



SAN FRANCISCO
STATE UNIVERSITY

Short-Term Study Abroad Program
College of Extended Learning



FACULTY LEADER HANDBOOK

Policies & Procedures
Summer 2012

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Short-Term Study Abroad Program
College of Extended Learning

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All documents and forms included in this booklet are also on the College of Extended Learning's Short-Term Study Abroad homepage—

<http://cel.sfsu.edu/studyabroad/>



Short-Term Study Abroad Program COURSE REQUEST FORM

College of Extended Learning

TERM: Winter Spring Summer Fall 20_____

Thank you for your interest in teaching through the Short-Term Study Abroad Program at the College of Extended Learning (CEL). If you have any questions, please contact Janet Alford at 415.817.4264 or jalford@sfsu.edu. Return forms via interoffice mail to the SFSU Downtown Campus, 835 Market Street, 6th Floor, fax to 415.817.4299, or email to jalford@sfsu.edu.

Section 1 – Information About You

Instructor's First/Last Name: _____

University Id Number: _____ **Email:** _____

Leave blank if you have taught for CEL previously. NEW to CEL? This information is required to add you to the course system.

Home Address: _____ **City/State/Zip:** _____

Campus Phone: _____ **Home Phone:** _____ **Cell Phone:** _____

Rank: _____ **Dept.:** _____ **Have you previously taught at CEL?:** _____

Professor, Assoc. Professor, Asst. Professor, Lecturer *If yes, list course/semester/year.*

- o **How will the instructor be paid:** By your department ____ CEL ____

Section 2 – Information About Your Course

Course Dept./Number: _____ **Course Title:** _____

Semester/Year: _____ **Enrollment Limit:** _____ **Units:** _____ **or WTUs:** _____

Weighted Teaching Units

Program Dates: _____

Course Location: _____

Preliminary Itinerary & Course Description: please attach to Course Request Form. [A Detailed Itinerary will be needed 90 days prior to departure.]

Section 3 – Department/College Recommendation

I approve this course and instructor for inclusion in the College of Extended Learning, Short-Term Study Abroad Program.

Dept. Chair
Print name: _____ **Signature:** _____ **Date:** _____

Assoc. Dean or Dean
Print name: _____ **Signature:** _____

Date: _____



Policies & Procedures

San Francisco State University is committed to serving students who wish to study abroad to support, enrich and broaden learning opportunities, engage with different cultures and gain an understanding and an appreciation of, the people, the culture and the places visited.

1 Program Policy

- The program must be clearly educational in nature, and be pre-approved by the academic department and college via a signed MOU between the Faculty Trip Leader (aka “Trip Leader”), their College and CEL, each time the Short-Term Study Abroad Program is offered.
- A Short-Term Study Abroad **Course Request Form** must be submitted to the College of Extended Learning each time the program is offered.
- Academic credit must be offered and all participants must register officially for credit. Audit status may be requested. If audit status is granted, participant pays full fee, but receives “audit” instead of letter grade.
- Academic standards and requirements for a Short-Term Study Abroad program must meet the same academic standards and requirements as on-campus courses. One semester unit of credit is allowed per week of travel and study.
- Full or part-time SF State faculty may offer a Short-Term Study Abroad Program through SF State.
- The Director of Procurement and/or the campus President’s designee are authorized representatives for SF State University who may sign and approve all contracts with third-party vendors – hotels, restaurants, tour operators, travel agencies, etc.
The Faculty Leader may not accept any student money. The Faculty Leader must work through a travel agency and/or airline company for payment of student’s airline tickets, lodging accommodations, transportation, etc. Students must make checks payable to travel agency and/or airline for their share of the cost

2 Course Objectives

- To provide teaching and learning opportunities that combine conventional coursework with on-site observations and study in international locations
- To provide faculty with opportunities for increasing knowledge in their field, making contacts with colleagues in other countries, and bringing back ideas beneficial to campus program enrichment
- To provide the University with visibility in other countries
- To provide students with short-term experiences and learning in international locations
- The program must include student learning outcomes and assessment process.

3 Faculty Responsibilities

- Meet with the Short-Term Study Abroad Coordinator to review program contents, budget, risk management issues and policies and procedures
- Read the information contained in ***Policies & Procedures*** and ***Managing Emergencies Abroad***. These documents are also available on the CEL website at: <http://www.cel.sfsu.edu/studyabroad/faculty-leader.cfm>. The Faculty Leader will sign a separate letter of appointment stating that they have read and agree to follow these policies and procedures as presented in these documents.
- In accordance with CSU Executive Order No. 998, the Faculty Leader will register participants online before departure from the U.S. Department of State’ Web site at <https://travelregistration.state.gov/ibrs/ui/>. The Faculty Leader will also locate the closest U.S. Embassy to their destination(s) by visiting <http://usembassy.state.gov/> and provide students with Embassy contact information. The Faculty Leader will email the SSA coordinator their U.S. State Dept’s login information.
- In accordance with CSU Executive Order No. 998, both the Faculty Leader and CEL will cancel the Short-Term Travel Study program if the U.S. State Department issues a “*Travel Warning*” to destination country, unless specifically excepted by the Chancellor.
- The Faculty Leader must travel with the group while abroad for the complete program.

- Faculty Leader must advise all participants of any high-risk physical activities that may be required during the trip (i.e. extensive hiking, walking, climbing up hills, rock climbing, etc.) prior to the program's departure from the University.
- The Faculty Leader must fulfill the itinerary commitments, or their reasonable equivalents.
- During the program, the Faculty Leader is responsible for knowing whereabouts of all students at all times.

- The Faculty Leader will complete an Incident Report if an emergency situation arises during the program and fax immediately to the Office of International Programs (OIP) ATTN: **Director of OIP**, Hildy Heath, or the **Associate Director of OIP**, My Yarabinec, at (415) 338-6234.
- In addition, phone and email the OIP Director (415.338.6234, hheath@sfsu.edu, after hours at home at 415.655.3744, or by cell at 209.613.5085 or Associate Director (415.338.3316, my_ip@sfsu.edu or after hours at home at 415.775.4279).
- Consult the ***Managing Emergencies Abroad*** manual for complete instructions on how to handle an emergency abroad.
- The Faculty Leader will be provided with an Incident Report before departure. The Incident Report is also available online at <http://www.cel.sfsu.edu/studyabroad/faculty-leader.cfm>

- Inform students of the mandatory SFSU Risk Management insurance (approximately \$100-130 per student—this amount is subject to change and SF State has no control over the final amount which is based on trip destination and other factors). Faculty Leader and students will receive Travel Insurance Cards to keep with them during the duration of the program. Faculty Leader and each student will receive a Travel Insurance coverage summary.
- If Faculty Leader, Teaching Assistant or program volunteer drive while abroad, they must have satisfactorily completed a CSU approved defensive driver course within the last four years.
- Provide students with checklist including required vaccinations, recommended supplies and travel items, pertinent documents, list of required or recommended reading.
- Carry Participant List and copies of student's passports at all times. Keep copies of all passports secure.
- Inform students that they will not be able to travel with the group if their **CEL registration form** with payment, reimbursement for travel insurance, **Medical/Insurance Verification & Authorization Form, Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims** and **Student Agreement** are not received in the College of Extended Learning Office at least eight weeks before departure.
- Read and enforce the Standards of Student Conduct at <http://www.sfsu.edu/~bulletin/current/supp-reg.htm>
- A. At least **ten weeks** prior to departure, provide the Short-Term Study Abroad Coordinator the following:
 - A signed and completed Course Request form. (Please note, if the course is new or unauthorized, the trip leader must contact the curriculum coordinator to determine the best way to authorize or create a new course. This should be done very early in the semester.) The Country of travel which must be approved by Risk Management per the US State Department Guidelines
 - Trip Leader acknowledgement of reading Faculty Handbook (to CEL).
- B. At least **six weeks** prior to departure, the Trip Leader will provide the Short-Term Study Abroad Coordinator with the following:
 - Request to travel to High Hazard Country form to CEL (as required by Risk Management)
 - Detailed itinerary, including participant list (to CEL then Risk Management)
This detailed itinerary will include names of hotels, their addresses, phone numbers and email addresses. Also include names of service providers and any instructionally related tours in destination country with contact information. Educational lectures must be scheduled daily with limited free time scheduled. [A detailed itinerary is needed before travel insurance can be purchased.] Notify Short-Term Study Abroad Coordinator of any changes to itinerary pre and post-departure.
- C. At least **four weeks** prior to departure, provide the Short-Term Study Abroad Coordinator the following:
 - Authorization to travel (to CEL then Risk Management)
 - Request for foreign travel insurance forms (to CEL then to Risk Management)
 - Pre-Departure Orientation and Health and Safety "Talk" given by Faculty Leader
 - This would include a brief description of pre-departure orientation with special reference to safety, security, and health issues to the destination country.
 - Faculty volunteer form (if applicable)

