

# Short-Term Study Abroad



## Program Directors' Handbook

# Leading a Study Abroad

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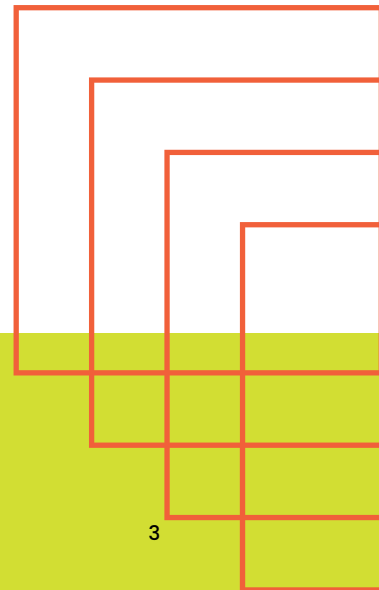
**25** [Appendix: All Hyperlinks](#)

# STEPS TO LEADING A PROGRAM

1. Send program acceptance email to students (cc-OLA)
2. Attend the Program Director training meeting
3. Apply for an SUU purchasing card (if needed)
4. Start booking the needed logistics
5. Track the program's budget and submit receipts
6. Conduct pre-departure meetings with students
7. Stay in contact with students and the Office of Learning Abroad
8. Create an Emergency Action Plan
9. Submit the required travel documents
10. Go abroad
11. Conduct a program orientation meeting with students
12. Lead program participants through planned activities
13. Teach your study abroad course (if applicable)
14. Return home
15. Submit receipts and grades
16. Meet with OLA to debrief and close out the program budget

# PROGRAM DIRECTOR TRAINING

This mandatory training meeting will take place in late January or early February. It will include p-card training, campus security authority training, accounts payable (receipt reporting) training, risk management training, and more. There will also be time for questions. No purchasing for a program should begin until after this training has taken place.



# USING A P-CARD

Booking for a program can begin after the application deadline has passed (provided enough students will be participating) and the mandatory Program Director Training has been attended. There is no set timeline for purchasing after that. Purchases should be made with an SUU purchasing card (p-card). Each program should only have one p-card, unless there is a reason to have multiple.

## P-Card Training

P-card training is required for p-card usage. The Program Director training meeting will include p-card training. If a Program Director is unable to attend the training meeting, they must work with the Purchasing Office find another time to be trained. The Office of Learning Abroad will compile the monthly bank statements for Learning Abroad p-cards, but not for other department's cards.

## Getting a P-Card

To get a p-card, faculty and staff members should submit a [P-Card Application](#) and sign the [Cardholder's Agreement](#). When applying for a new Learning Abroad p-card, please list;

- The Office of Learning Abroad as the "department, organization, or club"
- Tayah Nelson as the "FAAINVT account manager"
- Allison Bulloch as the "FAAINVT business manager"
- ABROAD as the index in "accounting distribution"

All Learning Abroad p-cards are frozen when a program concludes and the budget is finalized. Those who already have a Learning Abroad p-card will have their existing cards reactivated after the Program Director training meeting.

Those who have p-cards issued to them by another office or department should use that card and notify OLA who their account manager is. The cardholder, account manager, and OLA will make sure study abroad expenses are identified and allocated to the correct index.

## P-Card Limit Adjustments

P-cards cannot be used for gas or per diem. There are other [closed vendor](#) types that Program Directors should familiarize themselves with, such as food. The standard single purchase limit is \$1,000, and the monthly purchase limit is \$5,000. If a p-card needs to have its purchasing limits adjusted, or be opened for closed vendors, Program Directors can submit a request via their [Purchasing Portal](#) or an email to their p-card's account manager.

## Helpful Links

- [General Campus P-Card Guide](#)
- [Policy #5.24: Purchasing](#)
- [Business Meal Form](#)
- [Purchasing Office](#)





# BUDGET TRACKING & RECEIPT REPORTING



## What purchases need to have receipts?

EVERYTHING except per diem and mileage reimbursement needs a receipt. That is because those are items purchased out-of-pocket at a pre-determined flat rate. Per diem and mileage rates are determined by [Fleet Services](#). Gas will ALWAYS be an out-of-pocket expense. If gas is not reimbursed using the Fleet Services mileage rate, then copies of receipts from the gas station will be needed.

Receipts are needed even for informal transactions such as tips to tour guides. When printed receipts are not available, a handwritten receipt may be accepted so long as it includes all relevant receipt information ALONG WITH the signature of the vendor.

## What should submitted receipts include?

Submitted receipts should include:

- Date of purchase
- Name (and address, if possible) of vendor
- Itemized purchase list
  - If the vendor doesn't provide an itemized receipt, the Program Director should write out the itemization themselves and attach it to the submitted receipt.
- Total price

When printed receipts are not available, a handwritten receipt may be accepted so long as it includes the information indicated above ALONG WITH the signature of the vendor. When submitting receipts, please also indicate the purpose of the receipt as it relates to the program.

## How do I submit receipts to OLA?

Receipts can be uploaded into the "Receipt" section of your program's shared folder, or a copy of the receipt can be emailed to Tayah Nelson ([tayahnelson@suu.edu](mailto:tayahnelson@suu.edu)) directly. CamScanner, and other similar apps, allow



travelers to scan high quality pdfs of their receipts using just their phone. Photos are also acceptable so long as the writing is readable. Taking photos of receipts as they are issued is a good practice in case any receipts get misplaced later.

