate from your real passport 	
COMMUNICATE	<ol style="list-style-type: none"> 1. Activate your <u>practiced</u> communication system with your students. 2. Contact your in-country crisis point-person immediately to report any incident and/or your status and needs. 3. Summons police. A report is frequently required for insurance claims or legal proceedings. 4. As soon as possible, report status to SU EAO. Call Public Safety collect +1 206-296-5911. 	
Condition	Avoid, Plan & Instruct Students	Act
Natural Disaster (flood, earthquake, hurricane, etc.)	<ol style="list-style-type: none"> 1. Know the common threats specific to your location. 2. Plan your reaction and alternative locations for your course. 3. Plan a back-up ‘safe place’ in case your evacuation site is compromised. 	<ol style="list-style-type: none"> 1. Move course away, stay away. Monitor local media. 2. Follow your reaction/evacuation route from residence & program site. 3. Stay where you if instructed to do so are if conditions make it more dangerous to travel.
Political Unrest (protests, strikes, communication disruption, gov’t closures, etc.)	<ol style="list-style-type: none"> 1. Stay informed! 2. Learn to recognize symbols of local political or activist groups. 3. Stay away from areas frequented by American tourists (Hard Rock café, US consulate, corporate headquarters) or targets for local political groups (union or political headquarters) 	<ol style="list-style-type: none"> 1. Move course away, stay away. Monitor local media. 2. Follow your reaction/evacuation route from residence and program site. 3. Stay where you are if instructed to do so or if conditions make it more dangerous to travel.
Crime & Assault (theft, pick-pocket, ATM, violence, fighting, rape, injury, etc.)	<ol style="list-style-type: none"> 1. Pay attention! Observe! 2. Adopt gender-specific safety habits. 3. Learn where dangerous areas are and stay away. 4. Learn how the time of day or certain events (athletic events, festivals?) can change a “safe” place to a dangerous one. 	<ol style="list-style-type: none"> 1. Report to/summons police. 2. Get medical attention. 3. Report to in-country point-person and/or SU EAO. 4. In case of serious crimes, contact Embassy and SU
Injury & Illness (requiring hospitalization or extended absence from classes)	<ol style="list-style-type: none"> 1. Carry address of hospitals and clinics. 2. Carry insurance contact information. 3. Instruct students to know: local names of medicines you are allergic to, wear allergy alerts at all times, know vocabulary for your chronic conditions. 	<ol style="list-style-type: none"> 1. Get medical attention. 2. Present insurance information. 3. Present SU medical report to medical provider. 4. Contact EAO and emergency contact for medical oversight and insurance support.
Wide-spread Disease/Health Threats (water or air quality, radiation, disease)	<ol style="list-style-type: none"> 1. Read & discuss CDC information for your country 2. Instruct students to get all recommended immunizations before departure. Take all prophylaxis medications. 3. Stay informed by reading the <u>local</u> press and balancing with international media sources. 4. Know your program’s policies for managing risks and if necessary for withdrawing. 	<ol style="list-style-type: none"> 1. Notify EAO of local conditions. 2. Adhere to local and international medical recommendations. 3. Follow program guidelines.

U.S. Department of State, Consulates and Embassies:

Helpful safety information can be accessed by visiting the Department of State [website](#) or by calling 1.888.407.4747 from within the U.S. or +1.202.501.4444 from abroad. This site also includes country specific information sheets, U.S. travel advisories and U.S. public announcements.

Travel Advisory: The U.S. Department of State issues a Travel Advisory for each country around the world to disseminate important security information. There are four levels* of advice that each describe the risks and actions that U.S. citizens should take to help ensure their safety in said country. The levels are ascribed to the country as a whole as well as specific areas that may have higher risk within the country

Travel Alerts: U.S. embassies abroad issue Travel Alerts to inform U.S. citizens of specific safety and security concerns in a country, such as demonstrations, crime trends, and weather events. These alerts disseminate the information of the concern and action to take.

**Faculty, staff, and students are not permitted to travel to areas with a Level 3 or higher unless they submit a petition to the Director of Education Abroad. Check the Education Abroad Website for the full policy and petition process.*

What U.S. Embassies/Consulates CAN Do:

- Contact you in the event of a national or personal emergency. The Education Abroad Office registers you and your students with the [Smart Traveler Enrollment Program](#) (STEP) prior to your departure.
- Re-issue passports to replace lost or stolen ones.
- In the event of an arrest, a consulate officer will be able to operate within the framework of the law of the host country, visit U.S. citizens in jail, provide a list of local attorneys, notify family and friends and relay requests for money and other aid, intercede with local authorities to make sure rights under local law are fully observed, the U.S. citizen is being treated humanely according to internationally accepted standards and protest mistreatment or abuse to appropriate authorities.
- The Citizen's Emergency Center, 1.888.407.4747 from within the U.S. or +1.202.501.4444 from outside, can get in touch with the U.S. embassy in the appropriate embassy if someone is missing, injured or ill.

Visit the Department of State Emergencies [webpage](#) for more detailed information.

What a U.S. Embassy/Consulate CANNOT Do:

- Demand immediate release or get anyone out of jail.
- Represent U.S. citizens at trial or give legal counsel.
- Serve as official interpreters or translators.
- Pay legal fees and/or fines with U.S. government funds.

Visit the Department of State Emergencies [webpage](#) for more detailed information.