- At least **four** weeks before departure, the Trip Leader will provide the Short-Term Study Abroad Coordinator the following for each student: (Note: All of these items must be bundled and provided to CEL in one batch).
 - CEL registration form with payment
 - A separate check for travel insurance reimbursement
 - A **Medical/Insurance Verification & Authorization Form**
 - A signed **Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims**
 - A signed **Student Agreement**
 - Xerox copy of student and faculty passports

4 CEL Responsibilities

- CEL will respond to questions from prospective and enrolled students related to registration, fee payment and grades.
- Set-up courses and course sections for students each semester the study abroad experience takes place
- Facilitate, with the assistance of the Short-Term Study Abroad Program Coordinator, all administrative duties as it relates to student records, grades and enrollment
- CEL will purchase travel insurance for students and the Faculty Leader, teaching assistants and volunteers (if applicable) through SFSU Risk Management. Each student will reimburse CEL for travel insurance with a separate check payable to **SFSU-CEL**. CEL will provide the Faculty Leader, teaching assistant, volunteers(s) and each student with a Travel Insurance Card and insurance coverage summary.
- At least ten weeks before departure, the Short-Term Study Abroad Coordinator will collect from the Faculty Leader the following for each student:
 - CEL registration form with payment
 - A separate check for travel insurance reimbursement
 - A **Medical/Insurance Verification & Authorization Form**
 - A signed **Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims**
 - A signed **Student Agreement**
 - Xerox copy of student and faculty passports

The Faculty Leader will also provide the Short-Term Study Abroad Coordinator a copy of their passport.

- The Faculty Leader or a representative will give a brief Health & Safety presentation at the Orientation Meeting and distribute related materials to students and Faculty Leader. Included will be to remind participants to carry sufficient personal medication supplies with physician documentation, eyeglass prescription, etc. This Health and Safety presentation must be documented by the Faculty Leader.
- The Short-Term Study Abroad Coordinator will verify with the Faculty Leader that “in accordance with CSU Executive Order No. 998, the Faculty Leader has registered students online before departure from the U.S. Department of State’ Web site at <https://travelregistration.state.gov/ibrs/ui/> and has located the closest U.S. Embassy to their destination(s) by visiting <http://usembassy.state.gov/> and provided students with Embassy contact information.
- CEL will provide the Office of International Programs a copy of the Participant List (includes Emergency Contacts), all registration forms, **Medical/Insurance Verification & Authorization Forms**, signed **Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims, Student Agreements** and Xerox copies of Faculty Leader and student passports.
- Handle all fiscal issues as it relates to the agreement between the College of Extended Learning and the co-sponsoring College.
- In accordance with CSU Executive Order No. 998, both CEL and the Faculty Leader will cancel the Short-Term Travel Study program if the U.S. State Department issues a “Travel Warning” to the destination country, unless specifically excepted by the Chancellor.
- Depending on the finalized budget, CEL may or may not provide Faculty Leader with a stipend for teaching the course abroad.

5 Safety, Security & Risk Management

General Precautions (Recommended by the U.S. State Department)

- Blend in with the population. Do not wear identifying clothing such as a baseball cap or shirts, or T-shirts or sweatshirts with identifying information.
- Avoid predictable patterns of behavior. Do not always take the same route or stop in the same restaurant everyday. Vary your travel routes.
- Be alert and observant. Report any suspicious behavior, such as being watched or followed.

- Avoid or use very special precautions around U.S. military installations and airports. Do not take photographs of military installations or airports.
- Be watchful of abandoned bags in public places, or anything sitting free which could contain an explosive.
- Do not join demonstrations. If large groups of people are gathering, leave the area.

Personal Safety and Security Practices While Abroad

- Participants should always carry on their person their passport, a driver's license or other photo I.D., local emergency phone numbers (i.e. police, phone number to reach Faculty Leader, hotel phone number, international travel assistance phone numbers, etc.)
- Be aware of your surroundings and belongings at all times. One should be especially careful at train, subway, or bus stations where thieves prey on visitors and tourists.
- Use a money belt to carry important personal information, cash, or traveler's checks. Men should avoid placing their wallets in their back pant pocket. Women with purses should hold their purses in front of their person.
- Travel only in well-lighted and frequently traveled areas. Avoid walking in alleys or unfrequented streets. Whenever possible, always walk with a friend or companion.
- Exercise common sense when responding to a crisis (i.e. political events or acts of war). Do not draw attention to yourself and avoid travel in the affected crisis area.

6 Orientation Meeting [mandatory]

- Review the final itinerary at the Orientation Meeting, including modes of transportation, time differences, transfers and meeting points. Check all passports and visas (if necessary).
- Review the study abroad educational content; provide a reading list for all participants. Advise participants on course requirements, grading, expectations and evaluation.
- Remind students of the deadline to submit petition to Audit.
- Review information regarding destination(s), i.e. cultural differences, geography, language, political climate, environmental conditions, religious considerations, etc. Discuss codes of conduct, including consuming alcohol, free time activities, etc. Remind students that each foreign country has its own laws and standards of acceptable conduct, including dress, manners, morals, drug use and behavior.
- Advise student participants that involvement in any high-risk activities (i.e. drug or alcohol use and abuse, violation of local laws, etc.) would subject them to the associated penalty for violations of the local and international laws of that host country.
- Advise participants that any violation of the acceptable standards of conduct could lead to sanctions consistent with the CSU Student Discipline Policies and Procedures, including, but not limited to suspension or expulsion from the program.
- Review emergency and crisis response plans with the Faculty Leader prior to departure. Review health and safety services at overseas locations. Know how to contact the local law enforcement, 911 equivalent or security offices in the host country. Stay in close or regular contact with the Faculty Leader.
- For appropriate Student Conduct refer students to: <http://www.sfsu.edu/~bulletin/current/supp-reg.htm>
- Review level of strenuous physical activity involved, high-risk activities. Discuss any special medical needs with individual students.
- Provide tips regarding packing and using mobile, light luggage. Caution students to be extremely watchful of their cameras, handbags, etc.
- Discuss airport conduct. Keep your luggage with you at all times. Once you have checked in, make sure no one gets near your luggage. Report any unattended baggage immediately. Do not agree to watch someone else's bags, no matter how innocent the request may sound. Once you are packed, and especially at the airport, accept no gifts to be taken along from anyone, no matter how well you think you know them.
- Upon arrival at destination, do not answer any questions a stranger might ask about the program or its housing. Your reply to any question about your presence is that you are "just visiting."
- Provide a copy of Participant List to participants at the Orientation Meeting as well as to your department head and/or college dean and CEL.
- Inform students that you will be available at all times in case they need to reach you.
- The Short-Term Study Abroad Coordinator or a representative will give a brief Health & Safety presentation and distribute related materials to students and Faculty Leader. Included will be to remind participants to carry sufficient personal medication supplies with physician documentation, eyeglass prescription, etc. The Faculty Leader will also talk about current medical and health concerns related to the region.
- Participants declare roommate at Orientation Meeting (if necessary for double room assignments).
- If students are traveling alone to destination, advise them how to get to the hotel from airport or train station, approximate taxi fare, tipping, etc.
- Provide training on any equipment to be used on the program.
- Advise participants to avoid any known high-risk crime areas of the host country.

- Provide a brief list of University regulations and policies to participants.
- Inform students that if you are involved in a major crisis or emergency while abroad to call loved ones or University officials to let them know your status.
- The Trip Leader will document the time, location and attendance of the meeting.

If there is a legitimate reason for someone not to attend the mandatory Orientation Meeting, the Faculty Leader and Short-Term Study Abroad Coordinator will contact the student by phone or email to briefly cover the essential Orientation topics.

7 On-Site Orientation at Destination Country

Topics should include:

- Remind participants of safety precautions with money, purses, and cameras and of staying in a group while site seeing.
- Remind students to inform you in advance if they will be absent from a particular event.
- Remind students to turn in their room key and pay personal bills before leaving hotels.
- Clarify tipping practices or expectations.
- Clarify the policy on baggage handling when moving from hotel to bus.
- Review student conduct and remind participants what is expected of them.
- Remind students of the deadline to submit petition to Audit.
- Review again the emergency and crisis response plans with the Faculty Leader. Review health and safety services at destination country. Review how to contact the local law enforcement, 911 equivalent or security offices in the host country. Remind student to stay in close or regular contact with the Faculty Leader.
- Proceed with the short, pre-arranged city tour either by bus or walking.

