

A handbook to assist faculty/staff Program Directors in designing and implementing short-term study abroad programs.

Study Abroad Program Director Handbook

Edgewood College

Center for Global Education 2017 Edition

PROGRAM DIRECTOR HANDBOOK ON SHORT-TERM STUDY ABROAD

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I. INTRODUCTION

Importance of Study Abroad

Edgewood College and the Center for Global Education are committed to giving its students a global perspective. Immersion through study abroad provides a unique opportunity for students to gain the first-hand knowledge and cross-cultural skills needed to be effective global citizens. A study abroad program led by Edgewood faculty and/or staff allows students to explore course-related topics in a real-world setting while giving them the security of traveling with an instructor they know and respect. It also allows faculty/staff to share their international expertise with students.

Purpose of the Handbook

The Center for Global Education (CGE) is providing this handbook to assist faculty/staff Program Directors (PD's) in designing and implementing short-term study abroad programs. CGE defines short-term as a program that includes a travel component ranging from one to four weeks in length. This handbook is intended to serve as a guide for new PD's, as well as a refresher for seasoned Directors. We hope it will answer PD's most frequently asked questions and outline policies associated with program development. The design and implementation of effective education abroad programs requires significant preparation. PD's will need to work closely with the Center for Global Education and other units in the campus community. Following the procedures outlined in the handbook will optimize the possibility for a successful program.

If there are questions unanswered by this handbook, please contact the Faculty Co-Director in the Center for Global Education. Our staff is available to answer questions, provide suggestions and resources, and facilitate PDs' planning, development, and implementation of a study abroad program. Also, please be aware that amendments may be made to this handbook. The most up-to-date version will be available online at the Center's website <http://globaleducation.edgewood.edu>. Lastly, we thank you for creating these opportunities for Edgewood students. Your work and dedication are greatly appreciated.

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Our Software: AbroadOffice (AO)

In summer of 2013, CGE introduced a study abroad portal called AbroadOffice (AO) for Edgewood students, faculty and staff to manage the study abroad process from initial interest, application, pre-departure and in-country paperwork, and returnee resources. AO provides global access to important study abroad participant information to CGE, students, PDs and other Edgewood offices. This portal has revolutionized Edgewood's study abroad user experience and developed a strong promotional platform for study abroad at the college.

II. ROLES AND RESPONSIBILITIES

Many people are involved in the successful operation of short-term programs. Below are the key responsibilities of the Program Director, the Center for Global Education, Chairs/Deans/Supervisors, and student participants.

Program Director

An effective Program Director (PD) requires a variety of talents and skills necessary to cope with the diverse responsibilities a study abroad program demands. You will have different duties as you plan, run, and then return from your program. Preparation will focus on your development of a program proposal and then working with various units to implement the program. While abroad, you may be an instructor, but you will also serve as an administrator and counselor (academic and personal). On return, you will justify the budget and submit a program evaluation.

The PD's responsibilities last throughout the process, often a 9 to 10-month period. The PD supervises the program under guidelines in this handbook. PDs are expected to set a good example for participants and are required to follow the policies and codes of conduct of Edgewood College, as well as U.S. law and the host country's law.

In general, the person proposing and leading the program will be a full-time faculty member teaching in her/his recognized field of expertise. Staff and part-time faculty may lead programs abroad provided they have obtained the support of their respective supervisor or department chair/ dean prior to proposing a program.

The Program Director's first step should be to read the information in this handbook, and then make an appointment with the appropriate department chair, school dean, and the Center for Global Education to discuss the proposed program. The PD can decide whether these are individual or joint meetings.

Qualities of an Effective Program Director

- Knowledge of and experience in the country/ies involved OR a plan to work with a program provider who has the appropriate knowledge to achieve the program's goals and ensure the safety of participants
- Academic expertise in the content areas covered in the course/s associated with the study abroad program
- Good organizational and planning skills, to deal with the steps and issues involved in all phases of a short-term study abroad program from planning to final evaluation: academic, financial, and personnel issues, etc.

Program Director Key Responsibilities

Program Development:

- Consult with the appropriate Department Chair and School Dean or Supervisor about the Program Proposal (see section 3—Program Development).
- Consult with the Center for Global Education about the program proposal.
- Develop a program proposal.
- Present the proposal roughly 12 months in advance of the course start date to CGE for discussion and endorsement and to her/his department and school dean/supervisor for discussion and approval.
- Serve as the primary contact between Edgewood and any vendors (hotels, abroad program guide operators, academic institutions, etc.).
- Work collaboratively with CGE, other EC offices, and vendors to develop a fiscally responsible program budget.

Academics:

- Create academic content for the program consistent with the standards for courses at EC.
- Develop syllabi or outlines for program courses.
- When appropriate, choose textbooks and resource material for the courses.
- Select qualified instructor/s for the course/s (if hiring instructors in the host country).

Recruitment and Application Process:

- Upon approval, develop program promotional and application materials.
- Consult with CGE to add program information into the AbroadOffice (AO) portal. This portal gives digital access to program specifics, application forms and required travel forms. This tool actively promotes programs and recruit students without one-on-one advising or info sessions. (See Appendix F for the Study Abroad Application Template and Appendix I for Program Brochure Samples).
- Get PD log in information from CGE and begin tracking student activity and interest in program.
- Share program information and AO instruction sheet (see Appendix N) with other faculty and staff who may assist in recruitment.
- Provide CGE with any recruitment materials for further distribution.
- Review students' applications in AO and "admit" students into program in the system.

Pre-departure Preparation:

- Work closely with the Business Office to set up an account and monitor the income and expenses associated with the program.
- Provide CGE with the Program Participant Roster (see Appendix H).
- Work with CGE on pre-departure orientation sessions and reinforce form completion with students, faculty, staff and guests.
- Provide CGE and participants with a detailed itinerary (See section III--Program Development).

- Advise CGE and participants of any changes in previously agreed upon travel, accommodations or other course-related arrangements.
- Comply with all Edgewood and government regulations regarding travel, study, and research in the host country.
- Review student forms and contact appropriate offices to address any concerns or questions.

On-site:

- Teaching and facilitating discussions and activities to promote cultural immersion.
- Be available to students on a regular and emergency basis for consultation on individual and group problems, including those that are non-academic in nature.
- Ensuring appropriate student conduct and, if necessary, enforcing the disciplinary procedures as outlined in the Study Abroad Student Code of Conduct & Responsibilities and Waiver & Release Agreement (Appendix J).
- Advise CGE immediately of any emergency related to, or injury of, a course participant or a third party. For liability reasons, the PD must complete an Incident Report Form (see Appendix L).
- It is recommended that at least one faculty member (or staff member) escort the students to and from the overseas destination if the airfare is included in the program fee.
- If there is only one Program Director, that person must designate a program assistant or on-site staff member to provide back-up assistance in the event of an emergency.

