



**Short-Term Study Abroad Program
College of Extended Learning**



**Faculty Leader
Policies & Procedures 2007-2008**

Short-Term Study Abroad Program

FACULTY LEADER

Policies & Procedures

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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 on the College of Extended Learning's Short-Term Study Abroad homepage –

www.cel.sfsu.edu/studyabroad

**Short-Term Study Abroad Program
College of Extended Learning**

Faculty Information & Forms

**Course Request Form
Policies & Procedures
Faculty Checklist
Participant List
Travel Insurance Coverage Summary
Incident Report
Managing Emergencies Abroad
Faculty Evaluation of Program**



College of Extended Learning

Short-Term Study Abroad Program COURSE REQUEST FORM

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 Karen Maguire at 415.405.3532 or kjmac@sfsu.edu. Return forms via interoffice mail, fax (415.338.7290), or email to kjmac@sfsu.edu.

Section 1 – Information About You

Instructor's First/Last Name: _____

University Id Number (UIN): _____

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: _____ Email: _____

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

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

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 60 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: _____



Short-Term Study Abroad Program
College of Extended Learning

Policies & Procedures

San Francisco State University is committed to serving sophisticated travelers who want to go beyond the “seeing” and “doing” of most commercial tour programs. They want to learn about, 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 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 would like to be 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 as on-campus courses.
- Full or part-time SFSU faculty may offer a Short-Term Study Abroad Program through SFSU.
- The Director of Procurement and/or the campus President’s designee are authorized representatives for SFSU who may sign and approve all contracts with third-party Tour Operators and/or travel agencies.
- 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, 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/guidelines.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/home.asp>. 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.

- 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.

▪ 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 or the Associate Director of OIP at (415) 338-6234 and to Short-Term Study Abroad Coordinator at (415) 338.7290. Also, contact the Director (415.338.6377, ywu@sfsu.edu, after hours at home at 415.337.0341) or Associate Director (415.338.3316, my_ip@sfsu.edu or after hours at home at 415.775.4279) and the Short-Term Study Abroad Coordinator (415.405.3532, 415.405.7700, kjmac@sfsu.edu, or after hours at home 415.664.5352) by phone and email. 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/guidelines.cfm>

- Inform students of the mandatory SFSU Risk Management insurance (approximately \$100 per student). 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 & Hold Harmless Agreement** and **Student Contract** are not received in the College of Extended Learning Office at least 14 days before departure.
- Read and enforce the Standards of Student Conduct at <http://www.sfsu.edu/~bulletin/current/supp-reg.htm#ppg339>
- At least six weeks prior to departure, provide the Short-Term Study Abroad Coordinator 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. 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.
 - Brief description of pre-departure orientation with special reference to safety, security, and health issues to the destination country.
- At least three weeks before departure, the Faculty Leader will provide the Short-Term Study Abroad Coordinator 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 & Hold Harmless Agreement**
 - A signed **Student Contract**
 - Xerox copy of student passport at least three weeks prior to departure.

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

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 three 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 & Hold Harmless Agreement**
 - A signed **Student Contract**
 - Xerox copy of student passport at least three weeks prior to departure.

The Faculty Leader will also provide the Short-Term Study Abroad Coordinator a copy of their passport. If available, the Short-Term Study Abroad Coordinator will collect all forms at the Orientation Meeting.

- The Short-Term Study Abroad Coordinator 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
- 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/home.asp> 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 & Hold Harmless Agreements**, **Student Contracts** 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#ppg339>
- 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.

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.

Short-Term Study Abroad Program
College of Extended Learning

Faculty 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.
- 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/guidelines.cfm>]
- The program has been designed to include student learning outcomes and assessment process.
- Meet with the Short-Term Study Abroad Coordinator to review program contents, budget, and policies and procedures
- 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#ppg339>
- 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 six 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 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 & Hold Harmless Agreement** and **Student Contract** are not received in the College of Extended Learning Office at least 14 days before departure.
- 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/home.asp>
- 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 Meeting and cover topics included in *Policies & Procedures*.
- Provide the Short-Term Study Abroad Coordinator (at least three 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 & Hold Harmless Agreement**
 - A signed **Student Contract**
 - Xerox copy of student passport at least three weeks prior to departure.

