



UNIVERSITY OF GEORGIA

UGA Study Away Program Directors Manual

Office of Global Engagement
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INTRODUCTION

The Office of Global Engagement (OGE) at the University of Georgia seeks to expand the global reach of the institution's instructional, research, and service missions, preparing the university and the state for thoughtful and effective participation and leadership in the interconnected world of the twenty-first century. With a focus on customer service, and a commitment to diversity and collaborative partnerships, OGE promotes and supports a broad array of interdisciplinary initiatives and experiential learning opportunities designed to improve the global understanding of students, faculty and staff. In keeping with UGA's mission, OGE is committed to highlighting the critical importance of broadly internationalized curricula and engagement in an increasingly diverse and interdependent global society.

The current model for Study Away processes at the University of Georgia is designed to mirror the models followed by the university at large. The schools and colleges at UGA are comprised of a broad array of academic units of different sizes and scope, each with different needs and objectives. While recognizing that no two units are the same, the schools, colleges and the university nonetheless follow consistent guidelines, policies and procedures for issues such as faculty hiring, the promotion and tenure process, academic course approvals, and allocation of operating budgets, summer school budgets, and faculty travel funds. In a similar vein, while recognizing that no two Study Away programs are exactly the same, the current model for Study Away at UGA seeks to provide broadly consistent oversight of the UGA programs.

The University of Georgia and OGE have over 50 years of experience with faculty-led Study Away programs. Our programs are governed by guidelines, policies and procedures that ensure academic rigor, fiduciary responsibility, and judicious risk management. In general, faculty Program Directors are expected to take a hands-on approach with budgeting as well as instruction. Study Away at UGA is more robust and buoyant than it has ever been, with new faculty-led Programs being created each year. This Manual is intended to ensure a carefully orchestrated process for new and existing Programs, while helping to facilitate creativity on the part of Program Directors. The scope of the Manual may seem daunting, but the intention behind its creation is to have all relevant information in one consistent and transparent document.

SECTION I

KEY OGE STAFF FOR STUDY AWAY

The Associate Provost for Global Engagement and other OGE staff maintain a strong presence on the Athens campus throughout the year, including the summer months, during which time most Study Away Programs are operational, and can assist Program Directors directly during this time, or put you in touch with other officials on campus, as appropriate.

Associate Provost

Noel Fallows nfallows@uga.edu | 706-542-2202 (office) | 706-614-6040 (cell)

Global Education: studyaway@uga.edu

Yana Cornish, Director yanac@uga.edu | 706-542-5544 (office) | 706-247-6022 (cell)

Amanda El-Kadi, Advisor amandae@uga.edu | 706-542-7038

Alyssa Johnson, Advisor alyjohnson@uga.edu | 706-542-1634

Colleen Larson, Advisor clarson@uga.edu | 706-542-0453

Kaija Lazda, Advisor Kaija.Lazda@uga.edu | 706-542-4640

Sarah Quinn, Advisor squinn@uga.edu | 706-542-4566

International Finance: ugasabo@uga.edu

Leigh Knapp, Director lknapp7@uga.edu | 706-542-2223 (office) | 706-476-0125 (cell)

Elaine Brady elainebrady@uga.edu | 706-542-1685

Gina Kurtz ginakurtz@uga.edu | 706-542-1770

Steve Lay sklay@uga.edu | 706-542-0966

Amanda Webb awebb4@uga.edu | 706-542-2231

UGA StudyAway Portal Coordinator

John Stocklin jbstock@uga.edu | 706-542-6602

SECTION II

PROGRAM PLANNING

1. Proposal Process for a New Study Away Program

Proposing a new Program is a streamlined process that requires the involvement of OGE, relevant Department administration and staff, the Office of Curriculum Systems, and the Dean's Office of the appropriate School or College.

There are [5 basic steps](#) for starting a new Study Away Program.

To allow sufficient planning time for a new Study Away Program, it is best to start the process at least 18 months prior to the estimated Program departure date.

Offering a Study Away program means that you are providing a unique and life-changing experience for UGA students, many of whom have not traveled abroad before. Successful leadership of academically rigorous programs requires direct involvement with planning, recruiting, and managing logistics. In general, Program Directors are expected to carry out the following responsibilities and duties:

1. Planning and program development
 - Attend annual risk management workshop
 - Ensure all persons of authority on programs attend annual risk management workshop
 - Complete annual program planning process in the StudyAway Portal
2. Marketing and recruitment of students
 - Create or update program brochures in the StudyAway Portal
 - i. Update any external websites, including social media platforms
 - Update Cost of Attendance Sheet
 - Open student applications for the term
 - Recruit program alumni to help market the program
 - Determine where and how to advertise the program
 - Participate in Study Away Fair
 - Plan classroom visits to promote program
 - Host information sessions for interested students
3. Admissions
 - Respond to inquiries from potential applicants

- Review applicants, including their conduct records, and make admissions decisions
 - Contact accepted students
 - i. Provide students with a deadline, set by the Program Director, by which they must both commit to the program and pay a deposit
 - ii. Students who do not complete both of these steps by the deadline should be moved to a waitlist
 - Respond to inquiries from accepted students (and their parents)
 - Monitor statuses and deposits from accepted students
 - Create and maintain a waitlist of students
 - Ensure that committed students have completed all additional application requirements
 - Manage student withdrawals
4. Pre-departure preparation and orientation
- Confirm that all students have paid their tuition and fees for the program, or, if they are expecting financial aid, that the Bursar's Office has confirmed that they are expected to receive the aid prior to departure or by the Drop/Add deadline
 - Ensure all students have made necessary travel arrangements
 - Ensure all students have required vaccinations
 - Load academic courses, provide Permission of Department/ of Major as necessary, and ensure students are registered
 - Pay invoices to vendors (working with UGA Procurement as appropriate)
 - Apply for petty cash through the Bursar's Office, if appropriate
 - Update program student handbook
 - Hold mandatory pre-departure orientation session(s)
 - i. Track student attendance
 - Confirm all arrangements with host organizations (including airport pick-ups, accommodations, meals, excursions, service-learning sites, classroom arrangements, etc.)
5. On-site administration
- Handle all personal and medical issues involving students
 - Ensure students are meeting expected requirements (academic and behavioral)
 - Handle any emergencies that may arise and report issues as required by the Risk Management Policy
 - Create incident reports using the online system as necessary
 - Work with CISI insurance to coordinate providing and/or payment of services, as necessary
 - Work with host organizations and vendors to ensure all arrangements are proceeding as planned
 - Adjust to any unexpected modifications to the schedule
 - Ensure students are on time for all departures
 - Manage fund and receipts; document and record transactions daily
6. Post-program

- Submit petty cash reconciliation, receipts for reimbursement, and invoices to business manager in a timely manner or as posted by UGA Finance & Administration (Accounts Payable, Bursar, etc.)
- Assist business manager with close out of program, submitting Close of Program financial reports and documentation to OGE Finance & Operations by posted deadlines
- Schedule a debriefing session with OGE upon return
- Review and publish student reviews and testimonials in the StudyAway Portal
- Submit OGE/Global Education annual program planning documentation

2. Annual Program Planning for Existing Study Away Programs

All UGA Study Away Programs must go through the annual program planning process. The planning consists of three parts: (1) Academic (2) Risk Management and (3) Financial and is conducted via the online StudyAway Portal. To start the process, please click on [this link](#).

OGE is currently working with the Office of Curriculum System on a fast-track option for the Academic component only (not Risk Management or Financial), for programs that offer the same courses each year.

In addition to the process described in the link above, an important facet of the planning process involves pre-departure planning activities on campus. Study Away Program Directors are required to perform the following duties prior to departure, as a means of ensuring optimal participation and mitigating potential problems once the program officially starts in country:

1. Work with OGE Finance & Operations and departmental business managers to ensure understanding of financial planning with regard to Study Away, including budgeting, hiring, travel, etc.
2. Recruit for the program

This activity is of vital importance and requires a program-specific recruitment strategy (for common strategies, see below). OGE offers Study Away recruitment fairs in fall and spring. Program Directors are encouraged to participate in these fairs. The official program information developed by the Program Director and respective staff must contain details such as dates, cost, credit, and application deadline. This information will also be posted on the StudyAway Portal (studyaway.uga.edu). If details change, the program information must be updated accordingly.

The Program Director's involvement in and engagement with the recruitment process is critical to the Program's success. Program information sessions should be organized to promote the Program. The purpose of these sessions is to give students an opportunity to meet the Director, instructional staff and other related staff, learn about the program, and ask questions. Directors are encouraged to visit targeted classes or clubs that may have prospective students for the program.

When recruiting for the program, students should be reminded that, while studying away is enjoyable, UGA programs are designed to be academically rigorous and enriching. Using the word "Program", rather than "Trip", is a small but important way for setting the proper tone when describing the experience.

3. Promote the availability of scholarship support.
OGE, OVPI, and individual Schools and Colleges offer a number of scholarships for Study Away; external scholarships are also available. Some scholarships are based

on academic merit and financial need; others are based on just one of these criteria. The following is a list of scholarships and application processes that can be shared with students:

- [Brittney Fox Watts Scholarship](#)
 - [Dr. Natalia Gómez Passport Scholarship](#)
 - [Franklin College of Arts & Sciences Cortona Study Away Scholarships](#)
 - Charles Morgan Cortona Scholarship
 - Cortona Experience Alumni Scholarship
 - Del Martin Amica di Cortona Scholarship
 - Jane Willson Cortona Studies Abroad Scholarship
 - Judy Voss Jones Cortona Art Scholarship
 - Kehoe Scholarship
 - McAtee Cortona Student Support Endowment
 - Mike Nicholson Drawing & Painting Study in Cortona Award
 - Rick Johnson Scholarship
 - [LACSI Graduate Field Research Award Competition](#)
 - [OGE General Scholarship](#)
 - [Terry College of Business Study Away Scholarship](#)
 - [Tortuga Backpacks Study Away Scholarships](#)
 - [UGA at Oxford Endowed Scholarships](#)
 - John D. Bradshaw Scholarship
 - Judith D. Shaw Scholarship
 - Ploughman Scholarship
 - Woodlands Scholarship
 - [UGA Foundation Incentive Scholarships for Study Away: Cortona & Oxford](#)
 - [UGA Graduate Dean's Award for International Study](#)
 - [UGA Modern Languages Scholarship](#)
 - Experiential Learning Scholarship: <https://el.uga.edu/resources>
 - For other scholarships, see your department or college webpage.
4. Attend/review Study Away Health, Safety, and Risk Management Workshop annually.
 5. Refer students to the StudyAway Portal to complete the online application.
 6. Define application criteria and coordinate a selection process for participants. A face-to-face interview with student applicants is highly recommended prior to selecting participants. Program Directors are expected to review student conduct records prior to accepting a student into the program.
 7. Determine the roles of UGA support-staff, co-directors, or other university personnel associated with the program.
 8. Ensure that all staff, faculty, and non-UGA participants who will be involved in the program in a position of authority complete Program Staff Expectations Agreements: <http://OGE.uga.edu/fpr/agreements/>. Anyone in a position of authority on a UGA education abroad program must complete the appropriate Program Staff Expectations Agreement.
 9. Plan Pre-Departure Orientations: group and/or individual meetings, tracking participant attendance.

10. Verify that all participants have enrolled in the correct academic course(s).
11. Verify that all participants have enrolled in the correct Study Away and SABD/FSTY course(s).
12. Verify that all participants have paid their tuition and program fees prior to program departure.
13. Develop a timeline for participants regarding course registration, immunizations, Visas, passports, flights, in-country itinerary and program budgetary matters.
14. Sign up for the *FACSA-L* and *FSTY-L listservs* and the *Study Away Program Director listserv* to receive periodic announcements.
FACSA-L/FSTY-L: contact Sarah Quinn: squinn@uga.edu | 706-542-4566.
SADIRECTORS: contact Stacey Casuccio: stacey.casuccio@uga.edu | 706-542-2202. See also Appendix for current membership list.
15. Complete the Faculty/Staff Travel Registration prior to departure:
<http://OGE.uga.edu/international-travel-authority/>
16. OGE will register international programs with the U.S. Department of State Smart Traveler Enrollment Program (STEP): <https://step.state.gov/>. Registration will make your presence and whereabouts known in case it is necessary to contact you in an emergency.

