

## **Handbook for Faculty-Led Study Abroad Programs**

### **Dear Faculty and Staff,**

Thank you for choosing to dedicate your time and energy to the development and direction of a unique, innovative study abroad experience for East Carolina University students. Your decision will provide students with the opportunity to learn from both you and the people and communities of your host site, creating a rich intercultural learning atmosphere that is not possible in a traditional classroom. Study abroad programs can be some of the most life-changing and enriching experiences in a student's college career as well as in a faculty's tenure.

As a Faculty Director, you will have more responsibility than in a traditional on-campus course; you are accepting the challenge of serving as a teacher, cultural broker, advisor, personal counselor, technology expert, financial consultant and first responder. However, you will also guide the broadening of student perspectives, and cross-cultural appreciation and competency.

Although much work is required to develop and launch a successful program, our staff at the Office of Summer Study Abroad is here to help you during every phase of the process. This handbook is your guide to program development and leadership, student recruitment, academic and logistical planning, finances and emergency preparedness, and program assessment and debriefing upon returning home.

Please contact us with any questions or concerns as you proceed through these program phases. Thank you again for your commitment to creating and leading a unique and exciting opportunity for our students.

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## Phase One: Developing Your Program

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### *Why Develop a Study Abroad Program?*

Leading and teaching an ECU study abroad program gives faculty the rewarding opportunity to provide their students with a truly intercultural and holistic learning experience. Your role in this experience will also go beyond the conventional boundaries of being a teacher to that of an advisor and mentor; you will also spend significantly more time interacting with and getting to know each of your students.

Planning a new study abroad program requires considerably more time and effort by the faculty director than what is necessary for a conventional course. There is also the added element of student choice; currently, all study abroad programs are considered optional in terms of undergraduate degree requirements, so attracting the appropriate number and type of students is an important consideration.

Before you begin the development process, you should consider the following questions to ensure your program's success:

#### ❖ **When will the program be offered?**

- **Spring Break:**
  - Spring Break programs are offered in conjunction with a course over the spring semester, with travel taking place during ECU's Spring Break. The Spring Break travel will enhance the academic course that is offered.
- **Summer Session 1 or Summer Session 2:**
  - Option 1: Programs can be offered with an online component where courses are taken before/during/after travel, with travel enhancing the academic rigor of the course. This is more typical where the time spent in-country is less than 2 weeks.
  - Option 2: Programs can be offered entirely in-country typically and last 4-6 weeks, set to correspond with main-campus summer sessions. Summer sessions typically offer 6 undergraduate credit hours.
- **Summer 11-week:**
  - Summer 11-week programs run from 7-11 weeks and are within the dates of the main-campus 11-week dates. 11-week programs typically offer 12 undergraduate credit hours.

#### ❖ **What type of course do you want to offer, and to whom?**

- Your program will be developed to meet ECU's standards of academic rigor and be included in your department's curriculum. Many faculty directors choose to open program registration to students of all majors and those seeking foundation curriculum credit to encourage participation.
- Some also welcome graduate students, with modified academic expectations to fulfill graduate credit requirements.
- You may also want to open registration to students from other universities, as your program could be appealing to non-ECU students.
- You should aim to offer a unique program—one that will effectively meet the academic and experiential goals of its participants, but not one that will overlap academically with an

already existing program. Avoid competing with colleagues to recruit students, when efforts could be made for collaboration.

- You should consult with the Office of Global Affairs for details on academic standards and enrollment requirements that may be impacted by the student audience you wish to target.

#### ❖ **Where will your program take place, and for how long?**

- The location of your program should be fundamental to the purpose of the program, in that your academic objectives can be fulfilled, and your students experience a unique cultural environment while also benefitting from your expertise of the area and culture.
- Most summer study abroad programs run 2-4 weeks, but can be up to 10 weeks. The ideal length of your program will depend on the number of credit hours you assign to your course(s) and your academic objectives. It is advisable to check the summer session calendar to ensure your program aligns with the two five-week sessions.
- Many faculty directors choose to include another faculty member or program assistant (such as a graduate student) to support them logistically while abroad, especially if numerous participants are expected. Alternatively, a representative from the faculty director's department can be identified to step in if the faculty director becomes incapacitated. It is highly recommended that an alternate individual be identified in the host country in case of emergencies.

#### ❖ **What will your program cost?**

- There are many things to consider when preparing a budget for a study abroad program, including:
  - Tuition and fees (based on faculty member's salary and travel expenses)
  - Lodging and meals
  - Transportation (airfare and ground transport)
  - Additional excursions
  - Insurance
  - Program assistants

Some of these expenses are fixed, such as tuition and fees paid to ECU. Others can vary depending on the program's location and additional activities, and whether you choose to make the logistical arrangements yourself or use a third-party provider/travel agent.

