



COLLEGE *of*
CHARLESTON

CENTER FOR
INTERNATIONAL EDUCATION

HANDBOOK
for
***STUDY ABROAD PROGRAM
DIRECTORS***

COLLEGE OF CHARLESTON

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Associate Provost for International Education

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I. PROGRAM DEVELOPMENT AND APPROVAL

A. Pre-program Planning

The Center for International Education (CIE) can provide you with assistance as you formulate your plan. The staff will help you determine whether your ideas have the potential for reality as a study abroad program; whether the timeline you are considering is feasible and whether there will be sufficient student interest in the program. As with any academic program, you need to consider whether your proposed topic of study is too narrow or too ambitious and whether similar programs already exist; you also need to familiarize yourself with developing a program budget; and how to recruit applicants.

Faculty members have often been the best resource. **Faculty members** who have led group programs can tell you what has worked for them in the past and what they might do differently in the future. Their first-hand experience can be extremely helpful to you as you define your program and decide how to administer it. CIE can provide you a list of faculty who have been involved in organizing study abroad programs.

Early in the process, meet with **your department chair** to determine the level of support that will be available to you; your chair can explain in detail the type of courses that your department will approve to be offered abroad, the departmental program approval process and the salary arrangements.

Quite often, **students** who have had successful experiences abroad can help generate interest among other students. Talking with students will help you determine the level of interest that others would have in participating in a program such as yours, how much they would be willing to pay for such a program, and what sites they would like to see while abroad.

Determine program details

The location of the program, the time and length of the program will help you determine program costs. In some cases, the length and dates of your program will be determined by the academic calendar (terms, etc.). You will also need to consider how many different sites you wish to include in your program, how feasible it will be to move your group from one site to another (increased travel usually means increased cost), and how each of the sites might enhance your program objectives. As you consider sites, program content and day trips, remember that the safety of students is a priority.

Conduct an initial site visit

If you are not already familiar with the location you are considering for your program, you may want to conduct a site visit. The site visit provides you with the opportunity to confer with colleagues or other contacts abroad. It also affords you the opportunity to review lodging, meals, and transportation options. You may also be able to determine the level of safety of the location you have selected. Contacts abroad may include colleagues at other institutions or organizations, local service providers such as tour companies, or members of professional organizations related to your field of expertise. These persons

may be able to provide valuable guidance relative to facilities available to you and your group for the program.

Determine course(s) and credits

In determining the course(s) and number of credits to assign to your course(s), bear in mind that College of Charleston's study abroad programs must have the same academic rigor as on-campus classes. At least fifteen contact hours are required for each hour of credit; despite the fact that you will be with your students throughout the day, travel time does not count toward contact time. Contact hours may include any time the students are engaged in achieving course objectives: classroom time, tours directly related to the program such as museum visits, etc. Readings and other work assigned should be comparable to that assigned for an on-campus course of similar credit value. Consider assigning pre-departure readings, presentations, and/or projects, as these will enhance both the students' progress toward course objectives and their experience abroad.

Develop your budget

Develop a program budget, estimating costs for each aspect of your program. The CIE can provide you with a template to help you determine your program fee. The **program fee** is the cost of the program as described in the program's brochure and/or other advertising. This generally covers airfare, lodging, some meals, excursions, ground transportation, and the expenses for each program director traveling with the group (airfare, lodging, and local transportation). It also should include the \$50 study abroad application fee as well as the \$35 medical insurance fee. Note that **tuition is not included** in the program fee. For summer study abroad courses, all students are charged the equivalent of in-state tuition; however, out-of-state students are assessed an additional 30% of the in-state rate. Students should not take more than two courses (6 credit hours) in any given study abroad program during the summer.

The program fee you advertise is an estimate; however, it is important that your budget be as accurate as it can be. Transportation and housing can be affected by the number of participants (housing can also be affected by the male/female participant ratio) and currency exchange fluctuations. You must plan on a "contingency fund" of \$50-\$100 per student for unexpected occurrences (emergencies, opportunities that arise after you're in the host country, etc.). A revised final budget must be turned in to the Associate Provost for International Education **at least four weeks** before the program departure.

Enrollment limits

The number of students selected for your program will be a factor in determining your budget. Additionally safety and the ability to move groups of students in program location are essential factors to consider. As the program director, you will want to determine the minimum number of participants you **must** have on your program in order to cover costs yet remain it affordable for students. CofC requires a minimum of **10** enrollments per a 3-credit hour course for faculty to receive 7.5% of their base salary. However, 12-15 students per faculty member is the maximum expected of every study abroad program Under no circumstances should a program director travel with more than 15 students; in such cases, a second program director must travel with the group.

Note on Independent projects and Internships abroad

Faculty who sponsor independent projects or internships for students abroad must follow the same procedures as they would for a program abroad: verify the safety of the location, the academic nature of the program and available facilities to support the project (lodging, transportation, etc.). In addition, the professor directing the project must follow the established College of Charleston procedure for registering students for independent courses (develop the project, complete application for individual enrolment form, secure appropriate approvals/signatures so the student can be registered for the course, etc.). Students registered for independent projects/internships are assessed College of Charleston tuition unless the course is part of a regular semester course load. Failure to prepare the student adequately for the experience can place an undue burden on the professor if the project does not go as planned.