## Why do I need to keep track of my budget?

Tracking your budget ensures that you don't over or under spend. What if the cost of something is more expensive than what you originally budgeted? What if you were given a deal on housing and have more money to spend? It's important to know how much you have spent, what other purchases you still have to make, and how much money your program has left when both of those things are accounted for. It's the only way you'll know if you need to cut costs or if you have excess funding that can be used on students (such as additional activities, nicer hotels, group t-shirts, group meals, etc.).

Be sure not to go over budget! Programs that go over budget will have the amount they are over withdrawn from their instructor fees.

## How do I track my budget?

You can track your budget however you would like to so long as it IS tracked. Everyone has a budgeting system that works best for them. If you don't know where to start, there is a budget spreadsheet in the [Resources for Program Directors](#) folder that can be used as a template/starting point. It is wise to pay attention to what you originally budgeted for each category compared to what has actually been spent. Be mindful of exchange rates during this process as well. If you are unsure of what your program's current balance is (or don't remember what was originally budgeted), OLA can typically give you an idea. However, remember that their numbers may not be accurate if not all of the program receipts have been submitted.

## What if I'm missing a receipt?

If you are missing a receipt, you are responsible for getting another copy. Reach out to the vendor directly and follow up with them if they do not respond. If you are still unable to track down the receipt, a [Missing Receipt Form](#) should be completed. For out-of-pocket purchases, only purchases up to \$30 can be reimbursed when the receipt is missing. If Program Directors purchase something out-of-pocket greater than \$30 and do not have a receipt, it will not be reimbursed. This includes gratuities. It is extremely important to keep track of receipts. To avoid losing receipts, we suggest taking a picture or digital scan of all trip related receipts IMMEDIATELY after they are issued. CamScanner and other similar apps can be helpful.



# BOOKING LOGISTICS

## ✔ Wire Transfers

Wire transfers are sometimes necessary for international vendors. Notify OLA if a wire transfer is needed. In order to process a wire transfer, the university will need to have a [W-8BEN-E](#) filled out by the company ([W-8BEN](#) for individuals). Translated versions of these forms, along with instructions on how to fill them out, are available [HERE](#).

Send a copy of the completed W-8BEN-E and the vendor invoice to OLA to start the wire transfer process. It can take a few days for wire transfers to be processed, so be mindful of when payment is due.

## ✔ Flights

If flying separately, let students know early on which airport to fly into and the timeframe in which they should arrive. Program Directors may decide to share their flight information with students just in case any students would like to purchase tickets on the same flight. Program Directors should know when each student's flight will arrive. If there are two Program Directors, one may decide to fly out a day early. This ensures that there will be someone to meet students at the airport even if there are flight delays.



## ✔ Booking Considerations

- Don't sign any contracts.
  - Contracts must be reviewed and signed by SUU. Follow [these steps](#) or send the contract to OLA.
- Be mindful of the distances between activities and how long it will take to get to each location given the mode of in-country transportation.
  - If walking, be aware that some students may walk slower than others.
- Do any program participants require ADA accommodations?
  - For example, those with wheelchairs will need a room accessible by elevator or on the ground floor, and a student with diabetes will need access to a refrigerator for their insulin.
- Pay attention to organization cancellation policies.
- Select reputable companies to work with.
- Do the booked activities provide a balance between academic and cultural experiences?
- Review the resources on our [Responsible Study Abroad](#) page for information regarding responsible and sustainable travel practices.

## ✔ Safety Considerations

- View reviews, photos, etc. to help ascertain safety.
- Is the selected mode of in-country travel safe?
- Does the lodging provide safe and secure rooms? ([THESE](#) questions may help to decide.)
- Do any activities require extra safety measures?
- If there are high-adventure activities, are they covered by our [study abroad insurance](#)? Do the hosts provide insurance of their own?
- If an activity is booked late, is it safe to walk at night?
- Does the itinerary include times when the participants will be separated from the Program Director? Will they be with other students or supervisors? Do they know when and how to meet back with the group?
- If program participants will be going out on their own, do they know how to navigate? How to get back to housing? How to contact the Program Director?

The Office of Learning Abroad will complete the Travel Authorization and Expense Report on behalf of Program Directors. This helps OLA keep track of all study abroad related expenses and prevents too many holds from being put on the OLA index all at once. Once submitted, each form will be sent to the Program Director's approval queue in their SUU portal for final approval.

# TRAVEL AUTHORIZATION

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The [Travel Authorization form](#), found under "Travel" in the apps section of your SUU portal, registers your travel and your anticipated travel expenses with the university and assigns the trip a travel number. OLA will complete this form on your behalf. It will be completed utilizing the trip information provided in the submitted program proposal and budget. When possible, OLA will submit the travel authorization early enough for Program Directors to receive an advance on their program per diem. If Program Directors need any other type of cash advance for their program, they should let the Office of Learning Abroad know before the travel authorization is submitted.



# TRAVEL EXPENSE REPORT

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The Travel Expense Report, formerly known as the Travel Reimbursement form, is accessible through the program's approved Travel Authorization form. This too will be completed by OLA at the conclusion of the study abroad program. The expense report tracks study abroad expenses, both p-card and out-of-pocket, and submits them for university approval. Submitting the expense report is how out-of-pocket purchases related to a study abroad program are reimbursed. Program Directors will finalize their budget and submit final receipts during their debrief meeting with OLA after their program has concluded. OLA will compile these receipts, request any needed clarifications or additional documentation, and then submit the expense report. It may take a couple of weeks for the expense report to be approved. Once it has been approved, Program Directors will be reimbursed for their out-of-pocket expenses. Since reimbursement can take a while to be processed, it is recommended that Program Directors not make large program purchases using personal funds. Please use the p-card whenever possible.