Post-program:

- Facilitate reflection and processing with participants.
- Submit final grades to the Registrar's Office using grading practices that conform to EC policies.
- Strongly Recommended: Within one month of the program's completion, have students complete a Participant Program Evaluation (see Appendix L for templates) and submit results to CGE and the appropriate Chair/Director/Dean/Supervisor.
- Organize a post-program meeting with CGE and the appropriate Chair/Director/Dean/Supervisor to evaluate program strengths and potential areas for improvement.

Center for Global Education

The role of the Center for Global Education is that of a collaborator, supporting the PD in every phase of program development and implementation. If you are considering leading a study abroad program, you are encouraged to contact the Faculty Co-Director early on to explore what services are available to you. Below are specific responsibilities of CGE in relation to short-term programs.

Program Development:

- Provide general support in the development, implementation, and administration of short-term programs.
- Assist the PD in developing a well-prepared Program Proposal for review by the appropriate bodies (e.g.: CGE can recommend travel agents, study abroad providers, and overseas

institutions or contacts in certain countries; and CGE can provide best practices, especially related to budget, itinerary and logistics, and health and safety issues.)

- Provide guidance on developing a budget that is fiscally responsible and in compliance with Edgewood policies.

Program Promotion:

- Assist the PD in developing marketing and program application materials (see Appendix P).
- Help promote program during study abroad ambassador presentations, information sessions conducted by the PD to eligible students who seek general study abroad information from CGE.

Program Implementation & Administration:

- Provide an AO sample student application, which the PD can adapt (see Appendix F).
- Give advice on best practices for the application and selection of student participants.
- Work with the PD on a pre-departure orientation for all program participants.
- Provide the PD with a Health and Emergency Information Packet (see Health and Safety in section IV).
- Register the participants with the U.S. Department of State.
- Give recommendations as to whether the study abroad program should go forward in the case of a serious situation.
- Provide support in case of an emergency abroad.
- Provide access to group records for crisis management.

Post-Program:

- Provide a template for the Participant Program Evaluation (see Appendix M).
- Make observations and recommendations after receiving the Participant Program Evaluation results from the PD.

Department Chairs/ School Deans/ Staff Supervisors

Academic programs and schools are responsible for review of the program and course subject matter and the instructional delivery methods. The Center for Global Education can offer expert counsel to Chairs, Deans, COR Director, faculty, and staff about general issues like program development or specific issues like itinerary, logistics, budget, and health and safety. For a successful program, there should be ongoing consultation and coordination amongst the Chairs/Deans/COR Director/Supervisors, the PD, and CGE staff.

The PD should work with and get approval from the School Dean or Supervisor in the unit where she/he holds an appointment. In addition, if the proposed study abroad course and/or program involve a unit other than the one where she/he has an appointment, then the Director/Dean of the other unit also needs to be consulted and give approval (ex. COR 2 courses).

- Early on, discuss with the PD her/his program concept to determine feasibility and desirability. Considerations: goals and academic merit, contribution to department/school goals, expertise and experience of the PD, academic components and faculty workload. Give/not give initial approval.
- Once initial approval is given: continue to consult with the PD while she/he develops a full Program Proposal (see section III --Program Development). Especially important is the Chair's/Dean's input on academic components: what course is associated with the travel component of the study abroad program, what are the learning objectives, what students to target, what requirements would be fulfilled, what timing is best for the faculty/unit?
- Once the full Program Proposal is submitted: Consult with CGE Co-Directors to discuss and approve/not approve the proposal. Sign the Program Proposal Form (see Appendix B).
- Once the program is approved: along with CGE, monitor program implementation, assist PD as needed, and receive progress reports from PD.
- During and after the study abroad program: be involved and/or consulted in case of any emergency or problems during the travel component.
- Attend a post-program meeting with CGE and PD to evaluate the study abroad program and make recommendations.

Students

The PDs need to ensure that students know and understand their rights and responsibilities. These are explained in the Study Abroad Student Code of Conduct & Responsibilities that students will sign (see Appendix J).

All students must complete the following steps to be admitted into an Edgewood College study abroad program:

- Create an account in AbroadOffice portal
- Add program to their AO profile
- Complete all required application materials (defined by PD) by posted deadline
- Complete required travel forms by posted deadline

III. PROGRAM DEVELOPMENT

Development Timeline

The typical timeline for developing and implementing a short-term study abroad program is as follows: This timeline provides the necessary schedule to get approval, work on logistics and academic components, recruit students, and prepare the group for departure.

The timeline below is meant as a guide for PDs; actual times may vary based on specific program needs and travel dates.

<i>Months prior to course start date</i>		<i>Tasks</i>
Fall Semester Program	Spring Semester Program	
12 months	12 months	<ul style="list-style-type: none"> • Get Chair's/Dean's support for program concept • Consult with CGE on how to develop a program proposal • Attend Program Director Workshops sponsored by CGE
10 months	10 months	<ul style="list-style-type: none"> • Submit Program Proposal Form (see Appendix B) • Proposal reviewed and approved (to meet Timetable deadlines) • Work on logistics, itinerary, and budget; consult with CGE as necessary (See Appendices C-E).
8 months	5 months	<ul style="list-style-type: none"> • Confirm on-site contacts/ agency affiliations • Develop marketing materials (see Appendix I & P) • Submit to CGE your program application and marketing materials so they can be uploaded to AbroadOffice (AO). • Begin to promote program and recruit students using AO (see Appendix N)
4 months	3 months	<ul style="list-style-type: none"> • Accept applications from students in AO until established deadline; make final selections • Send CGE list of accepted students by CGE determined PD review deadline to ensure your students are considered for study abroad scholarships. • Students sign and upload to AO Acceptance Agreement (see Appendix G). • Students pay non-refundable deposit. • Confirm visa requirements.
<i>Months prior to departure date</i>		<i>Task</i>
4 months	4 months	<ul style="list-style-type: none"> • Collect program fees from students according to payment deadlines (see Appendix G) • Submit Program Participant Roster to CGE (see Appendix H) • Schedule pre-departure orientation session(s)

2 months	2 months	<ul style="list-style-type: none"> Working with CGE, direct students to complete and upload required study abroad forms in AO
1 month	1 month	<ul style="list-style-type: none"> Submit to CGE: Final itinerary (see Itinerary and Logistics section page 10 and Appendix O) Make final preparations and confirm program logistics Check that all students have paid in full
0 months	0 months	<ul style="list-style-type: none"> Departure: Use Expense Log within Budget Worksheet (see Appendix C), keep all receipts, keep CGE informed of changes to itinerary and any emergencies
Within 1 month after return	Within 1 month after return	<ul style="list-style-type: none"> Turn in Expense Log and final accounting to Business Office Submit results from Participant Program Evaluations (see template in Appendix L) to CGE Schedule a post-program meeting with CGE and appropriate Chair/Dean to evaluate program
Post-program		<ul style="list-style-type: none"> At least 1 year before you plan to offer the program again, inform CGE.