Note on children and spouses

Because of the intense nature of short-term study abroad programs, directors must refrain from taking along their children and spouses/partners during the period of the program; families/dependents may join directors after the conclusion of the program.

B. Program Approval and Responsibilities

Apply for program approval

All faculty who desire to organize a program abroad must submit a program proposal for **approval**. A complete proposal with signatures is required for all new programs, and every three years thereafter. For existing programs of less than 3 years with the same director(s), update only the course information, budget and itinerary and return to Center for International Education. However, a complete proposal is also required whenever a new program director directs an existing program or when new courses are offered.

Faculty must complete the program application form and present it together with proposed course syllabi and all other relevant material to the department chair for review and approval. When the departmental chair approves the proposal, it will be forwarded to the dean (all information attached) for review and action as appropriate. After review and approval, the dean will send the proposal and accompanying documents to the director of CIE who will determine whether the proposed budget is feasible and affordable to students considering the location of the proposed program.

The Center for International Education will work with all study abroad program directors to ensure a successful planning and execution of all programs. However, the following deadlines are necessary in order to accomplish this mission.

Spring 2019 programs:

Program proposal due: April 27, 2018

Student Application Deadline: October 12, 2018

Spring break (2019) programs:

Program proposal due: no later than August 24, 2018

Student Application Deadline: Varies, but no later than January 30, 2019

Summer 2019 programs:

Program proposal due: August 24, 2018

Student Application deadline: March 2, 2019

Fall 2019 programs:

Program proposal due: December 15, 2018

Student Application Deadline: April 5, 2019

Program Director Responsibilities

As a College of Charleston program director abroad, you, your staff and the students are subject to the rules and regulations as an employee of College of Charleston and the State of South Carolina. However, directing a study abroad program entails additional responsibilities compared with the on-campus roles you play. Many of these responsibilities may be new for you. Additionally, taking a group of students abroad becomes an institutional endeavor and becomes an extension of many critical functions of the institution. The situation is complicated by the fact that you become the representative of the institution, and all of this happens in the context of an international location far removed from the home campus (**see section on Service providers below**).

One of the best strategies you can adopt is to gain a thorough understanding of the coordination necessary between you and the institution and to understand your role in this entire process. Typically, a program director performs the following responsibilities:

- Instructor
- Program Developer
- Recruiter
- Financial Manager
- Institutional Representative (e.g., Discrimination Complaints, Judicial Affairs and Counseling)
- Crisis Manager
- Parent/Guardian/Counselor

You are already experienced in the role of instructor and advisor, but you may find these roles changing markedly in the study abroad setting. The other key responsibilities lie outside the realm of usual faculty/staff functions, and there are many specific processes, requirements, and legalities that you need to learn. Remember that the safety of the students is a priority in every situation. As the program director, you should supervise and monitor the students closely. Do not take unnecessary safety risks. If you are unsure about the processes, requirements, or legalities, do not proceed or call the appropriate department at the College for guidance. See also section below on Risk Management, Safety, and Emergencies. We will also provide you with training and resources before you depart.

II. PROGRAM IMPLEMENTATION

A. Marketing and Recruitment

Plan your marketing approach

In order to have a successful program, directors must develop a clear and aggressive recruitment plan. Program directors should prepare promotional materials that are both informative and attractive. Basic features of the program and courses (countries, dates, purpose, etc.); program fee and what it includes (lodging, transportation, meals, events, etc.); and availability of financial aid must be clearly presented. These programs offer academic courses for credit and directors need to reinforce to students that they are enrolling to study and learn, not to sightsee. In fact, directors should refrain from referring to the program as a "tour," "trip" or "study tour." Consistent use of a particular graphic or design is helpful, so that students can easily recognize materials from your program.

Brochures, flyers, and posters

Brochures, flyers, and posters are simple ways to reach potential program participants. These can be distributed in locations throughout campus or targeted toward specific groups. Brochures can be as elaborate as you choose to make them but regardless of graphics they must contain the main features of your program without making promises. Posters or flyers can be posted throughout campus on "general" bulletin boards and can be mailed to offices with restricted boards. The Center for International Education produces postcards for all approved programs that are distributed at study abroad fairs. Program directors may request an electronic copy of their program's postcard if they wish to distribute them outside of the study abroad fairs.

Information meetings and word of mouth

Information meetings about your program is an excellent means for telling groups of students about your program, showing slides or video of the area to be visited, answering questions, gauging student interest in your program, and obtaining names of interested students for later follow-up. Post flyers or send emails to announce where and when the meetings will be held.

Classroom visits

Students in your own classes are potential participants. Contact colleagues and request a few minutes of their class time to briefly promote your program. Program directors may also target colleagues who share their vision and interests to help promote their programs. Keep a list of names and e-mail addresses of potential applicants and send periodic reminders about application deadlines, information meetings, etc.

Internet resources

Some program directors create websites for their programs, and these range from simple to quite elaborate. Facebook, Twitter or other social media could be avenues for advertising your program. In addition to the information contained in your brochure, you might consider adding photos and perhaps an e-mail link so that interested students can

contact you. Information on all approved programs will be available on the CIE website as well.