- More than half of students who participate in study abroad rely on Financial Aid to do so, and they are required to be enrolled full-time (minimum of six credit hours) to qualify for summer aid. It is important for you to consider how many credits your program will offer as you develop your course and estimate its total cost.

### *Academic Components*

#### ❖ **Items to Do:**

- Discuss the program with department chairs/deans before beginning development
- Consider what classes will be offered (will the program be for majors, do you want a more general student population, do you want to offer Foundations Curriculum).

#### ❖ **Factors to Consider:**

- Will the program be offered to non-ECU students?
- Are courses available for undergraduates, graduates, or both?
- Will there be collaboration with other departments?

- ❖ **Federal Definition of a Credit Hour (34 CFR 668.8, July 1, 2011):**
  - For purposes of the application of this regulation at ECU and in accord with federal regulations, a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than:
    - 2.1 One hour of classroom or direct faculty instruction and a minimum of two hours out of class student work each week for approximately fifteen weeks for one semester or trimester hour of credit, or ten to twelve weeks for one quarter hour of credit, or the equivalent amount of work over a different amount of time, or
    - 2.2 At least an equivalent amount of work as required outlined in item 2.1 above for other academic activities as established by the institution including laboratory work, internships, practica, studio work, and other academic work leading to the award of credit hours. (34 CFR 668.8, July 1, 2011).

## *Finances*

### ❖ **Faculty Director Compensation**

- ECU faculty are compensated per the university guidelines related to 9-month fixed-term salary. Faculty may be compensated for administrative work, teaching, or a combination of both. Compensation includes:
  - Salary\*
    - \*Salary is divided amongst students on the program. Salary is the last item to be paid out, and may be lowered based on the program budget and available funds.
  - Benefits (Federal & State Withholdings, Insurance, State Retirement, Optional Retirement)
  - Per Diem for Meals
    - Faculty may claim the current per diem for meals. Faculty will not be reimbursed above and beyond the per diem. Faculty may budget for group meals—reimbursement for those will require a receipt. Faculty may not claim the per diem in addition to requesting reimbursement for a group meal. (In other words, if you eat dinner with the group, you can get reimbursed for the group meal, but you cannot claim the per diem for dinner for that particular meal.) A roster of participants will be required for each group meal for reimbursement purposes. It is extremely important that students are made aware of what their program cost covers: all meals, one meal per day, etc. Faculty and their assistants will be allowed to extend their stay for up to four days in total, before or after the program, to facilitate program arrangements and accommodations for the group. All additional days beyond this will be at the individual's expense.

### ❖ **Co-Leader Compensation**

- Co-leaders must be faculty or staff at ECU. Nine-month faculty will be compensated at a rate consistent with duties performed and length of program. Staff are not eligible for compensation and their primary job responsibilities must have a component relating to the program.

- If high student enrollments are expected, the summer study abroad staff recommends no more than 10 students per faculty member (unless using a program provider with on-site assistance). However, even with lower enrollments, a co-leader is useful to handle in-country logistics and assist with potential emergency situations. The Office of SSAb recommends faculty directors appoint one or more co-leaders. If not, a representative from the faculty's department should be identified who can step in if the faculty director becomes incapacitated. An alternate should also be identified in-country in case of an emergency.
- In the case that a logistics assistant not affiliated with ECU is needed, the logistics assistant will be recruited and hired at an hourly rate.
  - *Special note on spouses: spouses cannot have supervision over one another. Thus, if programs include a spouse, they must be equal co-leaders, each with Faculty Director duties. Spouses of Faculty Directors cannot be hired as logistics assistants.*

#### ❖ Reimbursement

- Faculty leaders must provide receipts for all program expenses in accordance with ECU travel policies. Original receipts are required by the Travel Office. In addition, if the receipt is in a foreign language the receipt must be translated. If the receipt is in foreign currency, proof of the currency exchange for each receipt is required.
- Upon return, your receipts must be in date order, taped consecutively onto plain white 8 1/2 x 11 sheets of paper. The tape cannot cover the printed sections of the receipt. The Travel Reimbursement Form, along with your receipts and completed Expense Report, are due to the Office of SSAb within 10 days after you return to the US. Assistance may be available from the Office of SSAb by request.