## How Many Pre-Departure Meetings Should There Be?

At least two pre-departure meetings with students are required for each short-term program. Program Directors are welcome to schedule more meetings with students, but should not schedule less.

The Office of Learning Abroad will also schedule at least one Zoom meeting with students to go over the general basics of studying abroad through SUU and traveling abroad.

# PRE-DEPARTURE STUDENT MEETINGS

## What Should Pre-Departure Meetings Cover?

These meetings should include everything students need to prepare for their time abroad. This includes trip details, practical and cultural location information, course requirements, general expectations, etc. Some things to cover with students in these meeting and/or through email include:

- Program Director introductions
- Introduction to the course and study abroad program
- Expectations and timeline
  - Let students know what types of outings there will be and what types of physical expectations there will be (like LOTS of walking)
- Detailed program itinerary
  - Will students have any free time or free days in which to schedule personal outings?
  - Contextual connections (cultural and/or academic) for itinerary locations
- Overview of course content and course assignments
- If student flights are not included in the proposed budget, students should be notified of what day to arrive, which airport to fly into, what time to arrive, where to meet the group, etc.
- Contextual information about the host country (history, politics, geography, culture, etc.)
- Practical information about the host country (how to navigate, currency conversion, etc.)
- Program-specific packing list
- Emergency Action Plan and any other travel safety warnings, recommendations, or requirements
  - Go over cultural shock

# GETTING STUDENTS READY TO GO ABROAD



## OLA Sends a [Student Handbook](#) to all Program Participants Which Includes:

- Next Steps and Timeline
- Responsibilities and Expectations
- Program Fees
- Finances
- Required Travel Documents
- International Insurance
- Course Enrollment
- Emergencies Abroad
- Safety Abroad Tips
- Packing 101
- Packing List
- When It's Over



## Communicating With Students

Stay in frequent contact with your program participants. We would recommend erring on the side of over communication. This may be the first time many of them have ever left the country. That can be a nerve-wracking experience! Be patient. If you haven't heard from one of your program participants in a while, try calling and texting them. If you still

can't get a hold of them, let OLA know so they can start reaching out as well. If a student doesn't participate in the meetings and/or doesn't turn in their travel documents, then they will not be able to participate in the study abroad program. Those who are automatically withdrawn in this way may still be responsible for their program costs in their entirety.



## Cultural Competency and Traveler Confidence

One of SUU's essential learning outcomes is for their students to develop intercultural competence and knowledge. Program Directors can help accomplish this by preparing their students for the cultural norms they will encounter while abroad. Students may experience culture shock, anxiety, etc.

Set the expectation with students early that challenges will be a part of the study abroad experience. These challenges spark growth and are fuel for future stories. Being patient, positive, and part of the group are essential for students navigating these hurdles. This [TED talk](#) about learning new cultures may be worth sharing.



# STUDY ABROAD COURSES

## Ensuring Academic Rigor

Course offerings are approved by the Department Chair and Academic Dean when the program proposal is initially submitted. Program Directors should work with these individuals to ensure that the academic rigor for a program meets SUU standards and ICH requirements. So long as the course meets these requirements, the course instruction is at the discretion of the course instructor. Course work can be assigned both before and after the program dates as needed. Those concerned about maintaining academic rigor should watch our [Teaching and Learning on Study Abroad](#) webinar.

## Prior to Departure

- Create your study abroad course.
  - Considering working with OTL to structure your course in Canvas. See how OTL's Kyle Dillon and Professor Sarah Allen put together an interactive study abroad Canvas course [HERE](#).
- Assign any pre-departure assignments to students and host any needed lectures.
  - Make sure that pre-departure coursework will not overwhelm students or negatively impact any spring semester courses they may be taking.
- Let students know what the course expectations and time commitments will be.

## While Abroad

- Make sure a large portion of the study abroad activities are course-related. Share how these activities relate to the course material with your students and facilitate lectures/discussions.
- Consider where you will meet to discuss course-related matters with your group. Will you need a meeting area? Will you lecture while walking around? Be sure to take your group size into account.
- If students will have assignments to complete while abroad, make sure they have the time and materials they need to complete them. Scheduling time within the itinerary for them to complete the assignments often works better than instructing them to do it before bed. If internet access is required for the assignments, make sure that internet is available and reliable at program housing.

## Examples of Study Abroad and Course Integration

The integration of coursework into a study abroad program will vary by class, location, Program Director, etc. The non-exhaustive list below may provide ideas for study abroad student assignments:

- Create and submit a course-related study abroad journal of day-to-day experiences. This invites more personal reflection on experiences and helps to solidify academic connections.
- Write an essay at the conclusion of the program which connects a program component with a course concept. Video essays can be especially engaging for study abroad programs.
- Research concepts and locations that will be relevant while abroad. Having context about locations prior to visiting them can enrich the experience for students.
- Sign up to be a "tour guide" for one of the sites on the itinerary and give a presentation to the group before visiting the site about its relevant history, facts, connections to the curriculum, etc.