Study Abroad Fairs

The CIE hosts two study abroad fairs in the fall semester and at least one in the spring semester exclusively for College of Charleston study abroad programs. Having a table at the fair will enable you to reach several students over the course of the day. Additionally, the CIE sponsors an Affiliate Study Abroad Fair in the fall semester that brings together several study abroad providers from all over the world. This is also an excellent opportunity for CofC students to learn about study abroad options.

B. Student Application, Selection and Logistics

Participant application

All students applying to study abroad through the College **are required** to submit an online study abroad application to the CIE. Applications can be found on the application website <https://cofc.abroadoffice.net>. In general, applications for summer 2017 programs are due March 1; the due date for fall 2016 programs is April 8, and October 14 for spring 2017 programs. Applications for the Spring Break programs are due November 1. You are free to set **earlier** deadlines for your program, depending on how much lead-time you need to make arrangements, secure group flights, visas, etc.

The CIE will make sure that all portions of the application have been completed and that all supporting documents have been attached. The CIE will send you copies of all applications for your program right after your application deadline for review.

Participant selection criteria

As a general rule, study abroad programs at College of Charleston require students to have good academic records, at least a 2.5 GPA. You, as Program Director, can set the requirements in this regard; however, they should not be lower than the minimum 2.5 GPA. You may also determine who to admit into the program (honors students, students in a particular major, only students from CofC, etc.) as long as these requirements were specified in your approved program proposal. Additionally, you may require letters of reference and/or an interview to ensure that participants are a suitable match for your program. You cannot discriminate against any student who has met your stated requirements and criteria. An interview with each prospective participant is recommended as the minimum screening tool. Your screening criteria must be transparent and available **in writing** upon request.

As part of the study abroad application process, the CIE sends a list of applicants to the Office of Student Affairs for disciplinary record review. If a student's conduct record is such that you are not willing to accept the student on your program, please document your concerns and share them with the Director of CIE so that he can provide you with support if the decision is appealed.

If you determine that a candidate is not suitable for your program, you should discuss the matter with the Director of CIE and, if necessary, with the student explaining why you feel participation in your program may not be in his or her best interest. In consultation with the CIE, you may be able to suggest other programs for the student.

There may be physical/mental disabilities to consider. There are both physical and emotional rigors of your program, so consider what types of reasonable accommodations you can make for students with disabilities or medical limitations in order for those otherwise qualified to participate successfully. **If you have questions about any student who seeks to participate, please contact** the CIE Director and/or the Office of Legal Affairs. The CIE collects a Study Abroad Post-Acceptance Health Questionnaire from every student and will share this information with the program directors so that they may make the appropriate accommodations on site, if necessary.

International students participating in study abroad programs often have additional concerns regarding passport and visa requirements for travel to a third country. Refer them to CIE. They need to take care of necessary paperwork for visas as soon as possible after deciding to participate in the program.

After you have completed your selection process, inform **all** students of their status in writing. Please note that students who withdraw from a study abroad program after they have been accepted to the program will be subject to the financial penalties indicated on the Financial Agreement form.

Enrollment limits

10 enrollments per course is the minimum number required for faculty to be paid the standard 7.5% of their base salary. However, for program budgetary reasons, 12 students per faculty member is highly recommended; under no circumstances would a single program director take more than 15 students.

Logistics and Service Providers

At College of Charleston, recognizing that studying abroad involves a certain amount of risk, our main objective is to develop and operate programs with the health and safety of our participants at the forefront of our decisions. The goal is to mitigate these risks without sacrificing the wonderful opportunities that only studying abroad can offer. Hence College of Charleston program directors will engage service providers in managing the program logistics.

Service providers are licensed domestic or international organizations or companies dedicated to providing logistical support for study abroad programs. They are usually current on the latest guidelines and protocols in the field; they employ best practices as defined by the field of International Education, actively work on an ongoing basis to mitigate risks and are well prepared to manage situations should they arise. Typically, a service provider will have the following:

- Trained Onsite Coordinators/Staff on the ground available 24/7 to assist with logistical changes, cultural curriculum, student incidents and onsite emergencies. In some locations the itinerary may also require a licensed guide who will be with the group for the entire duration of the program.

- From touchdown in-country to take off, students/faculty do not have to worry about getting from point A to point B. Whether by vetted and approved private coach, or by local and public transportation, the onsite staff will get the group there safe and sound.
- Accommodations are arranged based on the group needs, learning outcomes and budget. Recommendations by program directors for specific accommodations are also welcome.
- International and/or domestic travel air travel, train, etc. (if included).
- Onsite program coordinators collaborate with faculty to design the “ideal” program. It is important for students to experience what makes certain cities so iconic while also exposing them to hidden gems that enhance their understanding of the course material. The onsite staff can help identify the perfect excursions for the program, both on and off the beaten path.

Specifically:

- A service provider does not run the program but rather they customize it based on the program needs.
- They do not interfere in the academics but rather supply the resources needed for the academic purpose.
- A service provider handles the logistics of the program (accommodation, student health issues, travel, trains/buses/museums and tickets, etc.) so faculty can dedicate themselves to the teaching.
- A service provider is more knowledgeable about the destination and has the resources and contacts on the ground to support the program.
- A service provider is at the service of the program and have options to fit the program budget without worrying about liability, train/bus schedule changes/cancellations, etc.

