

**Handbook for ECU-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 Global Affairs 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.
- **Spring or Fall Embedded:**
  - Programs that do not coincide with official university breaks are embedded within the semester the course is being offered. The 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.
- OGA monitors the U.S. Department of State's travel advisory levels for the countries where programs will be going. Travel is generally allowed to Level 1 ("Exercise normal precautions") and Level 2 ("Exercise increased caution") countries and areas. Countries with Level 3 ("Reconsider Travel") alerts require additional consideration and require that student participants sign an additional "Heightened Travel Risk" disclosure form. OGA does not allow travelers on study abroad programs to travel to locations in which the U.S. Department of State has issued a Level 4 Travel Advisory ("Do not travel"), the highest advisory level due to greater likelihood of life-threatening risks.
- Most summer study abroad programs run 2-4 weeks, but can be up to 3 months. 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 per program. 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 General Education credits).
- ❖ 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).

## Travel Logistics

- ❖ Working with a vendor/program provider
  - We recommend working with a vendor or program provider to set up the logistics in-country. Vendors' services vary, and they can provide items such as hotel reservations, restaurant or meal reservations, transportation, airfare, excursions, guides, and source site visits.
  - Existing Vendors: ECU has a list of vendors with which programs have run in the past. To obtain the list or receive recommendations for your program, please contact the Coordinator of Faculty-Led Study Abroad.
  - New vendors: The approval of new multiple-service education abroad vendors will consist of two components. First, the Office of Global Affairs will determine if the vendor has sound risk management procedures that do not hold ECU liable for any incidents that occur during the study abroad program. Second, the Office of Global Affairs requires two positive references from vendors' clients. These items will be requested and vetted by the Office of Global Affairs.
  - *Please note:* some vendors provide incentives to faculty or programs. Any and all incentives should be for the benefit of the entire program. For example, if a vendor provides a scholarship to the program for early confirmation of participants, the scholarship will be divided evenly amongst all participants. Faculty cannot receive financial or other incentives from vendors for meeting enrollment goals.
- ❖ Individual planning

- If not using a vendor, program logistics are managed by the faculty director. The Office of Global Affairs will assist as needed.

## 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, it is recommended that no more than 10 students travel per faculty member, but exceptions can be made for programs 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 Global Affairs 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.*

## ❖ Payments to Vendors – Abroad

- Travel/Cash Advances
  - On-site expenses can be paid for with a travel advance that is processed by the Office of Global Affairs.
  - Budgeted expenses may include, but are not limited to:
    - Group tickets to a museum or venue not included in the program fee.
    - Honoraria or tips for foreign instructors.
    - Group meals that are not included in the program fee.
    - Meal per diems for faculty directors.
    - Program emergency funds.
  - You may NOT pay for donations out of Travel Advances or through any other means.
  - Each staff member included in the program is required to obtain his/her own travel advance in accordance with the ECU Travel Manual. Receipts must be submitted to the Office of Global Affairs within 10 days of the end date of the program.
    - The Office of Global Affairs will provide the faculty with appropriate forms to request a travel advance.
      - Travel Advances must be turned in a minimum of four weeks before program departure to ensure timely completion of the paperwork
      - A Travel Advance can be released to the staff member one week prior to departure.
      - Most directors deposit the advance into their personal accounts and use an ATM while overseas to access the money.
  - All receipts must be turned into the Global Affairs office within 10 days of the end of the program.
    - Global Affairs will review all receipts and turn into the Travel Office.
    - The Travel Office will contact the faculty member about any money due to the University.
  - To be eligible for reimbursement by the Office of Global Affairs, every expense that is incurred, either before or during the program, must be properly receipted in accordance with the standards in the ECU Travel Manual.
  - Any expenses not properly receipted will not be covered and will be charged back to the faculty member.
  - Any expenses incurred must be considered an “allowable” expense to be fully reimbursed. If an item is in question, consult the Office of Global Affairs prior to its purchase.
- Pro-Cards
  - Faculty directors can be issued a ProCard (VISA credit card). Faculty are strongly encouraged to obtain a ProCard in case of emergency while on the program.
    - The ProCard is only valid during the timeframe of the program and when payments are being made for program expenses
    - The card cannot be used for non-program or personal expenses.
  - Prior to departure, faculty directors should contact the Office of Global Affairs to determine the limit set on each ProCard.
  - The Office of Global Affairs reconciles the ProCard statements and serves as the point of contact while the ProCard is in use.
    - Supervisors of faculty directors will need to grant ORG Security for faculty to access the program account



