

Directors' Handbook

for

SUU Faculty-Led Short-Term Study Abroad Programs



SUU Photojournalism & Ecotourism in Swaziland & South Africa, May 2015



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INTRODUCTION

This document's purpose is to help Southern Utah University's Study Abroad Directors lead safe, educational, and enjoyable programs abroad.

The "Directors' Handbook" provides an overview of Faculty Directors' tasks and responsibilities while administering any University-authorized program abroad involving students. It provides basic guidelines for Faculty Directors and does not presume to address every possible situation. *Faculty Directors have a contractual relationship with SUU.* Because of this, it's important to know what is expected of anyone who leads an SUU-sponsored study abroad program.

This handbook is organized in three main sections: Pre-Travel Responsibilities, On-Site Responsibilities, and Post-Travel Responsibilities.

The generic terms "Faculty Director" and "Program" are used throughout this document and apply to any SUU employee authorized by the University to lead students abroad for any purpose.

The Faculty Director serves as the coordinator and facilitator through which all communication should flow between SUU's Office of Learning Abroad, any host institutions or program providers and affiliated staff, and program participants.

The Faculty Director must balance a wide range of responsibilities and roles, including that of group leader, intermediary, advisor, program administrator, and advocate for student participants. The Faculty Director serves as a liaison among many different elements in the program: the students, the host institution or organization, the host families or landlords, SUU, government officials in the U.S. and in the host country, and the host culture. The job of coordinating and implementing the various aspects of the program can be difficult, time-consuming, and at times personally frustrating. However, the successful implementation of a program and the knowledge that the lives of program participants have been significantly enriched through the program is an amazing reward.

I. Pre-Travel Responsibilities

- A. The Faculty Director will complete and submit a faculty-led study abroad proposal. The proposal will include detailed information on expenses, course descriptions, on-site housing and security, arrangements for excursions, and the selection of a program provider. If a program provider is not selected, the Faculty Director takes responsibility for all logistical and academic arrangements. *Please note that only those courses listed in the proposal approved by the Global Engagement Advisory Board can be offered. Credit for courses not approved by the GEAB, Department Chair, and College Dean will not be permitted.*

- B. The Faculty Director will coordinate all housing accommodations and will provide documentation regarding lodging to the Office of Learning Abroad no less than 30 days prior to departure. All housing arrangements, such as the selection of homestay families, hotels, apartments, or dormitories, will be the responsibility of the Faculty Director. The safety and security of the students should be of primary concern in determining accommodations.
- C. The Faculty Director will coordinate all academic and cultural arrangements with any host school or program provider used for the program.
- D. The Faculty Director will prepare and submit an Emergency Action Plan for the program no less than 30 days prior to departure (See Appendix A for an example). This plan must include the program itinerary, contact information and addresses of all locations students will be lodging, dates and means of in-country travel, and a description of the emergency action that will be taken in each location.
- E. With the support of the Office of Learning Abroad, the Faculty Director will market and advertise his/her program. It should be noted that the Office of Learning Abroad does general marketing for all study abroad programs. It is up to each individual director to market his/her specific program.
- F. The Faculty Director is not to discuss the breakdown of program costs with students. All program costs are to remain confidential. As with educational programs offered by outside organizations, the SUU study abroad program fee paid by students represents a set cost for the services and activities outlined in the program description. The students' use of program funds is not negotiable.
- G. The Faculty Director will review student application materials and make the final selection of students. All application documents will be accessed in the Terra Dotta application system (instructions for viewing and accepting student applications are found in Appendix B)
- H. The Faculty Director will advise students on their study abroad course registrations.
- I. The Faculty Director will hold at least two orientation sessions with students prior to departure. These orientations should include information on program academics, living in the host culture, the program itinerary and logistics, international travel, and other things that will prepare students for living and studying abroad.

The Faculty Director's genuine interest in the culture, language and program should serve as an example to motivate students. The Faculty Director should be aware of the phases of culture shock and encourage students to immerse themselves in their new environment, rather than escaping through criticism and a circle of friends consisting

exclusively of program participants. The effective Faculty Director will encourage an attitude of openness and engagement, while assisting the less experienced and outgoing students to feel comfortable in their new environment.