#### ❖ Travel/Cash Advances

- On-site expenses can be paid for with a travel advance that is processed by the Office of SSAb. Budgeted expenses may include items such as group tickets to a museum, honoraria or tips for foreign instructors, or group meals that are included in the program fee. In addition, the travel advance amount can contain any personal meal per diems and program emergency funds. Each staff member going abroad on a program is required to obtain his/her own travel advance in accordance with University Accounting Policy.
- The Office of SSAb will provide the faculty with appropriate forms to request a travel advance. A Travel Advance can be available one week prior to departure, assuming sufficient lead time to complete the process (four weeks). Most directors deposit the advance into their personal accounts and use an ATM while overseas to access the money.
- Applying for a travel advance is essentially the same as taking out a personal loan for which you are responsible for repayment. As with any university program, to be eligible for reimbursement by the Office of SSAb, every expense that you incur, either before or during your program, must be properly receipted in accordance with the standards of the University Accounting Office. Any expenses not properly receipted will not be covered and will be charged back to you. Additionally, every expense you incur must be considered an "allowable" expense to be fully reimbursed. If an item is in question, consult the Office of SSAb prior to its purchase.

#### ❖ Pro-Cards

- Pro-Cards can be used to pay program-related expenses. Faculty leaders who wish to have a Pro-Card will work on the application with the Office of Global Affairs.

### ❖ Program Components

- Items to include in the budget:
  - Classroom space (rental costs)
  - Entrance fees (museums, theatre, etc.)
  - Included meals
  - International airfare
  - In-program transportation
  - Translators & guides
  - Lodging
- Faculty Director travel vs. Student travel
  - Faculty Director expenses and student expenses come from two different accounts.
  - Take this into consideration when paying for items and be sure to include how many students vs. how many leaders are included in receipts.

### *Submission Deadlines*

#### ❖ New Programs

- Spring Break: August 1 of year prior
- Summer: August 1 of year prior

#### ❖ Returning Programs (programs that have run in the past 2 years)

- Spring Break: August 1 of year prior
- Summer Session 1: August 31 of year prior
- Summer Session 2: August 31 of year prior
- Summer 11-week: August 31 of year prior

#### ❖ Benefits of Submission by Deadline:

- Program proposals that follow these deadlines will have support from the Office of Global Affairs on the following items:
  - Participation in September Study Abroad Fair
  - Creation of recruitment materials
    - Printed materials for program and PDF documents for online advertising
    - LCD Screens design and implementation
    - Inclusion in Faculty-Led Study Abroad pamphlet
  - Active recruitment for programs can begin early in the Fall semester

#### ❖ Late Submissions

- If you are unable to submit your proposal by the deadline, we can still work with your program. However, it is important to note that late proposals may take longer to go through review and the standard approval process. Additionally, a late submission may adversely affect the marketability, recruitment time, and overall success of the program.



### ❖ **Other Submission Considerations**

- Colleges and departments may have their own internal deadlines. Check with your department chair and dean to ensure you meet these deadlines.
- The earliest proposals can be approved and actively accepting applications and program payments is one year prior to departure of program.

## *Program Development Timeline*

### ❖ **10-18 Months Pre-Departure**

- Review Faculty-Led Study Abroad Handbook
- Establish course list with applicable course numbers, credit value, the department(s) credits will be established through, and curriculum integration
- Identify co-leader(s) and emergency back-up leaders
- Seek approval for proposed course from department chair and dean
- Complete and submit Faculty-Led Study Abroad Program Proposal online through PiratesAbroad.ecu.edu

### ❖ **8-12 Months Pre-Departure**

- Work with Office of SSAb to create marketing materials and recruitment plan

### ❖ **5-9 Months Pre-Departure**

- Finalize program budget
- Participate in September & November Study Abroad Fairs
- Promote program intensively in department and across university
- Offer information sessions and give class presentations in the department
- Review applications and determine final acceptances
- Attend faculty director trainings

### ❖ **3-4 Months Pre-Departure**

- Finalize travel details with agents, tour guides, and accommodations
- Conduct pre-departure orientations for students

### ❖ **1-2 Months Pre-departure**

- Work with the Office of SSAb to finalize program details and communication plan
- Final preparations

### ❖ **While In-Country**

- On-Site program management
- Risk management/Emergency contact

### ❖ **Within 2 weeks of Return**

- Submit program receipts
- Report student grades (not applicable to spring break programs)

### ❖ **1 Month Post Return**

- Take an inventory of lessons learned from program and begin to develop program for upcoming year

## Phase Two: Student Recruitment & Selection

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### *Marketing Strategies and Social Media*