3. The UGA StudyAway Portal

The UGA StudyAway Portal is an online application management system at the epicenter of UGA Study Away and international education activity. All faculty must familiarize themselves with the Portal.

For instructions on how to use the Portal, see: <http://OGE.uga.edu/goabroad-help/>

For questions about StudyAway Portal issues, contact: StudyAway-help@uga.edu.

Benefits of the StudyAway Portal include application review and reporting tools, advertising exposure for Study Away programs, automatic Department of State Smart Traveler Enrollment Program (STEP) and Cultural Insurance Services International (CISI) insurance enrollments, automatic email reminders for students, credit card payments for program deposits, and more.

OGE sets up every Study Away program in the StudyAway Portal with a base application containing the necessary minimum requirements and orientation materials for Study Away applicants. In addition, faculty can work with the StudyAway Portal Coordinator to add custom requirements or materials to their Program's application.

OGE offers group and individual training sessions on navigating the Portal and using its benefits to best advantage. Training sessions can be scheduled upon request. Contact the StudyAway Portal Coordinator at OGE with any questions (see above, p. 5 for contact details).

4. Pre-Departure Timeline for Directors

What	When
Complete Annual Program Planning Process	For Study Abroad programs, the deadlines can be found here For Domestic Field Study programs, the deadlines can be found here
Add/update content to program page in StudyAway Portal, update the Cost of Attendance Sheet, open program applications	Generally recommended at least 9-12 months prior to the program's departure date
Review applications, interview (if applicable), monitor program deposits and Committed statuses, manage withdrawals	Rolling or at the end of each application cycle, as determined by the Program Director. Where possible, Program Directors should try to have application deadlines and make offers ahead of the 180 days as defined by the Withdrawal Policy (see below, p. 13, §7.
Participate in pre-departure workshops	Available in fall and spring terms
Lead pre-departure orientations	2 to 3 meetings before departure (suggested)
Develop Group Expectations Contract	Pre-departure orientation
Meet with OGE International Finance staff to finalize budget	One meeting
Work with departmental business manager to request petty cash application, P-Card, and go over budget and hiring needs	Ongoing
Participate in Risk Management	At least once per year
Communicate with host institution	Ongoing (if applicable)
Obtain passport, visa, immunizations	2-4 months before departure
Arrange air travel (if not on a group flight)	2-4 months before departure
Submit Participant Verification Roster to OGE	2 months before departure
Submit Faculty/Staff Roster to OGE	2 months before departure
Submit Final program itinerary to OGE	2 months before departure
Monitor student enrollment in courses and payments	2-6 weeks before departure

5. Student Application Process

Students are required to apply for Study Away Programs electronically through <http://StudyAway.uga.edu/>. In addition to filling out the application, students are required to:

- Complete the following questionnaires:
 - Core Applicant Questionnaire
 - Disciplinary, Academic, and Criminal Record
 - Financial Information
- Read and electronically sign the following Signature Documents:
 - Agreement for Participation in a Group Program Abroad
 - Records Release
 - Signature of Understanding
 - Student Information Release
 - Withdrawal Policy
- Submit a non-refundable program deposit:
 - \$500 for semester study abroad,
 - \$400 for semester domestic field study,
 - \$300 for short-term study abroad,
 - \$200 for embedded study abroad, and
 - \$150 for short-term domestic field study.

Program Directors are encouraged to consider adding/ request the following items as part of their program's application:

- Personal Statement
- Essay
- Transcript Upload
- Resume Upload
- Writing Sample Upload
- Recommendation
- Interview

If a Program Director would like to add an application component, they can do so by emailing the UGA StudyAway Portal Coordinator.

It is strongly recommended that Program Directors evaluate the suitability of each applicant to the Program by reviewing their conduct records, so as to avoid accepting students who show a potential for, or a past history of, disruptive or dangerous behavior, and to accept those who demonstrate the maturity and adaptability to handle studying abroad.

Students who are experiencing difficulty with their academics or with certain disciplinary or criminal histories may not be eligible to participate in UGA-managed Programs. Please click on Apply under Study Away Students at <http://StudyAway.uga.edu/> for eligibility information and conditions for participation. Once admission decisions have been made, Program Directors should update applicant status in the Portal to “Accepted,” “Waitlisted,” or “Not Selected.” The StudyAway Portal will notify students via email about their status change. Student are required to “Commit” to the program AND pay the applicable program deposit before they can be considered official program participants. Program Directors are responsible for setting the deadline by which students must commit to the program and pay the program deposit. “Pending” or “Accepted” participants and those in “Committed” status without a paid deposit are not considered participants and are not subject to the Program Withdrawal Policy.

Students who do not submit complete applications by the deadline may be ineligible to participate. After the deadline, in the case of the two UGA International Centers (Cortona and Oxford), the Global Education Staff will share the applications with the respective Program Directors for electronic review and to schedule interviews (if necessary); for all other Programs, the Directors will be able to access applications via the StudyAway Portal, indicating applicant status on the program.

Please see Finances section of this Manual for the OGE policy regarding minimum number of students required on a program.

6. Student Participant Policies

Students participating in Study Away Programs must agree to abide by the policies listed below, by signing electronically in the online application.

[Agreement for Participation in a Group Program Abroad](#)

[Agreement for Participation in a Non-UGA Program Abroad](#)

[Agreement for Participation in Independent Travel Abroad](#)

[Study Away Program Fee Withdrawal Policy](#)

7. Student Program Withdrawal Policy

Student withdrawals are not rare, and they can and often do affect Programs financially, especially if the withdrawal is initiated at a late date. The policy is not designed to be punitive, but simply to allow Program Directors to make necessary payments in timely preparation for the program, on behalf of committed students, without incurring undue risk. The policy assesses a withdrawal fee, which increases incrementally, depending on the timing of the withdrawal. Withdrawal timelines are indicated in the policy and are shared with students as each deadline approaches. The policy has a provision for appeals. Withdrawal appeals are reviewed by a committee in OGE on a case-by-case basis. After the committee makes its determination, the fees assessed are placed in a contingency fund, the purpose of which is, in part, to pay all the unrecoverable costs incurred by UGA Study Away Programs resulting from these student withdrawals.

[Study Away Program Fee Withdrawal Policy](#)

[Deposit Refund Request Form](#)

[Procedure to Request a Refund due to Student Drop or Withdrawal Prior to Study Away Departure](#)

[Study Away Student Withdrawal Processing Request Form](#)

When the Program Director receives an official withdrawal from a student submitted in writing, s/he should withdraw the student from the program in the StudyAway Portal and submit the withdrawal request to OGE using [the online form](#). There is a comment box, should the Director wish to add any further information about the case. **It is important that Program Directors resist the temptation to discuss these cases directly with students, or make an executive decision, guarantee or refund, or other similar statements regarding the financial implications of the withdrawal; students should simply be referred to the Program Withdrawal Policy.**

Students should direct all appeals and questions to OGE via email: StudyAway@uga.edu. Students should not be referred to specific individuals within OGE. Review of appeals is done within 30 days from receiving the appeal.

SECTION III

PRE-DEPARTURE ACTIVITIES

1. Recruitment Strategies

The following recruitment strategies have been used successfully by Program Directors:

- Participate in the OGE Open House and Study Away Fairs (August, September and January). The Open House in particular attracts large numbers of parents as well as students, and allows Directors to pitch their programs to students' parents (who often pay some or all of the costs).
- At the Study Away Fair, take a list of names and email addresses of students who express interest. Following the Fair, start a program listserv with periodic updates on the program, including deadlines and interesting facts about your program and program site. In these emails, refer students to your website and social media accounts.
- Take time to update the program presence in the StudyAway Portal (SAP), even if there is a college/department website for the program. It's critical to keep SAP information accurate and updated. Be sure to open the program to receive applications once your last cycle closes.
- Review and contact interested students, their names are kept in the StudyAway Portal.
- Tabling inside and outside Tate and in the MLC multiple times each month in the fall.
- Consider working with your department to promote the program during new student orientations.
- When introducing on-campus courses and your research interests to students on the first day of class, include a few PowerPoint images of your Study Away Program.
- Emphasize how the courses in your Study Away program fulfill major degree requirements, such as a Minor, and/or satisfy GENED requirements.
- Cultivate a culture of your program among your former Study Away students who often help in recruiting their friends for future years. Ask former program participants who prospered in your program to assist with classroom visits. Prospective future students often read Blogs written by participants on the program. Encourage program participants to submit program evaluations with comments in SAP, these are popular among prospective students and their parents.
- Besides academic benefits, point out how your Study Away Program will provide valuable shared experiences with future employers, co-workers, and clients.
- Identify feeder classes and (politely) email professors/instructors asking for a brief classroom visit (10 mins) to present your program and answer student questions. It is advisable to do this early in the semester, as "free" classroom time is harder to come by later in the semester.

- Invite past participants to college-specific Fairs, information sessions, and to write quotes/blurbs for promotional materials/website. Post flyers in the department and on Program Director's office door, and give colleagues flyers to announce the information sessions in their classes.
- Ask participating faculty to make announcements, attend Program events, and advertise on their ELC sites as well as peer sites.
- Keep the Major advisors abreast of international opportunities, and request that they put Program brochures in their orientation packets.
- Use [Google Survey](#) to capture names, contact information, and students' Programs of interest at every recruitment event. Consider email blasts (using contact information from Google Survey) about once a week or so to students who have expressed interest to inform them of information sessions and deadlines for those specific Programs.
- Host individual information sessions for each program throughout the fall (about 2-3 info sessions per program); in accordance with the budget as developed during the planning process, attract students to attend by providing cookies, pizza, etc.; record attendance for accounting purposes.
- Paid Facebook ads (\$5 a day). It is also possible to advertise in The Red & Black.
- In the case of transient students, send emails to colleagues at universities who have accredited academic programs.
- Pay attention to retention of program applicants and communicate with them regularly by sending informational messages about the program and scheduling group Q&A sessions and other planning meetings.

2. OGE Individual Pre-Departure Meetings with Directors

Directors will likely have several meetings with OGE staff throughout the lifecycle of the Study Away Program. These meetings are necessary for finalizing program details, budgets or cash advance questions; planning program-specific orientations; and discussing any student issues or challenges that may have arisen.

Directors will be able to extract the following information from the StudyAway Portal (contact the Global Education Staff or the StudyAway Portal Coordinator for assistance):

Student Information (submitted by the student to the StudyAway Portal)

- Completed OGE Health Information Forms for each enrolled student.
- Copies of student passports.
- Copies of student CISI insurance cards or certificate numbers.
- Student cell phone numbers.

Itineraries, Flight Information and Program Specific Materials (submitted by faculty to the StudyAway Portal during the program planning stages)

- Study Away staff contact information for arrival notification.
- Program itinerary.
- Student travel and flight information (including 24/7 phone number of travel agent who booked the flights, if applicable).
- Contact information for host institution and/or travel provider.
- Contact information for U.S. Embassy in Study Away country(ies).
- Other program-specific material.

3. OGE General Pre-Departure Orientations for Students

OGE organizes at least two pre-departure orientation sessions during the semester immediately preceding departure. These orientation sessions have three goals:

1. To provide orientation on program policies, itinerary, travel, passports and visas, housing, health and safety, and other in-country issues.
2. To review academic expectations and requirements of UGA Study Away programs.
3. To help students be more prepared for the realities of the program and to understand broad cross-cultural perspectives and develop cross-cultural sensitivities.

4. Program-Specific Pre-Departure Orientations

Program-specific pre-departure orientations are essential, and there should be one or two at least, preferably led in person by the Program Director. Instructional staff should also be invited to participate in these orientations. The UGA Emergency Preparedness Department (www.prepare.uga.edu) has many resources regarding safety and emergency situations and is willing to send a representative to speak to these issues during orientations. Due to time constraints and the need to impart so much information (much of which is a list of do's and don'ts), orientation sessions do not always lend themselves well to the Program Directors and students becoming acquainted. Program Directors are strongly encouraged to organize a social event (such as an informal group meal) or invite students to stop by office hours to discuss their goals and interests in the Program. Social events must always be paid for using departmental or college discretionary funds and are a way for the Department and School or College in which the Program is housed to demonstrate their investment in the program. Program Directors should record attendance for accounting purposes.