Program Proposal and Approval

The Center for Global Education, in partnership with academic departments and schools, facilitates the development of study abroad programs for Edgewood students. Study abroad program proposals should originate with faculty and should carry the endorsement of appropriate departmental and college administrators. CGE welcomes early, informal consultation by faculty and staff for program planning and encourages coordinated programming among departments and schools.

Academic programs and schools are responsible for review of program and course subject matter and instructional delivery methods. Once the Program Director has an idea for directing a short-term program, he/she should first meet with their academic unit to discuss the course concept and timing and get initial approval. Once this initial approval is obtained, he/she will work on and submit a full Program Proposal for approval to the appropriate departmental and school administrators, as well as to the Co-Directors of the Center for Global Education for their endorsement (see *Procedures for Review of Program Proposals Section* below.)

Be sure to allow adequate time for the necessary planning, with submission of the full Program Proposal at least 12 months before the course start date. (See Appendix B for the Program Proposal Form)

Procedure for Review of Program Proposals

As the number of short-term study abroad programs increases, increased coordination and communication throughout the college will ensure successful programs in terms of enrollment and variety. The review and approval process facilitates the coordination of the growing number of study abroad programs at the College and ensures the health and safety of our students. To confirm which semester and year the program should be offered, Program Directors should consult with CGE and review the list of all Edgewood College faculty/staff-led international programs on the AO portal.

The PD submits a Program Proposal, which is reviewed by the appropriate Department Chair(s)/ School

Dean(s)/ Staff Supervisor, COR Director, and the Co-Directors of the Center for Global Education. The Co-Directors will endorse or not endorse the proposal; the Supervisor, Chair and/or Dean will approve or not approve the proposal.

The following are factors for consideration in approving new study abroad programs:

- Academic merit
- Department/School/Staff Unit support
- Significant level of cultural immersion and use of local resources
- Anticipated cost of the program and minimum/maximum enrollment (See Budgeting section—page 12)
- Safety of the program destination; provisions for student health and safety*
- Academic focus and destination “fit”
- Program Director’s/Directors’ expertise/experience and program subject matter “fit”

If the program is not initially approved, feedback will be provided with an opportunity for revision and resubmission.

*Edgewood does not usually approve study abroad programs when a U.S. State Department Travel Warning is in effect for the program destination. For further details, request from CGE a copy of the document “Guidelines for Edgewood-Sponsored Programs Abroad: Safety and Travel.”

Academic Components

In designing the curriculum, Program Directors must work closely with their academic unit(s), since academic programs, departments, and schools are responsible for review of program and course subject matter and instructional methodology.

The following are guidelines that will help in curricular design:

- Short-term study abroad integrates traditional classroom education with experiential learning and site visits. PD’s should articulate the relation between the course content and the course location. They should also think carefully how to integrate readings, lectures, site visits, and field work in the special environment of a program abroad.
- How will the program take advantage of the international setting?
How will the program design insure significant contact with the host culture/language? (e.g., through a local university, guest lecturers, internship or servicer placement, access to local organizations, living with a host family)
- What is the educational outcome you seek? What are the academic, cultural, and personal objectives for students?
- Structure: is the international travel tied to a semester-length course, or is it a “stand alone course”?
- What topics will be taught at Edgewood versus the host country?

- Consider the course number and the number of credits. How many of the contact hours will be done in a classroom and how many in experiential learning?
- Will the course and/or study abroad program offered apply to majors, minors, general education requirements, and/or electives?
- Consider teaching techniques during the study abroad program: there could be fewer lectures and long readings; use techniques integrating cross-cultural elements, e.g., interviews, journals, photos, presentations, cultural artifacts. Balance experiences with time to process/reflect on experiences.
- Good methods for using resources abroad: universities, government agencies, NGO's, museums, media, people.

Itinerary & Logistics Planning

Itinerary:

The planning of the itinerary will start with the desired duration of the study abroad program and the desired dates of departure and return.

Here are some key questions the PD should answer:

- Duration: How long do you want the international travel portion of the program to last? What are optimal dates of departure & return?
(Keep in mind students' availability and the schedule of Edgewood classes and holidays.)
- Location: Do you want only one location or several? (Keep in mind the need to move around, for the latter.) What transportation will you use between the various sites? Are there any U.S. Department of State travel advisories or warnings for the area?
- Activities: What kinds of activities do you want? Options: in-country orientation, classes, lectures, excursions, community-engaged and/or service learning. Minimize high-risk activities.

PDs are required to give to the Center for Global Education a detailed, written itinerary that includes: dates of travel, flight information (airports, airlines, flight numbers, and times), daily schedule of activities and names, addresses and phone numbers of accommodations in each location. They must also inform CGE of any changes made to this itinerary either before or during the abroad program.

Logistics:

To plan the logistical components of a short-term study abroad program, the following questions must be answered. (These answers will also help in calculating the budget.) A foremost consideration in all logistical planning is the safety and security of the students.

- How is the group traveling from the point of departure to the destination, and within a country? Which transportation components are included in the program fee?
(Note: A huge factor in ensuring the safety of students is providing safe and reliable ground transportation. Consider cost, safety, reliability of the provider, and maximum number of passengers that can fit in a van or bus.)
- Where does the program originate? (e.g., from Madison, Chicago or Milwaukee airport?)
- Where will the group stay? (e.g., hotel, hostel, host families, university dorms, etc.)

- What meals are included in the program fee? Where will the group eat, in the various locations?
- Is classroom space required? What is the cost?
- Do you need any special arrangements to secure local faculty or experts? Are students enrolling in local institutions?
- Does the country you are visiting require a visa? Do students have passports with sufficient validity beyond the dates of the program?
- Do you require an interpreter and/or a guide?
- Is there accessibility for students with special needs?
- What is the maximum and minimum number of participants you want?

Related to these issues is a major decision the PD must make: who will plan the logistics? There are three possibilities; the PD can choose one or a combination of them:

- The PD herself or himself
- A partner institution abroad, e.g., a university
- A service provider

Making arrangements for lodging, transportation, excursions, etc., can take a lot of the PD's time. The approach a leader chooses depends on the number of in-country contacts he/she may have, the time he/she can commit to researching logistics, and the level of in-country support he/she requires once abroad.