- ❖ Interest Meetings
  - You can reserve classroom space in 25Live to give information sessions specific to your program throughout the semester
- ❖ Classroom Outreach
  - Connect with colleagues to give short presentation in disciplines you are targeting for your program.
- ❖ Directed Emails and Social Media
  - Send information about your program to all of your majors, and possibly even your entire college. Ask colleagues to add your program's information to their blackboard sites and to spread the word.
  - Establish an interest group on social media sites such as Facebook to disseminate program updates, deadlines for submitting applications and payments, and share information and pictures of cultural and academic experiences. This is particularly useful if the program has run before, or if the Faculty Director has personally travelled to the host site in the past. It is recommended to keep the group private; interested students can request permission from the Faculty Director to join the group.
- ❖ Posters
  - Place advertisements near classrooms that offer targeted classes
  - Utilize the LCD screens on campus
- ❖ Study Abroad Fair
  - Representing the program at the Study Abroad Fair can give you access to students across the entire university.
- ❖ General Advice
  - If the program has run in the past, try to include program alumni in the recruitment efforts. Most often, those students are happy to help and are willing to share their positive experiences and give tips to future students.
  - Use pictures in your materials and emails.
  - Be responsive and pro-active with interested students.
  - Keep an eye on the applications that are started in PiratesAbroad. While applications will not be accepted until they are complete, you can invite all students to interest meetings and try to meet with them to see how they might fit into the program.

### *Student Application and Registration*

- ❖ There is a general student application required by the Office of SSAb which is available through [PiratesAbroad.ecu.edu](http://PiratesAbroad.ecu.edu)

- ❖ Application can be customized to include specific items such as:
  - Essays
  - Letters of Recommendation
  - Interviews with the program leader
  - Additional application questions
- ❖ Student Screening and Selection
  - The students who go on your program are primarily vetted by the program leader. You can require interviews, ask for recommendations for the student, etc. Program leaders provide the primary decision on whether a student is accepted.
- ❖ Course Registration
  - For summer programs, the Office of SSAb will create the program and register all students.
  - For Spring Break programs, the course is created by the department and students pay regular tuition for the Spring course.
  - Some programs have students enroll in a foreign university. For these programs, the credit will transfer to ECU and the student will complete a form called 'Permission to Take Courses at a Foreign University or College' form. This should be submitted to the Office of Global Affairs prior to departure.

### *Pre-Departure Logistics*

- ❖ Student Payment Deadlines
  - Deposit and application fee are due to confirm acceptance
  - Half of the program balance is due February 28
  - The full program balance is due March 31
- ❖ Role of Financial Aid
  - Students can find out their eligibility for summer study abroad as early as the Fall Semester prior to the program. Based on the reported financial aid available, students can defer payments pending the release of aid. The summer financial aid application becomes available in March.
  - Students interested in using financial aid should speak with the Office of Financial Aid. The contact person is Sherell Harris ([harris@ecu.edu](mailto:harris@ecu.edu)). She takes appointments and has walk-in hours daily from 11-12.
- ❖ Student Well-Being
  - After students are accepted to study abroad, they complete a Health Issue Acknowledgement Form. This documents for any diagnosed medical issues or medication that a student is currently taking.
  - All confirmed students will also undergo a check by the Office of Judicial Affairs.
  - This information is reviewed by the Office of SSAb and forwarded to program leaders. If any areas are cause for concern (such as medications being illegal in the host country), students will be asked to troubleshoot the issue with the Office of SSAb and program leader.
- ❖ Payments to Vendors
  - The preferred method to pay vendors for program charges is by Pro-Card.

- Wire transfers are available. For each vendor, the Office of SSAb will need a contact person at the company with their email address, phone number, and company address. They will receive an electronic notification to fill out a vendor form. Once they are set up in the ECU system, payments can typically be sent within a week of receiving an invoice.
  - Program payments can only be made when there are enough funds in the program's account to pay.
- ❖ Foreign Entry Requirements
- Remind students that they must have a passport that is valid for six months after the end of the program. If students do not have a passport, notify them they need to apply for one. The process usually takes four to six weeks (although it can take longer), so students should apply well in advance of the program's start date. Applications for U.S. citizens can be found online at [www.travel.state.gov](http://www.travel.state.gov). The local passport authority in Greenville, NC is the US Post Office located downtown at 300 West 2nd Street.
  - If your program's host country has a visa requirement for entry or for periods over a certain number of days, students and Faculty Directors will need to apply for the appropriate visa with the Consular Services division of that country. If there is a non-U.S. citizen participating in your program, please be aware that the visa requirements for that student may differ from that of a U.S. student. Information about how to apply for the visa should be made available to the students in enough time for the visas to be issued.
  - You can find a list of embassies located in the U.S. at [www.embassy.org/embassies](http://www.embassy.org/embassies).
- ❖ Registration with the Smart Traveler Enrollment Program
- The Office of SSAb will register all study abroad program group participants with American citizenship with the U.S. Department of State through the Smart Traveler Enrollment Program (STEP) at [step.state.gov](http://step.state.gov) prior to travel. This action is a free service that provides your group information to the U.S. Embassy in your host country. In the event of an emergency, the Embassy can contact you and assist in an evacuation if deemed necessary.
- ❖ Pre-Departure Orientation
- Meetings prior to departure are encouraged, and all programs should meet at least once for a pre-departure orientation. This orientation should include items specific to the program that the student will find useful, and also cover areas of risk and safety management.
  - General pre-departure PDFs are made available to all students on [piratesabroad.ecu.edu](http://piratesabroad.ecu.edu) within the student application. Topics include but are not limited to financial considerations, culture shock, safety, and health information.