5. Program Directors' Pre-Departure Checklist

Emergency Preparedness

Program Directors submit Program information into the Program Planning Portal.

- Emergency response kit, as described in the OGE Risk Management workshop, has been stored in a safe but accessible location. Backup person has access to kit.

- OGE enrolls all students, faculty, and staff on UGA Study Away programs abroad into CISI insurance and the U.S. Department of State's Smart Traveler Enrollment Program (STEP) in order to receive updated information on security and other conditions in the host countries when/if such announcements are warranted. Please see <https://step.state.gov/>. Program Directors must inform OGE of all faculty and staff working with their program, and provide their date of birth and travel dates.
- Program staff responsible for students who will be distant from medical care or engaging in high-risk activities (e.g. surfing, zip lining, climbing, etc.) have been certified in First Aid and, if possible, Wilderness Training (available through GORP): http://www.recsports.uga.edu/out_gorp.php.
- Program staff attend/review Risk Management Workshop and confirm online. *100% compliance is essential.*

Facilities

- All residential, academic, and other facilities have been inspected for safety and meet local safety laws and standards.
- All facilities in which students spend the night have adequate locks on doors and windows (with some exceptions, such as homestays in small villages in developing countries).
- All facilities used by the program in crime-prone areas have adequate security guards, security fences, locked doors, outside and hallway lighting, etc.).
- All facilities that house students that are owned, leased, or operated by the University of Georgia are equipped with safety equipment (fire extinguishers, fire alarms, smoke detectors). This equipment is regularly inspected and maintained.
- Regular fire and emergency drills in all University-owned/operated facilities are conducted.
- Disaster and emergency preparedness plans are in place, and have been clearly posted and disseminated to students, faculty, and staff. Plans should include 24 hour emergency contact information for Program Directors and other backup personnel, emergency meeting locations, emergency contact information for local police, fire, and ambulance, and emergency contact information for Office of Global Engagement during office hours and via UGA Campus Police during non-office hours as described in UGA Emergency Response Protocol (see below, p. 52, Section VI, §2).

Health and Access to Medical Care

- Make a special point of encouraging students to fully disclose any health and medical issues; if they forget or choose not to disclose such issues early, it can present much greater problems for the students and Program Directors at a later stage. See also below, Section VI, §9, pp. 57-58.
- Factor in the need to access appropriate health care when planning your Study Away Program. It is important that it be fully disclosed to students if medical care will not always be in place in your host location, either because of the level of the health care system in the country or due to remoteness from where you will be with your students.

- The Program Director should have location-specific contingency plans to cover possible medical emergencies. First, Program Directors should have plans in place to call for medical care, or get the student to medical care. Other necessary preparations may include having first responder training, having appropriately stocked first-aid kits and communications equipment available, and other preparations as necessary.
- As a minimum, Programs need to consider the possibility of trauma and accidents, including broken bones, head trauma, etc.; animal or insect bites; food-borne illnesses; allergic reactions; and recurrences of pre-existing physical or mental health conditions. Depending on the location, appropriate preparations may need to include first-responder or wilderness training for the program leader and/or other faculty, staff, and TAs and/or a satellite phone connection. Most importantly, think about injuries and illness that may be reasonably anticipated based on the location, the nature of the planned activities, self-disclosed information about conditions by the members of your group, the distance to medical care, etc., and plan accordingly.
- Students have been informed of need for a UGA Travel Clinic appointment at least 6 weeks prior to departure for immunizations.
- English-speaking doctors and hospitals have been identified for all locations that the group visits overnight (or for non-English speaking, interpreters have been identified). For programs over 4 weeks in length in one location, a mental health professional and a dentist have been identified. These should be provided to OGE so that they can be included in the "Destination Details" provided to students.
- Health forms submitted by students into their StudyAway Portal applications, and any self-reported illness or medication information with which program leader is unfamiliar has been discussed with the University Health Clinic (contact: Dr. Garth Russo grusso@uhs.uga.edu | 706-542-8704) and/or with the student.

Materials

- Students have received information on health and safety that is at least as thorough as the material provided in this Manual in program-specific orientation materials.
- Students on study abroad programs have been provided a copy of the U.S. Department of State Consular Information Sheet and any public announcements for all countries to be visited.
- All known dangers and past incidents that could pose a future danger to students have been disclosed during orientation.
- Significant differences between U.S. and host country laws and legal system have been shared with study abroad students in orientation materials.
- Program leader has updated and confirmed final participant list (including faculty and staff participants), program itinerary, and destination details to OGE no later than 60 days prior to departure.
- All Accompanying Individuals should be reported to OGE in a timely manner for permission to be included.

Personnel

- Program leader has submitted program information for annual program planning.
- Objective criteria are used to select and review homestay families, including checking references for all families and issues with past students (including communication with other institutions which may have used the family in the past).
- Personnel working with students have undergone background checks and been screened for past discipline or dismissal records.
- Personnel with direct responsibility for students have received OGE's Risk Management Workshop and have reviewed UGA's Non-Discrimination and Anti-Harassment (NDAH) Policy and Sexual Misconduct Policy (see below, Section Five).
- Personnel working with students are trained to report immediately to program leader and OGE in writing (utilizing online [Incident Report](#)), any complaints alleging sexual harassment, discriminatory harassment, or discrimination of any kind, as well as any emergencies, accidents, injuries, or deaths involving a UGA student, faculty member, or employee.
- Overseas personnel who are responsible for selecting third-party providers or for hiring additional staff to serve program are instructed not to discriminate on the basis of race, color, sexual orientation, religion, national origin, ancestry, physical handicap, mental disability, medical condition, marital status, age, or gender.
- Program leader and all other faculty and staff traveling on the program in a position of authority (including Graduate Teaching Assistants and non-UGA personnel) have digitally signed the [Program Staff Expectations Agreement](#) prior to departure.
- All UGA faculty/staff submitted their Travel Authorizations in a timely manner.

Safety

- Program Director has planned how they would handle the sexual assault of a student (e.g., rape crisis hotline has been identified; appropriateness of going to police has been discussed with locals, etc.).
- During times of increased tension or possibility of terrorism, any signs or markers that identify the group as American have been removed. Study abroad students have been informed of how to keep a low profile as Americans.
- Participants are warned of any abnormally dangerous or hidden defects, conditions, or known risks for locations visited by the Program and facilities used by the Program.
- Study Abroad program does not occur in a location under a U.S. Department of State Level 3 or 4 Travel Advisory.
- All program staff are aware of how to submit an online incident report at [Incident Report](#) in the event of emergency of any kind.

Transportation

- Non-public transportation contracted for use by the program (such as bus companies) has appropriate insurance and use reasonably safe vehicles.

- Companies hired to transport students on non-public transportation screen drivers for driving records (driving under the influence, excessive speeding, traffic violations, suspended license, repeat offenders, etc.).
- UGA faculty and staff who will be driving students while on a program have driving experience in the country, proper licenses, and their driving records have been screened (driving under the influence, excessive speeding, traffic violations, suspended license, repeat offenders, etc.).

6. Pre-Departure Orientations with Students

In addition to the Checklist above, broad experience has shown that the following types of information are useful to students, and can be easily tailored for context:

Introduction

- Introduction of Program Director, instructional staff, and support staff.
- Housekeeping issues (missing documents, etc.).
- Program itinerary and courses.
- Program Director's role, contact information and availability while on the program.

Academic and UGA issues

- Overview of the general university behavioral expectations (signed by the students in the StudyAway Portal) and any additional program-specific rules (e.g., curfews; limitations on independent travel; restrictions or guidelines on the use of alcohol; limitations on forms of transportation, etc.).
- Course registration; adding/dropping courses; registering for following semester courses at UGA while on the program; transfer of credit and transcripts for non-UGA students.
- Books and materials for courses.
- Registering for UGA on-campus parking while on the program (having access to UGA e-mail and setting up a two-factor authentication).
- Differences in study away setting, educational systems, teaching styles (for programs in foreign universities or with foreign faculty).

Advice and recommendations from past program participants

- Program evaluations.
- Anecdotes.
- How much money to bring.
- Cultural adjustment, including travel in a group, doing chores, and sharing spaces.
- Learning the language, if applicable.
- Other recommendations.

Cultural adjustment (for study abroad program)

- What it means to be an “American”; how other cultures perceive Americans; how to handle anti-American criticism; homesickness; culture shock and reverse-culture shock.
- Coping mechanisms and facilitating adjustment.
- Cultural differences (male/female relationships, personal space, privacy, formality, gifts, time, taboos).
- Religion (differences, taboos, locating religious services abroad).
- Diversity issues (LGBT issues, minority students abroad, etc.).
- Regional issues (dialects, regional tensions, political issues, etc.).
- Intercultural communications.
- Keeping a journal.
- How to meet people from host culture (clubs, organizations, families, places of worship, sports).
- Materials for cultural or language preparation (books, articles, films, music).

Emergency Information

- Enroll into KeynectUp and AlertTraveler Apps:

KeynectUp – OGE Electronic Safety Information Card

OGE is now offering an Electronic Safety Information card, powered by KeynectUp software, which will save UGA emergency contact information for international travelers to their mobile device as a contact in their mobile device Contacts app.

The Electronic Safety Information Card may be downloaded by sending a text message containing the word **UGAEA** to **444999**. Note that standard carrier messaging rates apply.

Step-by-step instructions for downloading the Electronic Safety Information Card are available online here:

<http://StudyAway.uga.edu/?go=ElectronicSafetyInformationCardInstructions>.

Instead of using the text message feature, you may also download the safety card using the web browser on your mobile device by visiting:

<http://StudyAway.uga.edu/?go=ElectronicSafetyInformationCardDownload>.

Individual Study Away Programs are eligible to purchase their own program-specific Electronic Safety Information Card for a \$200 annual fee. This will allow the Program to enter their own program-

specific emergency contact information and location information (e.g. a hotel address). These cards will be most useful for Programs that do not travel frequently, but tend to stay in one location. All Programs may continue to use the OGE Electronic Safety Information Card free of charge.

For questions, contact: StudyAway-help@uga.edu

AlertTraveler

AlertTraveler is a mobile app extension of the UGA StudyAway Portal and is available for students to download on iPhone and Android devices. Students will not be able to register the app until after acceptance to a UGA Program. The app enables students to receive real-time country information and safety alerts straight to their mobile device. In addition, UGA can quickly issue check-in requests to students, allowing them to indicate whether they are safe or need assistance at the tap of a button.

For questions, contact: StudyAway-help@uga.edu

- Distribute Emergency Contact Cards (provided by OGE) and OGE Smart Phone card.
- What to do in an emergency:
 - 911 equivalent numbers.
 - Address, phone number of English-speaking physician or nearby hospital.
 - CISI emergency and general assistance numbers.
 - Program Director phone number, fax, address, e-mail.
 - Home campus emergency contact information.
- Loss of passport.
- Local contacts (hotels, etc.), CISI information, and App.
- Separation from group.

Full disclosure of known risks

- Fitness requirements and demands on students while on the program.
- Airport safety regulations.
- Disclosure of information on crime common to area or any known incident that has occurred in past sessions.
- Information about location in relation to particular student identities (gender, religion, etc.).
- Safety risks at night.
- Overindulgence with alcohol and other substances as a safety risk.
- Health risks/diseases specific to area.
- Swimming hazards and water safety.
- Road hazards, driving.

- Threat of terrorism or civil unrest.
- Strikes.
- Potential dangers caused by language barriers.
- How students can protect themselves (safe handling of money, purses, wallets, backpacks, jewelry, use of money belts or neck pouches, storing valuables in hotels, less conspicuous dress and behavior, use of maps, avoidance of hitchhiking).
- Legal matters (arrests, drug laws, etc.).
- Information on U.S. consulates and embassies.
- U.S. Department of State country-specific information sheets and Travel Advisories.

Group Expectations Contracts

Many Program Directors create a Group Expectations or Behavior Contract prior to departure and in consultation with the students. A Group Expectations Contract is a non-legal, program-specific document in which the students and the Program Director express their expectations for each other and as a group during the Study Away Program. This is a group building exercise. Students will likely come up with many of these items on their own. Typically, Group Expectation Contracts are short and to the point, expressing group rules such as:

We agree to:

- Be punctual and not keep each other waiting.
- Speak in quiet voices and not draw unnecessary attention to our group.
- Exercise restraint and discretion when taking photos.
- Never listen to unrelated music or other media when on a tour.
- Handle challenges in a constructive way.
- Pay attention to surroundings and follow recommendations on how to stay healthy and safe on the program.