Often, students may find that their expectations of the program exceed what the university setting or program is capable of delivering. It is important to stress realistic goals and expectations, as well as individual initiative, prior to departure.

- J. The Faculty Director will read, sign, and submit to the Office of Learning Abroad a Faculty Director Agreement.
- K. The Faculty Director will consult with the Office of Learning Abroad on his/her Travel Authorization and Travel Reimbursement forms. The OLA will typically prepare and submit the forms.
- L. The Faculty Director will submit personal emergency contact information to the Office of Learning Abroad. (NOTE: The Office of Learning Abroad will collect and forward each student's name, T-number, phone number, e-mail address, and emergency contact information to the SUU Police Department. It will also provide each Faculty Director with emergency contact and passport information for each program participant through Via TRM)

II. ON-SITE PROGRAM RESPONSIBILITIES

Day-to-Day Responsibilities

- A. Arrival at the overseas program site

It is the responsibility of all on-site Faculty Directors to arrange to meet incoming groups of students. This may be done by flying with the students, arranging to meet them all at the airport, or arranging an initial meeting place and time at the program's main location.

- B. On-site orientation

The Faculty Director must coordinate an on-site orientation upon arrival. All students are required to take part in an on-site orientation session. The principal objective of the orientation session is to review information already received by students about the program, its policies and rules, and the rules, policies, and laws of the host institution and/or host country. The orientation session also gives students a chance to discuss and examine their expectations and motivations for going on the program. The Faculty Director will need to introduce a cross-cultural approach to assist program participants in understanding their new experience in the light of the cultural values of the host country.

The content of the orientation session will vary greatly from program to program and country to country. General topics to be covered at all orientations include: 1) program rules and policies, 2) rules and regulations of the host institutions or cooperating organizations, 3) necessity of proper conduct and the consequences of improper conduct, 4) information on the host country and its laws, 5) safety issues, 6) health precautions, 7) cross-cultural insights and coping skills, and 8) the locations of health care facilities. The Faculty Director will also want to be sure to outline clearly his/her role, as well as the role of the students in the program.

While all of the details of the Faculty Director's function are relevant, the Faculty Director will, during on-site orientation, outline the principal aspects of his/her job to the students. In doing so, the Faculty Director should emphasize that he/she is the on-site administrator and program coordinator. If they have any questions concerning the program or the program setting, students should first contact the Faculty Director. In turn, the Faculty Director should contact the Office of Learning Abroad if he/she has questions or needs advice.

Other important issues to be discussed at the orientation session are housing, local cuisine, group activities, field trips, health, and relationships with peers and program faculty. The students should be made aware of the program's evaluation/grading policies.

Students will find that they will spend a good deal of time together as a group. It may be useful to point out the importance of patience and self-restraint in a group setting and to note that study abroad is distinctly different from study in the U.S. This difference applies to general behavior, as well as the classroom.

During the orientation session, the Faculty Director should be aware of developing group dynamics. Each program group will have its own characteristics, and the Faculty Director would be well served to be aware of the idiosyncrasies of each group in order to anticipate potential problems among the students.

C. Crises and Emergencies

The Faculty Director must be prepared to manage crisis situations by providing information, counseling, and recommendations to avert crises. He/she must be prepared to deal with medical, safety, or other crises and emergencies and should know and inform students about local emergency services, including how to obtain ambulance services, police and fire contact numbers, and local embassy contacts.

The Faculty Director must keep a cell phone on hand at all times and must give the international number to students and the Office of Learning Abroad.

The Faculty Director must also know how the program-provided insurance is to be used, what services it covers, and what its limits are. Information about ISIC insurance can be found online at <http://www.suu.edu/academics/studyabroad/pdf/1ISICBasicPlan.pdf>. (For more

details about crises and emergencies, see the section “Emergency Procedures” and “Health Emergencies” below.)

D. Contact with students

Faculty Directors must maintain regular contact with each student and provide all students with contact information during the program (i.e., cell phone number abroad and the location of the faculty residence abroad).