## Phase Three: On-Site Program Management

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### *Information on Using Insurance*

- ❖ The University of North Carolina system requires insurance coverage for all study abroad programs and all universities in the UNC system participate. The insurance is provided by HTH Worldwide at a premium of \$1.42 per day for students and \$2.95 per day for faculty and staff (rate effective 1 August 2016 through 31 July 2017). It is a comprehensive policy that includes medical evacuation and repatriation benefits. Students, faculty and staff may purchase insurance to begin coverage 15 days prior to the program start date and end 15 days after the program end date (30 additional days). However, additional days are not included in the study abroad fee and will be paid separately through the HTH website. Insurance brochures may be obtained from the Study Abroad Coordinator.
- ❖ Insurance enrollments will be completed no later than 2 weeks prior to the start date of the program. HTH issues insurance cards electronically, thus faculty and students will receive an email requesting recipients login to their site to access the insurance card. If there are any issues with accessing the card, please contact the Study Abroad Coordinator.

### *On-Site Orientation*

- ❖ Quickly after check-in, gather students together to help them become acclimated to their new surroundings, to squelch any run-away jitters, and to establish control of the group.

### *Expectations of Student Behavior*

- ❖ Student Code of Conduct
  - East Carolina University reserves the right to enforce appropriate standards of conduct as found in the ECU Code of Student Conduct and on the university's website. As Faculty Director, it is your responsibility to advise students that, though adults and responsible for their own behavior, they are also considered representatives of their home institution and country. It is your duty to advise students when they are offending the norms of the host country. Part of the pre-departure and on-site orientation for your program should include discussion of those norms and typical ways in which foreigners may unknowingly violate them. Students need to be aware that they are subject both to the host country laws, to the ECU Code of Student Conduct and to the SSAb policies and guidelines that are outlined in the Student Pre-Departure Handbook.
  - In case of a serious violation which jeopardizes the safety or well-being of anyone involved in the program or members of the host country (i.e. instructors, home stay families, etc.) students should understand that such behavior may result in dismissal from the program and an early return home at the student's expense, failure of courses, and loss of all fees paid to the program. The Faculty Director has the authority to remove a student from the program for inappropriate or dangerous behavior.

- To ensure proper procedures are followed, please consult with SSAb if you encounter any case of student misconduct, especially prior to dismissing a student from the program. In the event of a dismissal, it is important that we verify university procedures for handling the particular situation. In such cases, we consult regularly with other offices on campus, such as Legal Affairs, Risk Management, Student Conduct, Counseling Center, etc. to ensure that the proper steps are taken for the safety and well-being of the student, the program staff, SSAb, and ECU.
- Though each situation and program is different, SSAb can often provide you with guidance based on our past experience and university policies. We can also assist you with possible options to address unique student conduct issues, such as a behavioral agreement.
- Due to circumstances of study abroad programs, procedures for notice, hearing, and appeal applicable to student disciplinary proceedings at ECU do not necessarily apply. If expelled, the student will be sent home at his/her own expense with no refund of fees.