For some programs, the Group Expectations Contract allows the program to establish protocol for group conduct that might be relevant to the location or in-country partner, including: curfews; limitations on independent travel; restrictions or guidelines on the use of alcohol; limitations on forms of transportation. Other behavioral expectations might be inserted on account of the program partner or for the health and safety of the students.

If a contract includes sanctions or potential consequences leading to dismissal from a program, it should be reviewed by the Director of Global Education, the Office of Student Conduct and the Office of Legal Affairs.

Development of a Group Expectations Contract with students can be a useful exercise and an important way to establish appropriate behavior norms and expectations for the group.

Medical Issues

- General medical, dental, mental health care.
- Pharmacies.
- Availability of over-the-counter drugs; bringing prescription drugs for duration of trip in original containers; bringing generic prescriptions for drugs to be purchased abroad.
- Explanation of insurance policy through CISI.
- Bringing extra glasses, contacts, contact lens solution.
- Health problems common to destination (e.g. malaria, diarrhea) and prevention.
- Drinking water and eating certain foods – what to avoid.
- Mosquitoes and other pests; sunburn.
- Recommended and required immunizations.
- Pre-existing conditions – medical alerts bracelets/necklaces; discussing conditions with Program Director and faculty before departure.
- Disclosure of disabilities before departure if accommodations desired.
- First aid kits.

Personal Travel

- Importance of adding new itineraries in the Travel Registry in the StudyAway Portal (see above, p. 10, Section II, §13).
- Rail passes.
- Other modes of transportation.
- Hostels.
- Discounted travel cards.
- Dangers and responsibilities of participants during personal travel.
- Recommended travel guides and resources.

Practical issues

- Go over the Program's daily itinerary.
- Making copies of documents; storing one set at home; one extra set apart from documents; Passports/Visas.
- Customs and Value Added Tax (VAT).
- International Student ID Card and its benefits (found at STA Travel).
- International travel arrangements; ticket distribution.
- Money matters: credit cards, debit cards, traveler's checks, wire transfers, changing money before departure.
- Cost of extras, how much students should bring; budgeting.
- Packing: baggage and weight allowances; types of suitcases; what to bring; where to carry valuables; medications; toiletries or feminine hygiene products not available abroad.
- Homestays.
- Power of attorney.

- Financial aid information.
- Shipping items overseas.
- Different electrical sockets and voltages; converters.
- Weather at destination.
- Pre-departure medical and dental check-ups.
- Gear/supplies needed for participation in the program.

7. On-Site Orientations with Students and Other Responsibilities

The Program Director and the host institution or travel provider are responsible for organizing on-site orientation meetings with students shortly after arrival to the Program site. The importance of the on-site orientation to students cannot be overstated. It is expected that the Program Director will be an active participant in the in-country orientation. Orientation topics to be covered include:

- Handling jetlag; benefits of short “power nap” upon arrival.
- Review of Program objectives and behavioral/academic expectations and responsibilities; location of classes; university facilities.
- Review of daily schedule; daily or weekly group meetings; program calendar and excursions.
- Accommodations rules and meal schedule, including which meals are covered in program cost.
- Emergency procedures, to include:
 - How to contact the Program Director after hours or if the student is separated or lost.
 - Making sure the students have their living accommodations written down and carried with them at all times.
 - Orient students geographically by providing names of major roads, buildings or landmarks near the hotel, guesthouses, or homestays.
- Illness and other medical concerns.
- Local safety guidelines.
- Local health precautions and review of local health facilities.
- Telephone instructions for making and receiving international calls.
- Internet access.
- Program guidelines for independent, off-site travel (if allowed).
- Walking tour of host institution and facilities.
- Walking or bus tour of host city or town, how to use local transportation; city maps or guides.
- Remind students to discuss their concerns and observations directly with you.
- Health, personal safety, drug and alcohol issues and conduct – remind students that:
 - They must abide by the laws and regulations of the host country/state.
 - The UGA Code of Conduct extends to and includes Study Away students for the duration of the program including free time.

- Dress and behavior should be discreet, not attention getting.
- Personal conduct can directly affect how the local people treat and perceive students.

Within 12 hours after arrival, the Program Director must notify OGE (e-mail to studyaway@uga.edu) **that all students have arrived safely.** This is a critical step since OGE regularly receives phone calls from anxious parents who want to know if their son or daughter has arrived safely.

UGA requires that Program Directors communicate their contact information while on the program to OGE, their department/college and that they are accessible 24/7 for emergency purposes. Program Directors should also encourage students to phone or e-mail home shortly after arrival. In these times of heightened concern about international travel, the institution as well as families want to be assured of safe arrival.

Establishing and maintaining positive relationships with host institution administrators, instructors, travel agents, vendors and guides ranks high among Director responsibilities. Directors should meet key host institution personnel or provider personnel immediately after arrival.

Directors are expected to be fully engaged in all program activities of the Study Away Program by:

- Attending classes with the students.
- Participating on Program field trips.
- Being available for student and host institution/travel provider for consultation.

Maintaining a strong presence ensures the academic integrity of the Study Away Program. The Director's insights into course content, classroom instruction and program structure contribute to the success of the Program. Students should be strongly encouraged to attend all classes and required Program activities. They may need occasional reminders that they are on a Study Away Program, not just a living domestic or international experience.

Study Away Programs by definition are intensive in nature. Students and Directors can sometimes become irascible after spending extended periods of time together. The Director may need to settle conflicts or boost the morale of the group when it is low. This may involve reminding the students that they need to be respectful of their classmates, give each other space, keep frustrations to themselves, speak up when something is bothering them, and not sweat the small stuff. Directors should remain aware that their own behavior and actions are being observed at all times by the students, and therefore should not demonstrate behavior or take actions that could be misconstrued as favoritism or preferential treatment.

Group meetings with students and instructional staff serve as an important vehicle for consistent and healthy communication between the Director and the students. At these meetings, students

should be encouraged to share their thoughts, complaints and experiences. The Director can respond to concerns, monitor group morale and share any changes in field trips or class schedules. Students can also be reminded at these meetings of what is expected of them during both program and free time. Brief daily meetings in the morning to discuss the day's activities and/or in the evening for reflection are recommended for short-term Programs; weekly group meetings are recommended for long-term Programs.

Students are required to inform the Director in advance and in writing of their travel plans if off-site travel is permitted during the Study Away Program. Students must have the Director's 24-hour contact information before they start program travel. For the purposes of risk mitigation all off-site travel must be added to the Travel Registry prior to departure (see above, p. 10, Section II, §13).

8. Post-Program Activities

Final Grades

At the Program's conclusion, and upon completion of all student work by deadlines established by the Program Director, final grades should be submitted by the deadline established for that semester by the University of Georgia. The importance of submitting grades in a timely manner should be conveyed to all faculty on the program, especially non-UGA instructional staff. Any grades not submitted by the appropriate deadline will require a Change of Grade. As Program Directors are loaded as 10% instructor of record, they can enter grades directly in Athena.

Program Evaluation

All students returning from Study Away are prompted to fill out an online Program Evaluation which they can complete in their StudyAway Portal profile after they have returned from the Program. Although the system will send email reminders to students, it is very impactful if the Program Director encourages students to complete their evaluations.

9. Benefits of Re-Entry Meetings

- Attend OGE's Life After Study Away sessions.
- Reverse-culture shock: change and adaptation; skills, attitudes, and knowledge acquired; changes in relationships with family and friends.
- Integration back into on-campus life.
- Visit Career Center to incorporate study away experience into CV/cover letters.
- Ways to stay globally involved (clubs, organizations, internships etc.).
- Invite good program participants to help with recruiting students and orientations next year.
- Volunteer at Study Away events.
- Apply to any of UGA's international certificate programs.

- Consider Peace Corps, Fulbright, etc.

10. Keeping in Touch with Students

The relationship the students have with instructional staff and Program Directors while on the program may be one of the most significant they have with a faculty member throughout their academic career. Students often contact Program staff for references, support and mentoring. In many cases, students will consider changing their academic or career goals after studying away and may call on Program staff for advice. Program staff and students may face some adjustment issues, or reverse culture shock after returning to the United States. Sometimes students feel that their fellow Study Away students and Program Directors are the only ones who understand and appreciate the meaning and significance of their Study Away experiences.

11. Group Reunions

OGE encourages Program Directors to discuss the possibility and merits with their home Department Head or Dean of applying departmental or college discretionary funds to a reunion get-together with students on the program. Reunions allow students to share memories and photos, as well as their reflection on re-entry. They also highlight the importance of the study away academic experience in the discipline-specific context of the home Department.

SECTION IV

SOME PRACTICAL CONSIDERATIONS FOR PROGRAM DIRECTORS

1. Passports and Visas

Program Directors and students are responsible for having a valid passport by the time the Program begins. Applying for a passport is at the Program Director's and students' own expense. Students should apply for a passport immediately, even if they are just considering studying abroad. For more information go to:

<https://travel.state.gov/content/passports/en/passports.html>

Some destinations require a visa in addition to a passport. The Program Director needs to check with the host country's diplomatic mission if the students will need to apply for a visa. In some cases, the Education Abroad Staff is able to help facilitate applying for visas as a group; in other cases, it is the responsibility of the Program Director and students to apply individually.

Visas are granted at the discretion of the issuing embassy or consulate of the host country. Neither UGA nor OGE has any control over visa denials, immigration and visa regulations or any changes in embassy or consulate policies.

Students should be encouraged to keep their passports in a safe place at all times, especially if traveling or moving prior to Program departure. If a student loses a passport while abroad, the Director should contact the local authorities to file a police report immediately. Next, the student will need to contact the in-country U.S. embassy to apply for a new passport. Try to gather as much paperwork and information as you can prior to arriving at the embassy (i.e. copy of passport, copy of page with visa, acceptance letters, ID photos, etc.). Copies of students' passports are stored in the StudyAway Portal within each student's application. OGE Education Abroad staff may be contacted for additional assistance in locating copies of documents (i.e. passport copy, acceptance letter).

2. Program Director Cellphones

As part of their duties, Program Directors are required to carry a smart phone with them 24/7 during official program dates (including departure from and return to Atlanta in the case of group flights) to respond to emergencies and communicate with in-country contacts, and their students.

If a Program Director already owns a smart phone, OGE recommends that this phone be used abroad so that the Program Director does not have the burden of setting up a new and unfamiliar rental phone with the potential for disruptions or delays with communication. Program Directors will be reimbursed for the costs that are incurred for adding an international plan and for program-related calls, texts and data.

If a Program Director does not own a smart phone or prefers not to use their personal phone, s/he will be reimbursed for renting or purchasing a smart phone for use prior to departure or in-country. Phones can be rented or purchased in the host country only if the Program Director is arriving several days in advance of the students. Phone numbers must be established and communicated to OGE and the group prior to the students' arrival.

3. Social Media

If students use social media to share their experiences, the Director should ask them to review their privacy settings (they may wish to set to "private" or "friends only," depending on the platform, while abroad) and to be very aware of what information they are sharing publicly. Most travel safety experts agree that it is risky to share your current, specific location on any public social media. If you have photos to share from a museum or other sightseeing, wait and post them an hour or more after you have left that area. We recommend that students not ever post or tag the specific location of their hotel/lodgings, as this could put them at risk of scam artists or thieves.

4. Communicating with News Media

Students that are unexpectedly approached by local or international media outlets while abroad should contact their Program Director immediately. Students may feel compelled to answer questions if approached, but they do not have to participate — they should politely decline to be interviewed. Students should be aware that appearing in the news or on TV in another country could cause the same security risks as posting their locations publicly on social media. Criminals who target tourists may find out students' names and other information that could be used to target these students with scams and other criminal activity.

Program Directors should be the primary contact when coordinating with local media for any coverage of specific activities the students are engaged in. Directors should contact UGA's Division of Marketing and Communications with any questions they have about working with local/international media: <https://mc.uga.edu/>.

5. Travel to Program Site

The decision to have a group flight is made on a program-by-program basis, on the understanding that deviation from a group flight is by special permission only. If the Program Director travels separately from the students, s/he must still travel on the official Program dates. In the event

that the Program Director arrives early or stays after the official Program dates for personal reasons, s/he will be responsible for any cost difference in airfare.