## Course Set-Up

OLA will work with the Registrar's Office to create study abroad versions of the proposed study abroad courses. Students and Program Directors will receive an email once those courses have been created along with instructions on how to register. Students are not required by OLA to enroll in a study abroad course and will not receive credit unless they register following the provided instructions. Not enrolling in a study abroad course will not alter the program fee students are charged. Study abroad courses have their tuition waived, which means that the credits cannot help a student reach full-time student status, but does count toward their semester maximum credit limit.

Non-student participants are not allowed to enroll in courses. Students from other universities may enroll in a course if they work with OLA to temporarily transfer to SUU. Those graduating in the spring are welcome to participate in short-term studies abroad, but they will not be eligible to earn course credit unless they defer their graduation to the summer. Grades should be submitted by the end of the summer.

# STUDY ABROAD FEES



### ☑ Student Fees

If a student withdraws, their application fee will not be refunded and they will still owe whatever portion of the program fee that has been spent on their behalf (meaning the charge will stay in their SUU portal). If the student's withdrawal drops the program below its required minimum, then this includes the amount necessary for the program to remain financially viable. With the Program Director's permission, students may sell their vacant spot to reduce unrecoverable expenses. All program fees should be paid no later than March 15th (for summer programs) or February 15th (for spring break programs). Students can set up payment plans with OLA as needed. Students should understand that tuition-based scholarships cannot be used toward short-term studies abroad.

Non-student participants will be charged an additional \$200 fee. This fee will be waived for students who temporary transfer to SUU, SUU faculty/staff members, and immediate family members of Program Directors (provided OLA is informed of the family member's involvement).

### ☑ Instructor Fees

Instructor fees will be divided evenly between Directors unless an [Instructor Fee Agreement](#) listing the revised division of the fee is submitted. Programs that go over budget will have the excess spending withdrawn from their instructor fee. Instructor Fees have benefits removed from them prior to being disbursed, as per SUU policy, so the amount received will be approximately 22% less than what is gathered from students.

Instructor fees will not be distributed until after the program's budget has been finalized and the Travel Expense Report has been approved by Accounts Payable.

Instructor fees can be waived for immediate family members of Program Directors if all Program Directors are in agreement. OLA must be notified of this decision in order for the fee to be waived.

# RISK MANAGEMENT

The standard of care in study abroad programs is higher than when on campus because students are in unfamiliar environments without the support networks they are accustomed to. While the group is abroad, the Program Director is essentially 'on call' around the clock. The number one priority of a study abroad Program Director is to ensure the safety and security of students! SUU's International Travel Emergency Management team may be convened in times of emergency to help Program Directors respond to crises abroad.

## Accessing Student Travel Documents

Program Directors will have digital access to student passports, medical information form, emergency contact information, etc. in case of emergencies. These will be accessible in the program's shared folder. This folder should not be shared with anyone as it includes sensitive information.



## Risk Management Toolkit

OLA has put together a [Risk Management Toolkit](#) for those who are studying abroad. This toolkit includes:

- Emergency Numbers
- Travel Precautions
- What Ifs
  - What to do in specific emergency situations
- [Emergency Action Plan Template](#)
- Etc.

## Putting Together an Emergency Action Plan

Each short-term study abroad's Program Director(s) must create an Emergency Action Plan. By taking steps to prevent and prepare for future emergencies, Program Directors and participants can diminish the likelihood of emergencies while abroad and establish protocols to ensure they are handled safely and appropriately when they occur.

- The Emergency Action Plan must be distributed to both program participants and the Office of Learning Abroad no less than 30 days prior to departure.
- Program participants should have a copy of this Emergency Plan on hand at all times.
  - Because cell phone batteries may die at crucial times, program participants are also encouraged to bring a hard copy of the emergency plan with them.
- Copies of the Emergency Action Plan should be uploaded in the program's shared folder.

# WHAT TO INCLUDE IN THE EMERGENCY ACTION PLAN

- **Program itinerary**
    - Including locations, dates, times, travel schedules, free time, etc.
    - Students would like as specific of an itinerary as possible to be shared with them.
  - **Program Director contact information**
    - Program Directors will share a phone number they can be reached at while abroad with program participants and OLA. If Program Directors acquire a new phone number while abroad, this new number should be shared as soon as possible.
  - **Emergency contact information**
    - Including lodging addresses and contact information, address[es] of nearest hospital[s], address of nearest US Embassy and/or Consulate, country-specific emergency numbers, SUU's emergency numbers, etc.
    - Masterlist of [Emergency Numbers](#) from around the world
    - Masterlist of [Embassies](#)
    - SUU emergency numbers
      - SUU's 24/7 Emergency Hotline: (435) 586-1911
      - Office of International Affairs/Office of Learning Abroad: (435) 586-1995
      - Tayah Nelson's Cell Phone: (435) 233-5217
      - SUU Police Emergencies 435-865-8888
    - Team Assist Provider: AXA Assistance
      - Phone: (312) 935-1703 (calling from outside of the US, collect calls accepted)
      - E-mail: medassist-usa@axa-assistance.us
      - Email crisis@culturalinsurance.com
  - **Area-specific safety concerns and needed precautions**
    - Directors should be familiar with, and inform students of, any unusual laws that students might break accidentally while abroad (such as taking a photograph of a government building). This is especially important for countries where LGBTQ+ relationships may be against the law.
    - Directors should notify students of which crimes, such as pick-pocketing, are especially common
    - Finding Location Information
      - [WorldCue Planner - Location Intel](#)
      - [OSAC Country Pages](#)
      - Travel Advisories
        - Current USDOS Travel Advisories can be found [HERE](#). Directors and students should review the Travel Advisory for their program's country/region, along with associated warnings and recommendations, regardless of level.
    - Directors should be familiar with health concerns and precautions for the area.
      - Schedule an International Travel Clinic with [Southwest Utah Public Health Department](#)
      - [Immunizations by country](#)
      - [U.S. Centers for Disease Control](#)
      - [World Health Organization](#)
      - [Traveling with medication by country](#)
      - [IMAT traveling with medication guide](#)
    - Location Entry Requirements
      - [ARC GIS Travel Map](#)
      - [IATA Travel Regulations Map](#)
  - **Planned responses to emergency situations, such as a fire in lodging**
    - Established emergency meeting points
    - Prepare for communications infrastructure breakdown
  - **Etc.**
    - Consider adding in a section for any specific program rules and expectations that might exceed what is outlined in the student code of conduct such as curfew in housing, absence/tardiness to program activities, etc.
    - Any other relevant emergency preparation or response information
- Go to the [Emergency Action Plan](#) folder of the Risk Management Toolkit for more information.