Program directors have the option to include the airfare as part of the program fee or instruct each student to arrange his/her own travel. Separate travel arrangements, however, require a lot of coordination and can cause unnecessary confusion. Unless the international airfare is arranged by a service provider, CIE will be happy to assist. If you choose to make the travel reservations yourself, you must follow College guidelines on purchasing tickets from a reputable consolidator. Individual arrangements for airline tickets must be reviewed and approved by the Associate Provost for International Education.

An invoice is required for any and all payments to service providers. **The invoice must be submitted to the CIE at least two weeks before the payment is deadline.** Failure to comply with this may result in late payment and cancellation of your reservations or higher fares.

Note: accurate financial record keeping is extremely important; following your return, you must submit:

- a. A financial report to CIE within four (4) weeks after the conclusion of your program;
- b. The report must include the program’s total expenditures by category (i.e. other transportation, lodging, group meals, miscellaneous expenses);
- c. A completed Travel Reimbursement form with breakdown of expenditures;

- d. Original receipts for all expenditures (pasted or taped on plain white paper; do not staple or overlap receipts)

e.

The CIE will provide additional report submission guidelines to the program directors responsible for expenditure tracking shortly prior to departure.

C. Preparing for Departure

Complete Registration

As part of the Program Approval process, a course and section numbers were established for your program. Program directors must submit a list with participants' names, student identification numbers, and course numbers and sections in which each student should be enrolled shortly after student acceptance into the program. Students from other institutions and the community must apply for “non-degree seeking” status in order to be registered for classes at the College of Charleston. The Office of Admissions should be contacted on this matter.

All students must be registered for credit in your program except when expressly exempted. An exemption must be stated in writing, releasing the institution of any liability, signed by the participant and the program director and notarized. The CIE will maintain a file on such cases. As a general rule students should not be permitted to participate in a program without doing the academic coursework.

Pre-departure Orientation

College of Charleston Program Directors have an obligation to provide participants with information regarding programs abroad. Student participants should be given clear and accurate information regarding what a particular program entails. The most important types of information address the following issues: program and course expectations, information on local culture, student behavior, and travel information. CIE will work with program directors to provide participants with an Orientation that covers such things as safety and health information specific to the location or to program activity as well as cross-cultural communication, cultural adjustment strategies and student conduct.

All participants in your program must have a clear understanding of what the **course requirements** are and how their work will be evaluated and graded. You must distribute a syllabus and an itinerary that show both the course expectations for each day of the program and the destination for each day if the program moves from place to place. Hotel address, phone, and other contact information for each day must be given to all students; students should be strongly encouraged to share this information with their families in case they need to contact them during the course of the program.

You must ensure that students also understand what the **course dates** are, when and where to purchase **course materials**, when and where they will be expected to meet (if the group is not traveling together to the program site), when the program concludes, and when final projects are due. Clarify whether or not you will provide extensions for those who find themselves unable to complete work on time.

Program Directors must provide copies of their **final itineraries** and **contact information** as well as program requirements and an emergency plan to CIE and their respective department chair at least two weeks before program departure. Paperwork for cash advance or per diem will not be processed until these documents are received by CIE. Review the US State Department site to ensure that your destination is determined to be safe for travel.

Health

College of Charleston **Student Health Services** works closely with the Center for International Education providing free comprehensive pre-travel health consultations. Ideally, these consultations are conducted in groups but individual sessions can also be arranged. Eligible faculty members who will be traveling out of the country are encouraged to schedule a travel consultation appointment 2-3 months prior to travel by calling 953-5520.

Group sessions will include the following:

- Health risk education specific to the country or countries of travel
- Health advisory information for the area
- Required and recommended vaccines for a nominal fee
- Recommended prevention prescriptions, including malaria and travelers' diarrhea
- Recommendations for reducing disease risk, including water, food, sunscreen and insect repellent use.

Student Health Services also reviews the students' Study Abroad Post-Acceptance Health Questionnaire to ensure that the students receive proper recommendations for international travel.

The College of Charleston **Counseling & Substance Abuse Services (CASAS)** is also a useful resource for some students. CASAS is dedicated to the facilitation of the cultural, social, emotional, physical, ethical and intellectual development of all students so that they may become responsible and effective individuals. This mission is accomplished through group and individual counseling, training, instruction, assessment, consultation, outreach programming, crisis intervention and emergency services. CASAS strives to create a culture where students feel welcome and accepted regardless of racial and ethnic background, ability, sexual/affectional orientation, religious/spiritual beliefs and socioeconomic status. Students, faculty, and campus personnel can reach CASAS by phone (843.953.5640) between the hours of 8:30 AM and 5:00 PM EST Monday through Friday, and learn more via the campus website.

