



**Faculty Handbook for Developing and Leading  
Study Abroad Programs**

**Office of Study Abroad  
University of Houston-Downtown**

## **Program Approval Process**

A study abroad experience can be a valuable component of a student's educational program. The University encourages faculty to explore the many different ways in which they can help students expand their knowledge of foreign lands and cultures including study abroad programs. Many different factors go into making a successful study abroad program. The guidelines and procedures outlined below are designed to ensure that appropriate attention is given to these different factors in order to ensure the quality and safety of any travel abroad program connected with UH-Downtown.

Faculty wishing to organize and lead foreign travel groups must complete a Study Abroad Program Planning and Approval Form (Appendix I) and secure the approval of those administrators listed on the form as well as the International Education Committee. Approval is required whenever the individual organizing the program is acting in his or her capacity as a UHD faculty member or promoting the program as being under the sponsorship of, or carrying the endorsement of, the university. Approval is required even if the trip does not involve the granting of any academic credit and is funded by non-university monies.

Before developing a formal proposal, the faculty member should review the basic outline of the proposal with the department chair and discuss with the chair the type of department support that will be needed and the way the granting of any academic credit for the program will be handled. The faculty member should also meet with the Office of Study Abroad to discuss the location selected and feasibility of the program.

Courses not on the approved UH-Downtown course inventory must go through the course approval process outlined in PS03.A.14

The completed Study Abroad Program Planning and Approval Form should be submitted to the department chair at 12 to 15 months prior to the proposed program's start date.

If the chair approves the proposal, it will be forwarded to the dean for review and approval at the college level. If the dean approves the proposal, it will be forwarded to the International Education Committee and then to the university provost for final review. Normally, the approval process at each level of the review process should not exceed one week.

## **Program Promotion**

There should be no public announcements or advertising of any study abroad program until the completed Study Abroad Program Planning and Approval Form has been filled out and reviewed and signed by the department chair, the college dean, International Education Committee, and the university provost. If faculty members from more than one department or college are involved in the program, the signatures of each member's chair and dean are required.

Upon program approval, faculty are encouraged to begin promoting programs immediately to ensure that the minimum enrollment is met. Faculty should work with their department to design and develop promotional materials, including posters and flyers. The UHD creative services director in the provost's office will assist with these materials. Be sure to allow several weeks for production. The study abroad office will arrange for information tables and will invite faculty to host tables. Additional types of promotion include information sessions, emails to all eligible students, flyers posted on UHD television monitors, and classroom presentations to prospective students.

## **Student Enrollment**

### **Course Registration**

Students may apply to participate in any faculty-led program course(s) for which they have the necessary prerequisites. Students must register and pay for the course in addition to registering for and paying for the study abroad program. If students encounter restrictions in registering for the course, they will notify their academic advisor or faculty leader. All UHD study abroad courses must be taken for a grade and grades will be awarded in accordance with UHD guidelines to all students who have paid for and participated in the program.

*According to the Texas Higher Education Coordinating Board, programs of any length can offer students no more than one semester credit per week of instruction. Pre- or post-travel class sessions must be scheduled to attain the required minimum length standard.*

### **Credit transfer**

UHD students who participate in UHD faculty-led programs will receive UHD credit and grades for the course work associated with the study abroad course. Students who participate in provider or exchange programs will receive transfer credit for approved courses and the grades will not be calculated in the UHD GPA. The UHD registrar will enroll students in a placeholder course to provide continuous enrollment at UHD.

Twenty-five percent (25%) of the semester credit hours of course work toward the degree must be taken at UHD. Thirty semester credit hours of course work toward the degree must be taken at UHD. At least 18 credit hours must be in the upper division. UHD department-approved study abroad credit, although processed as transfer credit, will count toward University residency requirements.

### **Study Abroad Portal**

All students must register in the UHD online study abroad portal. Registration allows faculty program leaders and the study abroad office to access emergency contact information and health and insurance details in case of emergency. Within the portal students have access to the UHD health insurance card,

UHD Statement of Student Rights and Responsibilities, and a link to the US State Department Smart Traveler Program (for US citizens only).

## **Pre-departure Information for Faculty and Students**

Details regarding faculty responsibilities can be found in Appendix III. Key points to be aware of while advising students are noted below.

### **Orientation Sessions and Training**

All students and faculty are required to attend a UHD orientation session prior to participating in a UHD study abroad program. There will be a separate session for faculty, though faculty are encouraged to participate in the student orientation as well. This ensures that all are aware of UHD's study abroad policies and procedures. Additionally, faculty will hold at least one program-specific pre-departure session for all program participants and an on-site orientation upon arrival.

### **Family, Guests and Expenses**

As of April 1, 2023, this section is under review. Please contact the office of the Provost with questions.

### **On-site Logistics**

Students are required to participate in all course-related activities and excursions. If a student chooses not to participate in a cultural excursion, there will be no reimbursement for the cost of the excursion. Faculty will develop and implement an attendance policy that will be included in the course syllabus.

UHD strongly advises faculty to include activities every day of the trip to avoid days that are completely free. If a free day cannot be avoided, students must submit to faculty leaders detailed travel plans if they will be leaving the city where the program takes place. Students who travel and subsequently miss transportation to the next site will be responsible for purchasing tickets and traveling alone.

UHD will offer students the opportunity to select roommates when possible. Those students who do not select a roommate will be placed with another UHD student. Students who choose to share rooms must stay with a student of the same gender.

A faculty leader or designee must be available to students at all times. Faculty may not leave the city where students are located during the program unless a second faculty leader will supervise the group. All faculty leaders must designate an alternate faculty leader who will take over the program if the primary leader is unable to fulfill his or her responsibilities.

### **Foreign Citizens and DACA students**

UHD wants every student to have the opportunity to study abroad. While we cannot offer legal advice, UHD will produce letters of acceptance and program itineraries to assist students who need visas to travel or who need to obtain Advance Parole. Be aware that students who are not US citizens sometimes require visas to travel to countries for which US citizens do not need visas. It's important to advise foreign students that they need to determine whether or not they will need a visa, as the process can take several weeks.

## **Health and Safety**

### **Disciplinary procedures**

Students are required to abide by the UHD Statement of Student Rights and Responsibilities while they are abroad. Any serious misconduct violations will be reported to the UHD dean of students, who will determine the best course of action.

### **Alcohol Policy**

Students must abide by the UHD Alcohol Policy as stated in the Statement of Student Rights and Responsibilities. While UHD students will be permitted to drink legally in most foreign countries, orientation sessions will emphasize responsible behavior and cultural norms in the host country.