CEL Faculty Trip Leader Checklist

Getting Started

- Check the U.S. State Department Web site to make sure that there is no “Travel Warning” issued to the destination country. If there is a Travel Warning, the trip must not take place.
- Submit Short-Term Study Abroad **Course Request Form** with Dept Chair and Dean’s signature to the Short-Term Study Abroad Coordinator in the College of Extended Learning. [Available at <http://www.cel.sfsu.edu/studyabroad/faculty-leader.cfm>]
- The program has been designed to include student learning outcomes and assessment process.
- Meet with the CEL Director to review program contents, budget, risk management issues and policies & procedures and to discuss the MOU.

Since the Faculty Leader may not accept any student money, you must find a travel agency and/or airline company to use. Students must make checks payable to travel agency and/or airline for their share of the cost of airline tickets, lodging accommodations, transportation, etc

Next Steps

- Read *Policies & Procedures* and *Managing Emergencies Abroad*.
- Read and enforce during the program the University Standards of Student Conduct at <http://www.sfsu.edu/~bulletin/current/supp-reg.htm>
- Sign letter of appointment stating that you have read and agree to follow the Short-Term Study Abroad *Policies & Procedures*.
- Provide the Short-Term Study Abroad Coordinator (at least twelve weeks before departure) the following:
 - Participant List include Teaching Assistants and program volunteers with emergency contact information
 - A detailed itinerary including names of hotels, their addresses, phone numbers and email addresses. Also include names of service providers and any instructionally related tours in destination country with contact information. Notify Short-Term Study Abroad Coordinator of any changes to itinerary pre and post-departure.
 - Brief description of pre-departure orientation with special reference to safety, security, and health issues to the destination country.
- Inform students of the mandatory SFSU Risk Management insurance (approximately \$100-130 per student). Distribute Travel Insurance coverage summary to students.
- Inform students of any high-risk physical activities that may be required during the trip (i.e. extensive hiking, walking, climbing up hills, rock climbing, etc.) prior to the program’s departure from the University.
- Inform students that they will not be able to travel with the group if their CEL registration form with payment, reimbursement for travel insurance, **Medical/Insurance Verification & Authorization Form, Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims and Student Agreement** are not received in the College of Extended Learning Office **at least four weeks before departure**.
- Inform the students that Financial Aid is not available for Study Abroad trips.**
- Provide students with checklist including required vaccinations, recommended supplies and travel items, pertinent documents, list of required or recommended reading.
- Register participants online before departure from the U.S. Department of State’ Web site at <https://travelregistration.state.gov/ibrs/ui/>.

- Locate the closest U.S. Embassy to their destination(s) by visiting <http://usembassy.state.gov/> and provide students with Embassy contact information.
- Check to make sure that if you, a Teaching Assistant or program volunteer plan to drive while abroad, they have satisfactorily completed a CSU-approved defensive driver course within the last four years.
- Inform the Short-Term Study Abroad Coordinator when the Orientation Meeting will be held. Coordinator will give a brief presentation on health and safety abroad at the Orientation Meeting and distribute related materials to students and Faculty Leader.
- Mandatory Orientation and Safety Meeting and cover topics included in ***Policies & Procedures***. *Please document when and where you held the meeting. Any students not in attendance must be provided with a separate orientation and safety meeting.*
- Provide the Short-Term Study Abroad Coordinator (at least ten weeks before departure) the following for each student plus a copy of my own passport:
 - **CEL registration form** with payment
 - A separate check for travel insurance reimbursement
 - A **Medical/Insurance Verification & Authorization Form**
 - A signed **Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims**
 - A signed **Student Agreement**
 - Xerox copy of student and faculty passports

Getting Ready to Leave

- Pack ***Policies & Procedures, Managing Emergencies Abroad, Participant List, Incident Report*** and copies of passports.
- Carry Participant List and copies of student's passports at all times. Keep copies of all passports secure.
- Check the U.S. State Department Web site to make sure that they have not issued a "Travel Warning" to the destination country.

In Destination Country

- Hold On-Site Orientation and cover topics included in ***Policies & Procedures***.
- Remind students of the contact information for the closest Embassy to your destination.
- Notify Short-Term Study Abroad Coordinator of any changes to itinerary.
- If an Emergency Arises**
 - The Faculty Leader will complete an Incident Report if an emergency situation arises during the program and fax immediately to the Office of International Programs (OIP) ATTN: **Director of OIP**, Hildy Heath, or the **Associate Director of OIP**, My Yarabinec, at (415) 338-6234 and to **Short-Term Study Abroad Coordinator**, Janet Alford at (415) 817-4264.
 - In addition, phone and email the OIP Director (415.338.6234, hheath@sfsu.edu, after hours at home at 415.655.3744, or by cell at 209.613.5085 or Associate Director (415.338.3316, my_ip@sfsu.edu or after hours at home at 415.775.4279) and the SSA Coordinator (415.817.4264, jalford@sfsu.edu)
 - Consult the *Managing Emergencies Abroad* manual for complete instructions on how to handle an emergency abroad.
 - The Faculty Leader will be provided with an Incident Report before departure. The Incident Report is also available online at <http://www.cel.sfsu.edu/studyabroad/faculty-leader.cfm>

Back in San Francisco

- Turn in grades to Short-Term Study Abroad Coordinator
- Turn in Evaluations to Short-Term Study Abroad Coordinator



Human Resources,
Safety & Risk Management
1600 Holloway Avenue, ADM 252
San Francisco, California 94132-4252
Tel: (415) 338-1873
Fax: (415) 338-0521
<http://www.sfsu.edu/~hrwww>

INSTRUCTIONS TO COMPLETE REQUEST FOR FOREIGN TRAVEL INSURANCE FORMS

Notice of Travel Risks

Review the information and type or print your name and date in the designated areas of this PDF interactive document. The printed form should be signed by the traveler and kept with the sponsoring University department for 2-years as per CSU audit guidelines.

Release of Liability and Hold-Harmless agreement

Review the information and type or print the requested information about your travel on this PDF interactive document. Travelers under 18-years of age require parent/guardian signature on the Release of Liability and Hold-Harmless agreement. The printed form should be signed by the traveler and kept with the sponsoring University department for 2-years as per CSU audit guidelines.

Foreign Travel Insurance Request and related forms

Provide requests for foreign travel insurance 10-15 business days in advance of departure from the U.S. Departures to Canada, Mexico, and other neighboring international countries require foreign travel insurance purchase.

Travel information. List the city, country for your travel destination(s). When traveling to several cities and countries, list the date of travel for each destination city and country.

Trip Leader. Provide your passport name on the form (ex. Joseph Smith rather than Joe Smith). If you are traveling alone, list yourself as the trip leader. List your S.F. State status (ex. faculty, staff, student, or other and describe your relationship to the University). The University's insurance administrator requires complete information about your trip including an emergency contact. Provide the title of your conference or meeting and provide description and/or purpose of your international travel and the University department sponsoring your travel. If you are traveling on ORSP grant funds, indicate ORSP as the sponsoring University department. Provide complete information to avoid insurance processing delays.

Participant List form. Complete this form only when traveling with a group of two or more. Provide the full emergency contact information and attach this to the foreign travel request form. If you are traveling alone, be sure that complete the emergency contact information is provided in the section under trip leader on the foreign travel insurance request form.

Foreign Travel Schedule form. Complete this form only when traveling with a group of two or more. Provide the passport name of each traveler's departure/return date to the U.S. and S.F. State University status and attach this to the foreign travel request form.

Itinerary and Trip Details.

- ❖ Primary /secondary accommodations. Provide complete information on the hotel name, address, and contact phone numbers for each destination city and country in the event the University or your department needs to contact you urgently. Attach a separate itinerary with dates of travel and foreign destination addresses as needed.
- ❖ General activities. Provide general information about your activities at your international destination(s) such as attending a professional meeting or conference. If travel is related to an academic course, attach a course description and itinerary. Attach separate sheets as needed to your request for foreign travel insurance.
- ❖ Transportation. The insurance administrator requests information on how you will travel after you reach your international destination (ex. train, taxi, bus, public transportation, etc.). If you are renting a car or chartering ground transportation at your foreign destination, contact Risk Management to ensure that appropriate foreign vehicle liability insurance is obtained.

Name of Person authorized to approve travel

Provide the name and title of the person authorized to approve your international travel. Usually this is the Department Chair, Director, or Administrator for your department or college. The person authorized to approve travel is responsible for confirming the department's chartfield recharge account number and travel insurance purchase to Risk Management. Complete information is required to avoid any processing delays. If an ORSP grant or other funding will be used to pay for your foreign travel insurance, provide the name and contact information of that grant/fund administrator and the expiration date of the ORSP grant or fund.