Additional resources on country-specific health information can be obtained from the following sites:

1. the U.S. State Department site at <http://travel.state.gov/>
2. the Canadian Department of Foreign Affairs site at http://www.dfait-maeci.gc.ca/travelreport/menu_e.html or

3. the U.K. Foreign and Commonwealth Office site at <http://www.fco.gov.uk/travel>
4. the Centers for Disease Control and Prevention issue advisories related to health issues on their site at <http://www.cdc.gov/travel/index.htm>

Check list

The program director must verify that each student has the following:

- valid passport (expiration date at least 6 months after program ends)
- valid visa (if needed)
- required immunizations (where applicable)
- International Student Identity Card (if applicable) and an International Phone
- a copy of the course syllabus and emergency contacts
- a copy of the course itinerary (including each destination, hotel address, phone number, and schedule of events)
- the students' *Study Abroad Handbook* (from CIE)

The program director must verify that s/he has the following:

- valid passport (expiration date at least several months after program ends)
- valid visa (if needed)
- copies of provider contracts
- required immunizations (where applicable)
- a list of your in-country and student contacts (including medical, legal, local police)
- U.S. Consulate or Embassy telephone and fax numbers and e-mail address
- A copy of the Cultural Insurance Services International Schedule of Benefits, copies of all participants' insurance identification cards, and copies of claim forms
- a photocopy of data page of each participant's passport
- a photocopy of each participant's Emergency Information/Medical History form

The program director must provide the following to CIE:

- complete program itinerary
- 24/7 contact information while abroad
- health insurance and emergency contact information
- a copy of in-country contacts list (including medical, legal, local police)
- copies of passport (showing expiration date)

D. Rules and Regulations for Students Abroad

A College of Charleston Study Abroad Program provides students with an opportunity to pursue academic study for credit outside the United States. Students are expected to take advantage of the cultural opportunities involved and are responsible for their behavior during the program. As program director you must familiarize yourself with these regulations and be prepared to act accordingly.

General Student Conduct

A student participating in a CofC study abroad program assumes a dual status as a CofC student and a student of the host institution and/or host country. CofC students abroad are subject to, and should be familiar with, CofC student conduct policies as outlined in the *Student Handbook* as well as the laws of their host country and the academic and disciplinary regulations of the host institution or residential housing program (where applicable). In many parts of the world, regulations regarding drugs, alcohol, driving, and general public behavior are far more severe than in the U.S. In addition, the legal age for alcohol purchase and consumption in many countries is lower than in the U.S. Explain to your students what the ramifications of drunkenness will be in relation to the host country law, to their personal safety, and to continuation in your program.

Students should note that, in addition to the CofC student conduct policies, there may be additional policies for students abroad because of the immediate and broader consequences of student conduct when abroad (e.g., student conduct may affect CofC's relations with the host institution and local community).

Misconduct by CofC students abroad can lead to immediate expulsion from the study abroad program and may, in addition, result in a decision by CofC to impose further sanctions, such as suspension or dismissal from CofC. Misconduct abroad refers to student actions that, in the judgment of the Program Director and/or staff of the Center for International Education, jeopardize the student's own welfare or that of fellow students and/or the program. Such actions include, but are not limited to, the following:

- Academic dishonesty;
- Obstruction or disruption of teaching or other university activities;
- Repeated unauthorized absence from class and/or other organized program activities;
- The use of, or threats of, physical violence;
- Violating the laws of the country in which the student is traveling or living;
- Violating the academic or disciplinary regulations of the host university or residential housing program where the student is studying;
- Abusing the customs and mores of the host community;
- Damage to, or destruction of, property of others;
- Alcohol or substance abuse; and
- Sexual harassment and sexual misconduct

Disciplinary Procedures

Students should note that CofC disciplinary procedures are more compressed than campus procedures due to the short duration of many CofC programs, the need to address disciplinary matters more quickly while traveling abroad, and the limited resources that are available in the host country to resolve disciplinary issues.

1. **Reporting Misconduct:** When an act of misconduct is observed or reported, an investigation will be conducted by the Program Director immediately to determine the validity and nature of the alleged misconduct.
2. **Investigation:** The Program Director is responsible for carrying out the investigation of all alleged student violation of the College of Charleston Student Conduct Code. Normally, this investigation should consist of interviews with the reporting party, witnesses, and the person alleged to have violated the regulation or standard of conduct. The person alleged to have violated a regulation or standard of conduct must be informed of the nature of the allegation, the regulation or policy allegedly violated, his/her right to respond, and the procedures to be followed. At the conclusion of the investigation, the Program Director should complete the Incident Report Form.
3. **Sanctions:** If after the investigation the Program Director believes that disciplinary action is appropriate, s/he is empowered to take such action. Disciplinary action may take one of three forms:
 - Verbal Warning: An official, although oral, warning to the student that his/her conduct is in violation of the Rules and Regulations of the College of Charleston;
 - Written Warning: An official written notice to the student stating that failure to meet expected behavior or repeated violations may result in termination from the study abroad program; or
 - Termination from the Study Abroad Program: This sanction is permitted after a student receives repeated Written Warnings or is involved in one or more of the following: academic misconduct, eviction from housing on grounds of inappropriate conduct, exceeding the number of unexcused absences from class allowed for the program, repeated drunkenness, willful destruction of property, posing a safety hazard to one-self or others, criminal conduct.

Note: Disciplinary action should be taken in consultation with the Associate Provost for International Education, and other College of Charleston and/or host institution officials as appropriate. Termination can only be imposed after the Program Director has consulted with, and gained the approval from the aforementioned entities. Every written warning and notification of sanctions or termination must be communicated to the CIE, whenever possible within 24 hours of the occurrence.