# MORE RISK MANAGEMENT THINGS TO KNOW

## Disciplining Students Abroad

Program Directors should reach out to OLA for advice when dealing with student misconduct. In the event of student misconduct, the following steps can be taken:

- Report the student for violating the SUU student code of conduct
- Dock participation points from the student's study abroad course grade
- Restrict the student's participation in a group activity
- In extreme cases, students may be sent home early

## Alcohol Policy

Alcohol may not be purchased with the p-card. The consumption of alcohol is only allowed if it is part of a pre-approved trip activity or if it happens during free time and the drinker is of legal age. **Absolutely NO recreational drinking with students is permitted.** Alcohol consumption is in violation of the code of conduct if it negatively impacts the program in anyway.

## Taking Immediate Family Members Abroad

Immediate family members of Program Directors are allowed to participate in study abroad programs, but will need to complete a program application, be included in the trip roster, pay the study abroad program fee, and complete the required travel documents. Expectations are the same as for other participants.

The \$250 OLA fee and \$200 non-student fee will be waived and removed from the immediate family member's study abroad program fee. **Program Directors must notify OLA of this familial connection in order for the fees to be waived correctly.** If all trip Program Directors are in agreement, the relative may also be exempt from the instructor fee.

**If a family member does not pay the study abroad program fee, then ABSOLUTELY NO SUU funding can be spent on their behalf.** The SUU p-card may not be used to pay for any of their expenses. This is to ensure that SUU students are not paying for family member travel.

Program Directors should be wary of showing favoritism to family members or otherwise letting the addition of a family member impact the experience of other study abroad participants. If a family member is enrolled in an offered course, Program Directors should maintain objectivity in grading. OLA or the university should be notified if the conflict of interest is too great.

## General Emergency Response

- Make sure all students are safe and accounted for
- Gather information about the current situation
- Keep detailed records of all incidents and responses
- Contact the organizations that can offer immediate support to the current situation. This could include:
  - Local authorities
  - CISI's AXA 24/7 emergency line
  - United States Consular Affairs
- Notify OLA
- Take actions recommended by OLA
  - The instructions of local authorities should always be given priority
- Offer support to the student(s)
  - Encourage them to reach out to their emergency contacts
  - Provide clear guidance and updates on the evolving situation
  - Consider whether any academic accommodations are needed
- Keep OLA updated on the state of the emergency and actions being taken
- Continuously assess the safety and well-being of all students
- Upon return to the U.S. Program Directors should meet with the Office of Learning Abroad to debrief regarding the emergency



# INTERNATIONAL INSURANCE

The Office of Learning Abroad purchases international insurance coverage through Cultural Insurance Services International (CISI) for all short-term study abroad participants and Program Directors. Travelers are sent a “welcome packet” once they’ve been enrolled that includes policy information, a consulate letter, etc. These documents are also available online and in the app portal. CISI usually pays medical expenses directly to the healthcare provider but can reimburse payments if needed.

## Policy

- View the CISI policy [HERE](#).
- If students will be traveling personally after the trip, they can elect to extend their coverage. Coverage can be extended for up to one additional month, but there is a charge. [Instructions on how to extend coverage](#) are available in the welcome packet.

## Finding Healthcare Providers

- There are no network restrictions for providers.
- Find a provider by calling 312-935-1703 or emailing [medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)
- Providers can also be located through the AXA/WorldCue resources in the insurance portal.
  - It is possible to look up providers by location, specialty, spoken language, etc.

## Quarantine Coverage

- Quarantine coverage is explained [HERE](#).
- Quarantine-related expenses are paid out-of-pocket and then reimbursed.
- The traveler should keep documentation of a positive test result that would warrant a required quarantine.
- AXA can provide a letter of recovery to those who need it to board a plane home.
- [How to file a claim for quarantine coverage](#)

## Other Emergency Services

- Obtaining emergency cash
- Lost/delayed baggage tracing
- Locating legal services and assistance in posting bail



- Important document replacement assistance (passports, credit cards, traveler's checks, airline tickets, etc)
- Worldwide inoculation information and medication replacement
- If phone service goes down abroad, travelers can let the University know they are safe (and they will notify the appropriate emergency contacts) via the emergency check-in feature on the CISI app.