**Program funds may not be used for alcoholic beverages for students or faculty on a university-sponsored trip.** Faculty should understand the importance of setting a good example and keeping alcohol consumption to a minimum.

### **Health insurance**

The University of Houston System provides a blanket policy with AIG/Travel Guard for all students who travel on a university-sponsored or approved program. The policy covers medical and security evacuation and medical/travel assistance. Additionally, UHD provides its students with medical insurance that will cover up to \$25,000 in medical costs while abroad. This coverage is applicable during

the program dates. If students choose to travel during a break in the program, the coverage will remain in effect; however, it is not valid before or after the official program dates.

When students participate in programs where separate insurance is required or included by the program provider, the provider's coverage will normally be used first. On-site program personnel have relationships with their insurance companies and are in a better position to serve as liaison in an emergency situation. For serious incidents (requiring inpatient hospitalization) UHD will contact AIG/Travel Guard to inform them of the situation and ensure that the student is receiving appropriate care.

### **Emergencies Abroad**

Detailed emergency management procedures are found in Appendix VII. These procedures will be discussed during the mandatory faculty orientation sessions. Faculty should read the materials prior to going abroad and have access to this online handbook at all times while abroad. In addition to the detailed instructions for handling various types of emergencies, each faculty leader will receive a synopsis of these procedures and an emergency card that contains important contact numbers at UHD and in the country/countries where they are traveling.

All study abroad program fees will include a \$25 fee that will go toward a study abroad contingency fund. Nonrefundable program deposits will also be placed in this fund. It will be used to cover emergencies and unanticipated expenses while abroad. Academic departments will be responsible for any costs incurred over and above the amount in the fund.

The UHD Travel Office will issue a UHD credit card to the primary faculty leader for each program. The travel office will provide the card after they have received the travel request (TR) and signed student waivers.

### **Title IX**

UHD is committed to maintaining and strengthening an educational and working environment where students, faculty, staff and visitors are free from sex discrimination of any kind. Sexual misconduct, a form of sex discrimination, is antithetical to the standards and ideals of the University. The University will take appropriate action in an effort to eliminate sexual misconduct from happening, prevent its recurrence and address its effects. Consistent with its commitment to addressing sex discrimination and harassment, UHD complies with Title IX of the Education Amendments of 1972 ("Title IX"), which prohibits discrimination on the basis of sex in educational programs or activities, and Title VII of the Civil Rights Act of 1964 ("Title VII"), which prohibits sex discrimination in employment. Sexual misconduct constitutes a form of sex discrimination prohibited by Title IX and Title VII.

What is Sexual Misconduct?

In accordance with the University of Houston System's [Sexual Misconduct Policy \(SAM 01.D.08\)](#), Sexual Misconduct is a broad term encompassing a range of non-consensual sexual activity or unwelcome behavior of a sexual nature. The term includes sexual assault, sexual exploitation, sexual intimidation, sexual harassment, domestic violence, dating violence and stalking. Sexual Misconduct can be committed by men or women, strangers or acquaintances and can occur between people of the same or opposite sex.

The Sexual Misconduct Policy defines and describes prohibited sexual conduct and establishes a procedural mechanism for processing complaints of sexual misconduct. Harassment based on sex is a violation of University policy and the law. Sexual harassment by a public official may also be a criminal offense.

What is Sexual Assault?

Sexual Assault is any form of non-consensual sexual activity. Sexual assault represents a continuum of conduct from forcible rape to non-physical forms of pressure that compel individuals to engage in sexual activity against their will. To view the legal definition of sexual assault in Texas, please refer to the [Texas Penal Code](#).

For information or to file a sexual misconduct complaint, please contact Erika Harrison, Title IX Equity and Diversity Officer at [harrisone@uhd.edu](mailto:harrisone@uhd.edu) or via phone at (713) 221-5771 or Ivonne Montalbano, Title IX Deputy Coordinator at (713) 221-8667.

### **Incident Reporting**

Faculty leaders will always complete an incident report form for the following types of circumstances or events:

- Crime committed by or against participant
- Injury or illness that results in hospitalization (in-patient)
- Illegal substance abuse
- Participant missing for more than 24 hours
- Group accident
- Suicide threat or attempt
- Death of student

The form will be emailed to the study abroad office within 24 hours of the incident, where it will be forwarded to Student Affairs and Compliance.

## **UHD Study Abroad Financial Matters**

UHD students who participate in faculty-led programs where faculty teach a UHD course will pay UHD tuition in addition to the program fee. Students who are eligible for financial aid can apply their aid toward the UHD tuition. Faculty and the study abroad office will develop and post a payment schedule that includes a nonrefundable deposit and payments to ensure that each student has paid in full prior to the payment due date. The payment schedule will include any optional fees such as single supplements for accommodations and excursions that are not required.

All students will sign electronically a statement that they understand the payment schedule and refund policy. This statement includes the consequences of early withdrawal from the program. Students who do not pay the deposit for a class where the study abroad component is required will be dropped from the class if they do not pay the deposit by the due date. Academic departments that sponsor study abroad programs and allow students to travel prior to making full payment will be responsible for collecting the funds from students.

### **UHD Travel Award**

The UHD Study Abroad Travel Awards support academic studies that include a travel abroad component. The purpose of the University Study Abroad Award is to help increase the participation of UHD students in study abroad programs. Recipients are expected to be ambassadors of international understanding abroad and within the community upon their return. Funding for these awards is provided through the university's international education fee. This is a competitive scholarship and not all students will receive the award. Students are encouraged to apply as early as possible.

PROGRAMS	DEADLINE
For UHD Faculty-led Programs:	May Programs: March 15 June and July Programs: April 15
Provider and Exchange Programs:	Fall: June 1 Spring: Nov 1 Summer: April 1

All application materials must be submitted by the dates above for consideration.

**STUDENTS MUST MEET ALL OF THE FOLLOWING MINIMUM REQUIREMENTS:**

1. Student must have a minimum 2.5 GPA at UHD (3.0 for graduate students).
2. Students must have completed 12 hours at UHD at time of application (9 hours for graduate students).



3. Undergraduate students must have completed 30 hours of college credit at time of application.
4. Students must be enrolled at UHD for a minimum of three hours for the term abroad.
5. Students must receive academic credit for the study abroad course or program.
6. Students who are traveling to a country where there is a US State Department travel warning are not eligible to receive the award. Regions within travel warning countries that are specifically noted as not subject to the warning will be considered.
7. Students who require a visa for travel must show proof of timely visa application prior to the award disbursement.
8. Students must clear holds on their student accounts prior to award disbursement.
9. International students may not use the travel award to travel to their home country.
10. Students must participate in a UHD-approved program.