#### ❖ Alcohol

- In addition to posing a health and safety risk, alcohol abuse is the primary source of behavior problems and personality conflicts between group members no matter what the age of the participants. By addressing this issue in advance, you inform students of your concerns, and will hopefully head off any serious problems to come with alcohol.
- Let the students discuss their perception of alcohol use in the host culture, comparing and/or contrasting with alcohol use in the US. Share your knowledge of alcohol use in the host culture, comparing and/or contrasting this with the students' perceptions. In addition, remind students of the difference between alcohol use and alcohol abuse, stating that excessive drunkenness is not tolerated in any country and is considered an illness/addiction in most cultures. The Faculty Director should be certain to advise students of legal age requirements for drinking. This is especially important in countries that have unusually severe penalties for underage or excessive consumption of alcohol.
- The Faculty Director should be alert to group dynamics and immediately address any concerns they may perceive. Though alcohol is not permitted at ECU functions involving students, the university is not responsible for the students' decisions regarding the use of alcohol outside of official program activities.
- No SSAb program funds may be used to purchase alcohol. Faculty Directors are encouraged to consume alcohol responsibly while abroad with students, if at all. As a program leader you are in a position of authority and responsibility and you must be capable of addressing an emergency should it arise.

#### ❖ Drug Policy

- All university policies regarding illegal substances or drug paraphernalia in the United States apply to students on an ECU study abroad program. In addition, students should be aware that criminal penalties for the possession, use, or distribution of illegal drugs may be more severe in the host country than in the US. An infraction of the drug policy will result in immediate expulsion.

## *Identifying and Responding to an Emergency*

- ❖ For our purposes, an emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies may include incidents that are “newsworthy” and reach US news agencies and cause alarm to parents or colleagues. They could include, though not confined to, the following:
  - Physical Assault
  - Disappearance, hostage taking, or kidnapping of a student
  - Robbery
  - Sexual Assault or Rape
  - Serious illness, physical or emotional
  - Significant accident and/or injury
  - Hospitalization for any reason or length of time
  - Terrorist threat or attack
  - Local political, natural or man-made crisis/disaster in the vicinity of student accommodations or classrooms that could affect the students’ safety or well-being
  - Arrest or questioning by the police or other security forces
  - Any legal action (lawsuit, deposition, trial, etc.) involving a student
  - Death of a student or faculty member
  
- ❖ Responding to General Emergencies
  - In an emergency, your first responsibility is to safeguard the safety and well-being of program participants. Do whatever is necessary to assure this, whether this means obtaining prompt and appropriate medical attention, Embassy intervention or police protection. In the case of a terrorist attack, gather at the pre-arranged location to account for all students and follow the directives of the local authorities. You will be reimbursed for all expenses relating to the management of an emergency.
  - When you have done all that you reasonably can do to ensure the student’s well-being, immediately contact the ECU Emergency Assistance line at 252-328-6787. The operations desk is staffed 24 hours a day, seven days a week and will contact the most appropriate person in our office. Lists of all Summer Study Abroad Programs, with names of faculty directors and students, have been provided to the ECU Police Department. When you contact them please give them your full name, group name, your travel destination, and state the problem. We have explicit procedures in place to deal with the different emergencies previously listed. This step is critical so we can assist you in decision-making and be fully informed of the crisis.
  - Follow-up communication with program leaders on-site will occur primarily via email (provided internet access is still available on site). Therefore, it is critical that program leaders regularly check their ECU email account for updates and instructions.
  - Notify the local US Embassy or Consulate about the crisis, and follow whatever procedures they may require; if there is a continuing risk to the welfare of the students (during a terrorist threat, for example), ask the appropriate Embassy or Consulate Officer to advise

- you on a regular basis about the evolution of the crisis, and about how the students should respond.
- After the Emergency Response Team has been informed about an emergency, and after we consult with you and other appropriate individuals on site, we may, depending on the acuteness of the crisis, fax or email you a description of the course of action that you and the students will need to follow. Should a student not be able to continue with your group, leave the student with an ECU-appointed liaison to assist with the situation. Notify ECU as to who is providing assistance. It is not appropriate to appoint another student as the liaison.
  - During a political crisis or other emergency during which foreigners in general or US citizens may be at risk, tell the students to keep a low profile and not travel in large groups. Tell them to avoid distractions, confrontations or situations where they could be in danger; to avoid behavior that could call attention to themselves; to avoid locales where foreigners or Americans are known to congregate and to remove signs, luggage tags and clothing that would label them as Americans. You may wish to have a pre-arranged plan that all students return to their residence during such a crisis.
  - Experts say that during political emergency it is unwise to move locations. Therefore, it is unlikely that participants would need to be evacuated from a site abroad. However, faculty and students would be brought home if a situation were to deteriorate to the point where the degree of risk to participants was deemed unacceptable. If this were to happen, The Emergency Response Team Director, in consultation with you, the US Embassy and State Department, and appropriate ECU officials, would develop an evacuation plan in as much detail as possible. This plan would be transmitted to you in confidence and we would continue to work closely with you throughout the process.
  - In the event of a significant crisis, individual students have the option of returning to the US. Every reasonable effort will be made to allow them to continue their academic program on campus, and ECU will work with the students regarding housing, financial issues, etc.
- ❖ Responding to Medical Emergencies
- In a medical emergency, including potential suicide, seek appropriate medical care and contact HTH Worldwide (your insurance provider) at (610) 254-8771. This emergency number is on the student's insurance card and will receive collect calls. They can assist you and help coordinate the necessary arrangements including payment of fees on behalf of the student. Once you notify HTH, allow them to manage all arrangements. For medical and liability reasons, it is not wise to solicit outside input or take control of coordination. In any other sort of emergency, notify the local police about the situation, if you and the Embassy believe this is appropriate; then follow the procedures the police may require of you or the student.
  - If a student has been hospitalized, notify the Office of Summer Study Abroad. If it's an emergency, contact the ECU Emergency Assistance line at 252-328-6787. All hospitalizations of any length are reported to the Vice Chancellor of International Affairs. This chain of communication serves to diffuse potential miscommunication and