For those with few in-country contacts and less experience with the area and/or the language, having the assistance of an organization specializing in international educational programs can be an asset. There usually are additional costs associated with a service provider, but it could be worth it. To find out reliable service providers, ask colleagues and/or the Center for Global Education for advice and recommendations.

Tips on logistics:

- Have a written agreement with any company you are dealing with, specifying the types and costs of services to be provided.
- Plan carefully how and when you will pay for the various components of your abroad program. Check with providers (hotels, abroad program operators, ground transport, etc.) as to acceptable forms of payment.
- For air reservations: if you are making the booking or using a travel agency, consider how you will pay for the group's tickets. If using an Edgewood credit card, make sure you are not exceeding your spending limit, or ask the Business Office for a temporary increase in your limit.
- Always ask if there is a special group rate, for instance, for air or lodging.
- Note these specific Edgewood policies related to ground transportation:
Be cautious about using public transportation in certain areas. CGE recommends hiring a bus or van; request a certificate of insurance; at a minimum, get a copy of a driver's driver license and check his driving record, and get a copy of the insurance on the vehicle. If using taxis, only use registered taxis and know how to recognize them.

Budgeting

CGE has provided a Budget Checklist along with an interactive Budget Worksheet created in Microsoft Excel for the PD's use in all stages of planning and implementing a short-term program (see Appendix C-D). The Budget Worksheet is set up with three tabs: Cover Sheet, Budget, and Expense Log. The Budget tab contains a breakout of costs for both the individual students, as well as a section for shared administrative costs. Utilizing this section during the planning stages helps the PD consider the potential expenses involved in the study abroad program and informs the final program fee. The Expense Log tab is designed to be filled in while the PD is incurring expenses in-country, so that tracking can be done easily in the local currency.

The PD is encouraged to utilize the Budget Worksheet in any way she/he would like. However, it is important to note that the Worksheet is designed to auto fill from tab to tab and does much of the work for the PD if filled in electronically (e.g. currency conversions). To make the most of the worksheet's design, the PD is encouraged to follow the instructions found in the red-tagged cells starting on the Cover Sheet; fill in only the gray-shaded areas of the worksheet, and fill in the three tab pages in order. If you have questions on the Budget Worksheet, please contact CGE staff.

Covering Program Director Expenses

One major consideration in establishing a program budget is determining how the PD's expenses will be covered. The most common method is that the PD's expenses are covered by the students' program fee (the total PD expenses should be divided by the number of student participants). This is the method used in the Budget Worksheet (See Appendix C). The only other options to cover PD expenses are to apply for a faculty mini grant and/or request department/school funding. The program fee for 10 students usually covers most expenses for one PD.

Please be aware that there is limited funding for PD travel to the host country for exploratory site visits.

Program Director Financial Transactions

Once the program is approved, the Program Director (PD) should contact a Staff Accountant in the Business Office (x2229) to set up an account number specifically for your study abroad program and set up a meeting to discuss the financial responsibilities and documentation. You can deposit and withdraw money from this account as needed to pay for travel and other program expenses. Student payments will also be deposited directly into the program account and the PD will be able to track payments and all transactions online on Edgewood Express. **All standard Business Office policies apply. Refer to the Business Office's my.edgewood.edu site for forms, policies, and processing timelines.**

Account Set-up

The PD will typically set up an account during the semester prior to the dates of travel. The PD needs to provide the Business Office with the following information:

- Dates of Travel
- Names of all PDs and assistants

- Roster of students
- Payment schedule for students (dates and amounts)

Deposits into the account can be made at any time and should be accompanied by the appropriate GL account number.

Withdrawals and Payment for Services

There are multiple ways to withdraw money from your account and make payments for the services/products needed for your program. Check with your service providers and contacts regarding the form(s) of payment they will accept.

- Credit Cards
 - Use of a credit card will likely be one of the most convenient methods of payment both in the U.S. and abroad. We recommend that at least one Edgewood faculty or staff member for each program has a credit card issued by the College. If the PD does not already have an Edgewood credit card, he/she can request one in the Business Office at least one month before anticipated use.
 - The standard credit limit is \$2,000 per month. If the PD needs a higher limit due to group airfare purchases or other expenses, call the Business Office. Typically, this process takes 7-10 business days.
 - It is very important to contact the credit card company listed on the back of the card to notify them of international travel dates and locations.
- Cash Advance
 - Some vendors or restaurants abroad may not accept credit cards or checks from the U.S., so the Center for Global Education recommends taking a limited amount of cash. Some situations in which you might need cash are ground transportation, tips, restaurants, and emergencies. To request a cash advance, submit a Cash Advance Form. Check with the Business Office for current processing times. It is recommended to submit your cash advance at least 2 weeks in advance of the date on which you need the cash.
 - Note: The accounting and return of any unused cash must be done within 10 business days after return or it will be considered taxable income.
 - Some PDs may feel more comfortable ordering some local currency from a bank prior to travel. Please contact the Business Office and they can provide some assistance using banks associated with the College.
- Invoices
 - Sign and write the appropriate general ledger account number on the original invoice and submit it to the Business Office within one week of receipt.
- Wiring Money - Contact the Controller in the Business Office for details on wiring money.
- Check request (Use for payment when no invoice is available)
 - Check request forms can be found on the Business Office's SharePoint site.

- Documentation should be stapled to the check request form.
- Payment to individuals must have person's address, social security number, and a W-9; if the individual is not from the U.S. provide the person's complete address, phone number, and employer.
- If you are working with an organization or company, request an invoice to submit to the Business Office.

Expense Logs and Receipts

Retain a detailed receipt of all financial transactions. If receipts are not available, a missing receipt form must be filled out. To aid the PD in tracking expenses, the Expense Log tab of the Budget Worksheet (see Appendix C) is provided as a tool. This interactive spreadsheet allows the PD to enter the expense in local currency and will automatically convert the amount into US dollars based on the inputted exchange rate. Consult the Business Office for advice on tracking in-country expenses. The Business Office also has forms available for tracking of expenses for their reporting.

Student Payments and Withdrawal Policy

It is important for the PD to develop a payment and withdrawal policy. Students need to know early on the financial ramifications associated with their withdrawal from a program so that they can make appropriate decisions. For this reason, PD's are required to submit to CGE an Acceptance Agreement (see Appendix G) that all students must complete to accept their placement in a program. The Acceptance Agreement includes information about the non-refundable deposit, payment schedule and withdrawal policy.

It is important to collect a non-refundable deposit from students to act as a deterrent to casual enrollment and cancellation and to use to purchase airfare. The PD should decide the amount of the non-refundable deposit and if it should be paid with the application or upon acceptance. Assuming the non-refundable deposit will be used to purchase airfare, \$500 to \$1500 is typical. All deposits and fees must be payable to Edgewood College, not to the Program Director. The program's course number should be written on the check. It is recommended that students submit the payment of their deposits directly to the Business Office.