E. Excursions

The Faculty Director is responsible for the organization of program excursions and field trips, including research on the insurance coverage and safety reputation of the transportation selected. The Faculty Director must accompany students on all program-related excursions. All service providers must have comprehensive insurance coverage.

F. Cultural information

The Faculty Director must provide students with culturally specific information concerning adjustments to life in the host country. He/she must remind students of the “do’s” and “don’ts” of living in the host culture as well as how to remain safe in the host city/country; if students are living with local families, the Faculty Director must remind students about the "do's and don'ts" of living with a host family.

NOTE: Programs that are not based in one location abroad are required to have a Faculty Director available to travel with the students at all times and a second Faculty Director who would be assigned to supervise any students who are unable to travel with the group due to illness or other emergencies.

Documentation and Reports

- A. The Faculty Director must report regularly on the progress of the program through reports submitted by email to the SUU Office of Learning Abroad (harrisk@suu.edu or tessadouglas@suu.edu). Contact must be made with the Office of Learning Abroad within the first three days of the program, giving a general status report of the students and the program.
- B. The Faculty Director must report any emergency or event *immediately* that might involve the safety or security of program students.
- C. The Faculty Director must report and consult with the Office of Learning Abroad on any health or other emergencies.

- D. The Faculty Director must respond to queries from the Office of Learning Abroad in a timely manner.
- E. The Faculty Director must expect to be contacted during evenings and weekends should an emergency arise.
- F. The Faculty Director must keep accurate and detailed financial receipts for accounting purposes; failure to collect and submit receipts will result in the University withholding reimbursement for program-related expenses. All purchases made with an SUU purchasing card must be verified with a physical receipt. (For more details about financial matters, see the section “Finances” below.)

Emergency Procedures

In an emergency, whether a natural disaster, a terrorist attack, or another event that could be harmful to the students, the obligations of the Faculty Director are to:

- A. Make sure all students are accounted for. If any are missing, make sure the students are somewhere safe before looking for any missing students.
- B. As soon as possible, notify the Office of Learning Abroad about the status of the students. Please keep the numbers below handy at all times:
 - 1. SUU’s 24/7 Emergency Hotline: (435) 586-1911
 - 2. Office of Learning Abroad: (435) 586-1995
 - 3. Kurt Harris’s cell phone: (435) 669-1738
 - 4. Tessa Douglas’s cell phone: (435) 463-1377
 - 5. Karina Carter’s cell phone: (760) 580-3432
- C. Contact the local U.S. Embassy or Consulate and inform them of the group’s situation.
- D. Give students emotional support and guidance.
- E. As soon as is possible and feasible, consult with the Office of Learning Abroad about the best course of action for the program.

Health Emergencies

The location of the program is a major factor in the health risks students may encounter, and the students’ health and safety are important topics to discuss with students. Should a physical or mental health-related problem arise, the student should keep the Faculty Director advised, so that an informed decision can be made regarding treatment. While we do not realistically expect students to inform the Faculty Director of every cold or upset stomach, any ailments which do not disappear in a few days should be reported. Prompt treatment may eliminate the need for hospitalization.

In the event of a health emergency, the Faculty Director or program staff member should be prepared to accompany the student to a medical facility for care. The Faculty Director must use his/her discretion with regard to medical treatment and hospitalization if a student is unable to make decisions regarding his/her own medical treatment in an emergency. The situation and availability of proper treatment should be a determining factor in any decision regarding the treatment of a student. The Office of Learning Abroad and the student's parents and/or guardians should be informed immediately if situations arise in which extensive medical treatment is required. The student's medical condition should be held completely confidential aside from family members and the Office of Learning Abroad.

It is important to be informed about both physical and emotional disorders that are common among college students. Be aware of how your students are feeling emotionally throughout the study abroad program, and watch for signs of eating disorders, such as anorexia and bulimia, and psychological illnesses such as depression or severe anxiety.

Finances

Prior to departure, the Faculty Director will meet with the Office of Learning Abroad to prepare a Travel Authorization form. As soon as possible after the study abroad program ends, the Faculty Director will meet with the Office of Learning Abroad to prepare a Travel Reimbursement form. The Faculty Director must retain physical receipts for all purchases and submit those when meeting to prepare the Travel Reimbursement form. For receipts not printed in English, the Faculty Director must provide translations.