In the case of Winter or Spring Break Study Away Programs, unless prior arrangements have been made and shared with OGE (e.g. at the International Centers), Program Directors must travel with the UGA students to and from the Program site.

Flight cancellations and delays

The following are best-practice steps that a Program Director can take when a group flight is delayed or cancelled. It is important to understand that every situation is unique. There is a difference between a flight cancellation and a flight delay, and the appropriate steps are separated accordingly.

Cancellations: If the cancellation is the airline's fault (mechanical issue, lack of a crew, etc.), the Program Director should speak with a representative, either at the scheduled boarding gate, or any of the other gates operated by the same airline. The Director should explain his or her role as the group leader of a university Study Away Program and emphasize the importance of timely arrival at the travel destination. In the case of airline-related cancellations, agents are required to endorse travel with another airline, if possible and necessary. If the cancellation is not the airline's fault (inclement weather, for example), there is often no other recourse but to wait.

Delays: As with cancellations, the reason for a delay can be either the airline's fault or not the airline's fault. Delay times vary, and sometimes the announcement of a longer delay will only be made after it is too late to make other arrangements. When a delay is first announced, the Program Director should speak with an airline representative, either at the scheduled boarding gate, or any of the other gates operated by the same airline, in order to assess the reason for the delay. The Director should explain his or her role as the group leader of a university Study Away Program and emphasize the importance of timely arrival at the travel destination. If the gate agent believes that the delay will be long enough to cause the group to miss their connection, the agent can immediately start investigating alternate flight options.

Securing accommodation during a group flight cancellation or delay

If suitable alternate flight arrangements cannot be made, then lodging in that city will likely be required. Typically, the cancellation or delay would need to be overnight and/or 12 hours for the airline to offer accommodation. If the cancellation is the airline's fault, the Program Director should request that the airline pay for the accommodation.

If the group is delayed in any city other than Atlanta, Georgia, the Program Director should not permit students to leave the airport at any time during the delay. If the group is delayed overnight in Atlanta prior to departure, students who have easy access to local housing are permitted to return there, and return the next morning for the flight. If students do not have easy access to local housing, or if the overnight delay is in another U.S. city or abroad, and the cancellation is

not the airline's fault, the Program Director and respective Study Away staff should begin the process of securing a nearby hotel by taking the following steps:

1. The Program Director should be prepared with the gender breakdown and number of rooms required for the group. Students of the same gender should be placed in a shared room (one student per bed). If there is more than one Program Director, both of the same gender, the Directors should share a room as well.
2. The Director should call the UGA 24/7 emergency number: 706-542-2200.

Students are responsible for covering their own meals during a cancellation or delay. It is recommended that they keep receipts in the event that insurance covers this type of expense. OGE encourages students to notify their emergency contacts about the delay.

SECTION V

RISK MANAGEMENT, INSURANCE, HEALTH, AND SAFETY

1. Risk Management Workshops

All Study Away Program Directors, whether they are new or experienced, are required to attend one Risk Management Workshop each year. Workshops are offered in fall and spring terms and cover emergency response, health, and safety topics. Recordings of these workshops are also available. Those who view recordings are required to provide a confirmation to OGE by completing an online form. **100% compliance is required for these workshops.**

2. Preparing for Emergencies: Advice to share with students

It is important to prepare for emergencies abroad. Find out the foreign equivalent of 911 or other emergency numbers at your destination before departure or shortly after arrival. Emergency numbers for all the destinations where UGA offers traditional Study Away programs will be listed on the Destination Details page in the StudyAway Portal for each UGA Study Away Program.

It is also important to know how to contact your Program Director in the event of an emergency. If this information is not included in your orientation materials, be sure to ask. This information is also listed for each UGA traditional Study Away program on its Destination Details page. Also, make sure your Program Director has emergency contact information for you in the U.S.

Develop with your family a plan for regular telephone or e-mail contact, so that in times of heightened political tension, you will be able to communicate with your parents directly about your safety and well-being. However, be careful not to give your family unrealistic expectations for a phone call right after arrival or at a very specific time; sometimes phones are difficult to find and use and time differences make communication difficult.

3. Program Director and Staff Agreements

Anyone traveling in a leadership/authority position on a Study Away Program, including Graduate Assistants must complete the applicable [Program Staff Expectations Agreement](#).

4. Insurance for Faculty, Staff, and Students

All UGA faculty and staff members traveling abroad on official university business must have medical evacuation and repatriation of remains insurance coverage. All regular UGA employees

are automatically enrolled in the Minnesota Life \$25,000 basic life insurance policy, which includes travel assistance, medical evacuation and repatriation coverage, but no overseas health coverage. See:

http://www.usg.edu/assets/hr/benefits_docs/F66715-23_Travel_Assistance_Summary.pdf

Further information about UGA Human Resources Benefits can be found on the UGA HR website: <http://www.hr.uga.edu/benefits>

Depending on your regular health insurance plan, or if you are not a benefits-eligible employee, you may wish to purchase additional overseas health insurance. There are many options available from several companies, such as:

CISI Insurance

All UGA Study Abroad Programs have health insurance coverage through Cultural Insurance Services International (CISI). The insurance policy costs should be included in the advertised cost of the program and every student (both UGA students and non-UGA students) must have the insurance in order for that program to qualify for the coverage. Therefore, the insurance requirement for any student may not be exempted in any case. Students are required to maintain their primary insurance while participating on UGA Study Away Programs.

CISI coverage is required for faculty and staff traveling with UGA students on a UGA approved Program. All program participants –students, faculty, and graduate assistant staff– traveling on UGA Study Abroad Programs will be enrolled by OGE for the official dates of their Program no later than one month prior to program departure. Participants **should not self-enroll** for the official Program dates. All student participants must be committed in the StudyAway Portal for their appropriate Program, and all Program Directors and traveling faculty must be listed on the program Faculty/Staff Verification Roster in order to be enrolled. Faculty, staff, and students who will be traveling outside of the official Study Abroad Program dates may extend their coverage through the CISI website, once they have received their insurance ID cards by email, or by contacting the Office of Global Engagement (706-542-2900).

CISI coverage is available and strongly encouraged for dependents of UGA faculty and staff traveling on UGA Study Away programs.

The highlights of the policy are as follows:

Accidental Death and Dismemberment per Insured:

- Student: \$25,000
- Spouse: \$10,000
- Per Child: \$5,000

Medical expenses (per Covered Accident or Sickness):

- Deductible: Zero
- Benefit Maximum: \$500,000 at 100%

Extension of Benefits: 30 days
 Home Country Coverage Limit: \$10,000
 Emergency Medical Reunion: (incl. hotel/meals, max \$150/day) \$10,000
 Trip Delay: (\$100/day, max. 5 days) \$500
 Quarantine Benefit: \$2,500
 Program Fee Refund (Student Only): \$5,000
 Return Ticket: \$1,000
 Return of Minor Child(ren) Benefit: \$2,500
 Lost Checked Baggage: (deduct. \$50, \$100/article) \$250
 Team Assist Plan (TAP): 24/7 medical, travel, technical assistance
 Emergency Medical Evacuation

- 100% of Covered Expense
- Participants in Antarctica: \$250,000 max

 Repatriation/Return of Mortal Remains

- 100% of Covered Expenses
- Participants in Antarctica \$250,000 max

 Security Evacuation (Comprehensive):* \$100,000

- *Aggregate of \$2.5M

Redpoint Insurance

All active benefits-eligible University System of Georgia Employees, as well as their spouses and dependent children, have access to Redpoint Travel Assistance Services with no additional premium or enrollment required. For Study Away Program Directors and staff, this Redpoint Insurance will act as a supplemental insurance during the official dates of the Program. Outside of the Program dates, this will function as your primary insurance.

For full details on the benefits, please see the [USG Redpoint Travel Summary](#).

See also:

- [UGA Insurance 101](#)
- [International Travel Insurance for Faculty and Staff](#)

5. Accompanying Individuals

The Policy on the Accompanying Individuals on Study Away Programming defines categories of individuals on these programs and outlines steps to be taken regarding travel of individuals not providing direct benefits to Study Away programs. The Policy is applicable to all study abroad and domestic field study programs being conducted on or after August 14, 2019.

Of particular importance, given UGA obligations, is the need to follow associated protocols and procedures to document all special guests and other individuals outside of the key program

faculty/staff and program participants (these categories are being captured by departments and colleges in the regular annual planning and program application process), to assist program administrators and OGE in determining feasibility of including such individuals, considering associated health and safety aspects, and maintaining responsible fiscal management of study away programs. This documentation will be gathered through the UGA StudyAway Portal. The Policy on the Accompanying Individuals on Study Away Programming and associated protocols and procedures can be found at the following [link](https://studyaway.uga.edu/customtags/ct_FileRetrieve.cfm?File_ID=111001):

https://studyaway.uga.edu/customtags/ct_FileRetrieve.cfm?File_ID=111001

6. Acculturative Stress

Acculturative stress is specific to individuals who move from one culture to another and implies a process characterized by phases of stress and adjustment. The layer of stress that is added when studying abroad can contribute to the development of mental health concerns, trigger dormant conditions, or exacerbate pre-existing issues that may otherwise have been well-managed. Changes in environment, diet, routine and cultural norms as well as compounding factors, such as jet lag and changes in personal support infrastructure, can adversely affect a sense of well-being. Noticing and responding to the adjustment issues that some students develop because of acculturative stress is an essential component of a Program Director's responsibilities. Here are some suggestions, which may help to minimize acculturative stress:

- Anticipate acculturative stress and teach students about signs of stress before the trip.
- Learn as much as possible about the host culture before embarking.
- Get to know people from the host culture.
- Encourage an open mind and a sense of humor.
- Communicate frequently with all members of the group.
- Keep a close eye on students who isolate themselves from the group and show signs of loneliness or wanting to be alone.
- Build group cohesion through group activities and include both informal and formal discussions.
- Establish a sensible pacing of group activities to reduce fatigue.
- Encourage students to eat at regular intervals, drink plenty of water and establish a sensible sleep schedule.

Acculturative stress can be experienced as both a physical and psychological experience. Some of the signs can be:

- Sadness or crying spells.
- Anxiety or feeling overwhelmed.
- Irritability.
- Increased interpersonal conflict.
- Withdrawal.
- Rejection of the host culture.

- Loss of appetite.
- Poor sleep.

If you notice a student having difficulty adjusting:

- Encourage active coping skills and problem solving.
- Remind the student of the signs of acculturative stress and normalize their experience.
- Help them process their experience through group discussion and journaling.
- Invite conversation if there is no improvement in two weeks.

Your expression of interest and concern may be a critical factor in helping a struggling student reestablish the emotional equilibrium necessary for academic survival and success on the program.

Identifying and Assisting Students in Distress

It is important to be able to distinguish between signs of acculturative stress and something that may be more serious. Following are some important distinctions in someone who is showing signs of distress:

- Look for changes in baseline functioning
 - Serious decline in academic performance
 - Change in personal hygiene
 - Any expressions of hopelessness
 - Any threats of harm to self or others
 - Helplessness or dependency on others to solve problems
 - Increased substance use in order to cope
- Observe intensity and/or chronicity of behaviors
 - Excessive absences and/or isolation from others
 - Sad/depressed mood lasting two weeks or more
 - Agitated/disruptive/reactive behavior

You will want to assist any student you identify who is in distress. The following suggestions may help to guide your conversation with the student:

- Speak to the student in a private, quiet but safe location.
- Ask questions that are direct and matter-of-fact.
- Take your time and listen to the student's concerns.
- Paraphrase the student's response to your questions in order to ensure you understand the student's concerns.
- Avoid making assumptions, judgments, or asserting your authority.
- Take what the student says seriously.
- Do not promise the student that what is said can be kept confidential.

- Convey that you are concerned and care about the student's wellbeing.
- Keep a record of the behaviors you find concerning and the interactions you have with the student.