The PD should establish a schedule that includes specific payment amounts and due dates. Usually students should pay a third or fourth of the total program fee on each due date. A minimum covering the cost of airfare must be deposited in a student's account before airline tickets can be purchased. In establishing the timeline of payments, the PD should keep in mind the dates by which airfare and other expenses (hotel deposits and other costs that require prepayment) must be paid.

If a student has received a study abroad scholarship it will reduce the last payment of the program. The PD should establish a withdrawal policy that outlines the financial penalties if participants withdraw at various points along the timeline. The PD should routinely check with the Business Office that the proper installment payments are being made by students and especially at the end that all students have paid

in full. The PD can track all payments and transactions on Edgewood Express. CGE does not have access to student payment information.

Financial Aid and Study Abroad Scholarships

Students should visit Edgewood Central to discuss their individual situations regarding financial aid. The Center for Global Education currently offers study abroad scholarships for short-term programs. For students to qualify for these scholarships, they must apply for the program and scholarship and the PD must accept students by the study abroad scholarship deadline. PD's should consult with CGE to coordinate application deadlines. If not, students will not be eligible for study abroad scholarships.

Insurance Requirements

A student in Rome is hit by a scooter and ends up in the hospital. A student in Chile gets a cold that turns into pneumonia and he ends up spending two nights in the hospital. A coup d'état in Thailand happens a week before the scheduled departure date. An earthquake strikes 30 miles from a study abroad site. All of the aforementioned situations have happened to Edgewood study abroad students and the list could go on and on. Proper health and travel insurance coverage for students and PDs can make emergency situations much less stressful and easier to manage. *Travel insurance and health insurance are not necessarily the same thing.* Although every policy is different, *travel* insurance generally includes coverage for trip cancellation and interruption, lost or damaged baggage, emergency medical expense and transportation (varying levels), and other travel assistance services. On the other hand, study abroad *health* insurance generally includes more comprehensive coverage for medical emergencies, medical evacuation and repatriation, doctor visits for non-emergency illnesses or injuries, and some prescription drugs.

Health Insurance

Best practice in the field of study abroad states that all students and PDs should have health insurance coverage in all countries that will be visited during a study abroad program. While many (not all) of our students have health insurance coverage in the U.S., it would be very time consuming for PDs to ensure that each student's insurance coverage extends outside the U.S. Even if a student's policy extends beyond the borders of the U.S., domestic policies typically do not include coverage for emergency medical evacuation and repatriation of remains. **To protect our students and PDs, Edgewood College requires that all students, faculty, staff and guests participating in an Edgewood sponsored short-term program enroll in the Edgewood College Study Abroad Health Insurance Policy.** This policy does *not* include *travel insurance* (e.g. baggage delay, trip cancellation coverage, etc.)—See Travel Insurance section below. For complete details on the Edgewood College Study Abroad Health Insurance Policy, please visit the main page of the AO portal under "Accepted Student Resources."

The insurance premium is billed on a rolling monthly basis and the cost of the insurance should be calculated into the overall program fee. Consult with CGE for current insurance rates. All participants need to complete the International Health Insurance Enrollment Agreement and submit in AO. CGE will

enroll participants in the plan for the coverage period indicated on the enrollment form. The cost of insurance will be billed directly to the program's account in the Business Office.

Travel Insurance

The PD should decide whether to require travel insurance or not. If it is required, it should be included in the program fee. If it is not required, each participant can purchase travel insurance on his/her/their own. Two options for travel insurance are:

- Travel Guard (www.travelguard.com)
- STA Travel (<http://www.statravel.com/>)

IMPORTANT: If you are planning to purchase travel insurance largely for the *Trip Cancellation* benefit, we advise you to read the small print carefully before purchasing a plan. There are often a lot of exclusions and limitations, and we have yet to find a provider that offers cost effective coverage for having to cancel a trip due to potential health risks, such as the H1N1 (swine flu) outbreak.

IV. PROGRAM IMPLEMENTATION

Navigating AbroadOffice

The Center for Global Education will create a profile for each PD for each PD to manage her/his program. Use the instructions below (see Appendix M).

How to Access Student Forms in AbroadOffice (AO)

1. Go to <http://edgewood.abroadoffice.net/welcome.html>
2. Log into your AO account using default: *Edgewood email* and Password: *password*
3. Review student information by clicking on the student's name (located under the *Students* tab on the top bar)

Search and Review Program Information

1. Click *University Home* on the far left column
2. Go to the *Program Search* bar
3. Under Program Type select *Edgewood Programs*
4. Click *Search*, find your program and review content
5. Types of Forms:
 - Online Forms: These forms are not required, but are available for the student to review (i.e. checklists & handouts). Additional documents can be added here for your specific program.
 - Application Forms: These forms are required. Even though students have already applied to your specific Edgewood program, they need to complete a brief application in AbroadOffice to register with the Center for Global Education. * Once the student applies, CGE will "approve" their application, giving them access to the Enrollment Forms.

- Enrollment Forms: These forms are required and need to be completed no later than the posted deadline.
- Evaluation Forms: CGE can help create evaluation surveys for your program.

Admitting Students into Programs

- Once you have reviewed the application- go to the students “Status” and change it to “Admitted” using the dropdown option.
- Save Status

Marketing and Recruitment

As soon as the study abroad program has been approved, the Program Director’s (PD’s) next responsibility is to begin marketing the program to students. To ensure a high level of exposure, the program’s marketing materials should be submitted to CGE to be posted in AbroadOffice (AO) at least 5-8 months in advance of the *course* start date to align with when students will register for classes for the next term and scholarship deadlines (see Appendix N for promotional guidance). Based on your target student constituency, you may choose to utilize some or all of the following marketing methods:

- Targeted emails
- Announcement of program on Edgewood Express (i.e. Wingra Weekly and Edgewood Today)
- CGE Facebook page.
- Program brochures
- Printed flyers (submit to Office of Student Involvement to post around campus)
- Classroom visits
- Information table
- Person to Person –tell everyone!!
- CGE Events – Study Abroad Fair (fall only) & International Education Week

When creating a program brochure, below is a checklist of recommended items to include in the publication. CGE will also use this information to develop program information in AO. For a sample brochure, please see Appendix I.

- Program title and dates
- Program location
- Course number(s), credits to be earned, and degree requirements that could be fulfilled
- Pre-requisites or eligibility requirements, if applicable
- Faculty member teaching the course
- Link to syllabus, if available
- Program costs, including what is and what is not included in the program fee
- Excursions that are included
- Housing information
- Flight information and/or travel arrangements
- Application deadline, non-refundable deposit information and payment deadlines

- Appropriate disclaimers concerning potential changes to itinerary and fees
- Program leader's contact information

First, PD should discuss with the Dean the minimum and maximum number of students needed to run the program (considering budgetary, logistical and safety issues). Although it is ultimately the PD's responsibility to recruit the minimum number of students to the program, CGE will support recruitment efforts by promoting the program: online through AO, distribution of brochures, advising meetings, classroom presentations, and directing interested students to the PD.