The unauthorized spending of money—on behalf of students or others—is not allowed.

Programs which require the use of SUU property off campus require that Faculty Directors complete the appropriate documentation prior to removing any items from campus. Any lost or stolen items should be reported to SUU as soon as possible. In some cases a police report will need to be filed.

The pre-departure orientation should include instructions to students to bring a sufficient amount of spending money to cover personal expenses and emergencies. Participants must also be informed that if their passports or other documents are lost or stolen, they are responsible for all expenses incurred related to such losses, including telephone calls, replacement fees, and transportation.

In the event that a student requires medical attention during the course of the program, any cost of treatment, medication, transportation, and other related expenses is the responsibility of the student. The student may file a reimbursement insurance claim for any emergency medical or dental expenses with ISIC, the insurance company that provides insurance for all SUU students on faculty-led study abroad programs. Students must be reminded to carry

proof of medical insurance with them abroad and retain any forms and receipts necessary for reimbursement from their insurance provider.

The Office of Learning Abroad will provide program directors with ISIC insurance cards and coverage brochures for themselves and each of their students. It is the program director's responsibility to distribute these cards to their students.

All students will have been advised in the *SUU Study Abroad Handbook* about the use of credit cards abroad. The student or the responsible party in the U.S. should check with his or her own banks or credit card companies regarding what services are available in the host country. The Faculty Director should encourage students to evaluate their financial status throughout the program.

Host Institution and Program Providers

- A. The Faculty Director will serve as the liaison between program students and the host institution faculty and staff.
- B. The Faculty Director will assist students with any registrations the host requires.
- C. The Faculty Director will obtain accurate grade reports from the host institution (if appropriate), assign the students grades for their credits at SUU, and will submit student grades to SUU in a timely manner.

NOTE: At least one of the Faculty Directors supervising the program abroad must speak the language of the host country sufficiently to care for the needs of students and any program-related activities.

Academics

The Faculty Director oversees the academic aspects of the program. In order to do so successfully, he/she is expected to be available to the students for guidance and questions concerning the academic components. The Faculty Director is not authorized to alter course offerings or course content without prior submission of changes to the SUU Office of Learning Abroad, and without the approval of the Global Engagement Advisory Board. In the case of such changes, the Faculty Director must see that students are assisted in finding acceptable substitutes and communicate this to the Office of Learning Abroad.

Student Relations

The Faculty Director is responsible for advising and providing support for students throughout the duration of the program. The Faculty Director will establish a plan for communication and availability to students to deal efficiently with problems concerning housing difficulties, health concerns, personal crises, and other issues that may arise.

The Faculty Director should occasionally make arrangements with the students to meet in groups, as well as individually if needed. Informal visits with individuals or small groups of students provide support in an unfamiliar environment, an opportunity for the Faculty Director to keep in close contact with student concerns and problems, and as a way to share in the students' experiences, both academic and otherwise.

It is particularly important for the Faculty Director to take seriously any complaints that may affect student safety. In the case of reports of sexual impropriety, harassment, or assault, the Faculty Director will treat the matter with sensitivity, taking action to support the student. In such instances, it is important that the Faculty Director notify the Office of Learning Abroad as soon as possible. Depending on the issue, it may be appropriate for the Faculty Director to:

- Determine exactly what has occurred;
- Take care of any medical treatment necessary;
- Remove the student from a threatening situation;
- Offer to locate a counselor;
- Inform the local police.

Student Conduct and Discipline

Students are expected to adhere to the rules and regulations of SUU, and to participate in all required activities, including orientation sessions, classes, and excursions.

Attendance at all classes is mandatory, just as if the course were conducted on campus. A student may be excused only because of illness. Instructors should be aware of which students are not attending classes and immediately discuss absences with the student involved.

Students should be made aware that they are responsible for attending mandatory program-related excursions. The Faculty Director is responsible for contextualizing the excursion within the cultural and academic goals of the program. Students should also be reminded that every student has a responsibility to act as an ambassador for the program and for SUU, despite possible feelings to the contrary.