Travel award applications will be scored and the amount received will be determined by the following guidelines:

1. UHD GPA	2.5-2.99	10 points
	3.0-3.49	20 points
	3.5-4.0	30 points
2. Financial need	Not Pell-eligible	10 points
	Partial Pell	20 points
	Full Pell	30 points
3. Program length	3 months +	10 points
	6-12 weeks	5 points
	Less than 6 weeks	0 points
4. Prior UHD Travel Award recipient	Yes	0 points
	No - first time recipient	10 points
5. Required for student's UHD degree/program	Yes	10 points
	No	0 points
6. Application essay	Rated on a scale from 0 to 10 points	

Travel award amounts will depend on the number of applications and fund availability.

Travel award recipients agree to contribute to UHD's Office of Study Abroad Programs with a portfolio of experience upon completion of their study abroad program. These personal projects consist of ONE of the following: a media presentation, blog, personal testimony, or at least two hours of service to promote international education to UHD students. Students will consult with Elizabeth Huskin in the Office of Study Abroad prior to departing and prepare these projects within one month of the program end date. Students who fail to complete a project or service are ineligible for future awards.

Students must reimburse UHD for all scholarship funds awarded for a study abroad program within 30 days if they do not complete the program for any reason. This includes those scholarship funds that are directly applied as payment for the non-refundable portion of a trip's cost.

## Appendix I

### Study Abroad Program Planning and Approval Form for Faculty-led Study Abroad

#### Part I Program Information

Program Name:

Person completing this proposal:

Country (or countries) where program will be offered:

Educational purpose of the proposed program:

Length of the proposed program:

Proposed program itinerary (attach a separate sheet, if necessary):

Number of program participants: Maximum \_\_\_\_\_ Minimum \_\_\_\_\_

Is the program open to UHD faculty and staff? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the program open to area university faculty and students? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the program open to the general public? Yes \_\_\_\_\_ No \_\_\_\_\_

Criteria to be used in selecting participants:

How will this program be advertised?

Will students completing this program be awarded academic credit? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, indicate the maximum amount of credit that will be given. \_\_\_\_\_

Give the name and number of the course(s), and attach a syllabus for each course showing course prerequisites, the material to be covered, the work required of the student, and the method of evaluation.

In what term will students enroll for credit for this study-abroad program? \_\_\_\_\_

Does the program include additional meetings while the class is abroad? \_\_\_\_\_

Does the program require mandatory participation in scheduled activities abroad? \_\_\_\_\_

If so, indicate the approximate percentage of the course that will be delivered here on campus and the percentage that will be delivered abroad.

Will individuals be able to participate on a non-credit basis? Yes \_\_\_\_\_ No \_\_\_\_\_

What is the estimated student cost for the program? \_\_\_\_\_

What is included in the program cost?

What is the recommended amount students should budget for expenses not covered by the basic program costs? \_\_\_\_\_

Is a foreign university involved in this program? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, give the name of the university and the number of a contact person, and indicate if there is a signed consortia agreement between UHD and the university. If there is a signed agreement, attach it to this form. If a signed agreement does not currently exist, are there plans to enter into one?

Part II Faculty Information

Name(s) of program leader:	Rank and Department	Phone
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Are other faculty members involved in this program? Yes \_\_\_\_\_ No \_\_\_\_\_

Name(s)	:	Rank and Department	Phone
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Is any faculty release time being sought to conduct this program? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, indicate for whom the release time is being sought and the rationale.

If No, indicate how conducting this course will be credited to the regular teaching workload of the faculty member(s) involved.

Will department and/or university funds be requested to pay for this trip? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, indicate the amount and source of funds. \_\_\_\_\_

Will the department/faculty request that the agency arranging the tour offer “free” travel for the group’s leader(s) based on the number of paid student enrollments? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what enrollment number will be needed to provide travel for the faculty involved? \_\_\_\_\_

Please describe any previous study abroad experience the faculty members involved in this proposed program have had.

If the program involves travel to a non-English speaking country, indicate those foreign languages in which the faculty members conducting this program are proficient.

List the major benefits of this study abroad program to the students who would be taking it, the faculty member or members who would be leading it, and to the university as a whole?