- When using a ProCard, faculty are responsible for informing the Office of Global Affairs of transactions in a timely manner. Information about purchases need to be sent to the Office of Global Affairs by the 17<sup>th</sup> of each month using the financial ledger. Original receipts need to be submitted to the Office of Global Affairs within 10 days of the program's return.
- Information reported should include:
  - What the purchase was
  - How many students were covered by the transaction
  - How many faculty were covered by the transaction.
- Reimbursement
  - Faculty leaders must provide receipts for all program expenses in accordance with the ECU Travel Manual.
  - Original receipts are required by the Travel Office.
    - 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
    - Receipts must be provided to the Office of Global Affairs
      - Receipts should be taped onto plain white 8 ½ x 11 paper consecutively by date.
      - 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 Global Affairs within 10 days after you return to the US. Assistance may be available from the Office of Global Affairs by request.

#### ❖ Program Components

- All mandatory activities for successful completion of the course should be included in the budget for students and faculty. Examples of items to include in the budget are:
  - 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

### ❖ Program Proposal Deadlines

- Fall Embedded: April 15 of current year
- Spring Break: August 15 of year prior
- Spring Embedded: August 15 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

### ❖ Departmental Approval

- Chairs and Deans should review program proposals by the following dates:
  - Fall Embedded: April 30 of current year
  - Spring Break: August 31 of year prior
  - Spring Embedded: August 31 of year prior
  - Summer Session 1: September 15 of year prior
  - Summer Session 2: September 15 of year prior
  - Summer 11-week: September 15 of year prior

*\*These dates are subject to be modified for 2019 programs and will be reflected in the online proposal process*

### ❖ 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 ECU-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 ECU-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 ECU-Led Study Abroad Program Proposal online through PiratesAbroad.ecu.edu
- ❖ **8-12 Months Pre-Departure**
  - Work with Office of Global Affairs 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 Global Affairs 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*

The Office of Global Affairs assists with creating marketing materials, but recruitment efforts are most effective when faculty directors actively network and engage their student population. Recruitment should begin early and reminders about the program should be sent often to interested students. Here are a few ideas of marketing strategies:

- ❖ 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 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 Global Affairs 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 Application Deadlines
  - Fall Embedded: June 1st
  - Spring Break: December 1st
  - Spring Embedded: December 1st
  - Summer Session 1: January 31
  - Summer Session 2: January 31
  - Summer 11-week: January 31
- ❖ 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.
  - In the case where a family member wishes to be a participant on the program, the Office of Global Affairs needs to be made aware and they will determine whether there is an actual or potential conflict of interest. When disclosing the student's participation in the program, the faculty member should cite a plan of action to assure that no actual conflicts of interest will exist on the program according to the preceding guidelines.
- ❖ Course Registration
  - For summer programs, the Office of Global Affairs 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
  - Fall Embedded: June 1<sup>st</sup>
    - Deposit and administrative fee are due to confirm acceptance
    - The full program balance is due July 15th

- Spring Break: December 1<sup>st</sup>
  - Deposit and administrative fee are due to confirm acceptance
  - The full program balance is due with the spring tuition bill
- Spring Embedded: December 1<sup>st</sup>
  - Deposit and administrative fee are due to confirm acceptance
  - The full program balance is due with the spring tuition bill
- Summer Session 1: January 31
  - Deposit and administrative fee are due to confirm acceptance
  - Half of the program balance is due February 28
  - The full program balance is due March 31
- Summer Session 2: January 31
  - Deposit and administrative fee are due to confirm acceptance
  - Half of the program balance is due February 28
  - The full program balance is due March 31
- Summer 11-week: January 31
  - Deposit and administrative 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 ([harrisys@ecu.edu](mailto:harrisys@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 Dean of Students.
- This information is reviewed by the Office of Global Affairs 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 Global Affairs and program leader.