Passport Security:

- All Program Leaders and students should make at least **3 photocopies** of the first page of their passport: one to keep on your person at all times, one to place in baggage while traveling, and one to leave at home with family/trusted friend.
- If a passport is lost, a paper copy will greatly expedite the replacement process at the U.S. embassy or consulate.
- Passports should be kept and left in a secure location while in country (ex. hotel safe, locked inside suitcase, etc.)
- When traveling out and about in the location where you are staying, you should carry a copy of your passport and leave the actual one safely in your room.

How to Replace a Passport:

- If your U.S. passport is lost or stolen while abroad, report it immediately to the local police and to the nearest U.S. embassy or consulate.
- A consul can issue a replacement passport, often within 24 hours, two passport-sized photographs will also hasten this process.

Visit <https://www.usembassy.gov/> to find the nearest U.S. embassy or consulate in your program location.

Emergency Notification and Procedures

These notification procedures were created to ensure that in urgent or serious situations Seattle University students, staff, and faculty receive prompt, appropriate and thorough care, intervention or referral from both program staff and Seattle University officials. This will also aid the on-campus team in communicating with parents as appropriate. Often when family and friends of program participants do not have a clear understanding of the state of affairs in your on-site location, it causes alarm that may be easily alleviated with the information you can provide. In today's age of instant communication, it is good practice to encourage students to discuss and establish a contact system with their families prior to their departure to use in the event of a crisis such as natural disasters to alleviate alarm.

When to Notify SU:

- Any condition which jeopardizes the Seattle University student(s)' physical or mental health, safety, well-being or program participation and/or requires the intervention of program staff.
 - These may include: civil disturbance, natural disaster, severe or prolonged illness or injury requiring hospitalization, severe disciplinary action, illegal actions (ex. theft, drug use, property damage), and absence from program and/or its site.
- Any incident, behavior patterns or conditions that undermine the viability of the course and/or require significant modification of the course as it was approved by the University and is documented in your syllabus/itinerary and other program documents.
- Incidents exceeding the program budget by 5% or more and/or need to tap emergency funds.
- Any incident that might trigger insurance coverage.
 - Damage to or loss of property, vehicles, residences.
 - Injury of participants, employees or hosts by SU
- Allegation of racial, sexual, or other harassment.
- Official notice (subpoena, warrant) from local jurisdiction or threat of litigation.
- Violation of SU Code of Conduct that may result in terminating a student from the program.
- Illness, disease, or injury of program participants, faculty or staff.
- Inquiry about the program by the press.
- Decision to significantly modify itinerary or terminate the course for any reason.
- Hospitalization or death of a participant.

Notification Procedure:

- To assist Program Leaders in addressing and resolving urgent or emergency situations, it is vital that appropriate Seattle University officials be promptly notified.
- **Contact Gina Lopardo, Director, Education Abroad; Mobile: +1 (206) 786-9181**
 - Office: +1 (206) 296-6460; glopardo@seattleu.edu
- **If unable to reach Gina Lopardo, Contact 24-hour Public Safety line: +1 (206) 296-5911**
 - Pubic Safety will contact SU's crisis response team.

Notification Information:

- Please provide the following in any notification:
 - Student(s) name(s)
 - Date and time of occurrence/condition
 - Description of occurrence
 - Action taken by program staff
 - Action requested of SU officers (if appropriate)
 - Your return contact information

Program Evaluation

The Education Abroad Office (EAO) has an online program evaluation which does not replicate that of a course evaluation. The purpose of this evaluation is to better understand the student experience throughout their study abroad process. We hope to better understand student motivations and goals for studying abroad and how all our programs are helping them meet them. Additionally, we hope to share their responses with prospective study abroad students to help them see the benefit of studying abroad and to assist in making program decisions. Lastly, the data will be used by EAO to discern the overall impact of short-term programs on student experiences as well as with the Provost's Office for the accreditation process.

We appreciate your support in encouraging your students to complete the program evaluations to help us better serve those interested in pursuing study abroad experiences in the future. EAO will compile the assessment results and send them to Program Leaders at the end of the evaluation period. We are happy to discuss ways to use the data to better serve our students.

Program Leader's Checklist

- Ensure that Program has College/Department Approval
- Submit International Safety and Risk Approval Form to EAO. Marketing the program cannot be done without approval
- Complete all SU required paperwork as delineated in [Program Leader Timeline](#)
- Adhere to SU policies as outlined in this Program Management and Policy Guide
- Submit student roster to EAO by deadline outlined in Program Leader Timeline
- Prepare group prior to departure for cultural adjustment, health and safety, and in-country logistics. (see pages 10-16)
- Attend mandatory Program Leader Workshop (dates set each quarter prior to departure).
- Understand student CISI International Travel Insurance and faculty/staff CIGNA Secure Travel Insurance (7-9)
- Provide EAO with final itinerary, on-site contact information, and all accommodation addresses and phone numbers via Program Leader and Co-Leader Forms.
- Provide all participants with emergency phone numbers (in-country 911 equivalent, local authorities, hospitals, etc.)
- Ensure that all participants understand emergency procedures for all program locations.
- Practice emergency procedures on site with the group to determine meeting points and chain of communication.
- Notify EAO of group's arrival on-site.
- Keep all receipts related to program spending both pre-departure and in-country.
- Request reimbursement for program expenses upon return by submitting to Controller and/or College Budget Officer.