- misinformation to parents and the media, and provides background to the wider ECU community in case the condition should escalate.
- When you call the ECU Emergency Assistance line, the office may contact the ECU Counseling Center. The center is staffed and/or on call 24/7. They can provide advice over the phone to program leaders for dealing with situations, but cannot provide direct therapy to students over the phone.
- ❖ The following is a brief summary of the guidelines for interaction and can apply to counseling services abroad:
- Talk with the student in private. Listen carefully. Show concern and interest. Repeat back the essence of what the student has told you. Avoid criticizing or sounding judgmental. Suggest visiting a counseling center and discuss this with the student. If the student resists help and you are still worried, contact a counseling center to discuss your concerns. If you consider the situation to be an emergency, call the local emergency facilities (comparable to 911) and stay with the student. Follow up with the student by inquiring as to whether he/she kept his/her appointment and how he/she felt about the session.
  - Your call may also be referred to the University Physician; however, urgent medical matters should be dealt with by going to a health care facility in the area where you are traveling.
- ❖ Procedures for Documenting and Reporting Incidents
- In the event that an incident occurs involving a student, whether it be an accident or a behavioral issue, it is important to notify the Office of SSAb immediately and to document the incident properly. By submitting documentation to the Office of SSAb you are ensuring an official report of the incident exists that can be referenced in the future, if necessary. Not only is this a protection measure for SSAb and the university, but also it is a protection measure for you. In a lawsuit, without a written report of the details of the incident, the only reference you will have is your memory. The University will, therefore, have no written record to use in your defense.
  - Legal action suits are increasingly likely in the aftermath of a serious incident or emergency. The effects of litigation can be lessened if one demonstrates one has been reasonable and prudent, as is evident through proper documentation. An Incident Documentation Form is prepared for you to complete and submit to the Office of SSAb when an incident occurs overseas that requires a paper trail. If you are unsure if the incident should be documented, it is best to be safe and document it anyway. The form can be faxed or e-mailed to the SSAb Coordinator.
  - Information to be included on the form will be: name of student(s) involved; date, place and time of the incident; summary of the incident; names of witnesses; conversations had with the student(s) regarding the incident. As additional incidents occur, it is important that the paper trail continues.
- ❖ Further Emergency Procedures
- For further information, please refer to the Safety and Risk Management Handbook

## *Voluntary Student Withdrawal*

- ❖ If a student has arrived at the program site and decides to withdraw, he or she must begin by discussing the situation with the Faculty Director on site. The Director should consult with the SSAb Coordinator to determine whether a solution exists for the situation. If, after consultation, the student still plans to withdraw from the program, he or she must submit a signed and dated statement to the Faculty Director. This statement must indicate that the student understands that effective as of the date indicated, she or he will no longer be considered a student of the program and is therefore responsible and liable for his or her own behavior, transportation home, insurance, etc. Send this signed and dated statement to the SSAb Coordinator. The Coordinator will also contact the student's parents, if permission has been given to do so.
- ❖ Consideration will be given to the student who leaves a study abroad program because of an emergency situation or illness (either personal or of a family member). In such cases, the faculty director will want to be supportive of the participant, but should outline, in writing, the consequences that returning home will have on the participant's ability to complete the course and receive credit. The student should sign a written statement of withdrawal that indicates that he or she will be financially responsible for costs incurred in leaving early.

## *Student Dismissal*

- ❖ Address the Issue with the Student
  - Begin by telling the student that you observed X behavior and that you wonder if there is a reason for the behavior. You might discuss with the individual the behavior and the impact on the group. At this point hopefully they acknowledge the behavior and resolve to change. It doesn't hurt to make a verbal, or sometimes a written agreement regarding the desired changes. Depending on the severity of the behavior, you may have to discuss it more than once. If they persist and are disruptive, one conversation may be all they get; then move on to the next step. Keep a record of your conversation(s) and any agreements you make.
- ❖ If a Second Incident Occurs
  - Meet with the student and present them with a formal letter stating that based on continued behavior problem (cite specific incidents) they are being officially notified that their continued participation in the program is in jeopardy. State the behavior change you expect to see, by when, and that this behavior change must continue throughout the remainder of the program. Document the meeting and incident and forward to the Office of SSAb.
- ❖ Persistent or Extreme Behavior
  - If the behavior still has not changed, or it is serious enough to warrant more severe action, you can officially dismiss the student from the program. Before the dismissal, however, phone SSAb to discuss what has been done and how to proceed with the dismissal. You do not want to violate rights or procedures, but you also do not want to retain someone whose behavior is negatively impacting the group.

- ❖ Faculty Directors are encouraged to notify the Office of SSAb of any and all problems experienced while abroad. It is important to realize that a support group is in place to assist you with issues as they develop.

### *Faculty Director Conduct*

- ❖ As per ECU's Statement on Professional Ethics (Faculty Manual, Part V, Section II), the faculty and administration of East Carolina University are responsible for assuring the highest ethical and professional standards and behavior when working with students. For more information regarding faculty expectations in relation to working with students in a professional environment, consult the Faculty Manual. Faculty representing ECU abroad are subject to the same set of standards for conduct as they are when in North Carolina.
- ❖ Any and all inclusion of family members on programs must be disclosed with the Office of SSAb as soon as possible. Programs are to remain academically rigorous, and as such family members should not compromise the academic integrity of a program nor should they distract Faculty Directors from the students on the program.

### *Title IX Compliance*

- ❖ All faculty and students, as per ECU policy, are to adhere to the Title IX Policy whether at ECU or abroad. Title IX and its implementing regulation, at 34 C.F.R. § 106.31 (a), provide that no person shall on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any academic, extracurricular, research, occupational training, or other education program or activity operated by the university. Sexual harassment is a form of sex discrimination prohibited by Title IX.
- ❖ Sexual harassment is unwelcome conduct of a sexual nature. Sexual harassment can include unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature, including rape, sexual assault, sexual battery and sexual coercion or other sexual misconduct. Sexual harassment of a student can deny or limit, on the basis of sex, the student's ability to participate in or to receive benefits, services, or opportunities in the school's program. Any student, faculty or staff member with questions or concerns about sex discrimination or sexual harassment or who believes that he or she has been the victim of sex discrimination or sexual harassment may contact the Title IX Coordinator for assistance. The Title IX Coordinator is available to discuss options, explain university policies and procedures, and provide education on relevant issues.

### *Title VII and Protected Classes Policy*

- ❖ All ECU programs and participants are required to adhere to ECU's Notice of Nondiscrimination and Affirmative Action Policy (POL05.25.02) with regards to activities and interactions. No ECU-

sponsored activity or interaction may discriminate against members of protected classes, which are defined as the following groups:

- Race/Ethnicity
  - Color
  - Genetic information
  - National origin
  - Religion
  - Sex (including pregnancy and pregnancy-related conditions)
  - Sexual orientation
  - Gender identity
  - Age
  - Disability
  - Political affiliation
  - Veteran status
- ❖ Any questions or concerns about the application of non-discrimination policies and procedures to any study abroad program activity should be directed to the Office of SSAb.

## Phase Four: Returning to ECU

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### *Reconciliation of Program Expenses*

- ❖ ECU requires complete financial reporting for all expenses incurred by the program. Faculty Directors are required to submit all receipts and documentation for expenses incurred within 10 days of your return to ECU.
- ❖ Program expenses will be paid as quickly as possible after accounts are reconciled.
- ❖ Faculty and co-leader salaries will be disbursed after the program expenses have been fully paid.

### *Grading*

- ❖ The faculty directors are required to submit the course grades within university deadlines for the appropriate summer session through PiratePort. If a program is working with a third party and official transcripts will be sent an accurate timeline for grade transfer and evaluation must be articulated to all student participants.

### *Program Evaluations*

- ❖ At the conclusion of the program, evaluations will be submitted to the students electronically for their completion and the results will be shared with each faculty director and their department chair.

### *Program Debriefing*

- ❖ Faculty directors are encouraged to meet with the SSAb coordinator upon return to discuss lessons learned, insights, unforeseen problems, and other issues that can be addressed when running the program in the future.