

Study Abroad On-Site Director's Handbook

FACULTY RESPONSIBILITIES DURING THE PROGRAM

General

The chief element of your responsibility is to provide a conceptual view of the program as a whole, integrating the academic and experiential sides of the educational experience as fully as possible. The students look to you for academic aspects and cultural stimulus. In addition, budgets and logistical arrangements for excursions are the responsibility of the director. Please note that the director is expected to remain with the students during the entire program.

Leadership for Students

To a great extent the BSU faculty member sets the tone of the program and can be of invaluable assistance to students trying to cope with unfamiliar surroundings and routines. Since students do not have the same resources as on their home campus and are sometimes homesick or have problems adjusting to their new environment, you can expect to spend time with students outside of classroom environment. Students frequently look for models of behavior, especially while living in an unfamiliar culture. Your goal is to be accessible to students without eliminating all social distances between faculty and students. We encourage you to invite students, in groups, for social gatherings, and to take the lead in arranging other social activities.

The wide range of students' abilities and backgrounds often dictates classes that are rather basic and general in nature. Students with more knowledge can learn by assisting less-informed students to grasp new theories, possibly in a workshop or study group approach. The use of student representatives to act as correspondents with BSU by way of a blog, excursion committees to research and present background information on the field trips, and open-houses for group get-togethers have worked well in the past to help develop group cohesion and encourage student involvement.

Arrival Checklist

As soon as possible after arrival:

- Contact the Study Abroad office by email or phone to inform us of the student's arrival.
 Worried parents/friends/family members usually call the Study Abroad office first to find out if students have arrived safely. Encourage students to call/email home as well.
- Register the group with the U. S. Embassy using the Smart Traveler Enrollment Program. The web site to do this is: https://travelregistration.state.gov
- In the event that portions of your program have changed, provide the Study Abroad Office with an updated itinerary and confirm telephone numbers where you can be reached at all study sites visited.

On-site Orientation

You are required to provide students with an on-site orientation upon arrival. Normally this takes place the first full program day. The following is a list of what you will want to make sure is covered during the orientation:

- Emergency response plan and procedure for emergency meeting place/communication in an emergency
- Remind students they must adhere to local laws, BSU Code of Student Rights and Responsibilities
 (www.bsu.edu/studentcode), and the BSU guidelines on alcohol use. Be sure to inform students of
 any laws that differ from home. If you are unfamiliar, request a local or law enforcement officer to
 assist. If you do not inform them, students will assume rules are the same as home.
- Remind students you are there to help with any issues (cultural adjustment, grievance complaints for harassment/discrimination, reporting of assault/rape, etc)
- Provide students with site-specific information about potential health and safety dangers, preferably
 in writing. Examples include but are not limited to things like: Drinking water safety, which taxis to
 use, areas of town to avoid, pick-pockets, swimming safety/lifeguards, poisonous insects/snakes,
 watching drinks in nightclubs, gender norms, etc.
- Provide students with in-country emergency contact information (nearest doctor, equivalent of 911, U.S. Embassy/Consulate)

On-Site Budget Management

Before departure, you will be briefed on budget issues by the Coordinator for Field Study Budgets and will be given a clear understanding of how much is available. For the most part, expenses should be prepaid as much as possible. Funds can be made available as a cash advance. For small expenditures, the director can pay out-of-pocket and be reimbursed upon return with a receipt.

It is imperative that you keep accurate records of monies spent. A credit card slip is not considered a sufficient receipt. Keep itemized receipts for all expenditures and also keep a spread sheet with the following categories:

- Food
- Lodging
- Excursions
- Transportation
- Phone/Supplies/Miscellaneous
- Stipend/Guest Lecturers

Keep separate files for anything paid with cash advance funds, out of pocket, or pre-paid.

Once you have returned, all expenses must be submitted to the Coordinator for Field Study Budgets so that either the cash advance can be reconciled or you can be reimbursed for out-of-pocket expenses

while on the trip. All receipts should be taped to 8-1/2" x 11" sheets of paper (be careful not to cover any text with tape, as that will cause the ink to disappear and you might not be reimbursed), in chronological order; total all receipts to get a total expense amount; and submit to the Coordinator for Field Study Budgets. Once verified, a Travel Expense Voucher will be prepared. If reimbursement is due to you, the Accounting Office will deposit the funds directly into your bank account. If money is due to BSU, you will need to make a check payable to BSU at that time. Please note that BSU does not accept foreign currency left over at the end of your trip. You are responsible for converting any remaining foreign currency over to U.S. dollars.

Allowable Expenses:

- Airfare
- Transportation (bus, metro, etc.)
- Parking and tolls for hired transportation
- Lodging
- Group meals
- Group excursion tickets
- Gifting, i.e., tips for bus driver

Non-Allowable Expenses:

- Alcoholic beverages of any kind are not an allowable expense and will not be reimbursed under any circumstances
- Expenses of any kind for friends or family
- Memorabilia and souvenirs
- Car rental
- Individual student expenses
- Reimbursement to students for lost or stolen items
- Refunds to students who do not participate in excursions or other program activities
- Personal expenses: this includes clothing, grooming and hygiene items, personal
 entertainment, or anything else of a personal nature. In the past directors have
 requested and been denied reimbursement for clothing, eye glasses, flowers and food.
- Electronics: electronics are usually large dollar items that once purchased become the property of BSU and are generally not an allowable expense. Inquire in advance if you have a special equipment need you'd like to discuss, such as cell phones.