Consequences of Termination

If a student is terminated from the program s/he shall be required to vacate the premises used by the program immediately and return to the United States at his/her own expense.

Termination of a student's participation shall not eliminate or otherwise affect the student's obligation to make any and all payments to College of Charleston. A student who is terminated from a study abroad program will receive a grade of "F" in all course work in progress. In addition, the student will not be entitled to a refund of any program fees, may be required to reimburse College of Charleston for financial aid received, and is responsible for all non-recoverable costs incurred by the program or host institution on his/her behalf, as well as personal financial obligations, e.g., utility bills, rent. College of Charleston may place a hold on the student's registration until all such financial obligations and/or disciplinary actions have been met.

Termination from a study abroad program does not necessarily constitute dismissal from the College of Charleston. However, if the student's conduct is also in violation of the College of Charleston Student Disciplinary Regulations, the Judicial Affairs Board may undertake disciplinary action, including imposing sanctions of suspension or expulsion from the College of Charleston pursuant to proceedings under Student Disciplinary Regulations.

E. Risk Management, Safety and Emergencies

Risk assessment is a vital part of program planning and execution as issues of safety and health present the greatest exposure to liability for you and for the institution. Be aware that this issue is closely monitored at all levels of the process and may result in your program not receiving approval to proceed.

As you look over your proposed itinerary, determine what could possibly go wrong at each step along the way and how those issues would be dealt with. Lost baggage, missed flights, the illness of a student or of the program director, and lack of transportation on arrival have all been known to happen, and you must be prepared to deal with them. If you make program arrangements yourself and directly contract with providers, every effort should be made to check on the reliability, reputation, and safety record of each service provider you are considering employing (bus companies, hotels, etc.). Service providers must have insurance that covers their operations. All such arrangements and contracts must be approved by the Associate Provost for International Education.

Your responsibility to the participants is to provide them with a stimulating academic experience in as safe an environment as is feasible given the nature of your program. You are personally liable for participants' safety **only insofar as you put them at unnecessary risk, have not informed them of potential risk, or are not acting in your capacity as Program Director** (e.g., you are away from the group and unavailable for contact during the program).

Students must be strongly discouraged from putting themselves at increased risk during the program and they should always travel in pairs. Explain to participants what responsibilities are yours for the duration of the program and where your responsibilities to them, and to the program, end. Specifically, be sure students are clear which events mark the start and end of the program.

On-site Emergencies

Definition of Emergency: Emergencies are those situations that pose a genuine and sometimes immediate risk to, or that have already disturbed, the safety and well-being of study abroad program participants. Emergencies include those situations involving a single program participant, multiple program participants, or all program participants. Specific guidelines for assessing emergencies are attached in Appendix I. Emergencies include:

- Accident/injury
- Medical emergency (physical or mental)
- Physical or sexual assault
- Missing person
- Death
- Incarceration
- Political/civil unrest
- Terrorist activity or threat
- Natural or human disaster (earthquake, flood, hurricane, fire, nuclear incident)

Operating principles:

1. All responses to an emergency will be governed by the highest concern for the safety and well-being of students, faculty, and staff participating in a CofC-sponsored study abroad program.
2. All reasonable and prudent measures will be taken to gather information necessary about the emergency.
3. The CIE will exercise caution and restraint in deciding how information about an emergency should be shared.
4. The CIE will respond to emergencies by following the response guidelines and procedures except when otherwise dictated by circumstances or agencies outside the College's control.

Precautions

In the event of an emergency, it is the first responsibility of the Program Director to provide for the immediate safety and security of all participants. At program sites where no staff is specifically hired to manage the program, the local institutional contact can act as a resource. Precaution should be taken in order to respond adequately in any emergency situation. Hence program directors should anticipate and prepare accordingly for any eventuality.

1. On-site Program Directors serve as the first line of contact during an emergency. It is imperative that the on-site Program Director be accessible by telephone 24 hours a day for the duration of the program.
2. Upon arrival (or just prior to), the Program Director should register all participants at the nearest US Consulate by fax or email.

3. One photocopy of page one of each participant's passports should be kept in a central program file with the Program Director.
4. A photocopy of each participant's Health Insurance Verification/Medical History and Emergency Information/Emergency Treatment forms should be kept in a central program file with the Program Director.
5. On-site orientation should be provided to all participants that will include information on personal safety and instruction in the procedures to be followed in case of an emergency.
6. The contact information for a designated on-site emergency liaison will be distributed to all participants. If the Program Director is incapacitated, the emergency liaison provides temporary management of the program and of the participants and communicates with the CIE.
7. The Program Director will develop and test a rapid communication system with all participants.
8. All participants will be reminded of the need to leave an itinerary and contact information with Program Director for any overnight stay away from the program site.
9. The Program Director will identify all alternative means of communication with the U.S. that may be available at the program site.

Emergency Contact Information

In an emergency, the program director on location should contact the Director of the Center for International Education. If the Director cannot be reached immediately, the program director on location should contact the Associate or Assistant Director, or the Study Abroad Coordinator, or the main office line. [If none of the staff of CIE is available, contact Public Safety to request assistance] The CIE staff member who begins management of a reported incident will gather as much information as is necessary to determine what risks, if any, are facing study abroad participants. In assessing these risks, appropriate people and organizations must be contacted.