## Insurance Contacts

- In case of emergency - Team Assist Provider: AXA Assistance
  - Phone: (855) 372-1411 (calling toll-free from within the US)
    - (312) 935-1703 (calling from outside of the US, collect calls accepted)
  - E-mail: medassist-usa@axa-assistance.us
    - Or email crisis@culturalinsurance.com
- To reach a CISI Claims Representative (9-5 EST M-F):
  - Phone: (800) 303-8120 (calling toll-free from within the US)
    - (203)-399-5130 (calling from outside of the US, collect calls accepted)
  - E-mail: claimhelp@mycisi.com
  - Mail: Cultural Insurance Services International (CISI), 1 High Ridge Park, Stamford, CT 06905

## Filing a Claim

- [Claim forms](#) are only needed if money was paid out-of-pocket. Most things should be paid for directly by the insurance.
- All receipts for out-of-pocket expenses should be kept to submit with the claim form.
- Claims can typically be processed within 15 days but may take longer.
- Claims should be submitted as soon as possible. Claims are not accepted if they are submitted later than a year after the incident .

## Cancel for Any Reason Insurance

- Cancel for Any Reason insurance (CFAR) can help travelers recover the cost of their airfare and the SUU study abroad program fees should they need to withdraw from a program after the application deadline.
- The Office of Learning Abroad cannot purchase CFAR insurance on behalf of a student. If travelers want CFAR coverage, they must purchase it themselves.
- CFAR insurance can be purchased many places, but we recommend going through CISI's partner: [Travel Insured International C&F](#)

# REQUIRED TRAVEL DOCUMENTS

All those taking part in university-related travel, including faculty and staff Program Directors, must submit [travel documents](#). Spouses, dependents, and other non-student participants should also complete all of the student travel documents, leaving the student-specific sections blank as needed.

Travel documents for spring break programs are due by February 15th. Summer trip documents are due by March 15th. If a student doesn't turn in their travel documents, then they will not be able to participate in the study abroad program. Those who are automatically withdrawn from a program in this way may still be responsible for their program costs in their entirety.

Program Directors will have access to all of their participants' submitted travel documents in the "travel documents" subfolder of their program's shared folder. This folder should not be shared with anyone besides other Program Directors as it includes sensitive information. FERPA is in action.

1

## International Travel Notification

This form collects basic information about the traveler and the program they will be participating in. All other required documents listed below should be uploaded and submitted using this form. This form will request a travel number. This is referring to a number provider AFTER the Travel Authorization form is completed. Since OLA will be completing the Travel Authorization on Program Director's behalf, they can leave the "travel number" section of the form blank.

Non-Program Directors will complete an [International Travel Registration](#) form instead of an International Travel Notification.

2

## Passport & Flight Itinerary

The information page of the traveler's passport should be scanned and uploaded into the International Travel Notification form. This is just to confirm that the traveler has a passport. Faculty and staff member passports will be deleted once they have been verified, although the traveler may indicate that they would like the Office of Learning Abroad to keep their passport on file until they return from their trip abroad in case of emergencies. **Make sure your passport is valid for at least six months past your departure date regardless of program duration.**

Uploading flight itinerary is optional, especially as it will likely be included in the receipts previously submitted to the Office of Learning Abroad. It is also optional for students to submit their flight itinerary, so information regarding their flights may need to be verified independently by the Program Director.

### 3

## Medical Information Form

The Medical Information Form helps the Office of Learning Abroad to respond appropriately when there is a medical emergency abroad. It also allows the Program Director to designate who their emergency contacts will be. International insurance will be purchased for participants of short-term studies abroad, so Program Directors will not need to upload the insurance card requested by the form.

### 4

## International Travel Code of Conduct & Waiver of Liability

The International Travel Code of Conduct and Waiver of Liability can be digitally signed in the International Travel Notification form by checking a box. If preferred, travelers may also upload physically signed copies of the forms.

### 5

## Media Release Form

The Media Release Form can be digitally signed in the International Travel Registration form. If travelers would like to restrict how their likeness (such as trip photos) is used, they must complete and upload the Media Release Form - Limitations document.

### 6

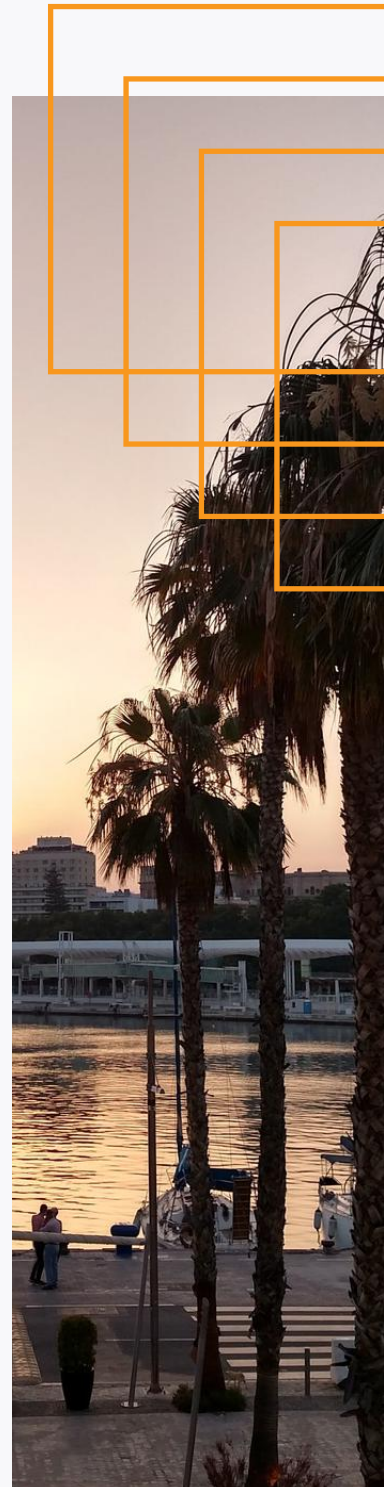
## STEP Enrollment

All SUU students who are American citizens are required by policy to register their travel with the Smart Traveler Enrollment Program (STEP). Those enrolled with STEP will receive updates from the local U.S. Embassy or Consulate. These updates include safety precautions and emergency response information. In addition to providing situational updates, U.S. Embassies can also provide American citizens assistance with lost passports and other individual emergencies and circumstances. Travelers who are not American citizens are still able to enroll in STEP if desired. Enrollment as a group is possible upon request to OLA, but is not standard practice due to delayed student passports.