Part III      Approvals

Department Chair \_\_\_\_\_ Date \_\_\_\_\_

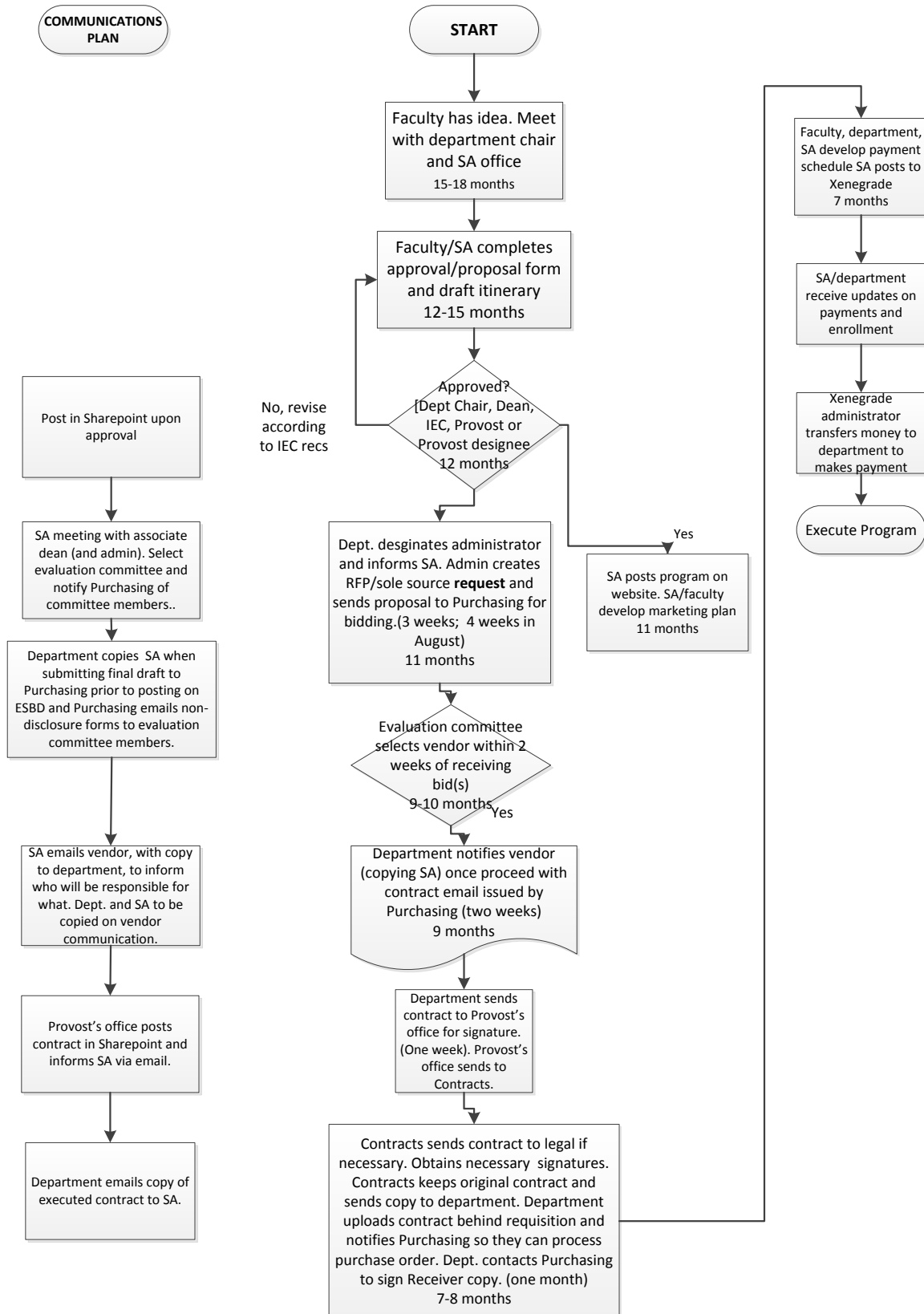
Dean \_\_\_\_\_ Date \_\_\_\_\_

International Education Committee \_\_\_\_\_ Date \_\_\_\_\_

VPAA & Provost \_\_\_\_\_ Date \_\_\_\_\_



## Study Abroad Program Flowchart



## **Appendix III**

### **Responsibilities of a UHD Faculty Leader**

1. Complete program proposal that includes syllabus and tentative itinerary. Obtain necessary approvals.
2. Promote program throughout department and university by hosting information sessions, tabling at study abroad fair, working with designer to create posters, and visiting classrooms to inform students about program.
3. Create enrollment criteria and advise students throughout the registration period.
4. Participate in pre-departure orientation sessions for both faculty and students.
5. Teach course and participate in all activities and excursions.
6. Be available to students throughout the duration of the study abroad program.
7. Contact UHD and insurance company regarding student emergencies.
8. Post grades upon completion of the course.
9. Complete program report and submit to study abroad office.
10. Submit expenses to department business administrator.

## Appendix IV

### Responsibilities of UHD Study Abroad Office

1. Consult with faculty member on program proposal and design
2. Recommend program providers for the program site and notify Purchasing of such providers
3. Advise on UHD policies and procedures specific to study abroad
4. Advise regarding on-site risk factors and health and safety considerations
5. Coordinate pre-departure orientation for students and faculty. Sessions to emphasize health and safety issues.
6. Collaborate with program providers and faculty members to plan program logistics
7. May visit site to assess risk factors, services, housing, etc.
8. Along with faculty, consult with program provider to coordinate logistical arrangements (itinerary, housing, excursions, etc.) on behalf of the program
9. Participate in study abroad promotional efforts and information sessions to promote the program
10. Update program information on the study abroad website and online study abroad portal
11. Review student applications for the UHD travel award and send recommended award amounts to International Education Committee
12. After committee approves award amounts, send travel award letters to students.
13. Upon receipt of signed travel award letters, upload award letters and Banner screenshots of student hours and GPAs to Sharepoint.
14. Create scholarship memo, upload to Sharepoint, and send request for approval to Elaine Pearson.
15. Send approved memos to Student Accounting and Financial Aid. Send program budgets to Financial Aid along with scholarship memos.
16. Advise students throughout registration and pre-departure process.
17. Manage student data and communicate with faculty and students regarding changes in enrollment, student issues
18. Collect required student forms via online portal and send necessary information to program providers
19. Provide payment schedule to online payment administrator and monitor payments
20. Troubleshoot with program provider and faculty abroad throughout program
21. Distribute and collect program evaluations from faculty and students

## **Appendix V**

### **Responsibilities of Designated Department Administrator**

1. Work with professor and study abroad office to develop RFP and submit RFP to UHD Purchasing.
2. Upon selection of the winning bid, notify vendor and study abroad office.
3. Prepare contract package and submit to Contracts.
4. The above steps are to be followed within the time guidelines stated in the study abroad work flow diagram.
5. Coordinate payment schedule with study abroad office and monitor payments.
6. Make payments to vendor according to schedule in contract. Study abroad office will have payments in Xenegrade (includes a 1.9% processing fee) and travel awards posted to trip code prior to payment.

## Appendix VI

### Program Incident Report

Name of person completing report:

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Program name:

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Date of incident: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Time of incident: \_\_\_\_\_ Were you present?  Yes  No

Name of UHD student(s) involved:

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Name of other participant(s) involved:

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Brief description of incident:

If you were not a witness, who provided this description? (*List all names*):

If you were not present, when were you informed?

What actions did you take?

If the participant was transported to a medical facility, please provide the complete name of the facility, its phone numbers, and address:

Names and phone numbers of all physicians who examined or treated the participant(s):

Dr. \_\_\_\_\_ Phone: \_\_\_\_\_

Dr. \_\_\_\_\_ Phone: \_\_\_\_\_

Was the participant conscious and capable of making informed judgments and his/her medical treatment?     Yes     No

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

Was any follow-up care recommended?     Yes     No

If yes, what was recommended?

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

\_\_\_\_\_ Yes      \_\_\_\_\_ No      If yes, case number: \_\_\_\_\_

If yes, names and phone numbers of responsible legal authorities in charge of the case:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Date Informed \_\_\_\_\_

Was the U.S. or relevant embassy notified?      \_\_\_\_\_ Yes      \_\_\_\_\_ No

If yes, name and number of responsible consular official(s) informed of this incident:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Date Informed: \_\_\_\_\_

## **Appendix VII**

### **Safety and Responsibility**

At UHD, safety is a primary concern of every faculty and staff member involved in the operation of study abroad programs. While no program, in the United States or abroad, can guarantee the safety of participants, risks can be significantly diminished if faculty leaders, UHD staff, participants and advisors all work together.