**Department Chartfield Re-Charge Account Number*

Departments must provide department chartfield recharge account numbers. Risk Management recharges departments for the foreign travel insurance premium cost. ORSP grant chartfield numbers provided must list the grant expiration date. The chartfield number must include the fund number, 4-digit department ID, and the project number when applicable.

Please note that international travel expense will not be reimbursed for unauthorized travel. Questions related to foreign travel insurance may be directed to Linda Medina-Sam, Risk Management Specialist at (415) 338-2691 or email: mdinasam@sfsu.edu.



Human Resources,
Safety & Risk Management
1600 Holloway Avenue, ADM 252
San Francisco, California 94132-4252
Tel: (415) 338-1873
Fax: (415) 338-0521
<http://www.sfsu.edu/~hrwww>

Foreign Travel Checklist

- As per the CSU Travel policy and the University's travel procedures, obtain appropriate approvals for foreign travel.
- List of CSURMA Foreign Travel Program High Hazardous/War Risk Countries List
- Request for Travel Approval to High-Risk Country (If Needed)
- Complete a foreign travel insurance request form available from Risk Management.
- Prepare a detailed itinerary of activities while in the host country. List scheduled destinations, alternate destinations, foreign country host contact names, accommodation addresses and phone numbers, foreign emergency contact phone numbers, and other necessary details.
- Obtain completed and signed release and hold-harmless waivers from all travel participants. Per CSU audit guidelines, release forms should be kept with sponsoring department's files for at least 2-years
- Complete a participant list that should be kept with sponsoring department's files in the event of an emergency.
- Arrange for at least one orientation meeting for all confirmed travel participants which provides information on all travel logistics (i.e. travel medical and health concerns, cultural differences, laws within the host country, modes of transportation, departure and return to the U.S., appropriate clothing and packing tips, etc.)
- Provide current health and safety information to travel participants. Review the CSU's Foreign Travel insurance policy and procedures to request medical or other travel assistance.
- Communicate codes of conduct for all faculty, staff, and students as representatives of San Francisco State University and the consequences of non-compliance.
- Develop and review an emergency or crisis plan for your travel group. Provide a written plan which may include a list of emergency phone numbers and alternate contacts for travel participants while traveling in the host country.
- Provide training for any specialized equipment to be used on the trip
- Plan for and accommodate students with special needs.

REQUEST FOR AUTHORIZATION TO TRAVEL/Travel Advance

Instructions:

- A. Complete this form and submit it to the appropriate administrator for approval prior to making reservations.
- B. Upon making Connexus reservation, enter the Trip Record Locator below in the space provided.
- C. If no Travel Advance is being requested, attach the completed and approved form to the travel claim upon your return. Note that all travel claims must be submitted to Accounts Payable within 30 days of trip's end.

1. Traveler's name: _____ UIN #: _____
2. Address: _____
3. Purpose of Trip: _____ Call at Ext: _____
4. Destination: _____ Mode of Travel: _____
5. Departure Date: ___/___/___ Return Date: ___/___/___
6. Subsistence: _____ Days @ \$ _____ Per day Total \$ _____
Registration Fees: _____ Other's(please specify): _____
7. Total estimated cost of trip (include direct billed airfare or vehicle): \$ _____
8. Chartfields to be charged:

Fund	Dept	Program	Class	Project
<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>
<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>	<input style="width: 50px; height: 15px;" type="text"/>

9. I request a Travel Advance to be used for University business in the amount of \$ _____
I authorize the University to deduct this amount from my salary if I fail to submit a properly approved expense claim (or fail to return this amount to the University) within 30 days after the travel return date indicated above.
Disposition of Travel Advance Check: MAIL PICK UP
Signature of Traveler: _____ Date: / /

10. I request authorization to travel as documented above.
Signature of Traveler: _____ Date: ___/___/___
11. In approving this travel request, I certify that: 1) If a motor vehicle is used, the employee has completed a defensive driving class and has a current defensive driver card; and 2) if a private motor vehicle is used, the employee has a current Form Std. 261, Authorization To Use Privately Owned Vehicles on State Business, on file in the department.

Dept Chair Name: _____ Signature: _____ Date: ___/___/___
 Dean/Admin Name: _____ Signature: _____ Date: ___/___/___
 ORSP Approver: _____ Signature: _____ Date: ___/___/___

Connexus Trip Record Locator (Required): _____

Additional Approvals for Foreign Travel

Risk Management: _____ Signature: _____ Date: ___/___/___
 Vice President: _____ Signature: _____ Date: ___/___/___
 President: _____ Signature: _____ Date: ___/___/___
 Chancellor: _____ Signature: _____ Date: ___/___/___



CSURMA Foreign Travel Program
High hazardous/War Risk Countries list

High Hazardous Countries (Approved)*	High Hazardous, Excluded Countries (Non-Approved)**
Albania Algeria Armenia Azerbaijan Bahrain Cambodia Colombia Cuba Egypt Ethiopia Federal Georgia India Indonesia Iran Israel Jordan Kyrgyz Kuwait Macedonia Nigeria Northern Ireland Oman Qatar Pakistan Peru Philippines Saudi Arabia Serbia Sri Lanka Syria Tajikistan Turkey United Arab Emirates Uzbekistan Venezuela	Afghanistan Angola Bosnia Herzegovina Burundi Central African Republic Cote d'Ivoire Democratic Republic of Congo (formerly Zaire) Eritrea Guinea-Bissau Republic of Yugoslavia Haiti Iraq Kosovo Lebanon Liberia Libya Northern Korea Republic Rwanda Sierra Leone Somalia Sudan Uganda West Bank and Gaza Yemen Zimbabwe

*There is an increased foreign travel insurance premium cost for travel to these international destinations.

**There is a significant insurance premium cost for travel to these countries. Travel to these destination(s) requires additional approval.



REQUEST FOR TRAVEL APPROVAL TO HIGH-RISK COUNTRY

Date: _____

TO: Risk Management

FROM: _____ Department

SUBJECT: Request for travel to High-Risk Country*

Traveler Name(s) _____

Travel Destination(s) (city, country) _____

Airport(s) traveling into and departing from _____

Departure date from the U.S. (i.e. mm/dd/yyyy) _____

Return date to the U.S. (i.e. mm/dd/yyyy) _____

The following additional information is provided for travel to the high-risk country listed above. I have attached separate sheets as needed.

- 1. Personal security, health, and safety will be mitigated by the traveler(s) in the following way: (i.e. medical inoculations are current; I speak the local language and am familiar with local customs; I will travel with a body-guard; I will only travel with my host/driver; I will ensure that personal belongings are secured, etc.)
2. The traveler's contacts' names, addresses and phone numbers at foreign destination(s) are:
3. A brief description of the purpose of the travel and the name of the individuals, groups, and/or institutions to be visited are provided:
4. Other relevant information:

The department requests Risk Management approval for travel as described above. I understand that this information will be forwarded to the Provost or Vice-President as appropriate.

College Dean or Associate Vice-President Signature

Date

Printed name/Title

*Refer to CSURMA Foreign Travel Program - High-Risk /War-Risk Countries list

This page can be filled out at:

http://www.sfsu.edu/~hrwww/Safety_Risk_Operations/travel_driving/foreign_trav/foreign_trav.html



**SAN FRANCISCO
STATE UNIVERSITY**

Foreign Travel Schedule

Destination (City, Country) _____

Page ____ of ____

Group Departure date _____

Group Return date _____

	Dep. Date from the U.S. (mm/dd/yy)	Return Date to the U.S. (mm/dd/yy)	Traveler (Last name, First name)	SFSU Status	Age if under 18-yrs. Old	Risk Management use only			Premium Cost
						travel < 15- days	travel < 30- days	travel > 30- days	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

faculty/staff = _____
 students = _____
 other = _____
 total Travelers = _____

Total Premium Cost = _____

**Complete and submit another form to list additional participants*

This page can be filled out at:

http://www.sfsu.edu/~hrwww/Safety_Risk_Operations/travel_driving/foreign_trav/foreign_trav.html



Page ____ of ____

San Francisco State University

Participant List

Activity or				Year	
Course Name:	_____	Course Number:	_____	Winter	_____
Destination(s):	_____	Depart Date:	_____	Summer	_____
	City and State	Return Date:	_____	Fall	_____
Faculty Name:	_____	College/Dept.:	_____	Spring	_____
Email	_____				
Address:	_____	Campus Extension:	_____	Fax:	_____

*Formatted fields. Select pull down menu. Type phone number with no spaces or symbols (i.e. 4153381234)

Participant	Age if under 18	Participant Status*	Student or Employee ID Number	Emergency Contact Person	Relationship	Contact		
						*Home Telephone	*Work Telephone	*Cell Telephone
Last Name	First Name, MI							
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								

*Complete and submit another form to list additional participants

*Only students, employees and volunteers are covered by the University's insurance

**If participant is under 18-years old, please provide the participant's age next to their name



Incident Report

SFSU Office of International Programs (OIP) & College of Extended Learning (CEL)

This report is to be completed when an incident occurs with any International travel/study program participant. This report is to be forwarded *immediately* via fax to the Office of International Programs (OIP) ATTN: Director of OIP or the Associate Director of OIP at (415) 338-6234 and to Short-Term Study Abroad Coordinator at (415) 817.4299. You may also call University Police 24 hrs/day at (415) 338-7200 to report this information to the University. Use additional sheets as needed.