It is important that the Faculty Director convey to the students the reasons why certain activities are important and relevant to the academics of the program. If a student is chronically absent from excursions, the Faculty Director should discuss the situation with the student and take appropriate action. Under no circumstances can program participants be refunded money for an excursion in which they chose not to participate.

All students are entitled to due process, which protects them against arbitrary or capricious decision. If the potential penalty is great, e.g., dismissal, all students must be afforded high

level of procedural safeguards. SUU policies for student discipline must also be applied abroad.

The Faculty Director must make the student aware of his/her concerns regarding any problems that occur during the program. A witness, generally another SUU faculty member, must be present during the initial meeting with the student. The Faculty Director must be familiar with the SUU disciplinary policy and procedures prior to departure and follow the process carefully. Students should have written documentation of any faculty concerns that are not resolved immediately.

In the event of a disciplinary emergency, such as an incident between SUU program student(s) and host country nationals or an accident or violation of the host country's laws or drug and alcohol abuse, the Faculty Director should inform the Office of Learning Abroad immediately. At times, students may not act with discretion or may feel behavior that is acceptable at SUU is also acceptable in the host country; the Faculty Director should explain that this is not always the case. In less serious cases, students may require a mediator between themselves and other personnel from the host country, such as a host family member or a native professor. In some instances, the host nationals, especially in a university setting, are particularly concerned with the behavior of foreign students. Therefore, the Faculty Director should spend some time, during the onsite orientation and perhaps throughout the program, explaining some of the stereotypes that may be attributed to U.S. students.

The most severe penalty for misconduct during the program is dismissal from the program; this decision must be made in consultation with the Office of Learning Abroad, and only after careful documentation of the behavior. In the event of continued behavioral problems, it is important to record having had disciplinary meetings with the student, as well as the warnings issued with a written notice. Copies of these records and warnings should be sent to the Office of Learning Abroad.

When a situation arises in which the Faculty Director has met and counseled with a student about his/her conduct without positive results, the Faculty Director, in consultation with the SUU Director of Global Engagement and other SUU administrators, may decide the dismissal of the student from the program is warranted. The misconduct may result from a violation of local law, the SUU Student Code of Conduct, or course requirements. The student has the right to appeal such a decision.

Ethical Considerations

Because the Faculty Director acts as an advocate for the students and as a liaison among others involved with the program, he/she must exercise caution and good judgment when dealing with student issues. This is especially true during periods of emotional stress, such as when a student experiences culture shock and is struggling to develop strategies for adapting to a new cultural setting.

Conversations with individual students must be regarded as confidential. Matters of particular concern are the violation of trust or privacy of students through the unauthorized sharing or disclosure of information, any act which can be interpreted as sexual harassment, or any discriminatory act reflecting prejudice based on gender, age, race, disability, or religious belief. While few Faculty Directors would conscientiously engage in these activities, one may inadvertently cause such concerns through a careless word or act, by a misplaced sense of humor, or by a cross remark. SUU will thoroughly investigate any complaints as to conflict of interest or inappropriate behavior. Any accusation of a violation of trust, sexual harassment, or prejudice that is determined to be true can result in the immediate dismissal of the Faculty Director.

The Faculty Director is expected to behave as a trusted representative of SUU abroad and be conscious of what this implies. Dignity, decorum, tact, and discretion must be the rule in both public behavior and private handling of individual problems. While the Faculty Director must work to develop and maintain rapport with the group, a certain social distance should be maintained as well.

Faculty Directors must avoid the perception that they have favorites with the group and should not reveal a personal dislike for any participant or program staff. The Faculty Director's role in the face of any student problem is to work with the student to find a solution, no matter how long it takes. In physical and mental health issues, the Faculty Director must keep on top of the situation from the beginning to prevent escalation and a potential crisis.