Application Procedures

Program Directors in AbroadOffice (See Appendix M)

Application Materials

CGE require all program application materials be created in the AO portal. The electronic format is easier for students to access and for PDs to review. By using the Study Abroad Application Template (see Appendix F), the College is able to streamline the process for PDs and ensure that consistent information and qualifications are being assessed for admittance into the program. We recognize that each program will have unique variables; the PD can customize the template to his/her/their program within this system. For example, it may be pertinent to determine an applicant's foreign language ability, depth of background in a particular subject area, etc. Once the PD has created a program application using the template, a copy can be sent to CGE in PDF format. CGE will convert the program application into an online "application form" in AO.

CGE will set program and scholarship application deadlines at specific points during each semester. Program and scholarship application deadlines are typically in early November for spring/summer programs, and the deadlines are typically in April for fall/winter programs. The PD should consult with CGE to verify the appropriate deadline for their program.

The PD is responsible for review of applications and final admittance of participants by changing the student's "status" in AO. Students will submit all application materials in AO by the posted application deadline. In addition to submitting their online application, students must also turn in a non-refundable deposit to the Business Office.

PD Communication with Students, Guest Participants, and CGE

CGE and PDs must track student applicants in AO. Within two business days of the application deadline, the PD should submit a finalized list of admitted students and additional participants to CGE. Once students are admitted into their program they will have access to all required travel documentation. All required documentation must be submitted to AO by CGE posted date. CGE no longer collects hardcopy documentation with the exception of PD and guest forms. The PD can instruct students to complete forms such as their passport submission far in advance to secure flights. CGE will utilize AO to track students' study abroad paperwork, enroll the group in travel health insurance, register the group with the Department of State, and report study abroad participation at Edgewood.

After receiving the finalized list of participants, CGE will communicate with the participants primarily via students' Edgewood email about required documents and upcoming deadlines. The PD is responsible for communicating to CGE and participants about itinerary changes, payment schedules and deadlines, and course-related information.

Required Documents for Students

Students must complete the following documents in AO after they are accepted to the program:

1. International Travel Wellness Report (self-disclosure form, signature only required if student has a current condition or is traveling longer than 6 weeks).
2. Study Abroad Student Code of Conduct & Responsibilities and Waiver & Release Form (consists of two signatures)
3. Study Abroad Health Insurance Enrollment Form (online form)
4. Emergency Contact Form (online form)
5. Passport (must upload a color copy of passport ID page)

Note: It is important that participants apply for a passport well in advance of departure, since the PD may need passport numbers to book in-country airfare and tours. It may even be necessary to ask students to pay extra to have the passport expedited.

All required student forms must be submitted to the AO portal by an agreed upon deadline. CGE asks PD's for assistance in meeting these deadlines. Electronic copies of each student's International Travel Wellness Report, Emergency Contact Information Form and a color copy of the identification page of their passport will be included in electronic format in the Health and Emergency Information Packet given to the PD prior to departure (see Health and Safety in Section IV).

Additional Resources for Students

The following documents are available in the AO portal under each students profile in their "online form" section:

1. Health Resources (for review)
 - a. Traveler Health Kit
 - b. Travel Vaccination Handout
 - c. Traveler Diarrhea
 - d. Traveler Wellness Advice Handout
2. Wisconsin Power of Attorney (optional to complete)
3. Faculty-led Personal Emergency Action Plan (recommended to review)
4. Student Abroad Waiver of FERPA Rights (strongly encouraged to complete)

The Accepted Students Resources page in AO provides additional resources for study abroad students, e.g. replacing a lost/stolen passport, links to U.S. Department of State, Edgewood's study abroad health insurance policy.

Required Documents for Faculty, Staff and Guests

All non-student participants must complete the following forms and submit to CGE electronically or in hardcopy by the posted deadline:

1. International Travel Wellness Report (self-disclosure form, signature not required for non-student participants)
2. Faculty, Staff, Guest Waiver & Release Form
3. Edgewood's Study Abroad Health Insurance Enrollment Form
4. Emergency Contact Form
5. Passport (submit a color copy of passport ID page)

Electronic copies of each non-student participant's documents listed above will be included in the Health and Emergency Information Packet given to the PD prior to departure (see Health and Safety in Section IV).

Review of Forms

It is very crucial that students and other participants comply with form deadlines. The steps outlined below cannot begin until all forms are submitted.

CGE will review participants' International Travel Wellness Report. If the participant anticipates needing any health care or mental health treatment while abroad, CGE will work in partnership with the Wellness Center (Health Center Director and Personal Counseling) to ensure their offices meet with the participant to create a health plan while abroad. This is to ensure the participant has access to the proper resources in-country and continued care from the college while abroad. The Wellness Center staff may also report any concerns to the PD and CGE as needed.

The Dean of Students Office will review the Study Abroad Student Code of Conduct & Responsibilities and Waiver (see Appendix J) and notify the PD and CGE if there are any behavioral concerns with a student's participation in the program.

CGE will enroll all groups in Edgewood's Study Abroad Health Insurance. Each participant will receive an electronic insurance card at the time of enrollment and access to online insurance resources. It is important each participant complete the online enrollment before travel (email will be sent from the insurance company) to gain access to resources such as the in-country "find a doctor" database and translation guides.

Pre-Departure Orientation

It is mandatory for all Edgewood study abroad students to attend a pre-departure orientation. CGE will work with the PD to schedule a date, typically during class time, and ideally during the first month of class. To facilitate attendance, it is helpful for the PD to publish the pre-departure orientation date in the course syllabus.

During the 1 hour pre-departure orientation, the following topics are covered:

- Travel Health Abroad (Presented by the Edgewood Health Center Director)
 - Health recommendations for international travel, health risks for specific regions, and Center for Disease Control (CDC) recommendations for immunizations.
- Safety Abroad (Presented by CGE)
 - Review of best practices for personal safety while traveling abroad.