### **General Crisis Management Guidelines**

The UHD faculty leader informs UHD of any emergency situation as soon as possible after it occurs.

The UHD phone system has been established so that faculty leaders and the general public can contact the UHD Police Department 24 hours a day, seven days a week. The caller will be transferred to the security office of UHD, who will notify members of the Study Abroad Crisis Management Committee following an established phone tree. This emergency system has been set up so that a UHD committee member is always reachable.

Depending on the severity of the situation, the appropriate person at UHD will inform the parents and public of the crisis.

The crisis management guidelines will apply to the following situations:

- Natural disasters and group accidents
- Civil disturbances and terrorism
- Serious accident, injury or health emergency
- Rape or assault
- Death of participant
- Student incarceration

In the event of an incident that directly affects all or most participants at a program site, UHD will rely on its sources at the site to make a determination as to how to best deal with the situation. These sources include but are not limited to the tour provider/agency, UHD faculty leader, the local US consulate or embassy and AIG Travel Guard. Keep in mind that the U.S. media can distort overseas events and it's important to heed the advice of experts at the program site rather than the media.



## Procedures for Dealing with Emergencies

- Support the participant(s) and others affected by the crisis. Maintain frequent, professional and empathetic support to everyone involved until the crisis has been completely resolved.
- Refer to the emergency card to determine whom to contact.
- Obtain and record accurate, detailed information on the date, cause and location of the problem, as well as the circumstances and people involved.
- Keep accurate ongoing records of follow-up. Faculty leaders must document what you and others did to help at the time the events occur and afterward. This documentation is the primary way you can provide later proof that you handled the crisis to the best of your ability and is your protection if a lawsuit results.
- Remember to complete a UHD Incident Report form and submit to the study abroad office.
- Ensure that all participants are safe or are receiving appropriate medical care if sick or injured. In the case of sexual assault or misconduct, contact UHD Dean of Students to ensure that you follow Title IX guidelines, which are applicable regardless of location.
- Contact AIG Travel Guard and establish a primary communications contact at UHD and communicate immediately as to the safety and health of all participants, location and plans.
- Contact the nearest American embassy or consulate and communicate appropriate information on the safety and location of participants as well as ask about specific resources available through the embassy given the situation. (group situations)
- Assess the situation (in conjunction with appropriate authorities and UHD) to determine the safest and most reasonable course of action.
- As appropriate, consult with embassy or consulate and/or local emergency services (police/fire/etc.) and tour provider for advice as to how to respond to situation.
- Discuss plans and communicate specific instructions to participants. This might include a change of location, change in program schedule or cancellation of the program.
- Should families contact you concerning the situation, encourage these individuals to contact UHD for updates. The faculty leader should inform UHD of the names of individuals who have contacted them for appropriate follow-up.
- Assist any students who decide to return home.
- Maintain regular contact with UHD and AIG Travel Guard.

At the same time, after talking with the faculty leader, the UHD contact will:

- Inform the appropriate people in the US given the situation. This will likely include essential staff at UHD, students' emergency contacts, and AIG Travel Guard.
- Provide the faculty leader with whatever specific resources or support s/he might request.
- Consult appropriate US sources that may include media reports, professional groups such as the NAFSA health and safety committee, state department officials and other available experts in order to understand information that might be reaching our participants' families and to improve the quality of decisions made regarding participant safety.
- Continuously share information with the faculty leader in order to stay informed about any on-site changes and to help keep the leader informed about the US context as well.
- Jointly with the faculty leader and appropriate others, determine the best course of action and communicate this with all parties.
- Maintain accurate reports of all steps taken and collect and review faculty leader incident reports after the events have ended.

In an emergency, faculty leaders should remain calm. You will be most helpful to those who need you if you remain in control. Remember that each situation is unique, requiring you to be clear-headed and decisive. You must be able to represent and support the participant(s), UHD and in some cases, the host family, during this difficult time. The following are guidelines to help remain calm and organized in times of crisis:

- Support the participant(s), host family and host institution officials. Maintain frequent, professional and empathetic support to everyone involved until the crisis has been completely resolved.
- Deal with parent concerns in a responsive way.
- Have a communication plan in place to contact appropriate people, including but not limited to emergency services on-site; student emergency contact(s); UHD staff, and AIG Travel Guard. Keep this information available to you at all times. Note when students have specifically NOT authorized a parent or guardian to be contacted.
- Obtain and record accurate, detailed information on the date, cause and location of the problem, as well as the circumstances and people involved.
- Keep accurate ongoing records of follow-up. Faculty leaders must document what you and others did to help at the time the events occur and afterward. This documentation is the primary way you can provide later proof that you handled the crisis to the best of your ability and is your protection if a lawsuit results. Documents written after the fact are looked at with greater skepticism by the courts than those written at the time events occur.
- Assure the participant(s) that if forced to withdraw from the program for medical reasons, it still may be possible to receive some academic credit. The faculty leader might also approve incompletes and set extended deadlines for completed work.

- Remember to complete a UHD Incident Report form and submit to the study abroad office. Keep one copy for your records.

### ***Natural Disasters and Group Accidents***

It is important to be prepared for natural disasters such as hurricanes, earthquakes, tsunamis, floods or typhoons. Each UHD faculty leader should familiarize him or herself with the guidelines to follow in the event of an unexpected natural disaster or group accident. These plans should be reviewed with participants during orientation during the program as applicable. In the event of a disaster, the faculty leader in priority order should:

- Ensure that all participants are safe or are receiving appropriate care.
- Contact AIG Travel Guard and establish a primary communications contact at UHD and communicate immediately as to the safety and health of all participants, location and plans.
- Contact the nearest American embassy or consulate and communicate appropriate information on the safety and location of participants as well as ask about specific resources available through the embassy given the situation.
- Assess the situation (in conjunction with appropriate authorities and UHD) to determine the safest and most reasonable course of action.
- As appropriate, consult with embassy or consulate and/or local emergency services (police/fire/etc.) and tour provider for advice as to how to respond to situation.
- Discuss plans and communicate specific instructions to participants. This might include a change of location, change in program schedule or cancellation of the program.
- Follow the pre-established plan for evacuation or emergency measures, if needed. Keep UHD informed that the plan has been implemented and any alternations made to it.
- Should families call or write concerning the situation, indicate the measures you have taken and encourage these individuals to contact UHD for updates. The faculty leader should inform UHD of the names of individuals who have contacted them for appropriate follow-up.
- Assist those students who decide to return home.
- Maintain regular contact with UHD.