Date: _____ Time: _____ Report Taken by (SFSU staff name) _____	<i>Type of incident</i> <input type="checkbox"/> Emergency <input type="checkbox"/> Non-emergency <input type="checkbox"/> Information <input type="checkbox"/> Other: _____
Date/time of Incident: _____ Contact person providing report: _____ Contact Phone number: _____	<i>Affected participant is a:</i> <input type="checkbox"/> Staff <input type="checkbox"/> Student <input type="checkbox"/> Other _____ <input type="checkbox"/> Non-student <input type="checkbox"/> Faculty
Name(s) of the participant(s) involved in the incident _____	
Title of Study Program City/Country Scheduled dates of program travel <i>University sponsorship</i> <input type="checkbox"/> State support (for credit, approved by OIP) <input type="checkbox"/> Non-state support (for credit, approved by CEL) <input type="checkbox"/> Affiliated with SFSU (i.e. Research assistant, et., approved by OIP)	<i>Incident description</i> <input type="checkbox"/> Serious injury or illness <input type="checkbox"/> Rape or assault <input type="checkbox"/> Missing participant or Kidnapping <input type="checkbox"/> Arrest or incarceration <input type="checkbox"/> Hostage situation <input type="checkbox"/> Political incident <input type="checkbox"/> Man-made or natural disaster <input type="checkbox"/> Death <input type="checkbox"/> Violation of University policies <input type="checkbox"/> Other: specify _____
Describe the incident or situation _____	
Summarize condition of the affected participant(s) (i.e. the physical and psychological condition of affected participant, imminent dangers or risks, proximity of event to affected participant, adequacy of food, housing, medical attention, etc.) _____	
Summary of any action taken (i.e. response taken by local authorities, medical attention provided, plans for evacuation, plans in the event the situation gets worse, etc.) _____	
Received by (name of OIP staff): Date/Time:	Copies to:



SAN FRANCISCO
STATE UNIVERSITY

College of Extended Learning
Short-Term Study Abroad

MANAGING EMERGENCIES ABROAD

Office of International Programs

San Francisco State University

Introduction

The Office of International Programs (OIP) is charged by the President of San Francisco State University with the responsibility of coordinating the management of emergencies affecting participants in study abroad programs which offer SFSU academic credit (both state-support and College of Extended Learning programs), and to consult and provide advice on the management of emergencies to other campus units that operate noncredit programs abroad. While not a guarantor of students' safety, assuring the safety and well-being of students, faculty and staff who are participating in SFSU's programs abroad is of the highest priority, and all reasonable actions are and will be taken to accomplish this.

The California State University System has established Policy and Risk Management Guidelines for the development and operation of educational programs abroad. The plan for managing emergencies outlined in this document exists within the CSU Policy Guidelines. While acknowledging that no single plan can address all contingencies, SFSU, through OIP, recognizes the importance of establishing, in advance, policies and procedures that are designed to safeguard the safety and well-being of study abroad participants and to limit the University's legal liability. These policies and procedures, described in detail below, will serve to guide the University's response to crises affecting participants abroad.

In "*Coping with Perceived Emergencies*" (1989), Diane Smell draws a distinction between "real" and "perceived" emergencies. Real emergencies are those that pose a genuine and sometimes immediate risk to, or that have already disturbed, the safety and well-being of participants. These include such occurrences as *coups* and other civil disturbances; natural and human-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnapping; and terrorist threats and attacks.

Perceived emergencies are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university.

Perceptions of threat can arise out of a number of things including: the sensationalized reporting of an event abroad, the distortion of information provided by a participant in a telephone call, e-mail message, fax or letter home, or the nervousness of a family member or student with little or no international experience. Such perceptions will sometimes affect family members and others in the U.S. more strongly than will real emergencies, and need to be treated seriously.

By closely following the procedures outlined below, OIP staff (primarily the Director of OIP and the Associate Director of OIP) will be able to gather information that will allow them to respond appropriately to real emergencies, or to place a perceived emergency in its proper context, and thereby reassure family members and others in the U.S.

Operating Principles

In managing emergencies, real or perceived, OIP will be guided in its decision-making, before, during and after a crisis, by the following operating principles:

1. All responses to a crisis will be governed by the highest concern for the safety and well-being of students, faculty and staff participating in an SFSU-sponsored study abroad program.
2. All reasonable and prudent measures will be taken to limit the University's legal liabilities.
3. OIP will exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared, and will operate according to the procedures outlined under Procedures below in deciding how information should be shared.
3. OIP will respond to emergencies by closely following the procedures outlined below, except when otherwise directed by circumstances or agencies outside the University's control.

Procedures

When an emergency, real or perceived, is reported, OIP will follow the appropriate procedures in managing the emergency, in the order that they appear in this text.

These procedures are listed as follows:

- Phase I: Procedures to follow when an emergency is first reported.
- Phase II: Procedures to assess whether the report is a real or perceived emergency.
- Phase III: Procedures for a perceived emergency.
- Phase IV: Procedures when a real emergency is confirmed.
- Phase V: Procedures when death of a program participant is reported and confirmed

► PHASE I: An Emergency Is Reported to the Office of International Programs

A. Whoever learns of an emergency involving a:

- SFSU student, faculty, or staff member, on a SFSU-sponsored study abroad, or
- SFSU student on a non-SFSU sponsored program, or
- Non-SFSU student on a SFSU-sponsored program

must immediately contact the Director of the Office of International Programs, either at the office or at home. Every effort should be made to reach the Director or Associate Director (for study abroad/international exchange programs) by telephone, rather than by e-mail or fax. The Director will coordinate the University's response to the crisis until it has passed.

B. If the Director is out of town, the Associate Director (for study abroad/international exchange programs), OIP will coordinate the University's response to the crisis in the Director's absence.

C. The Associate Director, OIP, will brief the Director by phone or, if not possible, by fax, about the evolution of the crisis, until such time as the Director returns to campus.

Contact information for these individuals are:

Director, Office of International Programs	Hildy Heath Office: (415) 405-4256 Home: (415) 655-3744 Cell: (209) 613-5085 Fax: (415) 338-6234
Associate Director, Office of International Programs (for study abroad and international exchange programs)	My Yarabinec Office: (415) 338-3316 Home: (415) 775-4279 Fax: (415) 338-6234

- D. The OIP staff person will contact the SFSU Administrator or College Liaison to notify him/her of the incident. Information gathering and final determination of the resolution will be handled by OIP; with the Liaison being contacted again as outlined in the procedures.

Academic Affairs

Dr. Sue Rosser, Vice President and Provost
(415) 338-1141

Student Affairs

Dr. J.E. (Penny) Saffold, Vice President and Dean of Students
(415) 338-2032/ psaffold@sfsu.edu

College of Business

Dr. Caran Colvin, Interim Dean
(415) 338-2670/ nkhayes@sfsu.edu

Graduate College of Education

Dr. Jacob E. Perea, Dean
(415) 338-2687/ jep@sfsu.edu; pjoost@sfsu.edu

College of Ethnic Studies

Dr. Kenneth Monteiro, Dean
(415) 338-1693/ monteiro@sfsu.edu

College of Health and Human Services

Dr. Don Taylor, Dean
(415) 338-3326/ dtaylor@sfsu.edu

College of Arts and Humanities

Dr. Paul Sherwin, Dean
(415) 338-1541/ psherwin@sfsu.edu

College of Science and Engineering

Dr. Sheldon Axler, Dean
(415) 338-1571/ axler@sfsu.edu

College of Extended Learning

Dr. Linda Buckley, Interim Director
(415) 817-4290/ lbuckley@sfsu.edu

- E. Incident Report Form: The Faculty Leader must fill out the Incident Report form and fax it to the Director of OIP at (415) 338-6234 and to the Short-Term Study Abroad Coordinator at (415) 817-4299. The Incident Report Form is available in OIP, given to Faculty Leaders before departure and online at <http://www.cel.sfsu.edu/studyabroad/> and click on *Faculty Leader Information*.