College of Charleston Dept of Public Safety	(843) 963-5611
Director: Dr. Andrew Sobiesuo	(843) 324-1862 (mobile)
	(843) 953-5537 (office)
Associate Director: Sarah Simmonite	(843) 953-7059
Associate Director: Melissa Ochal	(843) 637-1472 (mobile)
	(843) 953-7822 (office)
Assistant Director, Stephanie Leahy	(843) 953-7823
Program Advisor, Sabrina Prioleau	(843) 953-0441
Center for International Education	(843) 953-7661

Response Guidelines and Procedures

The CIE is charged with the responsibility of coordinating the management of emergencies affecting participants in credit-bearing study abroad programs that CofC sponsors. The safety and well-being of students, faculty, and staff who are participating in CofC programs abroad is of the highest importance, and all reasonable actions are, and will be taken to accomplish this.

While recognizing that incidents taking place outside the United States are unique in nature and require management by professional staff trained in the field of education abroad, CIE recognizes the importance of establishing, in advance, policies and procedures that are designed to safeguard the safety and well-being of study abroad participants.

These guidelines outline the steps that the CIE staff at the College of Charleston and study abroad program participants will follow in the event of a study abroad emergency.

If the emergency affects all participants:

1. The Director of the CIE or a representative will consult with on-site personnel, and other contacts as appropriate, to decide what action will be taken in response to the emergency.
2. The Director or representative will communicate with the on-site director or staff. This communication will contain a description of the course of action to be followed in responding to the program emergency. Participants will be provided with verbal or written instructions appropriate to the situation. The Director may request that the on-site director or staff have all program participants acknowledge receipt of any written instructions.
3. The Director or representative will communicate the incident and response strategy to the following:
 - a. Office of Academic Affairs
 - b. Dean of Students
 - c. College Relations and Media Communications
4. All media inquiries to the CIE will be referred to Division of External Relations.

If the emergency is particular to an individual participant:

1. The Director of the CIE or a representative will discuss with on-site personnel how the situation will be handled. The participant will be made aware that the family/emergency contact that they provided will be notified.
2. The Director or a representative will notify the family/emergency contact. Information and advice will be provided to the family as the family decides how the individual emergency will be handled.
3. The CIE staff will facilitate the family's plan to the extent possible.

Response in a specific case: the death of a participant

1. Upon notification by the on-site director, the Director of the CIE or a representative will notify the Office of Academic Affairs, the Dean of Students and the Office of College Relations and Media Communications.
2. Notification of the participant's family/emergency contact is handled by the appropriate College of Charleston designee.

3. The Director will communicate with on-site personnel regarding how the situation will be handled.

If the situation is NOT an emergency but requires advice and management

1. The Director of the Center for International Education should be notified at the next available opportunity during regular office hours.
2. The CIE staff will continue to manage the situation by staying in contact with the onsite director or staff, making appropriate referrals, and gathering information helpful to the situation at hand.
3. During regular office hours, CIE staff resources may be contacted for consultation or for their direct involvement.

F. Program Cancellation Policy

Program directors, in consultation with CIE can cancel a study abroad program if the enrollments in such a program are too low to cover the projected costs. In such an instance, students will receive full refund for any and all recoverable fees. Health and safety concerns may also result in the cancellation of a program. All program directors need to weigh these concerns in their decision to proceed with a program. Program directors should take into account any travel advisories issued by the U.S. State Department. Program directors should also be in communication with their contacts in the host country and with other faculty who might be leading programs in the same target country/region.

It is important in countries where there are concerns about health and safety that program directors do not decide unilaterally to proceed with the program. Situations can deteriorate between the time of program approval and the date of departure. Since study abroad is a college enterprise and any repercussions will have an impact that goes beyond a single individual, department or school, the decision to proceed with a program needs to involve the Associate Provost for International Education and appropriate representatives of the central administration. In this way, a careful and considered opinion can be rendered that takes into account both student and program director welfare concerns and liability issues.

However, when necessary, the Director will convene a special committee comprising members of the International Education Steering Committee to review the situation.

This committee will convene when two of the following conditions are met:

1. A program director expresses concern and is seeking advice.
2. The U.S. State Department issues a travel warning for the target country.
3. Faculty or staff state concern for the target country or site location that is reasonably documented.

G. Other Valuable Resources

Government Agencies:

- The U.S. State Department Desk Officer of the country affected or a consular officer at the U.S. Embassy or Consulate nearest the program site (www.state.gov) or call 202-647-4000 or 202-663-0533.
- The U.S. State Department Overseas Citizen Services (deals with serious illness, death, financial crisis due to theft, or arrest), (toll-free in the U.S. 1-888-407-4747, outside the U.S. 317-472-2328, 8 a.m. – 8 p.m., after hours 202-647-4000, ask for the Overseas Citizen Services Duty Officer).
- For long-standing crises, the U.S. State Department sometimes creates special Task Forces to monitor them; for background information on such crises, call the U.S. State Department Operations Center Office of Crisis Management 202-647-0900.
- For information concerning a terrorist threat or action, call the U.S. State Department's Counter-Terrorist Office 202-647-9892.
- Study abroad offices at other institutions and universities with programs in the same location.
- If disease outbreak-related, check the Centers for Disease Control (www.cdc.gov or 1-800-311-3435 or 404-639-3311).