At the same time, after talking with the faculty leader, the UHD central office contact will:

- Inform the appropriate people in the US given the situation. This will likely include essential staff at UHD, students' emergency contacts, and AIG Travel Guard.
- Provide the faculty leader with whatever specific resources or support s/he might request.

- Consult appropriate US sources that may include media reports, professional groups such as the NAFSA health and safety committee, state department officials and other available experts in order to understand information that might be reaching our participants' families and to improve the quality of decisions made regarding participant safety.
- Continuously share information with the faculty leader in order to stay informed about any on-site changes and to help keep the leader informed about the US context as well.
- Jointly with the faculty leader and appropriate others, determine the best course of action and communicate this with all parties.
- Maintain accurate reports of all steps taken and collect and review faculty leader incident reports after the events have ended.
- Assist students, their families and others with appropriate follow-up after the event's end. This may include but is not limited to debriefing participants, trying to arrange alternative academic work or academic evaluations, and helping them to locate an alternative site to study abroad.
- Several weeks or months later follow up with students and/or families to find out how students are coping with any aftermath of the stress of the events, particularly in the case of sexual assault, serious illness, accident or death.

### ***Civil Disturbances and Terrorism***

UHD recommends that the faculty leader take strong measures in order to diminish the risk of the program site becoming an obvious target for dissident groups, anti-American demonstrations or others who may oppose U.S. policy. Monitoring of the U.S. State Department travel advisories should be a regular activity of relevant personnel (<http://travel.state.gov/travel>).

Should a situation develop where the group's U.S. affiliation may put the staff or participants in danger, faculty leaders should take the following measures where appropriate:

- Ensure all participants are safe and can/should remain where they are for the near term.
- Inform the UHD study abroad office of the situation and develop a plan to maintain contact and monitor the situation. Be sure to let UHD study abroad office staff know if the pre-established communication plan will continue to be followed or if it needs to be modified given the events unfolding.
- Remind participants and staff of health and safety procedures shared with them during orientation, including the desirability of melding into the local culture, speaking the host country language in public and foregoing group "American" activities.
- Remove public signs that indicate the U.S. affiliation (including all signs in English) and cancel or postpone activities calling attention to the group.
- Establish and maintain contact with the U.S. consular services.

- Contact AIG Travel Guard to initiate a discussion of the issue, open a case and develop a plan of action if the situation escalates.
- Determine instructions (in consultation as appropriate) to share with participants about the specific situation. Keep in mind that participants may need to remain with host families or in their housing to avoid public demonstrations that may be dangerous.
- Should families call or write concerning the situation, indicate the measures the university has taken and encourage these individuals to contact the UHD study abroad office for updates. The faculty leader should inform the UHD study abroad office of the names of individuals who have contacted them for appropriate follow-up.
- Assist UHD study abroad office staff with any appropriate follow-up, which may include but is not limited to a debriefing of participants about the events, providing on-site psychological support services if needed, and helping to arrange alternative course arrangements.
- If a program is canceled before its starting date, every effort will be made to offer an alternate, but similar program. If it is canceled late in the semester, every effort should be made to provide students opportunities to complete academic work and recoup at least some academic credit.

At the same time, after talking with the faculty leader, the UHD study abroad office contact will:

- Inform the appropriate people in the US given the situation. This will likely include the Study Abroad Crisis Management Committee, students' emergency contacts, and AIG Travel Guard.
- Provide the faculty leader with whatever specific resources or support s/he might request.
- Consult appropriate US sources that may include media reports, professional groups such as the NAFSA health and safety committee, state department officials and other available experts in order to understand information that might be reaching our participants' families and to improve the quality of decisions made regarding participant safety.
- Continuously share information with the faculty leader in order to stay informed about any on-site changes and to help keep the leader informed about the US context as well.
- Jointly with the faculty leader and appropriate others, determine the best course of action and communicate this with all parties.
- Maintain accurate reports of all steps taken at UHD and collect and review faculty leader incident reports after the events have ended.
- Assist students, their families and others with appropriate follow-up after the event's end. This may include but is not limited to debriefing participants, trying to arrange alternative academic work or academic evaluations, and helping them to locate an alternative site to study abroad.
- Several weeks or months later follow up with students and/or families to find out how students are coping with any aftermath of the stress of the events, particularly in the case of sexual assault, serious illness, accident or death.

### ***Serious Accident, Injury or Health Emergency***

In the event of a serious accident, certain factors must be carefully noted in order to provide information to medical or emergency care staff. It is crucial to remain calm and to be observant.

- Transport participant to hospital (or contact emergency services), verify nature of emergency with physician and inform health care personnel about chronic medical conditions and/or medications taken by participant. Student health forms are accessible online if you're not familiar with the student's health history.
- Obtain necessary medical services. Be aware that participants might have signed a statement authorizing emergency medical treatment and you will be informed of any exception (i.e., based on religious principles). The signed statement is part of the agreement and release and can be found in the participant's online file. Check on this.
- Notify the UHD study abroad office.
- Have participant contact parents. If participant cannot communicate, the UHD study abroad office will contact his or her parents as previously authorized by the student in the emergency contact section of her/his file. Make sure to note if student has not provided this authorization.
- Provide hospital with student's insurance information and help participant to complete any necessary paperwork. If necessary, contact AIG Travel Guard.
- Should the participant's ongoing medical condition require medical evacuation or involvement with his or her family, keep the UHD study abroad office informed. The emergency evacuation of students is covered by AIG Travel Guard if their physicians consider it necessary.
- Be sure to provide support to the other participants who may be upset by the accident.
- Speak with everyone involved and get as much detailed information as possible. Consult with the physicians and police, if appropriate. Obtain a police report concerning the accident.
- Maintain frequent communication with the UHD study abroad office about the participant's condition.
- If appropriate, contact a lawyer for assistance, but only after consultation with the study abroad office.
- Arrange appropriate follow-up in case student's academic progress is seriously impeded. This may include arranging special absence permission with the host university, arranging for special exams or late submission of papers with professors or alternative academics if student is evacuated and can still finish work appropriately.