After your conversation with the student, you may want to consider one or more of the following actions:

- Contact local police to report an emergency.
- Locate mental health resources in the host country to whom you can refer the student:
 - Consider contacting local universities for information about resources
 - Assist in connecting the student with those resources; accompany the student to the appointment if the student consents
- Follow-up with the student.
- Consult with UGA Counseling and Psychiatric Services (CAPS) regarding a plan of action.
- Create a safety plan with the student:
 - Identify individuals with whom the student can touch base with until the crisis has passed
 - Encourage active coping – what has the student done in the past to deal with stressful situations
 - Assist with problem-solving – are there additional resources the student can access that would be helpful
 - Encourage self-care – sleeping, eating, hygiene
 - Engage a web of support around the student
- Encourage the student to consider medical leave if there are limited mental health resources in the host country.

UGA Counseling and Psychiatric Services (CAPS)

CAPS clinicians cannot provide tele mental health services to students outside of Georgia for licensing and liability reasons. CAPS clinicians can provide consultation to faculty and staff regarding student mental health concerns when traveling abroad, e.g. creating a safety plan for a student, assisting with locating local resources, etc.

CAPS Contact Information:

- Located on the second floor of the University Health Center
- Hours: 8-5 Monday through Friday
- Call 706-542-2273 during open hours
- Call 706-542-2200 (UGA police) after hours and ask for the on-call clinician
- Janet Camp, Psy.D. – Associate Director for Clinical Services

7. Student Health

Program Directors who manage Program-specific web sites must add the following statement to the site:

Medical and Immunization Information

All student international travelers are strongly encouraged to consider the medical aspects related to travel including acquiring travel related medications and updating any routine immunizations that may have lapsed after matriculation.

Individuals attending non-Georgia schools should ensure they have current MMR, TDaP, Hepatitis B and Chickenpox vaccinations, which are admission requirements for schools operating under the Georgia Board of Regents.

Although immunization for Hepatitis A is not required by UGA for admission, it is recommended by our physicians for all international travelers regardless of your destination.

Based upon your travel plans, additional immunizations might be warranted. The Centers for Disease Control and Prevention (CDC) has an International Traveler's Hotline (404-332-4559) where, by punching in the country code of your host country, you can get recorded information on vaccinations, food and water, and current health problems. Their website can also be a valuable resource:

<http://www.cdc.gov>

The UGA Travel Medicine Clinic at the University Health Center provides personalized international travel consultations for students, faculty, staff and the general public. Information is provided on general health risks of travel, risks of contracting diseases related to international travel and methods of prevention, including vaccinations. The clinic also provides Yellow Cards and vaccinations against common diseases such as MMR (measles/mumps/rubella), influenza and Hepatitis A and Hepatitis B. The clinic can provide prescription medications related to travel such as malaria prophylaxis, altitude medications and contingency antibiotics. This is a fee-per-visit service. Total charges will vary based on the number of vaccines needed, and must be paid by the individual traveler. Appointments are necessary, and students are asked to schedule at least 6 weeks prior to departure. Call 706-542-5575 for appointments and fee information or visit: http://www.uhs.uga.edu/services/travel_clinic.html

Visit Travel Health Online, a free on-line service, to review Destination Information including the health risks in your host country. See: <http://www.tripprep.com>

Prior to departure, students will fill out an Office of Global Engagement health information form through the StudyAway Portal. The purpose of the form is to give students an opportunity to provide information on any pre-existing health conditions and/or prescribed medicines. If students indicate on the form that they are managing a pre-existing health condition, they will be referenced to three specific resources:

1. UGA University Health Center, to schedule a travel consultation with the travel medicine providers at the Travel Clinic, <https://www.uhs.uga.edu/services/travel-clinic>.
2. Cultural Insurance Services International (CISI) for consultation on health and medical resources abroad and to make potential arrangements for doctor's appointments, prescriptions and access to medical equipment or testing supplies.
3. The medical professional currently treating their health condition.

Based on their conversations with these medical resources, students may develop a plan for managing any current health conditions while abroad. The plan may include time to visit with health care professionals abroad, communicate with doctors here in the United States, obtain prescription medications or perform routine testing. Unless they are acting in their capacity as a licensed medical professional, faculty and staff leading Programs are advised never to offer medical advice to students on their Programs.

Program Directors can obtain copies of the Health Information Form for enrolled students, from the StudyAway Portal Coordinator at OGE. Please keep them in a safe place – these forms are confidential and must be treated as such. The forms should be shredded upon completion of the Program.

It is the Program Director's responsibility to be aware of any student health problems or concerns while in-country. Directors should follow up immediately on any and all student illnesses. Assistance with appropriate medical support can be provided by CISI or local resources.

8. Other Resources

UGA Health Center Travel Clinic: http://www.uhs.uga.edu/services/travel_clinic.html

The Centers for Disease Control and Prevention (CDC): <http://www.cdc.gov>

The World Health Organization: <http://www.who.int/en/>

Travel Health Online: <http://www.tripprep.com>

9. Health Advice for Program Directors and Students

Medical Insurance

How will you pay for health care that you receive abroad? Be prepared with a means of payment accepted at the destination (credit card, emergency traveler's checks, ATM card, etc.) as most

insurance policies (including the UGA Study Away Insurance policy) will not pay for smaller bills directly, but rather, will reimburse expenses after the fact. Save all receipts and treatment forms from the doctor, preferably translated into English.

Your Current Medical Conditions

Because foreign travel often exacerbates physical and mental problems, travelers with existing medical conditions should consult their personal physician or mental health professional regarding special precautions they may need to take. Locate an English-speaking physician, psychologist or psychiatrist abroad before departure who could help in case of an emergency. Some of these contacts for traditional UGA Study Away programs will be listed on the Destination Details page for each program.

Your Instructor

Make sure that your Program Director is aware of any special condition that you have that could manifest itself while you are abroad.

Students with Disabilities

Obtain documentation from Disability Services or the UGA Disability Resource Center for your Program Director if you wish to receive accommodations for your disability.

First Aid Kit

Prepare a kit containing basic medical supplies and first aid equipment. Given airline security regulations, sharp items will have to be placed in checked luggage. Suggested contents include the following:

Medications

Make sure your supply will be sufficient to last the entire trip, including any unexpected delays. Keep medications in their original containers and bring along a copy of your prescription. To prevent problems if your luggage is lost or misrouted, pack medications in carry-on luggage. If you will not be able to bring a supply of medications to last the entire trip, bring a prescription with the generic or scientific name of the drug, as brand names are different in foreign countries.

Glasses or contact lenses

If you wear glasses or contact lenses, take along an extra pair, plus a copy of your lens prescription. Pack enough lens cleaning solution for the entire trip.

Sun Protection

Sun protection refers to preventing the damaging effects of the sun to your eyes and skin. Bring sunglasses and sunscreen. Apply sunscreen at least half an hour before going into the sun. For those traveling closer to the equator, the sun may burn you faster than you are used to. A good choice for sensitive skin is Blue Lizard, available in the University Health Center Pharmacy.

Insect repellent

If you are traveling to an area with serious insect-borne diseases, such as malaria or dengue fever, take appropriate precautions. Wear clothing that exposes as little skin as possible and apply insect repellent containing DEET (concentration 30%-35%) to exposed skin. We recommend Ultrathon-3M which lasts 10-12 hours and is easy and safe to transport. It is available in the University Health Center Pharmacy. A permethrin solution can be applied to clothing, bedding and screens.

Medical Alert Identification

Always carry a wallet card or wear a necklace stating any conditions you have (like asthma and diabetes). List allergies to specific medications.

Additional items

- Adhesive bandages or gauze with tape
- Disinfectant
- Paper and pencil
- Scissors
- Small bottle of isopropyl alcohol
- Small flashlight
- Soap
- Multi-tool Swiss Army pocket knife
- Thermometer
- Tweezers
- Water purification tablets

Consider including medications for colds, allergies, travelers' diarrhea, athletes' foot and motion sickness. Travelers should also anticipate recurring problems (such as menstrual cramps, hemorrhoids, constipation and headaches) and include related medications and feminine hygiene products.

Medical Power of Attorney

If you are leaving children behind, be sure to have a signed medical power of attorney or emergency treatment consent form on file with your hospital.

10. Health Precautions

Diabetes

If you have a known medical condition that requires injections (for example, diabetes), you should bring along your own supply of needles and syringes. Make sure your supply is large enough to last the entire trip. Airport security regulations in the U.S. only permit syringes or needles on planes if they are accompanied by medicine with a professionally printed label indicating its origin. To prevent confiscation in customs, be sure to bring along a letter from your doctor stating your medical need. Discuss with your physician any adjustments of insulin doses and timing that may be necessary, especially if you will be traveling east or west across several time zones.

Be careful with your insulin. Do not put it in the glove compartment or the trunk of a car, since insulin may deteriorate if it is frozen or exposed to temperatures of 100°F or higher. The best way to transport insulin on international trips is to carry it with you in a specially designed insulin insulator pack, which is sold at most pharmacies. (For travel to hot climates, an accompanying cooler pack is also available.) Once you arrive at your destination, promptly refrigerate your insulin.

Diarrhea

Diarrhea is the most common traveler affliction that usually strikes a couple of days after arrival in a new area of the world. It seldom lasts longer than about five days. Diarrhea is nature's way of ridding the body of noxious agents; intestinal motility serves as the normal cleansing mechanism of the intestine. The most important way of coping with this disorder is to maintain adequate fluid intake to prevent dehydration. If diarrhea or other stomach upset continues, see a doctor. You may have acquired bacteria or a parasite. The UHC Nurse may offer medications to take with you for this contingency.

Drinking Water

Drinking tap water in many economically developing nations, especially in rural areas, is not advisable. Water sources may be untreated or contaminated. If your Program Director advises you not to drink the water, you should not brush your teeth with the water. Do not use ice or eat raw vegetables washed in water (like salads). Make sure that bottled water is sealed. If you order sparkling water or soda water, the bottle is less likely to have been filled at a local tap.

HIV/AIDS

The World Health Organization states: "AIDS is not spread by daily and routine activities such as sitting next to someone or shaking hands, or working with people, nor is it spread by insects or insect bites. AIDS is not spread by swimming pools, public transportation, food, cups, glasses,

plates, toilets, water, air, touching or hugging, coughing or sneezing.” This is as biologically true abroad as it is in your hometown. The AIDS virus is actually not particularly contagious when compared to other infectious diseases, such as measles, herpes, hepatitis B, or tuberculosis. The AIDS virus is primarily transmitted through blood and bodily fluids.

Some countries now require incoming foreigners, including students, to take the HIV antibody test. This would usually be part of obtaining a visa. Check with the nearest embassy or consulate for your destination country about visa and HIV testing regulations.

Since AIDS knows no geographic boundaries, you should employ appropriate preventive measures to avoid infection. If possible, avoid injections, dental procedures, tattoos, or skin-piercing procedures when in developing countries. If injected medications are necessary, insist that all needles, syringes, and IVs are individually wrapped and disposable.

Depending on the country’s quality of medical care, it is best to avoid blood transfusions. This may not be possible if you are in a severe accident and are in dire need of blood. However, in many cases, a safe plasma expander may be used instead of blood products to stabilize trauma victims until an evacuation service can bring in safe supplies or transport the victim to safely equipped facilities.

Less urgent conditions, such as a need for a gamma globulin injection, should be discussed with officials at your embassy. They may have the supplies you need in the embassy medical clinic.

Influenza Prevention Recommendations

The Centers for Disease Control and Prevention (CDC) recommends: “If you are sick with symptoms of influenza-like illness, you should not travel. These symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. A significant number of people who have been infected with 2009 H1N1 Influenza A virus also have reported diarrhea and vomiting.”

There are also steps that can be taken to prevent illness such as:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands with soap and water or use alcohol-based hand cleaners often, especially after you cough or sneeze.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone without the use of a fever-reducing medicine.) Keep away from others as much as possible to keep from making others sick.

In addition, the CDC also advises that while traveling through many airports you may be screened for acute febrile illness and may be asked to:

- Pass through a scanning device that checks your temperature. (The device may look like an airport metal detector, a camera, or a handheld device.)
- Have your temperature taken with an oral or ear thermometer.
- Fill out a sheet of questions about your health.
- Review information about the symptoms of influenza.
- Give your address, phone number, and other contact information.
- Be quarantined for a length of time if a passenger on your flight is found to have symptoms of novel H1N1 flu.

Contact health authorities in the country you are visiting to let them know if you become ill. If you have a fever or respiratory symptoms or are suspected to have novel H1N1 flu based on screening, you may be asked to:

- Be isolated from other people until you are well.
- Have a medical examination.
- Take a rapid flu test (which consists of a nasal swab sample).
- Be hospitalized and given medical treatment, if you test positive for novel H1N1 flu.