Emergencies

In order to be prepared for any emergency, you must first understand the types of emergencies and their severity.

Routine Emergencies can happen every day and are usually not as severe but are more frequent than a disaster or crisis. Routine emergencies include:

Minor sickness or injury (cold, flu, broken arm, etc.)
Lost passport
Minor theft (purse, wallet)
Family emergency back home (family illness or death)
Power failure

Major Emergencies are higher in severity than routine emergencies, but happen less frequently. Major emergencies include:

- o Natural disaster (hurricane, earthquake, etc.)
- Major sickness or injury (car accident, epidemics, death, etc.)
- o Assault or rape
- Missing person
- o Arrest
- Hostage situation
- Socio-political (riot, military coup, terrorist attack)
- Behavior of the director or students causing or threatening harm to themselves or others.

Perceived Emergencies: Distinguishing between a real emergency and a perceived emergency is a crucial first step. Often family/friends at home will become alarmed by a perceived emergency. (For example, floods in Northern Australia, though your program is hundreds of miles away.) Due to media attention and incomplete information, situations abroad may be perceived in the U.S. as more dangerous than they actually are. They can be as disturbing to program participants and their family members as real emergencies and require serious and prompt action on your part. Inform students to contact home and confirm their safety if the event has made international news. Consultation with the U.S. Embassy/Consulate is often advisable and contact with the Study Abroad Office is essential.

Emergency Preparation

In addition to the steps listed in the on-site orientation section, there are things you must do to ensure student safety. All directors are required to do the following:

- Know how to communicate with and access help during a crisis. These sources include:
- Travel agents Travel Dimensions or your chosen agent
- Local hospitals, clinics, and health/counseling professionals
- U. S. Embassy/Consulate
- MedEx Global Assist for evacuations and medical translations
- Local police and fire personnel
- Keep copies of student Emergency Contact forms with you on-site. Copies should also be left with the Study Abroad Office.
- Carry a contingency plan that addresses procedures in case of absence or incapacity of the director. Any assistant director or graduate assistant should inform the Study Abroad Office or BSU Campus Police before making decisions on emergency matters, if possible.
- Become familiar with the student health insurance policy through HTH. Know how to
 access medical assistance or evacuation, how to file claims, and which conditions are
 excluded. Print a copy of local HTH doctors prior to departure and keep it with you.
 These doctors know the HTH system and speak English. This list can be printed from the
 HTH website (www.HTHstudents.com).

• Know how to contact the Study Abroad office staff and carry this information with you at all times. After hours you may call the BSU Campus Police and they will contact staff at home.

<u>Decision-Making During an Emergency – General Procedures for all Emergencies</u>

There are four steps to be taken during any emergency. These include:

- 1) Assessment
- 2) Securing student(s)
- 3) Communication
- 4) Documentation.

Depending on the emergency, each of these steps may vary in degree. In general:

Assessment – How serious is the emergency? Do you need to administer any first aid immediately? Is this a routine emergency or major emergency? Is one student involved or multiple? Do you need to call an ambulance, policy, or embassy? Is the emergency real or perceived? What steps must be taken to secure the environment? The answers to these questions will determine your next step of action.

Securing Students – Secure students and the environment, if possible. Make sure the students are safe and feel safe. Remove students from any immediate danger. This may require an immediate need for evacuation from the area. Administer any first aid to the extent possible. Call for any medical/consulate/police help necessary. Determine the likely availability of medical supplies, food, water, shelter, and transportation if any of these have been threatened. If there is time, consultation with the Study Abroad Office is strongly recommended. When there is an inability to reach the Study Abroad Office for consultation, the director has the authority to close a program and evacuate the students.

Communication – After the students' safety is secured, you should contact the Study Abroad Office if at all possible. After business hours, when it is not possible for you to make multiple calls, it may be best to call Campus Police first. Their staff has a list of home numbers. Be sure that you have the following information available:

- Name of the caller
- Name(s) of the victim(s) involved
- Details of the accident, injuries, and/or emergency
- Status of the victim(s)
- Status of all students/staff
- Location of caller street, city and country
- Location of accident or emergency how close is it to students and staff?
- Telephone number where you can be contacted
- Has rescue squad, local law enforcement, U.S. Embassy/Consulate been called? What is their advice?

- · Any information released to the media thus far
- What impact, if any, will the emergency have on availability of food, water, shelter and medical supplies?
- What was the target of unrest, if the event was political?
- What is the intensity of the emergency?
- Are there military or emergency personnel at the site of emergency?
- Is continuation of the program possible?
- How able are students/staff to travel in the country?

<u>Important Emergency Communication Information</u>

Please note that under FERPA it is not legal for University employees, including the program director, to contact a student's parent or guardian without permission from the student if the student is over 18. However, schools may disclose education records to parents if a health or safety emergency involves their son or daughter. Check the Emergency Contact Form to confirm whom the student has indicated you should contact.

Faculty Director Communication Responsibilities

Once you have secured all students/staff and contacted the appropriate local medical emergency officials, law enforcement officials, U. S. Embassy/Consulate and the Study Abroad Office, you are responsible for maintaining contact with these people, if possible. In political crises or natural disasters, gather as much information as possible from local sources. You <u>MUST</u> maintain contact with the Study Abroad Office to coordinate issues of:

- Group location/activities
- Health and safety
- Legal liability
- Financial concern, particularly in the case of program cancellation or evacuation
- Academic concern, including plans to complete course work after the crisis

If not all students were involved in the emergency, notify all students of the situation. Lack of information or discussion is likely to create rumors and panic among students. Depending on the nature of the incident and degree of sensitivity, you may wish to hold a group meeting to inform and reassure students, and to quell rumors. Be careful not to appear to be blaming the victim of a distressing incident. Encourage students to call home to assure family members of their safety. However, a panicked telephone call or email message may heighten emotions and impair reason. You can and should discuss with students the absolute necessity of communicating in a way that does not cause undue panic. The principal ingredient in their response will be your response. You must maintain a level head and assume a forceful but reasonable manner. **Do not make any statements to the media before consulting with the Study Abroad Office.**

In the event of the death, disappearance, arrest/detention, or serious medical crisis involving a student participant, one of your first contacts should be the nearest U. S. Embassy or Consulate, American Citizen Service's section. If you are unable to contact the embassy or consulate, you can also contact the American Citizen Services office at the State Department at 202-647-5225 (24 hours). Please notify the Study Abroad Office just as soon as possible.

In the event that an incident such as a natural disaster or terrorist attack occurs within your destination country, or even within a neighboring country, please contact the Study Abroad Office as soon as possible to confirm that the group is safe, and encourage students to call a family member or friend at home. The Study Abroad Office is likely to receive calls from concerned family members when such incidents take place, even when the site of the incident is very distant from the actual program location.

An emergency contact list for BSU is in the Appendix of this manual.

Documentation – If a crisis should occur, **keep a written record of all steps taken.** The "Study Abroad Office Incident Documentation Form" can be used for any crisis. **Avoid releasing information directly to the media.** Ball State University will coordinate any media contact for a major crisis. It is very important for you to document all steps taken after the accident or emergency with a chronological log detailing what happened, steps taken, when they were taken, with whom staff members talked, and what follow up actions were necessary.

Managing Specific Emergencies

Every emergency will be different and will require different management along the way. In every case, the four main steps listed previously should be followed. Following are examples of possible emergencies and procedures to follow:

Crime

Crimes against property are fairly common all over the world. During orientation, you need to discuss local crimes and how to prevent them. In addition, you need to remind students prior to departure to do the following:

- Make copies of your passport; leave a copy at home with someone you trust and pack an additional copy separate from the original (suitcase, etc.).
- Write down international telephone numbers for credit cards, debit cards, and ATM cards. Write down account numbers and pack them separate from the originals.
- Be sure that someone at home will accept a collect call from you in case you lose the numbers.
- Remember that toll free numbers generally do not work from overseas. Call providers (credit card
 companies, phone card companies, etc.) before departure and get local and/or international
 numbers to use in an emergency.
- Read your Pre-Departure Student Handbook.
- Report any crime to local authorities as soon as possible about the event.

Note that any crime against any property or funds of the University requires immediate report to the Study Abroad Office in order to file the necessary paperwork. The paperwork often requires documentation from the local authorities on the crime, as well as a copy of the official police report.

Fire

If possible, you should see that all students' housing has fire extinguishers and smoke detectors in advance. Help students to think about what to do in case of a fire – whether they are in their residence

or traveling independently. Be sure students know local emergency numbers to call in case of fire. Be sure to also address fire safety issues with housing and classroom providers before booking.

Serious Illness and Serious Injury

In the event of an emergency, work with area medical personnel to determine if the level of care available is appropriate. HTH personnel are principal allies if you need assistance of if it is determined a transfer is in the student's best interest. A decision to move a student is ideally the result of an accord between local medical personnel, HTH consultants, the student (if it is possible for him/her to participate in the decision), the student's family and you. The bottom line, however, is that your judgment will weigh heavily since you are the professional contact on-site. You or another program faculty member should accompany the student. If it is not feasible, you must feel satisfied that the student is in good hands. If it becomes necessary for the student's family to join him/her, you will need to make every effort to facilitate their travel and support them upon arrival. There is some provision for this in the HTH medical benefits.

Assault or Rape

Questions for assessment:

- What are the major details of the incident?
- Is counseling available?
- Has appropriate local law enforcement been notified?
- Were there witnesses?
- Does the victim want to return to the U.S.?
- What are the likely academic and financial consequences of returning to the U.S.?
- Are the victim and the counselor aware of these consequences?

Sexual assault victims do not always tell someone at the time of the incident. However, they may tell you at a later date or you may notice incident-related symptoms (e.g. anxiety/depression, pregnancy, STD). Individuals (men and women) who report that they have been sexually assaulted should be treated in a compassionate, non-judgmental manner.

In the event of an assault or rape, encourage the student to go to a hospital/clinic after the assault as soon as possible. Students reporting rape should be asked to not urinate, defecate, rinse their mouths, bathe, or clean under their fingernails before examination, if possible. Inform the student that this request is to help obtain evidence that might later be used in court and is not in itself for medical reasons.

The attending doctor should tend, first and foremost, to the student's well-being. The student should not be left alone and should be taken to a comfortable, safe area. The student may prefer to be accompanied by a friend. Consent from the student must be given before examination and treatment.

Remember to keep the victim's name confidential. The victim's name should be protected to the maximum extent possible. The victim must authorize, in writing, the release of confidential medical information or notification of his/her condition to family members.

Once you have been notified of an assault or rape (actual or attempted), as the Director, you must:

- Not leave victim alone
- Provide support for the victim
- Ensure other students are safe
- Notify the Study Abroad Office the incident has occurred.
- Encourage victim to go to doctor (who can then treat injuries, give examination, provide pregnancy and STD protection, recommend counselor, etc.)
- Arrange for medical treatment or evacuation
- Maintain medical confidentiality
- Provide and/or arrange psychological support
- Document everything: type of assault, date and time, location, whether assault was related to the program, whether assailant is known, number of assailants, if weapons were involved, and all steps taken after the incident was reported to you.

Missing Person

Questions for assessment:

- What is the description of the student (height, weight, eye color, hair color, hair length, gender, race, other distinguishing factors, and clothing at time of disappearance)?
- When and where was the person last seen or heard from?
- Did the person tell anyone of plans to be absent?
- Does anyone know where the person may have gone?
- How was the person traveling? (Alone or in a group, on foot or by train, etc.)
- If the person left and was expected to return at a specific time, what was the date and time of the expected return?
- Are reliable search and rescue departments available on-site? Have they been initiated? Should they be initiated?
- What is the student's passport number?
- Have the local missing person officials been notified?
- What is the agency and case number assigned?
- Has the U. S. State Department been contacted?
- Who is the contact that the State Department (name, title, phone)?
- Has the State Department initiated a Welfare and Whereabouts check? For which countries?

Prior to departure, be sure to remind students that if they will be traveling on weekends that they are required to leave a copy of their itinerary with you. Also arrange for students to notify you by phone if they change their travel plans and will not be back by the time they had declared. Ensure that they know how to get in touch with you (using local phone systems). Inform them that if they are over 24 hours late without notification, you will try to discover their whereabouts and depending on the circumstances (where the student went, with whom, special circumstances, etc.), you may notify relevant authorities.

Arrest

Questions for assessment:

- Has the student been detained?
- Has the U. S. Embassy been notified?
- What was the Embassy's response and advice?
- What agency made the arrest?
- Have charges been filed?
- What are the charges?
- Were there witnesses?
- What are the names, addresses and phone numbers of the arresting authorities?
- What is the case number?
- What rights have been granted?
- Is the student entitled to place a phone call?
- Does an attorney represent the student?
- What is the name, address and phone number of the attorney?

If a student is arrested on your program, be sure to get the answers to the above questions and then contact the Study Abroad Office. Then a determination will be made as to a course of action, depending on the severity of the charge.

Political Emergency or Natural/Man-Made Disaster

Questions for assessment:

- Has the U. S. Embassy advised participants to take appropriate action?
- Have all participants/staff been made aware of these precautions, and have you documented the situation?
- Are all participants/staff following these precautions?
- Have local authorities imposed a curfew?
- Is travel in or out of the country being restricted in any way?
- Is the group in danger?
- Who or what is the target of the unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security/public safety personnel are present?
- Are they unusually visible?
- How is the military behaving with respect to the civilian populations?
- Is airlift a desirable and viable action?

Terrorism or anti-American sentiment – in general, advise students to do the following:

- Avoid American hangouts or U. S.-based businesses that might be targets for terrorists (such as clubs, restaurants, or the embassy/consulate).
- Avoid speaking loudly in English when walking with groups of other Americans

- Avoid dressing in ways that identify them readily as Americans (university t-shirt, baseball hat, shorts, etc.).
- Exercise care in how much information they give to strangers be skeptical of new acquaintances.
- Be alert to any danger signs such as the presence of suspicious-looking strangers or unidentified packages.
- Keep abreast of local news through TV, radio and newspapers.
- In airports, bus terminals and train stations, do not linger at ticket counters; go immediately to departure area after conducting your business.
- Do not borrow suitcases from anyone. Do not agree to monitor or carry any luggage or package.
- Removal all luggage tags or other external items that provide identification (keep ID inside your bags and use an email on the tag vs. a postal address).
- Stay in touch with families and/or the Study Abroad Office staff so that they know students are safe and where to reach them in case of an emergency.

Terrorism or anti-American sentiment – in the event of a threat, you need to do the following:

- Eliminate outward signs on the program premises of American presence.
- Visit the US Embassy or Consulate website or call for advice. Check with them daily or more often if necessary. Make certain they have your contact numbers and websites on hand.
- Stay in touch with the Study Abroad Office.
- Be vigilant about incoming mail. Alert authorities to the presence of anything unusual.
 Do not open or allow students to open suspicious letters or parcels.
- Make a rapid communication plan, such as a phone tree. Practice it to see that it works.
- Ask students to give you detailed travel plans or, if necessary, details of their schedules on a daily basis. Cancel travel as necessary.
- Control access to the program site.

Hostage Situation

Questions for assessment: (same as Missing Persons and Political Emergency), but include:

- Has the U. S. Embassy there been notified?
- What is the Embassy's response and advice?
- Who is the contact person at the Embassy (name, title and phone)?
- Who is the contact person at the U. S. State Department in Washington (name, title and phone)?
- Have the kidnappers made contact?
- Have the kidnappers identified themselves?
- Who are they and what do they want?
- Is negotiation support available onsite?
- Note that BSU will not be able to provide ransom in the case of a hostage situation.

Death

In the event of a fatality, wait for legal authorization (usually the local authorities) before moving the body. Arrange for photographs before the body is moved. You should, if at all possible, make a positive identification of the body. You should notify the Study Abroad Office immediately. You will most likely need to make the on-site arrangements with the Embassy and HTH for repatriation.

The responsibility for supporting other students will fall heavily on you also. BSU counseling personnel can be very helpful to you and the students over the telephone or Skype. Their phone number is 765-285-1736. After 5:00 pm the phone number is 765-747-7330. Do not fail to utilize their resources. Explore the possibility of utilizing local trauma counselors if it seems like a good idea.

Family Notification

In any death occurring off-campus and overseas while on a BSU study abroad program, the Director of Study abroad and the Vice President of Student Affairs will confer before any action is taken to notify the family.

The most likely notification procedure would be for Student Affairs to follow its standard guidelines to make the initial contact, with the Study Abroad Office making a follow up call or visit to provide details of the incident.

Program Cancellation

In the event of a terrorist attack or other event that jeopardizes the health and safety of program participants, it is possible that a program may need to be cancelled. If appropriate and feasible, moving the group to a different site may be an alternative to cancellation. The decision will be made by the Study Abroad Office, in conjunction with the faculty director.

If the cancellation occurs before or soon after the program begins, every effort will be made to refund recoverable costs to the participants. If the emergency occurs toward the middle or end of the program, it may be best to evacuate the group back to the U.S., but to make arrangements to continue the coursework through a form of independent study, rather than cancel the program altogether.

If a program is not cancelled, but an individual student feels uncomfortable about going abroad or remaining on-site, they should be allowed to withdraw. The Study Abroad Office would not be obligated by policy to offer a refund in this situation, but would, in practice, reimburse any recoverable costs.

Ball State University is willing to provide assistance when possible, so that students in a crisis situation will not be unduly penalized either academically or financially. The exact extent of the University's support would be determined by the nature and circumstances of the situation itself.

Resuming an Interrupted Program

A decision to resume a program after an emergency or evacuation as the result of a crisis will be made by the International Travel Committee after a review of the situation, input from the study abroad and faculty director, and consultation with the U. S. State Department and the U.S. Embassy/Consulate in the country.

Media Communications

The first actions taken following an accident, death, or emergency may well determine whether a situation is contained or leads to panic or rumor mongering. All statements to the press should be made exclusively through the appropriate BSU offices. Many difficulties may arise when more than one source releases information to the media. The study abroad office will work with University Communications who will in turn release information to the media.

Legal Difficulties, Record Keeping

If a situation arises in which a student may require academic disciplinary action, the home campus is the final authority. U. S. faculty are usually unable to be of much assistance should a student be arrested for violating a law of the host country, but may be able to intercede with officials in minor cases. Do not depend on the American Embassy or Consulate for any help in such cases, especially if drugs are involved. As with all serious problems, please contact the Study Abroad Office to advise us of the circumstances.

Whenever there is an incident of any kind which may involve insurance or which has the potential for legal action (accidents, thefts, sexual harassment, etc.) please keep copies of all receipts, relevant paperwork, and carefully documented notes on the event. These notes should include conversations you may have had with the student, local faculty or staff, or BSU Study Abroad Office, and any actions you may have taken. The dates and times of these events are very important. Please send a copy of your notes to the BSU Study Abroad Office so that we may refer to a written record. There is an Incident Documentation Form in the Appendix of this handbook.

Student Conduct

We recognize that the students participating in BSU programs are legally adult and responsible for their own behavior. However, they are also considered representatives of BSU as well as the United States. It is your responsibility to advise the students when they are offending the norms of the host country. Part of the pre-departure and on-site orientation should including discussion of those norms and typical ways in which foreigners may unknowingly violate them. Students need to be aware that they are subject both the host country laws, to the BSU Code of Student Rights and Responsibilities, from which prohibited behaviors are listed is in the Appendix of this handbook, the complete text of the Code can be found at www.bsu.edu/studentcode), and to the Study Abroad Office policies and guidelines.

In the case of a serious violation which jeopardizes the safety or well-being of the offender, other students, or members of the host culture, students should understand that such behavior may result in dismissal from the program, failure of courses, loss of program costs, and/or an early return home at the student's expense. You have the authority to remove a student from the program for inappropriate or dangerous behavior.

You should consult with the Study Abroad Office in any case of student conduct, but especially prior to dismissing a student from the program, to ensure that proper procedures are followed. We can provide guidance based on our past experience as well as solutions to certain situations, such as a behavioral agreement. We also consult regularly with other offices on campus, such as Risk Management and Student Rights and Community Standards in such cases to ensure that due process is provided and the proper steps are taken for the safety and well being of the student, the program staff and the University. In the case of a dismissal, it is also important that we verify University procedures.

Due Process

Due process is, by law, a necessary component of "proper procedure". The following are recommended procedures for the director's on-site adjudication of code violations:

- 1. Send notice of meeting to accused student with time, date, and location and also stating alleged violations of the Code of Student Rights and Responsibilities.
- 2. Meet privately with accused student.
 - a. Share information that you have regarding the incident.
 - b. Re-state what alleged Code violations are involved.
 - c. Allow the student to share, from their perspective, what occurred in this incident.
 - d. Ask student if "responsible" or "not responsible" for the alleged violations.
- 3. If student accepts responsibility, impose sanctions ranging from official reprimand up to disciplinary probation.
- 4. Send student hardcopy letter and email copy of sanction letter. (Copy to Study Abroad Director and Office of Student Rights and Responsibilities).
- 5. If student pleas "not responsible", s/he is entitled to some type of hearing.
- 6. Maintain confidentiality of student's disciplinary record. Information cannot be released without prior permission of the student.
- 7. If necessary, interview other individuals involved in an incident and take written statements from them. Share that information with the accused student.

NOTE: No decision of responsibility or imposition of sanction can occur without due process.

In any case involving due process associated with dismissal procedures, the Study Abroad Office will act as your campus liaison with all relevant offices on campus, such as Dean of Students, Office of Student Rights and Responsibilities, Counseling Center and the Office of University Compliance to ensure the proper steps are taken for the safety and well being of the student, the program staff, the Study Abroad Office, and the University. In the case of dismissal, it is also important that we verify University procedures.

<u>Director Conduct</u>

Just as students must abide by BSU conduct rules, policies and guidelines while on the program, you and any program staff must adhere to BSU policies as well. Some, but not all, of the possible examples of unacceptable conduct are:

- Reporting to work under the influence of alcohol or illegal drugs, or using alcohol or illegal drugs on the job
- Stealing state property or funds, or knowingly misusing state property
- The willful violation of known or written work rules
- Jeopardizing the safety of persons or property
- Inappropriate relations with students

Note about alcohol: many study abroad programs travel to locations where alcohol is consumed in a more social manner than in the U.S. Regardless, as a BSU employee, you will be held accountable for your actions and the consequences thereof. The consumption of alcohol and/or the results of such consumption are never considered to compromise personal responsibility or accountability. It is important for program staff to keep their own alcohol consumption to a minimum; even during what is considered free time, so that their judgment is never compromised or impaired.

Sexual Harassment

As the director, you will most likely have to initially manage any sexual harassment complaints that happen on-site, unless the complaint is against you directly. It is your responsibility to ensure the immediate safety of the student and take corrective action to ensure the student's long-term safety. This may require the dismissal of on-site faculty from BSU contract and/or the dismissal of any offending students from the program.

Directors and program staff themselves should be careful to avoid any behavior which could be misinterpreted as inappropriate between professor and student. All students and program staff are required to adhere to the BSU policy on sexual harassment. Any sexual harassment complaints should be reported to the Study Abroad Office immediately.

Mental Health

Stress is the number one cause of exacerbation of a pre-existing mental illness, and adjusting to another culture typically involves stress for any program participant. It is important for you to be Familiar with the warning signs of mental illness, to identify the condition, and to seek help for the student as early as possible. Behavioral warning signs include, but are not limited to: an inability to communicate clearly, an unusual or markedly changed pattern of interaction (such as totally avoiding participation, becoming excessively anxious when called upon, or dominating discussions when this was previously not the case), extreme behavior fluctuation within a relatively short time span, a depressed or lethargic mood, being excessively active and talkative (very rapid speech), swollen or red eyes, marked change in personal dress and hygiene, being sweaty (when the room is not hot), or falling asleep inappropriately.

Even if unusual behavior is due to more transient culture shock, it is important to follow up with the student and offer support. If a problem does arise, you should not attempt to make serious decisions alone, but should seek assistance by contacting the Study Abroad Office. Additionally, the BSU Counseling Center is an excellent resource that is available to staff and students any time and can help coordinate a plan of action.

<u>Visitors for Students</u>

Often student participants will have friends or families visiting during their participation in the program. Those visitors are not allowed to stay with the students. They must find housing on their own. Again, if they join in any program activities, they must pay their own way.

FACULTY RESPONSIBILITIES AFTER THE PROGRAM

<u>Grades</u>

You will responsible for reporting grades for the classes you teach immediately at the end of the semester. This is typically done via the electronic Gradebook.

Evaluations

Students should be asked to complete a program evaluation form at the end of the program. A copy the forms, as well as the instructions, are included in the Appendix of this handbook. The information they provide on classes, excursions, housing, and other matters is very helpful for improving future programs. Please encourage students to take a thoughtful approach to their comments for the benefit of students to follow. One student should be designated to collect, seal and mail the completed evaluations to the

Study Abroad Office. You will have an opportunity to read the evaluations after they have been reviewed by the Study Abroad Office and use the results to plan future programs.

Faculty Report

Similarly, we require that you submit an evaluation report of your experience within one month of the end of the program. Like the student evaluations, the Study Abroad Office and future program directors benefit from your unique perspective. This report should include:

- Your original personal objectives and expectations and how they were realized;
- The performance of your students both inside and outside the classroom (grades, intellectual level, conduct);
- An assessment of the learning outcomes identified for your program
- Your observations on excursions, facilities, local faculty and courses, personal on-site living conditions, site administration, Study Abroad Office support, and recommendations to share with future directors.

Final Finances

Submit all receipts and expense worksheets to the Coordinator for Field Study Budgets immediately upon your return. Please refer to the "Budget" section of this handbook for details on final receipt submission.

Debriefing meeting with the Study Abroad Office

Meet with the Study Abroad Director after you have submitted your Faculty Report to review the program and discuss any needed changes for the next program. This meeting will generally cover:

- Budget issues
- Evaluations
- Incident Documentation Form Review
- Future program plans
- Any other relevant concerns

<u>Promotion of Future Programs</u>

The Study Abroad Office may ask the alumni faculty to help promote study abroad. We encourage you to participate and to talk to all your students about the value of international education. You may be asked to help with future faculty orientations to discuss your experiences.

Questions

If you have any questions related to the content in this handbook do not hesitate to contact the Study Abroad Office at + 1 (765) 285-5422.

BALL STATE UNIVERSITY EMERGENCY CONTACTS

Rinker Center for International Programs 765-285-5422

Jim Coffin, Director of Study Abroad 765-285-2652

765-286-0180 (home)

Ball State University Police (After hours) 765-285-1111

Ball State Counseling Center 765-285-1736

765-747-7330 (after 5pm)

Student Rights and Community Standards 765-285-5036

Chanda Fouse, Coordinator of Field Study Budgets 765-285-6351

ENTER YOUR DEPARTMENTAL INFORMATION, WITH NAMES AND PHONE NUMBERS HERE:

INCIDENT DOCUMENTATION FORM Date of Incident: Description of Incident: Who was involved: Student(s) (Please list names) Faculty Location of Incident: Initial contact with BSU: Date: _____ Time: _____ Name: ______ Phone: _____ Initial contact on location: Date: _____ Time: ____ Name: ______ Phone: _____ List, in chronological order, the steps taken to deal with the situation (use other side if necessary): List any other pertinent information: _______ Person documenting the incident: Name: _____Phone: _____

Return to Study Abroad Office: Fax: +1(765) 285-3710

BSU Code of Conduct

Prohibited Behaviors Listed in the Ball State Code of Student Rights and Community Standards

Offenses Against Persons:

Harassment – Actions, whether physical, oral or written, that are sufficiently severe, pervasive, or persistent that it interferes significantly with an individual's employment, education, or living conditions, and that have the purpose of creating a hostile or intimidating environment and which are directed at a specific individual(s). See also Sexual Harassment Policy and Anti-harassment Policy.

Hazing - Any mental or physical action, requirement, or request of, or obligation placed upon any person which is harmful to the health, welfare or academic progress of the person, or which is personally degrading to the individual involved (See also University Anti-hazing Policy).

Physical Abuse - Physical harm of any person or persons or threat of physical harm of any person or persons which causes that person to be reasonably apprehensive of physical harm.

Privacy Violation— Use of audio, video or photographic devices to make an image or recording of an individual without that person's prior knowledge or consent, when such image or recording is likely to cause injury or distress to the reasonable person and when the image or recording occurs in a private area such as a residence, including a residence hall room, a public or private restroom, or a dressing/locker room. These examples of private areas are by way of illustration and not limitation.

Sexual Misconduct –Sexual intercourse or sexual touching, however slight, by one person upon another without effective consent or when it involves compelling a person to submit to such conduct by force, threat of force, use of intoxicants to impair a victim's ability to give consent or otherwise taking advantage of any impairment which might render a person incapable of making a reasonable or rational decision about sexual activity. As defined by the State of Indiana, sexual misconduct also includes any sexual act when the person is not of legal age. See also Sexual Misconduct Policy.

Stalking - intentional, repetitious or continuous actions that are intended to frighten, harass, annoy, threaten, or alarm another person.

Offenses Related To the Operation of the University

Academic Dishonesty

Aiding and Abetting - Knowingly, recklessly or willfully encouraging or assisting others to commit acts prohibited by this code.

Computer Misuse - Any behavior violating policies governing the use of the University's computer system and related equipment/technology. See also Information Technology Users' Privileges and Responsibilities Policy.

Disorderly Conduct - Conduct that is disruptive of campus life or University activities, or that is a matter of public indecency, or a breach of the peace.

Failure to Comply - Failing to comply with verbal or written instructions of University officials acting in the performance of their duties and made within the scope of their authority, or failing to identify oneself upon request of a University official.

False Information - Submitting false information or records to a University official or office.

Fraudulent Use - Forgery, alteration, taking possession of or the unauthorized use of University documents, records, keys or identification without the consent or authorization of appropriate University officials.

Interference with a Reprimand - Obstructing or interfering with the reprimand, discipline or apprehension of another person who is involved in a violation of this Code or any other University rule or regulation.

Obstruction or Disruption - Obstructing or disrupting the teaching and/or learning process in any campus classroom, building, or meeting area, or any University-sponsored activity, pedestrian or vehicular traffic, classes, lectures or meetings, obstructing or restricting another person's freedom of movement, or inciting, aiding, or encouraging other persons to do so.

Residence Hall Policies - Violating residence hall rules and regulations, or the housing contract.

Solicitation - Engaging in solicitation of any type on University property without appropriate authorization.

Violation of the Law - Committing or attempting to commit any act that would be a violation of local, state or federal law on or off University property, when such behavior is judged by the Office of Student Rights and Community Standards to be detrimental to the University's educational process or objectives.

Other Policy Violations - Violating any other published University policies not specifically a part of this Code.

Violations That Compromise The Health/Safety/Welfare Of Others

Alcohol -Using, possessing or distributing of alcoholic beverages except as expressly permitted by law and University policies.

Alcohol Policy

When students choose to consume alcoholic beverages, Ball State University encourages responsible practices and behavior in accordance with campus policies, the laws of the State of Indiana and the City of Muncie. Violation of University policy and local and state laws related to alcohol on or off campus will result in disciplinary action.

General Guidelines

University Sponsored Events - Illegal purchase, service, consumption, or possession of alcoholic beverages at any University-sponsored event on or off campus is prohibited. Upholding applicable local, state, and federal laws in connection with this policy is the joint responsibility of the persons in

attendance at the activity, the sponsoring organization, and the management of the establishment in which the activity is held.

Illegal purchase, consumption, or possession of alcoholic beverages by any student under 21 years of age is prohibited wherever it may occur.

Providing alcoholic beverages at any time to an individual who is under 21 years of age is strictly prohibited.

Adverse behavior as a result of alcohol consumption, including disruption, disorderly conduct, and public intoxication shall be a violation of the Student Code.

The sale of alcoholic beverages by any person without a license is strictly prohibited.

Students found responsible for providing alcohol to minors and selling or distributing alcohol in violation of state law shall be in violation of the student code.

Students hosting parties where alcohol is provided to minors, provided in excess to others, or otherwise distributed in violation of the law shall be subject to possible suspension or expulsion from the University.

On Campus - With respect to the service, possession or consumption of alcoholic beverages on the Ball State University campus, state statutes and city ordinances will be enforced in addition to the following regulations:

Residents who are of legal age to possess or consume alcoholic beverages and who reside in University-operated, rental or lease units may possess and consume such alcoholic beverages in the privacy of their residences.

Consumption and possession of alcohol may be permitted on some residence hall floors where all residents are of legal age to possess or consume alcoholic beverages. Such use of alcoholic beverages will not be permitted in the public lounges, study lounges, recreation areas, dining rooms, or any area other than the student rooms.

Arson - Attempting to set fires, or acting in a manner that disregards fire safety rules and results in a fire.

Drugs - Using, abusing, possessing, selling, distributing, manufacturing, or transferring narcotics, illegal drugs as defined by federal, state, or local laws, or any controller substance, (including marijuana, inhalants, and abuse of over-the-counter drugs and prescription drugs), except as expressly permitted by law. Possession of drug paraphernalia which can be demonstrated to be linked to illegal drug activity is also a violation of this policy.

False Reporting - Falsely reporting an emergency.

Gambling - Engaging in gambling, wagering or other games of chance in violation of the law

Smoking - Smoking in areas on campus other than those designated for smoking.

Tampering with Fire Equipment - Unauthorized use, activation or alteration of firefighting equipment, fire safety or other emergency equipment.

Weapons - Transferring, using, possessing or manufacturing explosives, fireworks, firearms, dangerous chemicals, or any other weapons (deemed capable of causing bodily injury or property damage), on University property.

Offenses Against Property

Misuse of Property – Trespass, occupancy of, unauthorized entry into, possession of, receipt of or use of the property of another person, of the University or of University services, facilities or resources including, but not limited to, the University's name, seal or insignia.

Theft, Vandalism - Theft, vandalism, unauthorized use, possession, damage to, or destruction of public property, University property or the property of another person.

Offenses Involving the Judicial Process

Improper Influence - Attempting to influence the decision of a member of a judicial body or a designated judicial officer, or attempting to discourage that person's participation in a judicial proceeding.

Intimidation of Participants - Attempting to intimidate, coerce or influence a witness, complainant or other persons participating in the judicial process.

Providing False Testimony - Providing false testimony or false information in the judicial process or knowingly making unfounded accusations against another individual.

Sanction Non-compliance - Failing to complete or to comply with a disciplinary sanction.

PROGRAM EVALUATION INSTRUCTIONS

Enclosed please find an evaluation form, which must be filled out by each program participant. Run the appropriate number of copies needed for your group.

- Administer the evaluation during the last group meeting of the program.
- Explain that the evaluations will be confidential. That is, the program faculty is expressly forbidden to read the evaluations until after they have been submitted to the Study Abroad office for review AND grades have been posted.
- Ask a trusted student to administer the evaluations while you are outside of the room.
- Every participant must fill out a form. (If they refuse for some reason, ask them to write a brief statement across the top of the form, such as "I choose not to offer feedback on this program.")
- The student administrator should make a note of the total number of evaluations enclosed. This number should be written down (form provided) and put inside the envelope.
- The student administrator should seal the envelope and sign across the seal.
- The sealed envelope may then be returned to the program director who will then mail or deliver it, unopened, to the Study Abroad Office at the end of the program.

The Study Abroad Office will review the evaluations and send a copy to the director. Evaluations will then be discussed between the Study Abroad Office and the director to identify strengths and plan any changes that might be needed.

Thank you for your close attention to these details. We appreciate your help in this process.

PROGRAM EVALUATION COVER SHEET

Please enclose this form in the packet, together with the completed evaluation forms.
Program name or location:
Number of completed evaluation forms included in this packet:
Total number of participants in this program:
Name of person collecting the evaluation forms (who will seal the packet and sign their name across the seal):
Email of person collecting the evaluation forms:

PROGRAM EVALUATION

Please note that this form is designed for use by participants on all faculty-led programs administered through the Ball State University Study Abroad Office. There may, therefore, be questions which do not apply to your particular experience.

Please be candid! None of your responses on this evaluation will in any way affect your grades or credit. Your thoughtful responses will assist us in improving our study abroad programs.

Program Name: _____

Program Director:	
Program dates: to	
Course(s) taken:	
Were the assignments (essays/readings/exams) adequate? Too easy? To	oo difficult?
Was the amount of reading for the course(s) adequate? Inadequate? To subject?	o difficult? Relevant to the
Please comment on your instructor(s) strengths, weaknesses, and overall	capability.
	, ,
If applicable, please comment on the strengths and weaknesses of other assistant, local faculty, etc.)	program personnel (graduate
If field trips were included, were they well-integrated into the academic vyou suggest doing more or fewer field trips? Why or why not?	work of the course(s)? Would

Indicate how adequately the program provided you with the following materials and services:												
Genera	al publici	ty mater	chures,	web, etc.)	c.)	Exceller	nt	Good	Fair	Poor	N/A	
Pre-departure orientation and materials Travel information and/or arrangements On-site informational support						•						
								-				
Please comment on particular strengths and weaknesses, if any, of the above that you feel merit further elaboration.												
How well did the program structure, staff, and location help you participate in and/or understand the host culture?												
What was the best aspect of the experience?												
What was the least valuable aspect of the experience?												
Taking all aspects into account, how would you rate the program?												
1	2	3	4	5	6	7	8	9	10			
Poor									Excelle	ent		
Would you recommend this program to other students? Why or why not?												

Additional comments and/or advice for improvement?