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

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 or the Associate Director of OIP at (415) 338-6234 and to Short-Term Study Abroad Coordinator at (415) 338.7290. Also, contact the Director (415.338.6377, ywu@sfsu.edu, after hours at home at 415.337.0341) or Associate Director (415.338.3316, my_ip@sfsu.edu or after hours at home at 415.775.4279) and the Short-Term Study Abroad Coordinator (415.405.3532, 415.405.7700, kjmac@sfsu.edu, or after hours at home 415.664.5352) by phone and email. 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/guidelines.cfm>

Back in San Francisco

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



College: _____

Course Title: _____

Program Destination: _____

Dates of Trip: _____

Faculty Emergency Contacts: _____

Emergency Contact Info for
Hotel Name, Phone No., Email Address in
Destination Country: _____

Short-Term Study Abroad PARTICIPANT LIST

Participant Name	In case of Emergency call Name/Relationship to Participant	Phone number
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
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22.		
23.		
24.		

SFSU Risk Management Insurance Coverage

Dear Faculty Leader:

San Francisco State University has obtained insurance coverage for foreign travel. This coverage extends only to trips that secure the coverage ahead of the trip. When a trip is covered, certain benefits are extended to participants in the foreign travel who pay a fee*.

As Trip Director, you should become familiar, not only with the accident coverage, but with all parts of the policy, as there are additional protections for the University. Keep in mind that almost all benefits of the policy apply DURING the trip abroad. Once back on domestic soils, the coverage ends. The travel assistance service should be called in the event of any accident. They provide a wide array of services and should be the first call made. Please see reverse for the information, and keep a copy of this with you at all times.

Below is a summary of the benefits of the policy for all registered students, and pre-registered volunteers:

24 hour accident and sickness protection, accident and sickness medical expenses:

\$10,000 Covered Medical Expense, maximum each person
\$250 deductible per insured person

Emergency Medical Evacuation

\$50,000 covered expense, each person

Emergency Family Travel

\$50,000 Maximum, each emergency medical evacuation

Repatriation of Remains

\$25,000 Covered Expense, maximum each person

Travel Assistance provided by AIG International Services per the reverse. Please read carefully and keep with you while on your covered trip.

***PLEASE NOTE:**

- This coverage applies **only** to trips registered, quoted and bound through Alliant Insurance Services before departure date.
- Coverage **only** applies during the dates of covered trip, and while on foreign soil.
- Any accident or illness requiring medical attention MUST be reported to **AIG International Services: (01-713) 260-5508, or access an international operator and call collect (713) 260-5508.**
- Once covered party returns to the United States, his/her personal domestic medical benefits will take over coverage.



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) 338.7290. 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</i> <input type="checkbox"/> Staff <i>a:</i> <input type="checkbox"/> Other _____ <input type="checkbox"/> Student <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:



**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 [Dr. Wu is the Associate Vice President, of the Division of International Education but will also continue his role as Director of OIP until a new Director has been hired]	Dr. Yenbo Wu Office: (415) 338-6377 Home: (415) 242-5921 Cell: (415) 412-4501 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. John Gemello, Vice President and Provost
(415) 338-1141

Student Affairs

Dr. J.E. (Penny) Saffold, Vice President and Dean of Students
(415) 338-2032

College of Behavioral and Social Sciences

Dr. Joel J. Kassiola, Dean
(415) 338-2409/ kassiola@sfsu.edu

College of Business

Dr. Nancy Hayes, Dean
(415) 338-2670/ nkhayes@sfsu.edu

College of Creative Arts

Dr. Ron Compesi, Acting Dean
(415) 338-6094/ rcompesi@sfsu.edu

College of Education

Dr. Jacob E. Perea, Dean
(415) 338-2687/ 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 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. Gail Whitaker, Dean/Associate Vice President
(415) 338-2789/ whitaker@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) 405-3532. 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 202/663-0533 for the specific contact information or check the U.S. State Department web page www.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 8:15 am-5 pm M-F and 9 a.m.-3 p.m. Saturdays; after hours, call (202) 647-5226; after 10 pm call (202) 647-1512, and ask for the Citizen Emergency Center Duty Officer.