- Explanation of required forms and resources in AO (Presented by CGE)

Because CGE pre-departure orientation is not country-specific, the following topics will be the responsibility of the PD to cover in class or at an outside orientation/meeting:

- Culture of the host country
- Entry and exit requirements for host country (e.g. visa)
- Airline and travel itinerary
- On-site arrangements and services (i.e. housing, meals, ATMs, health care facilities, e-mail access, phone access, etc.)
- Review of course syllabus, evaluation criteria, & academic expectations
- Scheduled activities vs. free time; communicate when and where Edgewood responsibility ends before, during and after the program
- Discussion of student conduct policies (i.e. attendance policy, dress code, behavior expectations, and grounds for expulsion)
- Survival language training for programs in non-English speaking countries

Health and Safety

As a Program Director your responsibilities extend beyond the classroom. Students rely on you for all types of extra-curricular assistance as they adjust to a new, and sometimes stressful, environment. To help ensure the health and safety of the students participating on your program it is very important to take the following steps:

- Provide detailed information about the program and program site to participants so that they, and their parents/guardians/families, can make informed decisions concerning preparation, participation, and behavior requirements. Information should be included concerning the level of physical demands that will be placed on the students by the program activities, destination, etc.
- Be aware of students' pre-existing medical and/or psychological conditions by reviewing the electronic Health and Emergency Information Packet provided by CGE (see next section.)
- Monitor the U.S. Department of State travel information for the country(ies) the students will be visiting as part of the program. This can be done on-line at: <http://www.travel.state.gov>
Contact CGE immediately if there is any type of Travel Warning or Alert for your host country.

Health and Emergency Information Packet

Shortly before departure, the PD submits to CGE a final itinerary (see Appendix O) which should include dates of travel, flight information (airports, airlines, flight numbers, and times), daily schedule of activities and names, addresses and phone numbers of accommodations in each location. Based on this itinerary, CGE will then distribute a Health and Emergency Information Packet to the PD. If the PD prefers to have hardcopies of each participant's specific information they will need to print the forms

themselves. CGE no longer provides hardcopies of these forms. This packet will include the following items:

- Password Protected Flash Drive: Copies of each participant's Emergency Contact Information form, International Travel Wellness Report and Passport Identification Page
- Emergency Contact Information Cards (wallet-size)
- Edgewood crisis/emergency response procedures
- Sexual Assault Response Resources
- Incident Report Form (see Appendix K)
- U.S. Department of State Consular Information Sheet for countries to be visited (including location of Embassies and Consulates)
- Procedures and forms for replacing a lost or stolen passport
- Edgewood Study Abroad Health Insurance Policy information and participant ID cards

V. EMERGENCIES AND CRISIS MANAGEMENT

While study abroad programs offer our students rich educational and cross-cultural experiences, they also present a wide array of risks for students, Program Directors, and institutions. To assist PDs in handling emergencies, CGE will distribute a Health and Emergency Information Packet to the PD shortly before departure (See Health and Emergency Information Packet in Section IV). The following are some of the most common risks confronted during short-term international programs, some of which have legal implications:

- Sexual Harassment & Sexual Assault
Note: Title IX Reporting requirements apply to sexual assaults that take place during study abroad programs. PDs will receive a detailed guide for responding to sexual assaults while abroad in their Health and Emergency Packet.
- Personal injury and accidental death (for example, drowning, defective conditions or facilities leading to injuries, horseplay related injuries)
- Unlawful discrimination
- Motor vehicle and pedestrian accidents
- Faculty and staff oversight of medical treatment (or lack thereof)

The safety and wellbeing of Edgewood students, staff and faculty are of utmost importance, and CGE has developed guidelines and procedures to assist in managing crises during your study abroad programs. CGE has used the following principles in the development of our plans and will continue to use them to guide our decisions before, during and after a crisis:

- Concern for the health, safety and well-being of Edgewood students, faculty, staff and guest
- Limiting Edgewood College's legal liabilities
- CGE will exercise caution and restraint in deciding when and with whom information about emergencies should be shared.

- CGE will respond to emergencies by closely following the procedures described in this section of the handbook, except when otherwise directed by circumstances outside the College’s control.
- Conforming to the standards of ethical practice for education abroad as described in the Code of Ethics of NAESA: Association of International Educators.

What is an Emergency?

It is important that PDs understand the difference between “real” and “perceived” emergencies. A true emergency is a situation that poses a genuine and immediate risk to the health, safety, and well-being of program participants and directors.

Examples of real emergencies include but are not limited to:

- emergence of a serious medical condition
- accidents
- physical assaults
- criminal conduct or arrests
- disappearances
- coups
- natural and human-made disasters
- kidnapping

Examples of inconveniences or perceived emergencies include:

- a lost wallet
- nonviolent interpersonal conflicts among group members
- flight delays or cancellations

While traveling, program participants may become ill. While it is important to address the illness and ensure the person receives proper care, an illness does not need to be reported to Edgewood unless the situation requires a student to be hospitalized and/or the illness is affecting the student’s ability to participate in or complete the program.

Even though the PD may consider a situation to be a *perceived* emergency, it might feel like a *real* emergency for the students and their family members at home. It is important to recognize such situations and handle them appropriately and in a timely fashion. The guidelines in this section will help you to gather the necessary information about a situation, decide on the appropriate course of action, and communicate with and enlist the help of your colleagues at Edgewood.

Information for Participants Regarding Health, Safety, and Crisis Management

The PD should prepare and distribute the information outlined below to all participants prior to departure. PD’s should encourage adult participants to share this information with family members/loved ones as appropriate and should directly share it with the parent(s) or guardian(s) for all minor participants.

- Complete itinerary (see Appendix O) – dates of travel, flight information (airports, airlines, flight numbers, times) names, addresses and phone numbers of accommodations in each location
- Emergency phone numbers to give to loved ones or guardians:
 - **The PD’s cell phone number (optional)**
 - The PD can decide if he/she/they wants to share his/her/their number with participant’s family members. Please communicate this decision with CGE.
 - **CGE Contact Information:** CGE Emergency Phone: Phone: 608-843-9397
 - **Alternative Contact: Campus Assistance Center (CAC):**
If the contacts above are not available, call the CAC emergency line at 608-663-4444 to report the emergency. This is a designated emergency line. If nobody is available to answer, the call will be forwarded automatically to campus security who will answer their phone 24/7, including when the college is officially closed.
- Expectations for communication during the study abroad program with family and friends who are at home (frequency and accessibility to internet and phone service). The PD should determine these expectations. CGE recommends providing at least some time and access for students to contact guardians/loved ones upon arrival to the program site. If this minimal level of communication will not be feasible, make sure students know this in advance.
- Edgewood’s expectations and student responsibilities during travel (see the Study Abroad Student Conduct & Responsibilities Waiver—Appendix J).
- Students should have the following information about health and safety:
 - Detailed information about the program and program site concerning the level of physical demands that will be placed on the students by the program activities and the destination. Remember to consider the host country’s terrain, climate and altitude.
 - Country-specific risks should be discussed during in-class orientations. Identify key known risks and dangers associated with the host country/region and the type of activities included in the program. We also recommend that you research the host country’s recent history and identify areas of potential hazards and emergencies, such as natural disasters, environmental (pollution, water & air contamination), medical (accidents, injuries, epidemics), technical (communication system failures, power failures), and socio-political (civil and political unrest, riots, military coups) issues.
 - Suggested resources:
 - U.S. Department of State’s website <http://travel.state.gov> (includes: Country Background Notes, Consular Information Sheets, Public Announcements, Travel Alerts and Travel Warnings)
 - Overseas Security Advisory Council (OSAC) website <https://www.osac.gov/>
 - Study abroad health insurance policy (see Insurance Requirements Section)
 - Information about travelling with prescription medication (bring adequate supply and proper documentation)
 - Recommended and required vaccinations as recommended by the Center for Disease Control (CDC) www.cdc.gov/travel and the Director of the College’s Health Center.