Early Withdrawal Policy

If a student expresses a wish to return home, the Faculty Director should listen to the student and work with the student, but, if the student persists, despite one's efforts to help him/her adapt, the student should be allowed to make travel plans to leave. Often, the granting of permission to leave serves as an outlet for the student's frustration, and the student will then decide that he/she has been too hasty. Note that the student must understand that scholarships, financial aid, academic progress, and other aspects of his or her program-related services might be impacted by the decision to withdraw from the program. The Office of Learning Abroad must be advised if a student wishes to leave during the program.

A student may leave the program prior to the group's departure for a limited number of reasons:

- a. The occurrence of a death or serious illness in the family;
- b. The student's physical or emotional illness, in which instance the student, the Faculty Director, and the Office of Learning Abroad should decide on the best course of action;

- c. Disciplinary reasons, in which case the Faculty Director has decided that a student's continued participation in the program will be detrimental to the program as a whole.

In all cases, the SUU Office of Learning Abroad must be consulted before action is taken so that the appropriate administrator(s) can be notified in advance and, if necessary, his/her concurrence can be obtained. If the Faculty Director decides that it is necessary to send a student home before the end of the program, he/she should contact the Office of Learning Abroad immediately. If prior consultation with Office of Learning Abroad is not possible, the Faculty Director must proceed on the basis of his/her own good judgment and authority. A full written report detailing the reasons for student's early withdrawal must be prepared by the Faculty Director and submitted to the Office of Learning Abroad as soon as possible. The student is responsible for all travel expenses incurred due to early withdrawal.

Americans with Disabilities Act (ADA)

Students with medical, psychological, learning, or other disabilities desiring academic adjustments, accommodations or auxiliary aids must contact the Southern Utah University Coordinator of Services for Students with Disabilities (SSD) in Room 206F of the Sharwan Smith Center or phone (435) 865-8022. After the SSD determines eligibility for and authorizes the provision of services, the student must present the SSD's letter outlining those services to the Faculty Director.

Faculty Directors must contact SUU's Office of Learning Abroad immediately if a student requests special services due to any type of physical or mental condition while on site overseas. Accommodation must be "reasonable" and must be equivalent to the services provided at the home campus. If a student requests special assistance, the Faculty Director should contact the SUU Office of Learning Abroad.

Family Education Rights and Privacy Act

Many regulations addressed in the Family Educational Rights and Privacy Act, a federal law, are common practice worldwide. Students' registration information, grades, academic standing, and disciplinary issues are strictly confidential. Student grades may not be posted publicly unless using a code (not social security numbers) which is known only to the faculty member issuing the grades and the student. SUU Office of Learning Abroad administration (including on-site directors and office staff) are required to keep student records confidential.

Program Completion

Prior to returning to the U.S., the Faculty Director should hold discussions with students to help them put their study abroad in perspective, provide an opportunity for them to air their views, and in general, discuss their overall experience. The Faculty Director should also use

this time to prepare students for their return home and to discuss the possibility of "reverse culture shock."

The Office of Learning Abroad will email the program participants with evaluation forms shortly before or after they return from the program. Once evaluations are received, the Office of Learning Abroad will share those with the Faculty Director.

III. POST-TRAVEL RESPONSIBILITIES

Upon the program's completion, all Faculty Directors should arrange to meet with the Office of Learning Abroad. During this meeting, the Faculty Director should bring receipts and explanations for all program-related purchases so that a Travel Reimbursement can be completed.

Every Faculty Director also needs to write and submit a report on his/her program that includes explanations of what went well, what could be improved, concerns about students or staff, and anything else the Faculty Director deems appropriate to share with the Office of Learning Abroad. This report should be completed as soon as possible after the Faculty Director returns to the U.S.

Appendix A: Emergency Action Plan

The Faculty Director is responsible for creating a program-specific emergency action plan, submitting it to the Office of Learning Abroad, and distributing it to program participants prior to departure.

The Emergency Action Plan must include the following items:

- A program itinerary detailing locations, dates, and, if possible, specific times the group will be traveling and lodging.
- A contact sheet listing the street addresses, phone numbers, and e-mail addresses of all lodging facilities (hotels, hostels, dormitories, homes, etc.) where students will be staying. If the names of specific people at these locations are available, please include their contact information. *NOTE: The Faculty Director is responsible for evaluating and confirming that all housing is provided by reputable companies with comprehensive insurance coverage. The Faculty Director is also responsible for the evaluation and review of homestays, with specific attention to the health and safety of the student.*
- A description of action to be taken in the event of an emergency situation arising at each location must be included. See sample Emergency Action Plan attached.