### 7

## Other Documents (as needed)

- If the host country has a Level 3 Travel Advisory Directors should submit:
  - [Request to Travel to USDOS Level 3 Country](#)
  - [International Travel Informed Consent for Level 3 Country](#)
- If the host country has a Level 4 Travel Advisory Directors should submit:
  - [Request to Travel to USDOS Level 4 Country](#)
  - [International Travel Informed Consent for Level 4 Country](#)
- If working with an independent contractor rather than an organization:
  - [Independent Contractor Agreement](#)
- If the Instructor Fees should not be split evenly between Program Directors:
  - [Instructor Fee Agreement](#)





# BEFORE YOU LEAVE THINGS TO THINK ABOUT

## Privacy and Reporting

All employee training should be up to date prior to leading students abroad. This includes FERPA, Title IX, CSA, etc. These all are still applicable while traveling.

- Do not share sensitive information, such as submitted travel documents, with other program participants.
- Do not post student t-numbers in lists that are shared with program participants.
- Be mindful of reporting responsibilities.
- Report all crimes you learn about using the [Campus Security Authority \(CSA\) Reporting Form](#).

## Purchasing

- Have all the needed p-card adjustments been made?
- Has U.S. Bank been notified about your upcoming travel?
- If needed, are you prepared for anticipated cash-only purchases?
- Have you recently reviewed your program's budget?
- Do you have a plan for receipt submission and/or storage?

## Miscellaneous

- Make sure students are briefed on all of the activities they will be doing while abroad. Make sure they can walk for long periods, bike, swim, etc.
- Encourage students to be advocates for their own health while still being vigilant and checking in with students often.
- Pay attention to the group's dynamic. Team building exercises may be helpful.
- If you will be renting a car, make sure your SUU [defensive driving certificate](#) is up to date and check to see if you will need an [international drivers license](#).
  - Renting a car while abroad is strongly discouraged.
- Make sure students know how they will be getting to the hotel from the airport.
- Know which flights your students are on so you can meet them and will know if their flight is delayed.
- Check safety updates for your host location(s) since they may have changed since you last checked.
- [Do you need a visa?](#)
- Keep OLA apprised of any developing issues or emergencies while abroad.
- NEVER meet with a student one-on-one in a private location. Always have another individual present or meet in a public space.
- If cell phone service is not available during a crisis, have all travelers signal they are alright by checking in on the CISI app. OLA will be notified of traveler safety.

## Communication

- Make sure all Program Directors AND students have phone service while abroad. This is imperative for communicating with each other.
  - Airalo is an app that provides e-sim cards for a decent price.
- Sometimes messaging apps like WeChat, Viber, GroupMe, etc. are more effective than traditional texting while abroad.
- For the duration of the program, students and the Office of Learning Abroad must be able to contact Program Directors at all times.
  - Share your new international number if needed.
  - Let OLA know if there is a service dead zone.
  - Be prepared to be contacted in the evenings if an emergency arises.
- Messaging students each night to share the schedule for the next day, including what time and where to meet in the morning, is wise.

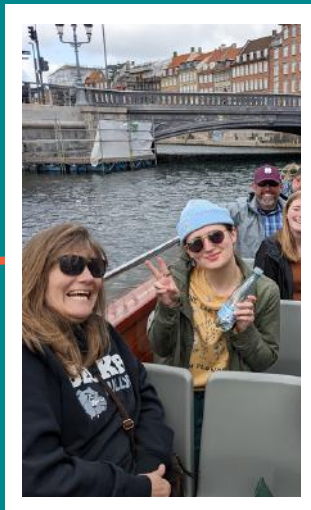
# UPON ARRIVAL



Meet students at the airport. Program Directors should establish early where they will meet up with students once they arrive in-country. Pay attention to when each student's flight will be coming in.



Once students arrive, take them to lodging to drop off their luggage. Notify the Office of Learning Abroad when everyone has arrived safely and/or if there were any issues or delays.



Conduct an on-site orientation for program participants. This orientation should include a discussion of things such as:

- Safety and health precautions
- How to navigate in-country
- When and where students will meet each morning
- Where to exchange currency and buy necessities such as a sim card (if necessary)
- General expectations for the program

# TAKING CARE OF STUDENTS ABROAD



## Explain Everything

Create a groupchat in WhatsApp or another service to let students know the day before what time you will be meeting and what can be expected. Meet each morning to go over the day's itinerary. Lead students through the planned

itinerary. Be sure to explain the importance of each activity and how each activity is culturally and/or academically relevant to the program. Invite discussion when possible.