- Emergency Contact Information Card (issued by CGE as part of Health and Emergency Packet)

Participants should carry the emergency card with them throughout the duration of travel. The cards should be filled out to include the following information or other information as appropriate:

- PD's name and phone number
- Hotel name, address, and phone number
- Local hospital name and address
- Local taxi service name and phone number
- Edgewood contact name and numbers in case something happens to the PD
- 911 equivalent(s) in host country
- Nearest U.S. Embassy address and phone number

Documents, Information and Tools That PDs Should Travel With:

The Health and Emergency Information Packet that CGE will assemble and give to all PDs prior to departure. The packet includes electronic and hardcopy* formatted information including:

1. Participant's (including Students, Program Director/Staff/Guest):
 - Emergency Contact Information*
 - International Travel Wellness Report
 - Passport identification page
 - Health Insurance Cards*
2. Full copy of the Code of Conduct, Responsibilities and Liability Waiver
3. Edgewood Study Abroad Insurance Policy Information*
4. Insurance Policy Coverage Plan*
5. Insurance Claims Form*
6. Emergency Response Documents:
 - CGE Emergency Contact*
 - General Emergency Response Guidelines*
 - Responding to a Medical Emergency Abroad*
 - Responding to a Minor Injury Illness Abroad*
 - Responding to Sexual Assault Abroad*
 - Program Participant Roster*
 - Program Director Guide to Accessing AbroadOffice
 - Lost or Stolen Passport Forms: Blank DS-11/64*
 - Embassy Information*
 - Incident Report Form*

Ensuring Program Leadership during Emergencies

It is impossible to prepare for every type of emergency that could arise during a study abroad program. For the most part, this handbook is aimed at preparing the PD to handle emergency situations, but we must also prepare for situations in which the PD is incapacitated. Participants and other Edgewood colleagues must have some level of preparation in responding to emergencies. PDs should consider the following questions:

- What will happen if the PD is injured or unable to perform her/his duties during the program? Is there someone else onsite or at Edgewood who could travel to the location and take over the program? Or is there someone who could provide necessary support from Edgewood's campus on very short notice?
- Will traveling students know what to do, where to go, and whom to contact if the faculty member is incapacitated or unavailable during any part of the trip?

Emergency Communication Guidelines

The PD's first priority will be to respond to the immediate emergency on site and ensure that all participants and PDs are safe and have/are receiving the necessary medical attention. Once the immediate situation is under control, the PD should use the guide below to communicate with Edgewood personnel.

1. Center for Global Education is the first point of contact.
 - CGE Emergency Phone: Phone: 608-843-9397
2. Alternative Contact: Campus Assistance Center (CAC)
 - If the contacts above are not available, call the CAC emergency line at 608-663-4444 to report the emergency. This is a designated emergency line. If nobody is available to answer, the call will be forwarded automatically to campus security who will answer their phone 24/7, including when the college is officially closed.

When the PD contacts the CGE Co-Director, she/he should address the following concerns to the best of her/his ability:

- Basic description of the situation and names of participants who have been affected
- What is the current physical and psychological condition of the affected participant(s)?
- What is the imminent risk to participant(s) if they remain where they are?
- Have the individual(s) listed as emergency contacts for the affected participant(s) been contacted? If not, will the students be able to contact them soon or should CGE contact them?
- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding /coping?
- Are adequate food, water, and medical attention available?
- Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options are available?
- Should the program continue or be cancelled? What adjustments need to be made to the itinerary?
- Should the affected participant(s) return to Edgewood? How will they return? Who will cover the expenses of return travel if it is separate from the group?
- Does another EC staff/faculty need to join the group on-site?

Once the CGE staff is notified of the situation, they will start the following phone tree:

- Office of Dean of Students
- Students' Emergency Contact if she/he has not already been contacted by the student
- Study abroad health insurance provider (if a medical emergency has occurred)
- Dean of Appropriate School within the College
 - The Dean will contact the Chair of the Department and/or the PDs immediate supervisor
- College's Counseling Services (as appropriate)
- College's Campus Ministry (as appropriate)
- College's Office of Public Relations (as appropriate)

Incident Reports

After the PD has handled an emergency to the point that all involved have received immediate care, communicated with the appropriate Edgewood personnel, she/he should submit an incident report to CGE as soon as possible. See Appendix K for the Incident Report Form. CGE requests that PDs complete incident reports for all emergency situations and for other, less serious, situations such as: serious student behavioral problems, disciplinary issues, academic misconduct, complaints of harassment or discrimination, and other violations of campus policies or procedures by participating students, faculty or staff. While it is difficult to predict what situations will arise and which ones will be serious enough to warrant an incident report, more documentation is always better than too little. The incident reports will provide a good source of written documentation for the College and will be used for CGE to learn more about the challenging situations that PDs deal with during study abroad programs.

VI. PROGRAM EVALUATION

Participant Evaluations

Within one month of returning from abroad, the PD will administer and collect a program evaluation from the program participants. The evaluation should allow students the opportunity to give feedback on all parts of the study abroad program. A Participant Program Evaluation is included for PD's to use as-is or as a template (see Appendix L). The AO portal can facilitate this evaluation form. Using the template provided, submit questions to CGE to then be created in an online form. After the students have completed their program, they can log into AO and complete the evaluation.

Post-Program Evaluation Meeting

Within one month of returning from abroad, the PD will schedule a meeting with CGE and appropriate Chair/Dean/Supervisor to discuss and evaluate program strengths and potential areas for improvement. PDs will have access to student files in AbroadOffice at all times. This is a great way to collect data and assess needs for further programs. The results of the Participant Program Evaluations will be brought into the discussion. The goal of this meeting is to ensure both continual improvement and future success of study abroad programs offered through Edgewood.

VII. APPENDICES

(Complete list online at <http://globaleducation.edgewood.edu/Faculty-Advisors/Study-Abroad-Director-Handbook>)