Emergency Action Plan (sample)

On the Cultural Immersion London 2018 program, from March 11-18, Kurt Harris, Stephen Allen, or Karina Carter must know where you are at all times. If you leave the St. Giles Hotel without being accompanied by Kurt, Stephen, or Karina, you must inform one of them where you are going, when you will return, and who is going with you.

In nearly any emergency situation, instinct and common sense will be your best guides. *Do not try to be a hero.*

In the event of an emergency, follow these instructions:

- In the event of an emergency at **McCarran Airport** in Las Vegas, follow the instructions of airport authorities. Remain with as many members of our group as possible. When authorities indicate that the immediate situation is secure, contact Stephen (435-590-8506), Karina (760-580-3432), or SUU International Affairs (435-586-1995).
- In the event of an emergency at **Gatwick Airport** in London, follow the instructions of airport authorities. Remain with as many members of our group as possible. When authorities indicate that the immediate situation is secure, contact Kurt (435-669-1738), Stephen (435-590-8506), Karina (760-580-3432), or the SUU Office of International Affairs (435-586-1995). If you are unable to get instructions about what to do, take a taxi directly to St. Giles Hotel and contact Tessa Douglas (435-463-1377) or Anglo Educational Services in London at 011-44-20-7580-9922 (George Maxwell, Anjna Patel, or Emma Coelho).

- In the event of an emergency while in **London**, follow the immediate instructions of local authorities, such as police, firefighters, and military personnel. Remain with as many members of our group as possible. When authorities indicate that the immediate situation is secure, follow the procedures below:
 1. Follow the instructions of Kurt, Stephen, or Karina.
 2. If they are not present, call one of them immediately.
 3. If points 1 and 2 above are not possible, proceed along the safest, most direct route to St. Giles Hotel. If that route is insecure, proceed to the United States Embassy. When you are safe, call the SUU Office of International Affairs.
 4. If you are in a town outside London and points 1-3 above are not possible, proceed to the local police station and call the SUU Office of International Affairs.
 5. If you are in transit via rail and points 1-3 are not possible, follow the instructions of the rail authorities. When you are safe, call the SUU Office of International Affairs.

Emergency Contact Information

If you have a cell phone, enter the contacts and numbers below to call from within England. If you do not have a cell phone and might be calling from a landline, keep these numbers with you at all times:

SUU

- SUU's 24/7 Emergency Hotline: 1-435-586-1911
- SUU Office of International Affairs: 1-435-586-1995
- Kurt Harris's cell phone: 435-669-1738 (harrisk@suu.edu)
- Stephen Allen's cell phone: 435-590-8506 (allens@suu.edu)
- Karina Carter's cell phone: 760-580-3432 (karinacarter@suu.edu)
- Tessa Douglas's cell phone: 1-435-463-1377 (tessadouglas@suu.edu)
- GroupMe app

London

- Emergency phone (UK): 999
- United States Embassy, 33 Nine Elms Lane, London SW11 7US
Nearest Tube station: Pimlico
Phone: 20-7499-9000
- St. Giles Hotel, Bedford Ave., London WC1B 3GH
Nearest Tube station: Tottenham Court Road
Phone: 20-7300-3000
- Anglo Educational Services, 45 Russell Square, London WC1B 4JP
Nearest Tube station: Russell Square
Phone: 20-7580-9922 (George Maxwell, Anjna Patel, or Emma Coelho)

Program itinerary: <https://suuculturalimmersionlondon.weebly.com/itinerary.html>

Appendix B: Via TRM Instructions

All individuals who want to participate in an SUU-sponsored study abroad program must complete their application in Via TRM. Summer program directors are able to view all of the applications, recommendations, student information, etc. for their program through Via TRM. Once a program's application deadline has passed, program directors are responsible for reviewing the applications and recommendations for their program and officially accepting students in the system. If you have questions or concerns about how to use the system at any time, please don't hesitate to contact the Office of Learning Abroad.