► PHASE II: SFSU/OIP Determines Whether the Emergency Is Real or Perceived

- A. OIP will gather as much information necessary to determine what risks, if any, study abroad participants are facing. In assessing these risks, appropriate people and organizations will be contacted by telephone if at all possible.
- B. In assessing whether the emergency is real or perceived, the appropriate staff member of OIP will contact the appropriate sources for detailed and accurate information:
1. The following people and organizations may be contacted. The OIP staff determining the status of the crisis will check off these contacts if and as they are made:
 - The Faculty Leader or staff member at the site abroad (refer to the Participants List contacts list which are on file with CEL and OIP)
 - The SFSU Faculty Leader who serves as chief advisor for the program (on file with CEL and OIP)
 - The U.S. State Department Desk Officer of the country affected (call 202/647-4000 or 888/407-4747 for the specific contact information or check the U.S. State Department web page www.travel.state.gov).
 2. The appropriate OIP staff member may find it useful to contact the following organizations as well:
 - The U.S. State Department's Citizens Emergency Center, which deals with serious illness, death, financial crisis due to theft or arrest; call (202) 647-5225 between 8:15 am-5 pm, Monday through Friday and 9 am-3 pm on Saturdays; after hours, call (202) 647-5226; after 10 pm call (202) 647-1512, and ask for the Citizen Emergency Center Duty Officer. The Dept. of State's Overseas Citizens Services can be contacted at (202) 501-4444.
 - The U.S. Embassy in the appropriate country (check the State Department web page for contact information <http://travel.state.gov>)
 - For long-standing crises, the U.S. State Department sometimes creates special Task Forces to monitor them; for background information on such crises, call the State Department's Operations Center, Office of Crisis Management at (202) 647-5225.
 - For information concerning a terrorist threat or action, call the State Department's Counter Terrorist Office at (202) 647-9892.
 - Local safety/crime agencies in the host country (discuss with the Faculty Leader and or U.S. Embassy in host country before proceeding)
 - Study abroad and International Program Offices of other universities and colleges with programs in the same city or country may prove useful as well. Begin with The California State University central office, CSU Office of International Programs (562) 951-4790,

Director Leo Van Cleve at (562) 951-4790. Consult Vacation Study Abroad and Academic Year Abroad (published by IIE-copy in the director's office) for the most recent program listings, as needed.

- CIEE (Council for International Education & Exchange) may have useful information, because of their extensive international networks, call (207) 553-4000.
 - If the emergency is medical in nature (i.e. a reported outbreak of a particular disease), check the Center for Disease Control website (www.cdc.gov) or phone (800/ 232-4636 or 404/639-3311).
- C. The OIP staff member will ask for information about a number of issues, and will take careful notes of sufficient detail so as to be able to write a chronological sequence of events leading up to, during and after the emergency. He or she will use the following as a basic checklist during conversations:

1. Universal Concerns to be Addressed:

- a. What is the current physical and psychological condition of affected participant(s)?
- b. Is the Faculty Leader now in close contact with all affected participants?
- c. What is the proximity of the event(s) to all program participants?
- d. What is the imminent risk to participant(s) if they remain where they are?
- e. Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?
- f. Are adequate food, water and medical attention available?
- g. Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?
- h. What information should be given to students about steps to take in the event that the situation worsens?
- i. Should students be evacuated?

2. Incident-Specific Issues [Address the Appropriate Type of Crisis]:

The questions listed under each of these categories should be asked as appropriate to the situation.

- **If a participant(s) has fallen seriously ill or been seriously injured:** You MUST report any accident or illness requiring medical attention to AIG International Services: (01-713) 260-5508, or access an international operator and call collect (713) 260-5508. What medical treatment has he or she received? Does the attending physician speak English? What is the diagnosis? The prescribed treatment? The prognosis? Are other participants at risk from this illness? Is airlift a desirable and viable action? Does the student have the necessary financial resources to pay for bills or will the program cover these expenses to be reimbursed by the student at a later date? Fax an Incident Report to OIP and CEL.
- **If a participant has been assaulted or raped:** What are the details of the incident? Has a written report been taken? What has the on-site response been? Where has the participant been taken? If a rape or sexual assault, is counseling available? Counseling in English? Has the closest U.S. consulate or embassy been contacted for advice regarding reporting the incident. Has appropriate local law enforcement been notified? What is the medical diagnosis? The prescribed treatment? The prognosis? Is the participant interested in returning to the U.S.? If so, what will the likely academic/financial consequences be? Are the participant and counselor aware of these consequences?
- **If a participant is missing or kidnapped:** When was the student last seen? Does anyone have any idea about where they might have gone? If the student had left and was

expected to return at a specific time, when was the date and time of the expected return? Did the participant tell anyone of plans to be absent? Are search and rescue operations available on site? Are these reliable? Have they already been initiated? Should they be initiated? If other students are enlisted to form search parties, have they been adequately briefed on what to do if they find the missing participant? On the various scenarios they may encounter? If you have determined that the student is truly likely to be missing, proceed with the following questions: Have the local Missing Persons officials been notified? What is the case number? Has the embassy been contacted?

- **If a student has been arrested:** Has he or she been detained? Has the U.S. Embassy been notified? What has their response been? What is their advice? What agency made the arrest and filed the charges? What are the names, addresses and phone numbers of arresting authorities? What is the case number? What rights have been granted? Is he/she entitled to place a phone call? Is appropriate legal counsel available?
- **If a student has been taken hostage:** Has the U.S. Embassy been notified? What is the Embassy's advice? Have the kidnappers made contact? Is negotiation support available on site? Who is the contact person at the Embassy at the host country, and at the State Department in Washington, D.C.? What are their titles and contact numbers?
- **If the emergency is political in nature, or if a natural or man-made disaster has occurred:** Has the U.S. Embassy advised participants to take appropriate action? Have all participants been made aware of these precautions, and in writing? Are all participants following these precautions? Have local authorities imposed a curfew? Has travel in or out of the country been restricted in any way? Is the group in danger? Who or what is the target of any unrest? Has any particular group or organization been threatened? What kind of military or other security or public safety personnel are present? Are they unusually visible? How are they behaving with respect to the civilian population? Is airlift a desirable and viable action?

3. **Important Contact Numbers** [Be sure to Get Those that are Relevant]:

- What are the current telephone numbers of participants involved, including the local staff? Fax numbers and email addresses? *These should be on file with CEL and OIP prior to departure.* If the program is of some duration and students have separate housing, and if a phone tree among participants has not yet been established, it should be at this time (the establishment of the tree should include instructions telling students to call the Faculty Leader, or the next level if their immediate contact cannot be reached).
- For our records, what are the names, addresses, telephone, fax number, and email addresses of the attending physician(s), clinic(s) and/or health professionals involved? What is the name, contact numbers of the person, if any, who is providing translation services in this crisis?
- What are the names, titles, addresses, telephone, fax numbers and email addresses of the appropriate officials at the U.S. Embassy at the host country, and at the State Department in Washington, D.C.?
- What are the names, titles, addresses, email addresses, telephone and fax numbers of any local law enforcement or public security officials involved? Do these people speak English? What is the name and contact numbers of the local translator who is involved?

► **PHASE III. OIP/SFSU Determines that the Emergency Is Perceived, Rather than Real, and Is Not Widespread.**

It is important, at this stage, to control the dissemination of information -- information must be shared responsibly, on a need-to-know basis. SFSU will have to decide on the appropriate action.

Response Scenario A: appropriate when the perceived emergency has not yet created widespread or persistent rumors:

1. The OIP staff person will take appropriate steps to defuse the situation and reassure concerned parties.
2. In most cases, OIP will need to do no more at this point than reassure the concerned parent, student or other individual who has contacted OIP as the result of media coverage or rumor. The OIP staff member who calls back the party who registered the concern in the first place should tell him or her that appropriate inquiries have been made, that we are confident program participants are secure, that the program is proceeding normally, and that the participants' welfare is being provided for, as before.
3. The Director of OIP will make sure that the Associate Director (of Study Abroad) and all appropriate members of the OIP staff are aware of what has occurred, and what the concerned parties have been told. It is important that all appropriate members of the staff be able to provide the same information in case other inquiries are received.
4. Parents who request it can be given the telephone number of the appropriate U.S. Embassy abroad. However, this information should not be offered to them as a matter of course. U.S. Embassies abroad will not appreciate receiving calls from overwrought individuals, especially when there is no emergency. You can also offer to provide the phone number of the hotel of the participants. It is helpful to remind distraught parents about the difference in time, especially in the early reporting of an emergency before it has been determined if an emergency is real or perceived.
5. The OIP staff member handling the emergency should prepare a simple statement, check it with the Director if possible, and provide it to the front desk as a first line of information to answer calls. All calls on the matter should be forwarded to the Director, the Associate Director (for Study Abroad and International Exchange Programs), or staff person handling the emergency if they are free.