Note of Acknowledgment

These guidelines are the fruit of several existing resources on study abroad. Of significant benefit is *The Guide to Successful Short-Term Programs Abroad*, edited by Sarah E. Spencer and Kathy Tuma. This volume is also enriched by information from other universities as well as feedback from the College of Charleston Office of Legal Affairs.

Appendices

Appendix I: A-Z on Assessing Emergencies.

A. For widespread emergencies affecting or potentially affecting all program participants:

- What is the proximity of the event(s) to program participants?
- Is the group presently in danger?
- Is there imminent risk to participants if they remain where they are?
- Are all program participants, whether directly involved or not, aware of the emergency?
- How are participants responding to the emergency?
- Are adequate supplies and/or resources available (food, water, medical attention)?
- Is adequate and secure housing available? For how long? What housing options are available as a back-up?
- Has the U.S. Embassy issued any advisory for US citizens at the location?
- Have all participants been made aware of Embassy advisory?
- Are all participants following the advised precautions?
- Have local authorities issued a curfew?
- Is travel in or out of the location/country being restricted?
- Who or what is the target of any unrest?
- Are security and other public safety personnel present?
- Is airlift a viable option?

B. For illness or injury:

- What medical treatment has been received?
- Where has the participant been taken?
- Does the attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?

- What is the prognosis?
- Are other participants at risk?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?
- Is the participant aware of these consequences?
- What is the contact information for any attending physician (name, address, phone, fax, e-mail)?

C. For assault or rape:

- What has the on-site response been?
- Where has the participant been taken?
- Is counseling available? In English?
- Has the participant been taken to a medical facility or professional?
- If rape, have tests been conducted (STDs, AIDS, pregnancy, DNA)?
- What is the medical diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has local law enforcement been notified?
- Does the victim indicate a desire to pursue legal action against the perpetrator?
- Has the US Embassy been contacted?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?

D. For a missing participant:

- When was the participant last seen?

- Does anyone have information regarding where the participant might have gone?
- If the student left and was expected to return, what were the date and time of the expected return?
- Have local authorities been notified? Is there a case number?
- Has the U.S. Embassy been contacted?
- Are search and rescue services available on-site?

E. For an arrest:

- Where has the participant been detained?
- Has the U.S. Embassy been notified? What has their response been? What is the advice?
- What agency made the arrest (names, addresses, phone numbers)? Is there a case number?
- What are the charges?
- Is the participant able to contact anybody?
- Is bail available?
- Is legal counsel available?

F. For an incapacitated Program Director:

- If the program does not have a secondary Program Director, is the pre-determined emergency liaison now managing the on-site situation and the other program participants?
- What is the status of the Program Director?
- Is the incident of limited nature such that, when the immediate emergency is resolved, the Program Director will be able to continue for the duration of the program?
- Is the incident such that it is unlikely that the program will continue?
- Is a substitute Program Director feasible?

Appendix II: Report Forms

A. Study Abroad Student Conduct Violation: Written Warning Form

Name of student:

Date and location of incident:

Brief summary of violation [initial incident report should contain more detailed information]:

On (date) _____ the above named student was determined to have violated the Rules and Regulations for CofC Students Abroad in the following manner:

WRITTEN WARNING: The student is therefore receiving this written warning. If the above-named student fails to comply with the expected behavior specified below or if the student continues to violate the Rules and Regulations for CofC Students Abroad, s/he will be terminated from the study abroad program and must return to the United States immediately at his/her own cost.

Expected Behavior:

_____ Student's signature	_____ date
_____ Program Director's signature	_____ date

B. Notification of Termination from Study Abroad Program

Name of student:

Date and location of incident:

Brief summary of violation [see initial incident report for detailed information]:

Please check the appropriate box:

- After having received a verbal and/or written warning on (date/s) _____ describing a previous violation of the Rules and Regulations for College of Charleston Students Abroad, the above named student has not desisted from continuing to violate the Rules and Regulations, nor has s/he fulfilled the required expected behavior conditions as specified on the Written Warning Form. For this reason, the student in question is being terminated from the program.
- The seriousness of the violation is such that further participation by the above named student would be to the detriment of the _____ (specify study abroad program) and its participants either

by impacting on the health and safety of the individual or other participants in the program or by causing detriment to the best interest and welfare of the program and to CofC. For this reason, the student in question has been terminated from the study abroad program.

To be completed by the student:

I understand that due to my violation of the Rules and Regulations for College of Charleston Students Abroad, I have been terminated from the above-mentioned study abroad program. Termination shall not diminish or otherwise affect my obligation to make any and all payments to CofC. I understand that I will receive a grade of "F" in all course work in progress; in addition, I will not be entitled to a refund of fees, may be required to reimburse CofC for financial aid received, and am responsible for all non-recoverable costs incurred by the host institution and/or CofC, as well as personal financial obligations. I understand that the conduct that led to my termination from this program may also lead to further sanctions upon returning to CofC.

I AGREE TO IMMEDIATELY ABSENT MYSELF FROM ALL PREMISES USED BY THE STUDY ABROAD PROGRAM AND RETURN TO THE UNITED STATES.

Student's signature date

Program Director's signature date