- 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) 647-0900.
- 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 on 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) 951-4863. 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) 553-7600.
- 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 (800/311-3435 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
 - c. **Risk Management**
Michael Martin, Director
(415) 338-1124
 - d. **Provost/Vice President of Academic Affairs**
Dr. John Gemello
(415) 338-1141
 - e. **Office of Public Affairs**
Ellen Griffin, Director
(415) 338-1665
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
(415) 338-2032
 - g. **Department of Public Safety/Police Department**
Kimberly A. Wible, Director/Chief of Police
(415) 338-2747
 - 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 the 27-28 pages).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998
 - c. **Risk Management**
Michael Martin, Director
(415) 338-1124
 - d. **Provost/Vice President of Academic Affairs**
Dr. John Gemello
(415) 338-1141
 - e. **Office of Public Affairs & Publications**
Ellen Griffin, Director
338-1665
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
338-2032
 - g. **Department of Public Safety/Police Department**
Kimberly A. Wible, Director/Chief of Police
338-2747
 - h. The **Associate Director of OIP** (for study abroad) and appropriate members of the OIP staff.
 - i. For **College of Extended Learning** Programs,
Dr. Gail Whitaker, Dean/Associate Vice President
(415) 338-2789/ whitaker@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 Public Affairs 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 the 27-28 pages).
 - b. **SFSU's Legal Counsel**
Patricia B. Bartscher, University Counsel
(415) 338-2998
 - c. **Risk Management**
Michael Martin, Director
(415) 338-1124
 - d. **Provost/Vice President of Academic Affairs**
Dr. John Gemello
(415) 338-1141
 - e. **Office of Public Affairs & Publications**
Ellen Griffin, Director
(415) 338-1665
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Dean of Students
338-2032
 - g. **Department of Public Safety/Police Department**
Kimberly A. Wible, Director/Chief of Police
338-2747
 - h. The **Associate Director of OIP** (for study abroad) and appropriate members of the OIP staff.
 - i. For **College of Extended Learning** Programs,
Dr. Gail Whitaker, Dean/Associate Vice President
(415) 338-2789/ whitaker@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 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 relations. 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 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, Director
(415) 338-1124/ jmmartin@sfsu.edu
 - d. **Provost/Vice President of Academic Affairs**
Dr. John Gemello, Provost
(415) 338-1141
 - e. **Office of Public Affairs & Publications**
Ellen Griffin, Director
(415) 338-1665
 - f. **Office of Student Affairs**
J.E. (Penny) Saffold, Associate Vice President/ Dean of Students
(415) 338-2032
 - g. **Department of Public Safety/Police Department**
Kimberly A. Wible, Director/Chief of Police
(415) 338-2747
 - 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.

(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?

**Short-Term Study Abroad Program
College of Extended Learning**

Mandatory Student Forms

SAMPLE Cover Letter to Student
SAMPLE Medical/Insurance Verification & Authorization Form
SAMPLE Release & Hold Harmless Agreement
Student Contract
Registration Form
Student Evaluation Form



**SAN FRANCISCO
STATE UNIVERSITY**

College of Extended Learning

TO: XXX Students

XXXXXX

FR: Karen Maguire
College of Extended Learning
San Francisco State University

RE: Necessary Paperwork for XXXto XXX

Below is a list of the necessary paperwork required 30 days before your departure to XXX:

- a **Medical/Insurance Verification & Authorization Form** (attached)
- a signed **Release & Hold Harmless Agreement** (attached)
- a signed **Student Agreement**
- a CEL registration form and a \$XXX 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 per student. You will be notified of the exact cost by XXX. You will be receiving a Travel Insurance Card in the mail 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

You 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 30 days prior to departure.

All forms will be collected at the Orientation Meeting on XXX in XXX, room XXX.

Please contact me at 415.405.3532 or kjmac@sfsu.edu if you have any questions.

Thank you and enjoy your experience abroad.



Short-Term Study Abroad Program
Medical/Insurance Verification & Authorization Form

TERM: [] Winter [] Spring [] Summer [] Fall 20_____

Course Title: _____

Name of Student: _____ Dates of Travel: _____

Phone number: _____ Social Security No.: _____

Email address: _____ Birth date: _____

All students participating in a course requiring travel must complete this form and return it prior to departure. Students will not be able to travel unless all signatures are in place and the form is on file in the College of Extended Learning before travel begins.

Required Insurance Coverage

All CSU students traveling abroad are required to enroll and purchase the CSU-approved medical and accident coverage policy to cover any potential loss and/or illness that may occur during a CSU-sponsored international travel study program.

Physician Certification

My signature below certifies that this student participant has been examined by me and is physically fit to participate in the CSU study abroad program without any detrimental effect to this individual's health. Known allergies/medical condition(s) are noted.

Physician's Signature Printed Name Date

Business Address Phone Number

Allergies/Medical Condition: _____

CONSENT & ACKNOWLEDGEMENT

I hereby authorize consent for medical treatment that may be deemed advisable in the event of injury, accident and/or illness during this Study Abroad Travel Program. My signature below acknowledges my understanding of the medical and insurance requirements required for participation in this CSU study travel program. I certify the attached documentation and information to this Medical/Insurance Verification are true to the best of my knowledge.

Participant Signature Printed Name Date

Release and Hold Harmless Agreement for Adults (18-years+)

I, the undersigned participant, request voluntary participation for myself to participate in [write in course number and title] class in [write in location destination] from [write in course start date] through [write in course end date] co-sponsored by the *College of Extended Learning and the College of _____* [write in co-sponsoring College name in all seven locations on this form] all of which are hereinafter referred to as the "activity".