Response Scenario B: when a rumor is widespread and unusually persistent, and growing numbers of individuals, on or off campus, believe that an emergency really has occurred, or that participants are at risk:

1. The Director of OIP or designee will write a very brief and accurate description of the perceived emergency, and will then deliver or fax it to, and/or speak individually with:
 - a. The **Dean** sponsoring the program or one of the **Associate Deans** or representatives (list of names on the 27-28 pages).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998; pattyb@sfsu.edu
 - c. **Risk Management**
Michael Martin, Executive Director
(415) 338-1124; mjmartin@sfsu.edu
 - d. **Provost/Vice President of Academic Affairs**
Dr. Sue Rosser
(415) 338-1141
 - e. **University Communications**
Ellen Griffin, Director
(415) 338-6990; elleng@sfsu.edu
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
(415) 338-2032; psaffold@sfsu.edu
 - g. **University Police Department**

Patrick M. Wasley, Chief of Police
(415) 338-2747; upd@sfsu.edu

- h. The Associate Director of OIP** (for study abroad) and all appropriate members of the OIP staff.

2. If the Director of OIP deems it appropriate, OIP may provide the person or persons listed as emergency contacts of program participants with accurate information about the perceived emergency, and about the University's response. The information will be substantively the same as that contained in the description distributed to the individuals in **Phase 1** above.

► PHASE IV. OIP/SFSU Determines that the Emergency Is Real.

Response Scenario A: the Emergency is Real and Universal:

1. If the Associate Director of OIP or another staff member has been handling the report, the Director will be informed immediately. If the Director of OIP is not available, the Associate Director of OIP (for Study Abroad) should act in his/her place. The Director of OIP will consult with the Faculty Leader or contact any other appropriate people abroad and in the U.S. in order to decide what specific measures should be taken in responding to the crisis.
2. Once the appropriate response strategy has been determined, the Director of OIP will send a fax or otherwise communicate with the Faculty Leader or primary local contact and the affected students. This communication will contain a detailed description of the course of action to be followed in responding to the crisis. Students will be provided with verbal or written instructions as is appropriate to the situation. If the matter is sufficiently serious, the Faculty Leader or local contact will see to it that all program participants acknowledge receipt of this information in writing. The Faculty Leader or lead local contact will fax the signed acknowledgement to the Director of OIP as soon as is practical.
3. The Director of OIP will take into account the following points in developing the written course of action:
 - a. Include a reasonable amount of detail in drafting the procedures;
 - b. Reassure participants that everything is being done to assure their security and well being, and that we are counting on their cooperation in responding to the crisis;
 - c. Tell participants that while it is not possible to eliminate all risk, OIP has experience dealing with emergencies in the past, and that OIP staff will work with them in order to respond effectively;
 - d. Tell participants that we are in contact with their emergency contacts if such contact has been made;
 - e. Direct participants to stay in close touch with the Faculty Leader or primary local contact, and to let the contact know of their precise whereabouts throughout the crisis, and to report any suspicious persons, packages, or contacts to him or her, remind them to contact OIP if they cannot reach their local contact;
 - f. The Faculty Leader should have already registered all participants with the closest U.S. Embassy. If this was not done, tell the participants to register with the U.S. Embassy or the nearest Consulate, and to maintain contact with them throughout the crisis;

- g. Tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area);
 - h. If appropriate to the emergency, direct the Faculty Leader and participants to remove all signs or any other objects, at the academic center or at their living situation, that would call attention to them or to the program;
 - i. Tell participants to keep a low profile, to avoid dress and behavior which will attract attention, to avoid using luggage tags, and to avoid places where Americans are known to congregate.
4. Depending on circumstances, the Director of OIP will contact the emergency contacts of program participants on the **Participant List** filed with CEL and OIP in order to provide accurate information about the emergency, and about the University's response. The information contained will be substantively the same as that contained in the description distributed to the individuals in #5 below.
 5. If the event is of sufficient seriousness to warrant it, the Director of OIP will write a brief and accurate description of the event, and will then distribute it, with a copy of the written response strategy, to the following people:
 - a. The Dean sponsoring the program or one of the Associate Deans or representatives (list of names on page 16).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998; pattyb@sfsu.edu
 - c. **Risk Management**
Michael Martin, Executive Director
(415) 338-1124; mjmartin@sfsu.edu
 - d. **Provost/Vice President of Academic Affairs**
Dr. Sue Rosser
(415) 338-1141
 - e. **University Communications**
Ellen Griffin, Director
(415) 338-1665; elleng@sfsu.edu
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
(415) 338-2032; psaffold@sfsu.edu
 - g. **University Police Department**
Patrick M. Wasley, Chief of Police
(415) 338-2747; upd@sfsu.edu
 - h. The **Associate Director of OIP** (for study abroad) and appropriate members of the OIP staff.
 - i. For **College of Extended Learning** Programs,
Dr. Linda Buckley, Interim Director
(415) 817-4290; lbuckley@sfsu.edu
 6. Once the description has been written and delivered or faxed to the above individuals, the front office or any OIP staff member who is contacted will direct all media requests for information to the Director of OIP. In managing these requests, OIP staff will make every effort to appear cooperative, while at the same time letting the media know that OIP needs to avoid giving out information that might violate a student's right to confidentiality.
 7. If contacted, the Office of University Communications will provide no more information to the media than that contained in the Director of OIP's description; that Office will also coordinate and arrange with the Director of OIP all press requests for interviews.

8. The Director of OIP will handle all requests for information, including those coming in from parents, students and other members of the SFSU community.

Response Scenario B: the emergency is real and particular to an individual student:

1. The Director of OIP will contact the Faculty Leader or local contact and other appropriate people abroad, in the U.S. and at SFSU in order to discuss with them how to handle the situation. The OIP Director will be sure that all appropriate steps are taken at this point to assure the immediate safety and welfare of the participant, and will inform the student that family/emergency contact will be contacted unless the student has already done so.
2. Contact the student's family/emergency contact on the Participant List filed in CEL and OIP.
3. Provide support to the family as they decide how the situation should be handled.
4. Facilitate the family's plan to the extent possible.
5. If the event is of sufficient seriousness to warrant it, the Director of OIP will write a brief and accurate description of the event, and will then distribute it, with a copy of the written response strategy, to the following people:
 - a. The **Dean** sponsoring the program or one of the Associate Deans or representatives (list of names on page 16).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998; pattyb@sfsu.edu
 - c. **Risk Management**
Michael Martin, Executive Director
(415) 338-1124; mjmartin@sfsu.edu
 - d. **Provost/Vice President of Academic Affairs**
Dr. Sue Rosser
(415) 338-1141
 - e. **University Communications**
Ellen Griffin, Director
(415) 338-1665; elleng@sfsu.edu
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
(415) 338-2032; psafford@sfsu.edu
 - g. **University Police Department**
Patrick M. Wasley, Chief of Police
(415) 338-2747; upd@sfsu.edu
 - h. The **Associate Director of OIP** (for study abroad) and appropriate members of the OIP staff.
 - i. For **College of Extended Learning** Programs,
Dr. Linda Buckley, Interim Director
(415) 817-4290; lbuckley@sfsu.edu

► PHASE V: Procedures when Death of a Program Participant Is Reported & Confirmed

A Special Case: The Death of a Program Participant:

- A. The Director of OIP will ask the Faculty Leader to 1) immediately fax or email both OIP and CEL with complete details about the circumstances surrounding the death, 2) confirm that

AIG International [(01-713) 260-5508, or access an international operator and call collect (713) 260-5508] has been contacted to arrange for repatriation of remains. All participating students have repatriation of remains insurance coverage purchased through CEL and SFSU Risk Management. Proof of this insurance is on file with OIP and CEL, 3) confirm that the nearest U.S. Consulate or Embassy in the country has been contacted, and detailed information regarding burial or repatriation of remains, including any police or immigration procedures that need to be observed. The Director of OIP will inform the Faculty Leader that the participant's family may be calling him or her once they've been informed of the death.