Sexual Contact

Due to the HIV/AIDS threat, the best advice is abstinence from any sexual activity (homosexual or heterosexual). If you do engage in sexual contact, it is imperative that you use latex condoms, although this does not entirely eliminate the risk of HIV/AIDS transmission, nor of other sexually transmitted diseases, and is only 80%-90% effective in preventing pregnancy when used alone. Condoms will not reliably protect you from Human Papilloma Virus (HPV) the most common STD and the cause of cervical cancer in women.

After Your Trip

Some illnesses acquired during international travel may not cause symptoms until weeks or even months after returning home. Keep this in mind after you return. If you become ill within one year of returning from a country known to have malaria, tell your doctor. This is true even if you developed malaria while in-country and had it treated.

11. Student Safety

The safety issues Study Away students most commonly face are traffic and/or pedestrian accidents, theft or personal injury, and health problems arising from excessive consumption of alcohol, lack of sleep and poor diet. Encouraging students to make sensible choices about personal behavior and lifestyle while studying abroad can avoid many of these concerns.

12. Crime Prevention: Advice to share with students

All students are strongly urged to read the University of Georgia Police Department informational page on Crime Prevention. The information provided is just as applicable abroad as it is at home. See: <https://www.police.uga.edu/crime-prevention>

The UGA Emergency Preparedness Department also has great resources for what to do in case of an emergency. While the material primarily pertains to UGA students, employees, and campus, the information provided is again just as applicable abroad as it is at home. See: <https://www.prepare.uga.edu/>

Many countries have less street crime and personal violence than is potentially present in urban and suburban areas of the U.S. Indeed, many U.S. students report when they return from their Study Away experience that they had never felt safer in their lives. This does not mean that there is no crime and that your safety is assured.

The simple fact of your being a foreigner and not knowing quite what is and is not safe behavior increases the possibility of robbery, theft, or even physical attack. It is also possible to be caught in the midst of forms of political strife, which may not be directed at you personally, or even at you as an American, but nevertheless can be dangerous.

Try not to make yourself conspicuous by dress (tennis shoes, T-shirts, baseball caps), speech, or behavior, in ways that might identify you as a target. Do not draw attention to yourself either through expensive dress or personal accessories (cameras, radios, sunglasses, jewelry, etc.). When walking around cities, look self-assured, as if you know where you are going (even if you do not). Consult maps before leaving or slip into a store to look at one. When you go out, make sure you carry the name and address of the place where you are staying.

During orientation, ask your Program Director to identify the parts of town that should be avoided on a city map.

Never hitchhike, and avoid walking alone at night. Use common sense and do not do things in a foreign destination that you would not do in your own town. Do not carry much cash, and do not pull out large quantities of money in public. Do not leave cash or valuables in your hotel room. Use good quality locks on your luggage. Keep luggage in hotel rooms, and especially in youth hostels, locked. Do not leave anything of value in a car for any length of time unless the car is within your view.

Never carry your wallet in your back pocket or in a backpack. Put nothing valuable in the back of a backpack. If you carry a wallet, put a rubber band around it – that will make it harder for it to be pickpocketed.

Use a money belt or neck pouch to carry your money, passport, credit cards, etc. Keep only the money you will need easily accessible in the front pocket of your pants or in a zippered inside jacket pocket. If you carry a purse, put it over your head and shoulder, and keep it clutched close to your body. Purses that close completely with a zip rather than partial closure with a clasp are best.

Beware of con artists. Anything that distracts you –someone asking you for something (often asking for directions with a large map), someone dropping something in front of you, someone claiming to be conducting a survey, large groups of children that approach you– could be part of an attempt to pickpocket you or take your purse or wallet. On the other side, locals are also cautious of scams, so do not be surprised if you are completely ignored if you ask a local person for directions, as you may be being perceived as a con artist.

Do not hang your arm with a watch or bracelet out of a bus or car window when there are people around. If you are in trouble, it is always better to yell “Fire” than “Help”.

Limit alcohol intake – it breaks down your defenses and good judgment. Do not use drugs in a foreign country or cross international borders with drugs – you may be arrested and face serious charges. Be aware that you can be dismissed from your Program with no refund for drug use. Be aware that students on UGA programs are still under the UGA Student Conduct Regulations while abroad. This applies to transient as well as regular degree-seeking students.

Avoid potentially volatile situations, such as political demonstrations. It is unwise and often illegal to participate in political activities while abroad. Keep abreast of local news through newspapers and TV news and avoid areas where there are reported tensions or other dangerous situations.

Make sure the Program Director, host family, or foreign university official who is assigned the responsibility for your welfare always knows where and how to contact you in an emergency and your schedule and itinerary if you are traveling, even if only overnight.

Information on safety issues specific to your destination is available on the U.S. Department of State Consular Information Sheet for the country or countries you will be visiting (<https://travel.state.gov/content/travel.html>). After reading this information, if you have specific concerns, please speak to your Program Director or discuss these concerns during your Pre-Departure Orientation.

13. Personal Safety for Individuals: Advice to share with students

Sexual violence and harassment occurs abroad just as it does in the U.S. The best way to stay safe while abroad is to understand cultural norms of the country you are visiting and to follow standard safety practices just as you would at home. In some countries harassment such as shouting obscenities, comments on your appearance or dress or other verbal or non-verbal sexual harassment may be a cultural norm. Sexual harassment laws also differ from country to

country, so the country in which you study may not consider unwanted sexual attention to be sexual harassment as it is considered in the U.S. Also, consider that sometimes Americans are perceived in other countries as very sexually active, heavy drinkers/drug users and want to have sexual relationships with people from other countries. These stereotypes can contribute to the potential for harm while abroad. While unwanted sexual attention or contact is never the fault of the victim/survivor, some considerations and safety precautions can help to reduce the risk for harm.

Considerations and Safety Tips While Studying Abroad

- To better understand cultural norms, familiarize yourself with the country. Know the attitudes toward gender and gender roles in the country. Know how women are treated by men and vice versa. Certain behaviors such as talking about sex, dancing in a club or eye contact may be considered a “come on.” Kissing a friend “hello”, “goodbye”, or other forms of friendly affection have different meanings in different cultures.
- Observe and mimic local individuals to see how they might engage with others or respond to harassment.
- If you are verbally harassed, ignore the behavior and find a safe place.
- Use the buddy system, especially at night and when drinking. Never go anywhere alone.
- Do not accept drinks from strangers and do not leave drinks unattended. Use a lid on drinks.
- Always be aware of your surroundings, especially if drinking. Do not walk around with earbuds or other distractions.
- Follow your instincts. If something does not seem right, remove yourself from the situation.
- Keep a list of resources and contacts (including numbers to U.S. embassies and consulates) available, such as by programming them into a cell phone or having a physical copy on your person. Make sure you know the local emergency phone number.
- Even when using extreme caution, sexual violence can still occur. Know that it is never the victim’s fault and resources are available through the University of Georgia.

If you are sexually assaulted

- Get to a safe place.
- Do not shower or wash clothing.
- Try to locate a Sexual Assault Crisis Center or contact Sexual Assault Support and Help for Americans Abroad (SASHAA), <https://pathwaystosafety.org/>, the American embassy or consulate, or go to your local hospital for medical treatment or a forensic exam.
- The choice is yours as to whether or not you want to report the incident, or prosecute the case. Later, you may decide that you want to prosecute. To make this possible, you should report the incident to the police and allow them to collect physical evidence.
- Seek assistance with UGA’s Relationship and Sexual Violence Prevention and Advocacy Office whenever able to, 706-542-SAFE, <https://www.uhs.uga.edu/rsvp/rsvp-intro>.

Services are free and confidential and trained advocates can explain your options and connect you with appropriate resources.

Sexual assault can happen to anyone, regardless of age, race, gender, sexual orientation, social class, ability, religion, or education level. There are actions we can take to reduce the risk of experiencing sexual assault, but the only person who can stop sexual assault completely is the perpetrator.

Know that it is NOT your fault.

14. Knowing the Laws: Advice to share with students

Once you leave the United States, U.S. laws and constitutional rights no longer cover you. You are bound by the laws of the host country, therefore it is your responsibility to become familiar with the laws of your destination before you go.

In many countries, bail is not granted when drugs are involved. Few countries offer drug offenders jury trials or even require the prisoner's presence at his/her trial. Some countries also have mandatory prison sentences of seven years or more without parole for drug violations. The burden of proof in many countries is on the accused to prove his/her innocence. In some countries, evidence obtained illegally by authorities may be admissible in court. A number of countries, including the Bahamas, the Dominican Republic, Jamaica, Mexico and the Philippines, have enacted more stringent drug laws, which impose mandatory jail sentences for individuals convicted of possessing even small amounts of marijuana or cocaine for personal use.

One of the functions of the U.S. Embassy or Consulate is to assist you in obtaining legal representation if you are arrested abroad, and to monitor your treatment abroad. More information on these services can be found at the Department of State's web site (<http://travel.state.gov/>).

15. Road and Traffic Safety

According to the World Health Organization and the Association for Safe International Road Travel (<http://www.asirt.org/>), road traffic deaths are the leading cause of fatalities among U.S. citizens abroad. This not only includes those riding in vehicles, but crashes involving pedestrians as well. Such injuries can occur anywhere, so be careful. If you travel to countries where cars drive on the left side of the road, be sure to look to your RIGHT before stepping into the street. At the train or subway stations, "Mind the Gap," i.e. be careful to avoid stepping into that space between the train and the platform. As a general rule:

- Program Directors should acquaint themselves and students with the local traffic laws and regulations, including:
 - Legal regulations (e.g. the direction of traffic, posted speed limit).

- Local norms (adherence or not to legal regulations).
- Traffic patterns.
- Local weather conditions or holidays that might affect road traffic and conditions.
- Students should not be allowed to own, rent or drive a motorized vehicle as part of the official Program activities. In many cases, driving is illegal if the motorist is operating solely with a U.S. license and insurance. Moreover, Program Directors and students should recognize that they are not familiar with local road traffic conditions, rules and dangers involved in using a motorized vehicle.
- Program Directors should read and heed the advice in the Department of State Country Information Sheets about Travel and Transportation. This section often includes specific information about various forms of travel to use or avoid. Advice may include:
 - Information on the use of taxis in a given location.
 - Advice on forms of public or informal transportation to avoid.
 - Specific recommendations for bus companies for intercity travel.
 - Recommendations against overnight travel.
 - Specific roads or highways to avoid or be cautious on when traveling.

16. Water Safety

According to statistics cited by the U.S. Department of State, drowning is the fourth leading cause of death of U.S. citizens abroad. It is not uncommon for programs to travel to oceans, lakes and rivers during their Study Away Program. Ocean and river currents have the potential to be imperceptible, swift and dangerous and are subject to change with seasonal weather.

In many countries, there may be no lifeguards or signs warning of currents, tides or other inherent dangers. Directors should exercise caution when permitting swimming abroad, particularly in countries or places where emergency services may not be readily available.

Program participants should be encouraged to:

- Acknowledge their capability to swim and not go into the water if they do not know how to swim (there is no shame in enjoying the shoreline).
- Swim at designated beaches with clear warning systems, where possible.
- Not consume alcohol before or during swimming activities.
- Never swim alone.

If the Program itinerary involves travel to a beach, lake or ocean, the Director must acquaint him or herself with information about identifying and surviving a rip current. The Director must also create a written, destination-specific plan for risk mitigation that will require approval of the Risk Management Committee.

17. Fire Safety

It should not be assumed that fire safety standards will be equal to those in the United States, even when traveling to highly developed countries. In the United States, it is standard regulation for most dormitories, hotels and other accommodations to have working fire detection systems (e.g. smoke detectors and fire alarms), fire prevention systems (e.g. extinguishers and sprinklers) and published and marked fire evacuation plans. These may or may not be present abroad, and the first day in each accommodation Program Directors and students should:

- Note if the accommodation has fire detection systems (if yes, do not automatically assume they will function properly).
- Verify the existence and location of fire detection (alarms) and prevention (extinguishers) systems.
- Inquire if the property has a published evacuation plan and review any documentation.