I consent to participation in the activity and acknowledge that I fully understand my participation may involve risk of serious injury or death, including losses which may result not only from my own actions, inactions or negligence, but also from the actions, inactions, or negligence of others, the condition of the facilities, equipment, or areas where the event or activity is being conducted, and/or the rules of play of this type of event or activity. I understand that if I have any risk concerns, I should discuss the risks associated with my participation with the activity coordinators and event staff, before I sign this document and before the activity begins.

I certify that I am in good health and have no physical condition that would prevent participation in this activity. Furthermore, I agree to use my personal medical insurance as a primary medical coverage payment if accident or injury occurs. I consent to emergency medical treatment in the event such care is required.

I agree that photographs, pictures, slides, movies, video, or other media coverage of me may be taken in connection with my participation in the activity without compensation from the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and the officers, employees, and agents of each of them and consent to the use of photographs, pictures, slides, movies, videos, or other media coverage for any legal purpose.

Knowing and understanding the risks involved with participation in the activity, I hereby voluntarily and willingly assume responsibility for all risks and dangers associated with my participation in the activity. I agree I am financially responsible for any losses resulting from my actions and will indemnify the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and the officers, directors, employees and agents of each of them, for any loss or damage caused by myself during this activity.

In consideration of my participation in the activity, I hereby waive all claims or causes of action against the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and the officers, directors, employees and agents of all of them, arising out of my participation in the activity and hereby release, hold harmless, and discharge the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and the officers, directors, employees and agents of each of them from all liability in connection therewith except such loss or damage which was caused by the sole negligence or willful misconduct of the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and its officers, employees, representatives and volunteers, and the officers, directors, employees and agents of each of them.

I have read this release and hold harmless agreement and understand the terms used in it and their legal significance. This waiver and release is freely and voluntarily given with the understanding that right to legal recourse against the State of California, the Trustees of the California State University, San Francisco State University, *College of Extended Learning and the College of _____*, and the officers, directors, employees and agents of each of them is knowingly given up in return for allowing my participation in the activity. My signature on this document is intended to bind not only myself but also my successors, heirs, representatives, administrators, and assigns.

<p>Please utilize the space below to provide any medical/prescription information that you request be released to emergency medical providers.</p> <p>_____</p> <p>Emergency contact name (print) (Area code) Phone number</p> <p>_____</p> <p>Relationship to the participant</p> <p>List medical/prescription information below:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>Participant's signature Date</p> <p>_____</p> <p>Participant's Name (print) (Area code) Phone number</p> <p>_____</p> <p>Address City/State Zip</p> <p>WITNESS (must be at least 18 years old)</p> <p>_____</p> <p>Signature Date</p>
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College of Extended Learning
College of Education

Student Agreement

for

[Course Name]

Program Dates XXXXXXX

Sponsored by: the College of Extended Learning & the College of XXX

Student Conduct

During my participation in this program, I understand that I am required to maintain appropriate conduct for the duration of the program as student representatives of San Francisco State University, the State of California, and the United States of America. I understand I must exercise good judgment and that I am aware that I am subject to the laws and customs of [name of destination country]. Furthermore, I understand that the Faculty Leader reserve the right to exercise appropriate action for violations of misconduct.

Independent Activity and Travel

I understand this program ends on XXX and that the Travel Insurance purchased through SFSU Risk Management/ College of Extended Learning ends XXX. If I choose to remain overseas after the conclusion of the program, I understand I am fully responsible for my own independent travel, actions and insurance. The date I plan to return to the U.S. (if applicable): _____.

Possible Dangers

I understand that there are dangers, hazards, and risks inherent in international travel, and the activities included in the international education program including but not limited to air, land and sea travel, dietary differences, diseases less common in the United States, differences in legal expectations and protection, building code and other safety differences, any of which could result in serious or even fatal injuries and property damage. I agree to assume all the risks and responsibilities surrounding my participation in the international education program, and understand and agree that the State of California, the Trustees of the California State University, San Francisco State University, College of Extended Learning and the College of XXX, and the officers, employees, and agents of each of them cannot and do not assume responsibility for any such personal injuries or property damage.

Program Changes

The University has the right to make cancellations, substitutions or changes in case of emergency or changed conditions or in the interest of the Program. If I leave or am expelled from the Program for any reason, there will be no refund of fees already paid.

.....

I have read and understand the information provided and agree to these terms stated above.

_____ Name

_____ Signature

_____ Date



**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:

Notes

Notes

Notes

Notes