- B. The Director of OIP will contact University Police who will immediately contact the President, Vice-President for Academic Affairs/Provost and Vice President for Student Affairs and University Communications. Each official will contact his/her immediate staff to take appropriate action. All University actions related to the incident will be coordinated by the Director of OIP.
- C. The Director of OIP will notify the following persons:
 - a. The **Dean** sponsoring the program or one of the **Associate Deans** or representatives (list of names on page 16).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998/ pattyb@sfsu.edu
 - c. **Risk Management**
Michael Martin, Executive Director
(415) 338-1124/ jmmartin@sfsu.edu
 - d. **Provost/Vice President of Academic Affairs**
Dr. Sue Rosser, Provost
(415) 338-1141
 - e. **University Communications**
Ellen Griffin, Director
(415) 338-1665/ elleng@sfsu.edu
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Associate Vice President/ Dean of Students
(415) 338-2032/ psaffold@sfsu.edu
 - g. **University Police Department**
Patrick M. Wasley, Chief of Police
(415) 338-2747/ upd@sfsu.edu
 - h. The **Associate Director of OIP** (for study abroad) and all appropriate OIP staff.
- D. Response to the Family
 - 1. The Director of OIP contacts the family later in the day of the incident or the following day expressing condolences on behalf of university officials and offering assistance with any university-related arrangements.
 - 2. Vice President for Student Affairs or delegated representative contacts family the following day for the same purposes. A draft of a letter of sympathy from the President is prepared by the assistant to the President or President's designee.
 - 3. If held in the San Francisco or the Bay Area, the funeral and/or wake are attended by appropriate departmental personnel. Also, Vice President for Student Affairs and/or delegated representative attends if possible.
 - 4. The Office of Admissions and Records is informed and makes appropriate changes in university records and arranges consequent refunds.

Most recent update: November 2011

(This document is based on one developed by Michigan State University and UW-Madison).
Overseas Programs and Partnerships, September 1999



College of Extended Learning
Short-Term Study Abroad

FACULTY EVALUATION

Study Abroad Program: _____

Course # _____ Instructor: _____

Term/Dates: _____

Program Strengths:

Program Weaknesses:

Program Recommendations:

Do you have any suggestions on how to improve the Short-Term Study Policies and/or Procedures?



**SAN FRANCISCO
STATE UNIVERSITY**

College of Extended Learning

TO: _____ Student

FR: Janet Alford
College of Extended Learning
San Francisco State University

RE: Required Paperwork for XXX

Below is a list of the necessary paperwork required eight weeks before your departure to _____:

- ✓ **Medical/Insurance Verification & Authorization Form** (attached)
- ✓ **Release of Liability, Promise Not to Sue, Assumption of Risk & Agreement to Pay Claims** signed (attached)
- ✓ **Student Agreement** (signed)
- ✓ **CEL registration form** and a \$_____ check payable to **SFSU CEL**. The information for the registration form is:
 - Schedule Number:
 - Course Number:
 - Section:
 - Course Title:
 - Number of units:
- ✓ You will be required to purchase Travel Insurance through SFSU. CEL will purchase the insurance. You will reimburse CEL with a separate check in the approximate amount of \$100-130 (note SF State has no control over the cost of insurance and this amount is subject to change) per student. You will be notified of the exact cost by _____. You will be receiving a Travel Insurance Card by email or at the Orientation Meeting; a summary of the Insurance Coverage is attached.
- ✓ Because the travel insurance purchased through SFSU has limited coverage, it is recommended that each student provide CEL with a letter from their current medical/accident insurance provider stating that their policy covers them abroad

Students will not be able to travel with the group if all the above documents have not been received by the College of Extended Learning Office as noted.

Please contact Janet Alford at 415.817.4264/ jalford@sfsu.edu if you have any questions.

Thank you and enjoy your



**SAN FRANCISCO
STATE UNIVERSITY**

Dear _____:

You are currently participating in a California State University-affiliated program which requires air and/or ground transportation.

Air and ground travel involves risks and could result in damage to property, injury to persons, and death. Please be informed that the California State University assumes no liability for damage, injury, and death which may occur during air and/or ground travel required by the California State University-affiliated programs. Your participation in the program is voluntary, and you participate at your own risk.

Prior to undertaking a California State University-affiliated air and/or ground travel, you will be required to sign a "Release, Hold-Harmless and Informed Consent" statement. Please review the statement carefully before signing it. If you have any questions about this advisory or the statement, please feel free to contact Linda Medina-Sam, Risk Management Specialist, at (415) 338-2691 or mdinasam@sfsu.edu or myself at (415) 338-1124 or mjmartin@sfsu.edu.

Sincerely,

A handwritten signature in black ink that reads "Michael Martin".

Michael Martin
Executive Director
Risk Management

To be completed by travel participant:

My signature below acknowledges that I have received and read this advisory.

Printed Name

Signature

Date



**RELEASE OF LIABILITY, PROMISE NOT TO SUE, ASSUMPTION OF RISK AND
AGREEMENT TO PAY CLAIMS**

Activity:

Activity Date(s) and Time(s):

Activity Location(s):

In consideration for being allowed to participate in this Activity, on behalf of myself and my next of kin, heirs and representatives, **I release from all liability and promise not to sue** the State of California, the Trustees of the California State University, San Francisco State University and their employees, officers, directors, volunteers and agents (collectively "University") from any and all claims **including claims of the University's negligence**, resulting in any physical or psychological injury (including paralysis and death), illness, damages, or economic or emotional loss I may suffer because of my participation in this Activity, including travel to, from and during the Activity.

I am voluntarily participating in this Activity. I am aware of the risks associated with traveling to/from and participating in this Activity, which include but are not limited to physical or psychological injury, pain, suffering, illness, disfigurement, temporary or permanent disability (including paralysis), economic or emotional loss, and/or death. I understand that these injuries or outcomes may arise from my own or other's actions, inaction, or negligence; conditions related to travel; or the condition of the Activity location(s). **Nonetheless, I assume all related risks, both known or unknown to me, of my participation in this Activity, including travel to, from and during the Activity.**

I agree to **hold** the University **harmless** from any and all claims, including attorney's fees or damage to my personal property that may occur as a result of my participation in this Activity, including travel to, from and during the Activity. If the University incurs any of these types of

expenses, I agree to reimburse the University. If I need medical treatment, I agree to be financially responsible for any costs incurred as a result of such treatment. I am aware and understand that I should carry my own health insurance. I am 18 years or older. **I understand the legal consequences of signing this document, including (a) releasing the University from all liability, (b) promising not to sue the University, (c) and assuming all risks of participating in this Activity, including travel to, from and during the Activity.**

I understand that this document is written to be as broad and inclusive as legally permitted by the state of California. I agree that if any portion is held invalid or unenforceable, I will continue to be bound by the remaining terms.

I have read this document, and I am signing it freely. No other representations concerning the legal effect of this document have been made to me.

Participant Signature: _____

Participant Name (print): _____

Date: _____

If Participant is under 18 years of age:

I am the parent or legal guardian of the Participant. **I understand the legal consequences of signing this document, including (a) releasing the University from all liability on my and the Participant's behalf, (b) promising not to sue on my and the Participant's behalf, (c) and assuming all risks of the Participant's participation in this Activity, including travel to, from and during the Activity.** I allow Participant to participate in this Activity. I understand that I am responsible for the obligations and acts of Participant as described in this document. I agree to be bound by the terms of this document.

I have read this two-page document and attached schedule, and I am signing it freely. No other representations concerning the legal effect of this document have been made to me.

Signature of Minor Participant's Parent/Guardian

Name of Minor Participant's Parent/Guardian (print)

Date

Minor Participant's Name



College of Extended Learning
Short-Term Study Abroad

Student Evaluation Form

Course: _____

Instructor: _____

Term/Dates: _____

Short-Term Study Abroad Programs offered by the California State University require an evaluation component by student participants. Your cooperation in this matter will be greatly appreciated. No signatures are required. Thank you.

Please complete this form by checking the appropriate response.

SA	Strongly Agree
A	Agree
N	Neither agree nor disagree/ Not Applicable
D	Disagree
SD	Strongly Disagree

	SA	A	N	D	SD
Air/Land Accommodations					
1. Land arrangements were handled well	—	—	—	—	—
2. Dorm housing was satisfactory	—	—	—	—	—
3. Air transportation was satisfactory	—	—	—	—	—
4. The ground arrangements (tours, transfers, Bus trips) were satisfactory.	—	—	—	—	—
5. The schedule and itinerary were well planned with enough classroom and free time	—	—	—	—	—
6. The overall quality of assistance by SFSU was good.	—	—	—	—	—

SA A N D SD

Instruction/Leadership

1. The instructors demonstrated a command of knowledge in the academic and travel areas	—	—	—	—	—
2. The instructor planned and prepared well for this program. Lectures were presented regularly.	—	—	—	—	—
3. The instructors communicated effectively	—	—	—	—	—
4. The learning objectives of the program were clearly defined and cultivated during program.	—	—	—	—	—
5. The learning objectives of the program were achieved.	—	—	—	—	—
6. The overall rating of this Short-Term Study Abroad Program is very favorable.	—	—	—	—	—

Additional Comments

What were the major strengths of the program? What were the highlights of this program?

What were the major weaknesses of the program? Were any parts of this program disappointing? Why?

What specific place in the world would you like to travel next?

Suggestions/Additional Comments: