

Study Abroad Programs
Annual Program Director Meeting

Cultural Insurance Services International (CISI)

- ▶ **\$1.26/day** (\$8.82/week vs. old HTH \$9.48 / week)
- ▶ **15-30 days prior to departure, your Study Abroad Advisor will contact you to 1) clean up your Terra Dotta enrollments and 2) register you and your group. PDF of cards will be delivered 7-10 days prior to departure.**
- ▶ **Students also receive an email with instructions to complete registration online and print ID card**
- ▶ **Invoices will be sent to Business Managers**
- ▶ **Students are still advised to go online and extend their insurance if traveling abroad before or after program dates.**
- ▶ **Covers emergency treatment, evacuation, and repatriation**

CISI Login

Cultural Insurance Services International (CISI) - Windows Internet Explorer

http://www.culturalinsurance.com/

File Edit View Favorites Tools Help

Google Search More >>

Cultural Insurance Services International (CISI)

About Us | Contact Us | U.S. Provider Search

Login to myCISI Login to myCareMed

CISI
Cultural Insurance
Services International

No matter how far you travel...
We're there.

Get Started...
Find the right insurance solution to fit your needs.
I am a:
Student or Scholar
Go!

Insurance for Individual Students or Scholars
Comprehensive, affordable insurance plans
Starting at only \$31 per month
View plans

Insurance for Educational Travel & Cultural Exchange Groups
Customized worldwide insurance plans for your group
Dedicated support and services
Learn more





Quick Links for Members
[Find my Group's Plan](#)
If you have been given a sponsor code by your group insurance administrator, enroll today.
[Emergency Assistance](#)
Multi-lingual emergency assistance available 24/7.
Login to myCISI Login to myCareMed

What's New at CISI?

http://www.culturalinsurance.com/groups/

start 10 Intern... 3 Microsof... Document1 ... Adobe Acro... 4 Microsof... 2 Microsof... 6 Adobe R... About CISI ... Microsoft Po... 9:35 AM

CISI: Country, State, City Safety




PRACTICAL INFO MEDICAL INFO SECURITY INFO PROVIDER SEARCH

Alerts in Burundi

GMT Time [03:37 UTC 1] Local Time [23-May-2015, 04:37]

Recent health alerts Recent security alerts



Emergency Numbers:
Within the US: 1-855-327-1411
Worldwide: 1-312-935-1703

SECURITY ALERTS IN BURUNDI

Alert Scale Local Country

- Coup Attempt Update 9 - Burundi**
Wednesday, 20 May 2015 22:00:00 To Friday, 29 May 2015 22:00:00
- Coup Attempt Update 8 - Burundi**
Sunday, 17 May 2015 22:00:00 To Sunday, 24 May 2015 22:00:00
- Civil Unrest Update 4 - Burundi**
Sunday, 10 May 2015 22:00:00 To Sunday, 24 May 2015 22:00:00

[More Alerts >>](#)

HEALTH ALERTS IN BURUNDI

Local Country

No recent news at this moment

HEALTH NEWS FROM THE WORLD HEALTH ORGANIZATION

Local Country

Provider Search (*non-emergency*)



PRACTICAL INFO



MEDICAL INFO



SECURITY INFO



PROVIDER SEA

Provider Search

Provider Type

Select a specialty

Select City:

My Location

Range in km (1-50)

Search



Emergency Numbers:
Within the US: 1-855-327-1-
Worldwide: 1-312-935-170:

SECURITY ALERTS IN B

- 1** **4** Alert Scale | Local [
- 1** Coup Attempt Update 9 -
Wednesday, 20 May 2015 22:00
Friday, 29 May 2015 22:00
 - 1** Coup Attempt Update 8 -
Sunday, 17 May 2015 22:00
Sunday, 24 May 2015 22:00
 - 1** Civil Unrest Update 4 - B

Program Director Application

Created for you in Terra Dotta (prompt from your Advisor)

- ▶ **Itinerary**
- ▶ **Emergency Contact Information**
- ▶ **Passport Upload (optional)**

Program Director Care Packages

- **CISI Insurance Cards**
- **Health Clearance Forms**
- **First-Aid Kits**
- **Emergency Pocket Brochures**
- **Receipt Booklet**
- **Note from your respective advisor**
- **Copies of passports (if requested)**
- **Independent Travel Forms/Incident Report Forms**
- **GSU Luggage Tags/Paws**
- **Pounce**

Health Clearance Forms

- ▶ **Students must be cleared by a doctor to participate in program**
- ▶ **Doctor faxes or mails form to Study Abroad (has to be direct)**
- ▶ **We check off forms as we receive them**
- ▶ **If a student is not cleared or does not submit a form, he or she is not permitted to accompany the group**

Pre-Departure Orientation

1. Location/Staffing

- **This space is YOUR space**
- **Your assigned advisor is always happy to attend**

2. Communication

- **Our communication plan? Your phone, my phone**
- **Communication plan for students (with their loved ones)**
- **Rendezvous Location(s)**
- **Buddy System**
- **Pocket Brochure**
- **Cell success (from service providers to adapters/converters)**
- **Group Me App**
- **(Use your ATLAS student: before, during, after)**
- **Princess Breanna and Justine Sacco: mind your Tweets**

Pre-Departure Orientation

2. Communication (continued)

- **Transnational Social Media: eroding cultural barriers or broadcasting myopic views without critical thought?**



Pre-Departure Orientation

2. Communication (continued) Jon Roson: *When online shaming spirals out of control*

Pre-Departure Orientation

3. Safety

- **No walking home alone (especially at night)—where's the buddy?**
- **No participation in *any* political demonstrations**
- **Free time or, high-risk-time**
- **Food/dietary concerns (vegans/vegetarians: practice!)**
- **Attitudes toward women/minorities**
- **Country/culture specific traditions, taboos, laws (how 'other' will your group of students be?)**
- **ATLAS Student: alternate 'director' who will act as the group leader in case of emergencies**
- **www.studentsabroad.state.gov**

4. Behavioral issues

- **Students are GSU ambassadors**
- **GSU Student Code of Conduct applies 24/7 abroad**
- **Identifying the warning signs of troublesome students (perhaps you already know?)**

Pre-Departure Orientation

5. Alcohol

- Students are subject to the laws of the host country
- Know the drinking age in the host country and expect students to comply
- If drinking yourself, do so in moderation, especially when with students
- Drinking around students is not recommended

6. Finances

- Credit cards (No foreign transaction fees: *Discover It-Miles, Capital One Venture*)
- Debit cards (No transaction fees worldwide: *Schwab*)
- Everyone should notify their bank and credit card company
- Traveler's Checks: beware of 'old' (Gen X and up!) advice
- How much paper money to bring, if any? (airport ATM or pre-departure?)

THINGS WILL BE DIFFERENT: PREPARE YOUR STUDENTS

Pre-Departure Orientation

7. Medications

- **Bring your prescriptions...and then some**
- **Prescriptions must be in their original container**
- **Check with your embassy/consulate and/or CISI for updates on illegal medications**

8. Packing

- **A middle-aged man reminisces about gravity**
- **Leave the bling**
- **Tablets, Laptops and the computer in their pocket**
- **Chile is cold**

Pre-Departure Orientation

7. Alcohol

- Students are subject to the laws of the host country
- Know the drinking age in the host country and expect students to comply with it
- If drinking yourself, do so in moderation, especially when with students
- Drinking around students is not *recommended*

THINGS WILL BE DIFFERENT: PREPARE YOUR STUDENTS

Personal Liability

- ❖ Georgia State provides a liability limit of **\$1,000,000** for each employee if allegations are made regarding wrong doing while operating within the scope of your employment and services performed on behalf of the university
- ❖ Program directors are expected to respond to emergencies with reasonableness and good faith (Prudent Man Theory)
- ❖ Suits filed against the GSU faculty for actions while leading a program will have representation provided by the State of Georgia

Protect GSU from Potential Liability

FERPA

- Protect students' records (includes contact info, passport numbers, etc.)

Title IX

Requires prompt and effective response to complaints of sexual discrimination

- Situational Awareness: Do not hold office hours in your hotel room
- Situational Awareness: Avoid excessive alcohol consumption with your students or while on duty
- Situational Awareness: You are not trained in this field: do not try to handle the situation by yourself

CLERY

(Cleary is about reporting after an incident: see 'Incident Reports' later on)

Reducing liability for you and the University

- ❖ Disclose any known dangers regarding the program. Advise or clarify if “warnings are issued in the native language”
- ❖ Disclose disciplinary action to be taken for rule violation
- ❖ Disclose all significant cultural differences between countries
- ❖ Identify potential risks of host country from the US State Department website
- ❖ Waivers and releases of liability *must* be included in any agreement and most any agreement (\$5000+) should pass through Legal.
- ❖ Be sure that parents have signed for minors, if any.

Unfortunately, SA can result in student injuries and lawsuits....

- *Paneo v. Pasadena Community College*: student is paralyzed after falling six stories when balcony railing collapses at apartment building in Italy
- *Munn v. Hotchkiss School*: student gets encephalitis when hiking in tick-infested area of China
- *King v. Eastern Michigan Univ.*: students repeatedly called sexually derogatory names by TA and other students; Professor did not intervene
- *Fay v. Theil College*: student becomes ill on study abroad in Peru; in hospital receives unnecessary appendectomy and is sexually assaulted by doctors

Remember...

Your University contacts are here to help!

Employee Injuries While Abroad

- Program Directors are GSU employees travelling abroad for work
- Study abroad program directors are covered by Workers Compensation
- Bills should be submitted to DOAS Workers Compensation
- To initiate the claim, the employee or supervisor should contact Safety & Risk Management

Mental Health

Travel-related stress can trigger or exacerbate pre-existing psychiatric or behavioral conditions. What you can do?

- ▶ **Encourage students to disclose possible mental health conditions prior to travel. They should also contact the Office of Disability Services.**
- ▶ **Keep an eye out for any warning signs**
- ▶ **Advise students not to sleep excessively or isolate themselves.**
- ▶ **If problems arise while abroad, contact [SAP](#).**
- ▶ **Counseling is available immediately or upon return. If desired, [SAP](#) will put a counselor in contact with students.**

Discipline Problems

Should They Occur:

- ▶ Refer to Student Code of Conduct
(Review at your orientation sessions <http://codeofconduct.gsu.edu/>)
- ▶ Keep **SAP** informed of developing situations
- ▶ Document Incidents...

What is an ‘incident’?

- **Rape/Assault/Sexual Assault: in short, would you call the police?**
- **Severe food poisoning/allergic reaction as well as any...**
- **Serious illness**
- **Anything of a psychiatric nature**
- **Any incident involving injuries (bar fights, sports/leisure accidents, ‘slip and falls’)**
- **Natural disasters (hurricanes, earthquakes)**
- **Terrorist attacks**
- **Victims of crime**
- **Civil unrest**
- **Outbreak of war**
- **Anything “newsworthy” regardless of its impact on students or programs**

What is an 'Incident Report Form'?

How do I get this to SAP?

What will happen next?

Georgia State University Study Abroad Programs
Incident Report Form

Today's date: _____

Report filed by: _____
Name Title Contact Information

Program name and location: _____

Date and time of incident: _____

Specific location of incident: _____

Name and ID of students involved:

Please check the appropriate box to indicate the nature of the incident:

alcohol/drugs theft assault of student
 injury/illness arrest of student other (please detail below)

Description of incident:

Witnesses: _____

Formal charges (if applicable): _____

Sanctions placed upon student:

Verbal warning (describe) _____
 Written warning (attach copy)
 Expulsion (attach copy)

Responding to Emergencies

1. Seek appropriate medical care (medical emergency) and a safe location
2. Notify **SAP** of your location and status.
 - Call **SAP** at (404) 413-2529 (during business hours)
 - Call Ryan at (530) 708-0154 any time
3. Wait for further instructions from **SAP**.
4. Communicate instructions/information to students.
5. Maintain communication with **SAP**.