At the same time, after talking with the faculty leader, the UHD study abroad office contact will:

- Inform the appropriate people in the US given the situation. This will likely include students' emergency contacts, AIG Travel Guard and appropriate UHD staff.
- Provide the faculty leader with whatever specific resources or support s/he might request.
- Continuously share information with the faculty leader.
- Jointly with the faculty leader, medical professionals, AIG Travel Guard and appropriate others, determine the best course of action and communicate this with all parties.
- Maintain accurate reports of all steps taken and collect and review faculty leader incident reports after the events have ended.
- Assist student, family and others with appropriate follow-up after the incident's end. This may include trying to arrange alternative academic work and/or evaluation and assistance with insurance documentation.
- Several weeks or months later follow up with student and/or family to find out how student is coping with any aftermath of the stress of the event, particularly in the case of sexual assault, serious illness, accident or death.

### ***Pandemic or Epidemic Disease Outbreak***

It is important to be prepared for a sudden disease outbreak. In the event of a pandemic or epidemic disease situation, the faculty leader in priority order should:

- Ensure that all participants are safe or are receiving appropriate care.
- Advise participants of disease-prevention strategies as recommended by appropriate authorities and ensure that participants adhere to government-imposed or suggested guidelines regarding their activities.
- Verify that appropriate medications or other needed materials are available locally if one or more of our students contracts the disease.
- Establish a primary communications contact at UHD and communicate immediately as to the safety and health of all participants, location and plans.
- Contact the nearest American embassy or consulate and communicate appropriate information on the safety and health of participants as well as ask about specific resources through the embassy given the situation.
- Assess the situation (in conjunction with appropriate authorities and UHD) to determine the safest and most reasonable course of action.
- As appropriate, consult with embassy or consulate and/or local emergency services (police/ambulance, etc.) and tour provider for advice as to how to respond to situation.
- Discuss plans and communicate specific instructions to participants. This might include a change of location, change in program schedule or cancellation of the program. Specific triggers that could result in evacuation include:

1. Recommendation by a major organization with expertise in public health (WHO, CDC, US Embassy, etc.)
2. Substantial outbreak of disease at program site
3. School closings that continue to a point where our students' presence in the country is not justifiable
4. Social situation in host country that could potentially put our students at risk

Should families or representatives of the sending institutions call or write concerning the situation, indicate the measures the program has taken and encourage these individuals to contact UHD for updates. The faculty leader should inform UHD of the names of individuals who have contacted them for appropriate follow-up.

At the same time, after talking with the faculty leader, the UHD study abroad office contact will:

- Inform the appropriate people in the US about the situation. This will likely include students' emergency contacts, AIG Travel Guard and appropriate UHD staff. In cases where students require hospitalization, also notify the UHD president.
- Provide the faculty leader with whatever specific resources or support he or she might request.
- Consult appropriate US sources that may include media reports, professional groups such as the NAFSA health and safety committee, CDC officials, WHO officials or state department officials and other available experts in order to understand information that might be reaching our participants' families and to improve the quality of decisions made regarding participant safety.
- Continuously share information with the faculty leader to stay informed about any on-site changes and to keep the leader informed about the US context as well.
- Jointly with the faculty leader and appropriate others, determine the best course of action and communicate this with all parties.
- Maintain accurate reports of all steps taken at the central office and collect and review faculty leader incident reports after situation has ended.
- Assist students, their families and others with appropriate follow-up after the situation's end.
- This may include but is not limited to debriefing participants, trying to arrange alternative academic work or academic evaluations, and helping to locate an alternative site to study abroad.

### ***Rape or Assault***

In a crisis that may involve rape, attempted rape or alleged rape, great sensitivity is required. It is important to gather specific information regarding the participant's condition, the details of the situation, whether or not the participant has been to a doctor, if she or he has spoken to a counselor and her or his plans for communicating the situation to the police and her or his family. All faculty should inform themselves of the local laws and procedures regarding sexual assault reporting as well as required Title IX procedures so that the appropriate action is taken if a student becomes a victim.



1. It is not uncommon for people to feel more comfortable discussing these violations with a person of the same gender as themselves. Have plans as to whom to call if the student requests this and how you will communicate appropriately with that person.
2. The participant may be in shock so it is necessary to offer him or her support by communicating a sense of compassion and acceptance. Do not force the participant to report the crisis to the police or to her or his family unless she or he chooses to, but encourage her or him to do so.
3. If the participant decides to report the incident as a rape to the authorities, this should be done quickly and in accordance with local laws. Advise student not to shower or wash clothes.
4. If the participant has not yet had medical attention, assist her or him in getting to the nearest emergency room or hospital. Follow protocol listed under Serious Accident or Other Injury.
5. Notify the UHD dean of students, who will inform the Title IX coordinator. The UHD Title IX coordinator will determine whether or not to contact the family.
6. Speak with everyone involved and get as much detailed information as possible. Consult with physicians and police if appropriate. Keep thorough notes. If possible, obtain a copy of the police report concerning the incident.
7. Provide follow-up support to the participant involved. This may include arranging psychological support, consulting with police or medical officers, discussing student's options for completing or not completing the program and/or supporting visits by the student's family members.
8. Provide support to the other participants who may be upset by the incident. If possible, arrange for a qualified counselor to be available to speak to them individually or in a group session.
9. Maintain frequent communication with the UHD Title IX coordinator about the participant's condition.
10. In some cases, the participant may wish to return home. If the participant makes this decision, work with her or him and the UHD travel office to make the arrangements. If possible, work with professors to help the student complete academic work.
11. Prepare a concise, detailed report on the situation as soon as possible. Send one copy to the UHD dean of students and keep one copy for your records.

At the same time, after talking with the faculty leader, the UHD Title IX coordinator will:

1. Inform the appropriate people in the US given the situation. This will likely include students' emergency contacts, AIG Travel Guard and appropriate UHD administration.
2. Provide the faculty leader with whatever specific resources or support s/he might request.
3. Continuously share information with the faculty leader.

4. Jointly with the faculty leader, medical professionals, AIG Travel Guard and appropriate others, determine the best course of action and communicate this with all parties.
5. Maintain accurate reports of all steps taken and collect and review faculty leader incident reports after the events have ended.
6. Assist student, family and others with appropriate follow-up after the incident's end. This may include trying to arrange alternative academic work and/or evaluation and assistance with insurance documentation.
7. Several weeks or months later follow-up with student and/or family to find out how student is coping with any aftermath of the stress of the event, particularly in the case of sexual assault, serious illness, accident or death.

### ***Death of Participant***

Make sure to obtain accurate, detailed information on the date, time and location of the death as well as the circumstances that caused it. Speak with everyone who was in any way involved.

- Contact UHD immediately, no matter what time it is. The UHD president will contact the participant's parents. Study abroad office staff will contact AIG Travel Guard to begin the process of repatriation of remains.
- Notify the appropriate consulate as soon as possible. They are trained to deal with such situations and will advise on procedures according to local law and international regulations regarding repatriation of remains.
- Go in person to the site of the crisis. Provide whatever support or assistance is necessary.
- If appropriate, speak with physicians and police who are making a report or providing assistance. Obtain a copy of the medical records if possible, or a copy of the police report.
- If necessary, hire a translator to assist families with understanding and/or completing complex police reports and legal documents and medical reports.
- Provide support to the other participants as quickly as possible. Arrange for a qualified counselor to be available to speak to them individually and/or in group sessions.
- Make special arrangements for those participants closest to the participant who has died. This may involve moving the participant(s) to another room or arranging a phone call to family for support or other appropriate actions.
- Assist the participant's family in any way possible. Arrange housing, meals, and transportation if they travel to the program site; provide escort services or whatever assistance is necessary. Help to translate or arrange translation services and foster clear communications. Help pack the participant's belongings and reconcile any debts. Notify the other participants (and host families, where applicable), faculty, and host institution officials and gather them for a memorial service, if appropriate.
- Where appropriate, involve the other participants in activities that will help them to psychologically deal with the death. They could write letters to the family or arrange a memorial service.

At the same time, after talking with the faculty leader, the UHD study abroad office contact will:

- Inform the appropriate people in the US given the situation. This will likely include student's emergency contacts (UHD president should make these calls), Travel Guard AIG and UHD staff. Provide the faculty leader with whatever specific resources or support s/he might request.
- Continuously share information with the faculty leader.
- Jointly with the faculty leader, AIG Travel Guard and appropriate others, arrange the logistics for repatriation of remains.
- Maintain accurate reports of all steps taken and collect and review faculty leader incident reports.
- Assist student's family and others with travel arrangements to the incident site, if requested.
- Several weeks or months later follow-up with student's family to find out how they are doing.

### ***Student Incarceration***

- Contact local law enforcement agency to arrange access to visit the student and discuss as much about the events as they will allow.
- Visit student in jail and determine what happened from the student's perspective.
- Contact the UHD study abroad office.
- Have student call parents. If student is unable to call, UHD will contact the parents or guardians.
- Interview everyone involved, if possible.
- Report situation to the appropriate embassy or consulate. Refer students or their parents to the consulate for recommendations of lawyers as needed.
- Help student to obtain funds for bail if bail is possible. UHD does not post bail for students.
- After the immediate legal consequences are determined and appropriate support completed, determine in consultation with UHD dean of students the consequences to the student including whether the student will be immediately dismissed from the program.

At the same time, after talking with the faculty leader, the UHD study abroad office contact will:

- Inform the appropriate people in the US given the situation. This will likely include students' emergency contacts, AIG Travel Guard and appropriate UHD student affairs staff.
- Provide the faculty leader with whatever specific resources or support s/he might request.
- Continuously share information with the faculty leader.
- Jointly with the faculty leader and appropriate others, determine the best course of action and communicate this with all parties.

- Maintain accurate reports of all steps taken and collect and review faculty leader incident report.

### ***Participant Mental Health***

Study abroad and international travel can be a unique and rich experience, but because it takes place in a different cultural setting, it can be both liberating and threatening to participants. Some participants may experience emotional and mental adjustment problems. Anxiety often accompanies presence in an unfamiliar setting. Faculty leaders can minimize the occurrence of mental health episodes by following some basic guidelines. These include:

- Communicating frequently with all members of the group
- Building group cohesion
- Establishing a sensible pace of activities to reduce fatigue
- Providing sensitive leadership.

In dealing with stress and mental health problems, it is important to recognize that participants might not report their own problems. Faculty leaders play an essential role and should take a proactive approach by reaching out to any participant who displays the following signs of depression and stress:

- Weakness, dizziness and shortness of breath; anxiety attacks
- Persistent sad or empty mood
- Feelings of hopelessness, pessimism, guilt, worthlessness and helplessness
- Loss of interest in ordinary activities
- Eating disturbances (decreased or increased appetite and weight)
- Decreased energy, fatigue
- Thoughts of death or suicide; suicide attempts
- Increased restlessness or irritability
- Difficulty concentrating, remembering and making decisions
- Persistent hostile or angry feelings; rage out of proportion to events
- Nightmares
- Insomnia or oversleeping
- Overpowering urges to cry or run and hide
- Physical symptoms – headaches, digestive disorders, pain – that do not respond to treatment
- Frequent accidents and minor injuries

In the event that a student exhibits one or more of the above symptoms, approach the student by doing the following:

- Find a private and comfortable place to talk.
- Ask open-ended questions, such as “How are you feeling about your travels to England?”
- Suggest that participant can get help, if he or she wants it. Offer recommendations, if needed.

If any of the participants exhibit signs of serious mental health problems, faculty leaders should follow these steps:

- Gather specific information regarding the participant's behavior and document this information. If the participant seems to be in immediate danger to him/herself or others, call the police or take the participant to the nearest emergency room or hospital.
- Contact the UHD study abroad office, who will in turn contact the family.
- Assist the participant in finding a counselor, if needed.
- If the condition warrants evacuation back to the USA follow medical evacuation process as described above. Please be sure to specify any conditions hospitals or counselors put on the student's travel plans. AIG Travel Guard will make the determination as to whether or not the student requires an escorted medical evacuation and will make the arrangements if they deem it necessary.
- Prepare a detailed incident report as soon as possible. Send a copy to UHD study abroad office and keep a copy for your own records.

It is important to recognize the following symptoms of an individual who is contemplating suicide:

- Displaying the symptoms of serious depression as listed above.
- Increasing use of alcohol and drugs, increasingly engaging in high-risk activities such as reckless driving or physical fights.
- Obtaining the means for killing oneself (i.e., weapons or pills).
- Giving away prized possessions.
- Statements indicating a desire to get even with significant others.
- Discussing suicide, the hereafter, and/or wills and other legal matters related to death.

People who have attempted suicide in the past are at risk for repeating the attempt. People who have relatives who attempted suicide are often more likely to make attempts themselves. Please follow the general crisis management guidelines above in contacting UHD central office.

**Please also remember that unless you are a trained psychologist or other mental health professional, it will be important to recognize your own limits and seek the counsel of trained professionals if you have any doubts about the seriousness of a student's mental health situation.**