#### ❖ Contract Approval

- Contracts for education abroad services from ECU-approved vendors are first assessed by the Office of Global Affairs to determine if it is for a single service or a package of services. If OGA deems the agreement to be a 'single-service contract' for services such as individual transportation, lodging, meals, guided tours or other services it will be sent to ECU's Office of Materials Management for review and signature. Alternatively, if OGA deems the agreement be 'multiple-use' contract and include a package of services it is sent to ECU's Office of University Counsel for review.
- Single service contracts

- Single service contracts are reviewed and signed by ECU's Office of Materials Management. If the contract is accepted by Materials Management without any requested changes it is returned directly to the vendor and the process is complete. If, however changes are required by Materials Management these changes are incorporated by OGA and returned to the vendor for consideration. The vendor will either accept the new version of the contract or propose their own changes in return. OGA will serve as the liaison between Materials Management and the vendor working to make changes until it is agreed to by both parties. It is then signed by Materials Management, returned to the vendor and the process comes to a close.
  - Multiple service contracts
    - Multiple service contracts, or service packages, are reviewed by ECU's Office of University Counsel and signed by the Provost and Senior Vice Chancellor for Academic Affairs. If the contract is accepted by OUC without any requested changes it is sent to the Provost's office for signature, returned to the vendor and the process is complete. If, however changes are required by OUC these changes are incorporated by OGA and returned to the vendor for consideration. The vendor will either accept the new version of the contract or propose their own changes in return. OGA will serve as the liaison between OUC and the vendor working to make changes until it is agreed to by both parties. When a final version is agreed to it is sent to the Provost and Senior Vice Chancellor for signature, returned to the vendor and the process comes to a close.
- ❖ Payments to Vendors – Pre-Departure
  - Pro-Card
    - The Office of Global Affairs will use its Pro-Card to pay as many vendor charges as possible.
  - Wire transfers
    - Wire transfer requests and contact with Supplier Management will be managed by the Office of Global Affairs.
    - If a Banner ID does not already exist, please contact Supplier Management at 252-737-5325 or [ECU-SUPPLIERMGMT@ECU.EDU](mailto:ECU-SUPPLIERMGMT@ECU.EDU) for vendor setup assistance.
    - Certain tax documents expire every three years. Supplier Management may need additional documents before a payment can be made. Please consult with Supplier Management as soon as possible to avoid payment delays.

*Please note! Program payments can only be made when there are enough students signed up for the program to cover the cost of the payment.*

- ❖ 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 Global Affairs 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.
  - The Office of Global Affairs will host an overall pre-departure meeting to go over risk management, cultural adjustments, and travel knowledge.
  - 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 GeoBlue 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 GeoBlue 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. GeoBlue 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 Office of Global Affairs 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 Office of Global Affairs 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, Office of Global Affairs, and ECU.
- Though each situation and program is different, Office of Global Affairs 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 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 ECU-Led 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 GeoBlue (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 GeoBlue, 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 Global Affairs. 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 Global Affairs immediately and to document the incident properly. By submitting documentation to the Office of Global Affairs 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 The Office of Global Affairs 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 Global Affairs 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 ECU-Led Study Abroad 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 ECU-Led Study Abroad 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 ECU-Led Study Abroad 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 Global Affairs.
- ❖ 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 The Office of Global Affairs 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 Global Affairs 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.

### *Faculty Family on Programs*

- ❖ Any and all inclusion of family members on programs must be disclosed with the Office of Global Affairs 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.
- ❖ In the case where the family member wishes to be a participant on the program, the Office of Global Affairs needs to be made aware and they will determine whether there is an actual or potential conflict of interest.

According to ECU's Faculty Manual, Part XII-Faculty Grievance Policies and Procedures Section III, Policy on Improper Relationships Between Students and Faculty and the UNC Policy Manual, 300.4.1 Improper Relationships Between Students and Employees, "It is misconduct, subject to disciplinary action, for a University employee, incident to any instructional, research, administrative or other University employment responsibility or authority, to evaluate or supervise any enrolled student of the institution with whom he or she has an amorous relationship or to whom he or she is related by blood, law or marriage... 'Evaluate or supervise' means: a. To assess, determine or influence (1) one's academic performance, progress or potential or (2) one's entitlement to or eligibility for any institutionally conferred right, benefit or opportunity, or; b. To oversee, manage or direct one's academic or other institutionally prescribed activities." The policy outlines the types of interpersonal relationships within the educational environment by their very existence can damage the integrity of the academic enterprise.

Thus, for a family member to be accepted on the program it will need to be determined that (1) the family member is academically eligible to be registered on the program, and (2) that the faculty member not have sole responsibility for evaluating or supervising the student participant's academic performance or progress within the program. When disclosing the student's participation in the program, the faculty member should cite a plan of action to assure that no actual conflicts of interest will exist on the program according to the preceding guidelines.

### *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 Global Affairs.



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## ❖ 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. Most faculty salaries are paid in August and September.

### *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 Faculty Led Study Abroad Coordinator upon return to discuss lessons learned, insights, unforeseen problems, and other issues that can be addressed when running the program in the future.