Overview of the Disruptive Student Conduct in the Classroom or Other Learning Environment Policy

- The instructor's response to the disruptive behavior is based upon the whether the student poses an immediate threat to the safety of the instructor, the student, or any other students or persons.
- Warn the student of his/her disruptive behavior.
- Failure to comply to warning-require the student to immediately leave the classroom.
- Immediate threat-contact the GSU police to remove the student.
- If the instructor allows the student to return to class and to continue in course-the is matter resolved.
- If the instructor believes the student should not be permitted to return to class or continue in the course-notify the department Chair within one working day of the incident.
- If the instructor has the student in more than one class and student disrupting in one or more classes or threatening behavior outside of class-the instructor has authority to remove from all classes.
- Chair notifies the student within 1 day of receiving the instructor's notice of the matter.
- The Chair makes her/himself available to meet with the student within 5 working days.
- The Chair makes a determination and notifies the student of the determination.
- The Chair notifies Academic Dean and the Dean of Students.

Georgia State University Student Code of Conduct

Section III (B) 6

Interim Action

Under certain circumstances, as described below, the University may impose an interim action upon a Student when initiating the General Conduct process in connection with reported Code violations by the Student.

- a. If the University believes a student poses a significant threat to the safety and well-being of the University community or to University property or poses an ongoing threat of substantial disruption or interference with the normal operations of the University, then the student may be immediately excluded from one or more classes, denied access to University housing and/or denied access to campus as a whole (including all University property).

Sexual Misconduct

- **Jurisdiction**
- **Definitions**
- **Options for Disclosure and Reporting**
- **Retaliation**
- **Interim Action**
- **Investigation**
- **Resolution**

- The Code applies to all student conduct on or adjacent to University Property, at University-Sponsored Activities and programs including those in remote and international locations.
- Dating Violence, Domestic Violence, Non-Consensual Sexual Contact, Non-Consensual Sexual Intercourse, (Consent), Sexual Exploitation, Sexual Harassment, and Stalking
- Confidential Disclosure and University Report
- Retaliation is Prohibited
- Interim Action Discussed by Lanette Brown
- Investigation to determine whether a student is charged → responsible, not responsible? Or not charged → investigation closed
- If Responsible → accept → Admin. Hearing OR do not accept → SMB Hearing, sanctions apply, but can appeal

Student Situations Abroad

- ▶ Despite extensive pre-departure orientation discussions about dress in your exceptionally conservative country, a female student shows up on the second day of your 4-week program wearing an extremely low-cut top and a very high-cut skirt. You have a moment to speak with the student in private and inform her that she needs to dress more professionally/be aware of local customs and practices. Sure enough, the next morning the student shows up wearing more of the same! What should you do?
- ▶ A student starts having trouble with his ankle midday at the end of the first week of your 3-week program. He complains to you that he cannot walk and asks if he may return to the hotel/hostel. You allow this and call him a cab. The following morning, he meets you in the lobby and asks if he can remain at the hotel to 'rest his ankle' for the day. In your program, upcoming days include extensive walking for company visits/art-architecture-tours/etc. What should you do?
- ▶ On the second week of your three week program, a student is 15 minutes late to your morning gathering for the second day in a row. When s/he arrives, s/he is disorganized and disheveled. You remind all of the students to 'please be on time and be ready to roll at 8:00am'. Sure enough, the very next day, the student is late *and* a mess! This time, another student in the group complains that 'Alex smells like a barroom floor'. What should you do?
- ▶ Your program has run seamlessly for three-weeks. What a group! What an incredible experience! On the second-to-last day of the program, one of your students becomes irate in the lobby of your hotel. You have no idea what the issue is, but you hear the shouting and turn your head in time to see the incensed student shove another student. The victim of the shoving trips over a table and falls to the floor. Your group of students surround the angry student who screams, 'Fuck you, don't touch me!' and returns to his/her room. What should you do?

Lessons, Advice & Stories from Veteran Directors

- Why do you keep torturing yourself with this program year after year?
- Stories, Anecdotes, Lessons Learned
- General advice you'd like to share with the group