To Log In:

1. Go to suu.via-trm.com/client/register/sign_in
2. Use your SUU email address and the password you set to log in

OR

3. Go to suu.edu/studyabroad
4. Click "Online Application System" on the bottom right side of page
5. Click "Continue Your Adventure"
6. Use your SUU email address and the password you set to log in

To View Your Program Information:

1. At the top of the page, click "Programs"
2. Click on your program
3. If it doesn't show up, click the "Published" chevron in the left side of the page

To View Students Interested in Your Program:

1. At the top of the page, click "Travelers"
2. You will see all students who have started applications, completed applications, and "favorited" your program

To View Students Who Have Started and/or Completed Applications for Your Program:

1. On the "Travelers" page, click the "Enrollment" drop-down menu
2. In the "Program Name" box, start typing in the name of your program. When the name appears in the box, click on it.
3. Click the "X" to see all students who have started or completed applications for your program.

If you would like to narrow the list down to only those who have submitted applications, started applications, paid their deposits, not paid their deposits, etc., you can click the

“Enrollment” drop-down menu again, and select which filters you want to use in addition to your program name filter.

To See Which Students Have Paid Deposits:

1. To show only students who have paid their deposits for your program, click the “Enrollment” drop-down menu
2. In the “Program Name” box, start typing in the name of your program. When the name appears in the box, click on it.
3. Under “Application Fees Status,” click “Paid in full”
4. Click the “X” to exit out of that screen
5. The students listed are those who have paid their deposits

To View Students’ Applications:

4. Click on the student’s name
5. Scroll down until you reach the “Applications” section
6. Click on the application
7. On the next page you can see that student’s application, as well his/her recommendations and deposit payment status

To Accept Applicants Into Your Program:

1. Follow instructions for viewing students’ applications
2. At the top of the application page, there is a drop-down menu that should say either “Incomplete,” “In Review,” or “Submitted.” Once you are ready to accept that student into your program, click the drop-down menu and select “Accepted”
3. Scroll to the bottom of the application page and click “Update Traveler Application”

To View ONLY Applicants Who You Have Accepted:

1. On the “Travelers” page, click the “Enrollment” drop-down menu
2. In the “Program Name” box, start typing in the name of your program. When the name appears in the box, click on it.
3. On the left-side menu, check only the boxes next to “Accepted” and “Committed”
4. Click the “x” to see the students who have been accepted into your program

To Send Group Messages:

1. After logging in, click “Travelers”
2. Click the pink “Message All” button
3. Compose your message and click “Send Message”

To Send Individual Messages:

1. In the “Travelers” screen, click the name of the student you want to message
2. Compose your message in the boxes at the top of the screen
3. Click “Send”

To Make a Note (That the Applicant CANNOT See):

1. In the “Travelers” screen, click the name of the student you want to write a note about
2. Scroll down until you reach the “Notes” section
3. Compose your note and click “Add Note”

To View Student Forms (Completed After Students Have Been Accepted)

1. In the “Travelers” screen, click the name of the student you want to write a note about
2. Scroll down until you reach the “Forms” section
3. Click on a form to view it

FACULTY AGREEMENT

I, _____, hereby acknowledge that I have received a copy of the "Directors' Handbook for SUU Faculty-Led Summer Study Abroad Programs" (hereinafter "Handbook").

I understand that it is my responsibility to review this Handbook and become fully informed of my role as an employee of SUU who accepts the position of supervising students abroad.

I hereby state that I accept this role freely and that I have read and understood the duties and responsibilities set forth in the Handbook.

I acknowledge and agree to fulfill my responsibilities and duties completely, as set forth by the Handbook.

I understand that benefits will be taken out of my \$250/student Program Director's fee, and because of this, my actual pay will be less than \$250/student.

I also understand that if my program goes over the approved budgeted amount, any excess amount will be deducted from my \$250/student Program Director's fee.

I am fully competent to understand the role upon which I am embarking.

Signature: _____ Date: _____
SUU Study Abroad Program Director