## Keep Track of Students

It is important that no student gets left behind, especially when traveling with a large group of students. Consider creating buddy groups or having the students count off so you can make sure they are all there. If mid-day

breaks are given for lunch or exploration, students should be given a time and place to meet back up with the group. If there is a free day, student's should inform their Program Director of their plans for the day.



## Stay Positive

Program Directors set the tone for a program. Sometimes things do not go according to plan, and they require Program Directors to think on their feet. If things go wrong, take a deep breath and help the

group to stay positive by staying positive yourself. Your attitude is contagious! Be flexible. Handle the changes calmly and confidently, reaching out to OLA as needed. You've got this!

# CLOSING OUT THE PROGRAM

## Final Meeting With Students

This can happen in the United States or abroad. This meeting should include things such as:

- A reflection of the overall experience
- Information about reverse culture shock
- When and how course assignments should be submitted

## Fly Home

Check in with students to make sure they all made it to their next destination (whether home or another location) safely.

## Submit Receipts

Submit all program receipts to the Office of Learning Abroad.

## Program Debrief Meeting

Meet with the Office of Learning Abroad to close out the program's budget and discuss how the program went. Some things that will be discussed are:

### Budget Verification

- Have all receipts been submitted?
- Are all of the receipts itemized?
- Is the purpose of each receipt clear?
- Have any out-of-pocket expenses not been recorded?

### Program Discussion

- What went well?
- What could be improved?
- Were there any issues or anything of note that OLA should be aware of?
- Did you feel sufficiently supported?

After the debrief, OLA will submit the Travel Expense Report and distribute instructor fees. Instructor fees will be added to the Director's next paycheck. Any needed reimbursements will be issued separately after the Expense Report has been approved.



YOUR STUDY ABROAD PROGRAM IS COMPLETE

# Congratulations!!!

# Thank You!!!

The Office of Learning Abroad's mission is to foster empathy, cultural and global understanding, experiential learning, and personal enrichment for SUU students, faculty, and staff. Your efforts in orchestrating short-term programs are invaluable in helping us to achieve this mission.

We recognize the meticulous planning, tireless effort, and countless hours you invest in curating these programs. From planning to execution, each step presents unique challenges and requires precision and care. Your leadership is pivotal in making these experiences transformative and unforgettable for students. It is our hope that you will witness firsthand the impact these programs have on students, both personally and academically. They can be truly life-changing.

We hope that the experience will be just as transformative for you and that you will continue to grow as a global citizen. Thank you for your unwavering dedication and outstanding commitment to global education. Your passion and hard work make a profound difference in shaping the future of our students and our academic community.

We hope to work with you again in the future. Happy traveling!



***Sincerely,  
The Office of Learning Abroad***

# APPENDIX: ALL HYPERLINKS

- **Academic Rigor**
  - [Teaching and Learning on Study Abroad webinar](#)
  - [Video: Interactive Canvas Course](#)
- **Driving Abroad**
  - [Defensive Driving Certificate](#)
  - [International Drivers License](#)
- **Insurance**
  - [Claim Forms](#)
  - [Extending Insurance Coverage](#)
  - [How to file a claim for quarantine coverage](#)
  - [Insurance Policy](#)
  - [Quarantine Coverage Explained](#)
  - [Travel Insured International C&F](#)
- **Location Research**
  - [ARC GIS Travel Map](#)
  - [Do you need a visa?](#)
  - [IATA Travel Regulations Map](#)
  - [IMAT - traveling with medication guide](#)
  - [Immunizations by country](#)
  - [Masterlist of Embassies](#)
  - [Masterlist of Emergency Numbers from around the world](#)
  - [OSAC Country Pages](#)
  - [Travel Advisory Levels](#)
  - [Traveling with medication by country](#)
  - [U.S. Centers for Disease Control](#)
  - [WorldCue Planner](#)
  - [World Health Organization](#)
- **Miscellaneous**
  - [Contract Review Steps and Intake](#)
  - [Resources for Program Directors](#)
  - [Responsible Study Abroad](#)
  - [Student Handbook](#)
  - [Ted Talk: Learning a New Culture](#)
  - [Travel Authorization](#)
- **P-Card Support**
  - [Cardholder's Agreement](#)
  - [Closed Vendor List](#)
  - [Fleet Services - per diem and mileage rates](#)
  - [General Campus P-Card Guide](#)
  - [Missing Receipt Form](#)
- [P-Card Application](#)
- [Policy #5.24: Purchasing](#)
- [Purchasing Portal](#)
- **Travel Documents**
  - [Independent Contractor Agreement](#)
  - [Instructor Fee Agreement](#)
  - [International Travel Code of Conduct](#)
  - [International Travel Informed Consent for Level 3 Country](#)
  - [International Travel Informed Consent for Level 4 Country](#)
  - [International Travel Notification](#)
  - [International Travel Registration](#)
  - [Media Release Form](#)
  - [Medical Information Form](#)
  - [Request to Travel to USDOS Level 3 Country](#)
  - [Request to Travel to USDOS Level 4 Country](#)
  - [STEP Enrollment](#)
  - [Travel Documents Website](#)
  - [Waiver of Liability](#)
- **Tax Forms**
  - [Translated W-8BEN Forms](#)
  - [W-8BEN](#)
  - [W-8BEN-E](#)
- **Risk Management**
  - [Campus Security Authority \(CSA\) Reporting Form](#)
  - [Creating Accommodation Safety & Security Guidelines](#)
  - [Emergency Action Plan Template](#)
  - [Risk Management Toolkit](#)
  - [Southwest Utah Public Health Department](#)