In addition, Program Directors and students should plan ahead by:

- Knowing the local version of 911 in their country (note in many countries the fire and police number may be different).
- Locating the two nearest exits from their room and the rooms of the students.
- Having everyone count the number of doors between their room and the exits.
- If above the ground floor, knowing where the stairwell is (if you are above the seventh floor in a high-rise property, be aware that fire truck ladders cannot normally reach above the seventh floor and be prepared to move lower).
- Knowing if there are any impediments to their exit (e.g. security bars on windows and doors).

In the event of a fire, Program Directors and students should use protocol adapted from the U.S. Fire Administration:

- If the fire is in your room, get out quickly. Close the door, sound an alarm and notify hotel and fire officials.
- Always use a stairwell, never an elevator.
- If the fire is not in your room, leave if it is safe to do so. To check the hallway for fire, touch the door with the back of your hand to test the temperature. If the door is cool, get low to the floor, brace your shoulder against the door and open it slowly. Be ready to close it quickly if there are flames on the other side. Crawl low in the smoke to the nearest exit; the freshest air is near the floor.
- If your room door is hot, do not open it. Instead, seal the door with wet towels or sheets. Turn off the fan, heater and air conditioner. Call the fire department to give your location. Signal from your window.
- Be sure to take your room key with you in case fire blocks your escape and you need to re-enter your room.
- In order to prevent a fire from starting in their room, Program Directors and students should avoid smoking inside their accommodations and avoid leaving small personal electronics (e.g. hairdryers, straighteners) plugged in when not in use.

18. Extreme Sports

Certain Programs may include activities labeled extreme sports (e.g. scuba diving, sky diving, hang gliding, bungee jumping) as part of the learning program. The inclusion of such activities in programming should only occur if the activity contributes to academic or co-curricular learning. Outside of the official co-curricular programming, students may attempt to organize these types of activities for themselves in their free time. If this occurs:

- The Program Director should not endorse, encourage or facilitate the activity.
- The Program Director should not join the students in the activity.
- The activity should not appear on any official itinerary or schedule, even if it is listed as an “optional” activity.
- If the Program is using a travel service, representatives of that service should not be allowed to pitch these activities to students in official Program information or during any official part of the Program. It may prove difficult to prevent a tour guide from mentioning it to students in an impromptu manner, but they should not be allowed to gather the group together in an effort to sign them up for these activities.
- No transportation that is being used for the Program should be used for the free-time excursion, e.g. if the travel service on the ground is providing a mini-bus for the Program, the travel to a site to bungee jump should not use the same exact mini-bus.

In all cases, it is important to establish clear lines between a Program activity and a non-program/free-time activity.

SECTION VI

POLICIES AND PROCEDURES OF RELEVANCE TO ALL STUDY AWAY STAFF AND STUDENTS

New and experienced Program Directors and instructional faculty traveling with Programs are advised to read the following policies, procedures, and informational web sites. These policies may also be shared with instructional faculty, program staff, and with students in promotional materials. Some Programs have separate Program-specific policies. Program-specific policies, procedures and practices should only be adopted if they can be applied realistically and consistently. Program Directors should always be sure to have the students' permission, preferably in writing, before they contemplate contacting parents.

As a general rule of thumb, if in doubt about a policy or a situation, it is best to consult with university administrators about how best to proceed, by contacting the Director for Global Education or the Associate Provost for Global Engagement directly via e-mail, text or telephone.

1. Academic Honesty Policy

<https://honesty.uga.edu/Academic-Honesty-Policy/>

and

https://honesty.uga.edu/resources/documents/academic_honesty_policy_2017.pdf

Academic Honesty should be discussed with students in their preparations for departure, and the link to the Policy should be included in all promotional materials.

Please call or e-mail the Office of Instruction at 706-542-4336 or honesty@uga.edu if you have specific questions about the Academic Honesty Policy.

2. Emergency Response Protocol for International Education Programs

[UGA Emergency Response Protocol for International Education Programs](#)

All Program Directors are expected to read and abide by this Protocol in the event of an emergency, including contacting OGE immediately in the event of student illness, hospitalization or other serious incidents (via the online incident report tool and UGA Police Department emergency number).

3. Institutional Travel Policies

<https://policies.uga.edu/Travel/Travel-Policy/>

The University of Georgia Finance and Administration Office is responsible for all travel policies, procedures, and forms.

4. Accompanying Individuals on Study Away Programming Policy

https://studyaway.uga.edu/customtags/ct_FileRetrieve.cfm?File_ID=111001

The Policy on the Accompanying Individuals on Study Away Programming defines categories of individuals on these programs and outlines steps to be taken regarding travel of individuals not providing direct benefits to Study Away programs. The Policy is applicable to all study abroad and domestic field study programs being conducted on or after August 14, 2019.

Of particular importance, given UGA obligations, is the need to follow associated protocols and procedures to document all special guests and other individuals outside of the key program faculty/staff and program participants (these categories are being captured by departments and colleges in the regular annual planning and program application process), to assist program administrators and OGE in determining feasibility of including such individuals, considering associated health and safety aspects, and maintaining responsible fiscal management of study away programs. This documentation will be gathered through the UGA StudyAway Portal.

5. Non-Discrimination and Anti-Harassment (NDAH) and Sexual Misconduct Policy

<https://eoo.uga.edu/policies/non-discrimination-anti-harassment-policy>
<https://eoo.uga.edu/policies/student-sexual-misconduct-policy>

Sexual harassment as defined by university policy is also a violation of the Student Code of Conduct. UGA and OGE are committed to taking prompt and appropriate action to support students who report sexual harassment.

International cultural norms surrounding gender roles and expectations are often different from those in the U.S. and harassment may be particularly difficult for students to identify abroad. However, cultural sensitivity does not mean that students should be submitted to behaviors that make them feel unsafe. The pre-departure and in-country orientations should address sexual harassment, violence and gender dynamics in the country abroad, and empower students to engage in a safe international experience.

The university encourages Study Away participants to report concerns and complaints so that prompt corrective measures can be taken to stop sexual harassment whenever it occurs.

Students should be informed that they may report the situation to their Program Director and/or OGE staff. Students may also submit a complaint or report using the online or anonymous resources available on the Equal Opportunity website at <https://eoo.uga.edu/eoo-report>, and the Office of the Vice President for Student Affairs Complaints Portal at <https://studentcomplaints.uga.edu/>

Under federal Title IX requirements, any UGA faculty or staff member who knows of a sexual assault is required to take certain steps of action and report the assault to the university's Clery and Title IX Coordinator. As faculty or staff, you can offer survivor discretion, but not complete anonymity. Instances of sexual assault must be reported to OGE or directly to the Clery and Title IX Coordinator (see contact information below). Survivors will receive a notification of assistance and resources from the university's sexual violence support coordinator in the Office of Student Advocacy. UGA is committed to providing support and resources for students who have experienced sexual violence; however, survivors are empowered to avail themselves of, or decline the services. If a student reports an assault to UGA faculty or staff, those persons should ask the following questions:

- Does the student feel safe right now?
 - If not, accommodations should be made for the continued safety of the student.
- Does the student feel safe in the program?
 - If not, accommodations can be made for the continued safety of the student.
- Would the student like to call the police or local authorities?
 - The choice to file a police report is entirely the decision of the survivor. Note: In some countries, local staff (host institution) may be legally obligated to notify legal authorities of a known sexual assault. In addition, a survivor may be subject to prosecution in some countries if they report sexual assault or domestic violence. Students should consult with Program staff so as they are aware of these issues prior to arrival.
- Does the student need medical attention?
 - The choice to seek medical attention is entirely the decision of the survivor. Visits to a clinic/doctor, examinations and medications would be covered subject to the conditions of the CISI insurance policy. In addition, subject to conditions, the policy has coverage for ongoing medical care and counseling services. Note: medical treatment will vary depending on destination, and not all services may be available in all countries. However, we still strongly encourage that the student go to the hospital immediately for medical treatment and evidence collection. This will provide additional options for him/her in the future. If the assault has just happened, encourage the student to: not shower, not brush his or her teeth or drink anything, not change his or her clothes, or he or she can bring the clothing he or she had on in a bag. Make note of urination frequency post assault. If he or she has already bathed, etc. evidence may still be collected. Also, remind the student that he or she is welcome to bring a support person to the hospital visit.

If the Program Director feels uncomfortable addressing these issues with the student, a representative from OGE, the Clery and Title IX Coordinator, or a sexual violence support coordinator can speak with the student.

The Bedside Visit Benefit in the CISI insurance includes a limited provision for a designated family member, friend or other designee to travel to the country to support a student who is the victim of a sexual assault. This benefit is subject to authorization by CISI and should be verified before it is extended.

If a student is the victim of a sexual assault from another participant on the Program, arrangements need to be made to immediately separate the victim and the alleged perpetrator. This can be difficult in the confined settings of a Study Away Program; however, the university can authorize resources to make the necessary arrangements (e.g. the cost of a new room in a separate accommodation). OGE should be notified immediately, and in consultation with the Clery and Title IX Coordinator and the Office of Student Conduct, a decision will be made concerning the removal of the alleged perpetrator from the program.

More resources for sexual violence education and support are available at:
[https://eoo.uga.edu/Sexual Assault Resources Chart](https://eoo.uga.edu/Sexual_Assault_Resources_Chart).

Contact information:

OGE: Dr. Yana Cornish, Global Education, OGE yanac@uga.edu | 706-542-2900

Clery Coordinator: Mr. Marshall M. Chalmers, Office of Legal Affairs legal@uga.edu | 706-542-0006

Title IX Coordinator: Ms. Janyce Dawkins, Equal Opportunity Office ugaeoo@uga.edu | 706-542-7912

6. Policy on Alcohol and Other Drugs

http://safeandsecure.uga.edu/policy_drugs-alcohol.html

The information below does not supplant the UGA Policy; rather, it clarifies how this policy applies to students studying abroad.

All regular student conduct regulations, including those related to alcohol, are applicable while a student is studying abroad. Students are expected to abide by the legal drinking age in the country or countries in which they are studying.

Alcohol cannot be purchased from Program funds. Program Directors and instructional faculty must not provide or purchase alcohol for the students participating in Study Away Programs.

If students choose to consume alcoholic beverages while participating in a Study Away Program, UGA expects responsible behavior and moderation. Students are responsible for their behavior and any misconduct that is related to the consumption of alcohol.

Students must be aware that alcohol will impair judgment and make them more vulnerable to crime and accidents while in unfamiliar surroundings.

Public drunkenness is less common among university age young people in most other countries. Such displays can reinforce negative stereotypes of U.S. citizens and make one look foolish in the eyes of citizens of the host country.

Students should note that limited service of alcohol may occur in homestays and facilities contracted to provide housing services for students on a UGA Study Away or Exchange Program, provided the primary purpose of those facilities is to provide housing. All Code of Conduct policies are in effect in such locations, as they are anywhere a UGA student finds him- or herself, internationally and domestically, on-campus and off.

In establishments contracted by UGA or during events in which a private entity is contracted by the University to provide meals to students, policies regarding alcohol established by the University of Georgia shall be in full effect.

7. Promoting a Supportive LGBT Environment

<http://www.lgbtcenter.uga.edu>

Program Directors and instructional staff are encouraged to become Safe Space trained as a means of providing an optimal supportive environment for all students on Study Away Programs. See: https://lgbtcenter.uga.edu/content_page/safe-space-content-page

8. Student Code of Conduct, including Dismissal

www.conduct.uga.edu

https://conduct.uga.edu/site/content_page/code-of-conduct

General conduct issues

Program Directors should refer students to the UGA Code of Conduct at orientation. Students should be reminded that they are responsible for following all Code of Conduct regulations during their time abroad. The regulations are contained in section V (pp. 4-6) of the Code of Conduct.

Program Directors are required to file an Incident Report with OGE immediately after any incident contrary to the Code of Conduct or contrary to the conduct expectations of the Study Away Program occurs.

The Office of Student Conduct also advises a discussion with the student in order to determine any necessary immediate response and whether the behavior may be a violation of the Code of Conduct. When in doubt, Program Directors may refer any incident to the Office of Student Conduct (OGE will forward the Incident Report to the appropriate campus officials), and that office will decide whether to pursue further action on their part.

Dismissal

Some situations may be serious enough that students lose their right to continue in the Study Away Program. These may vary depending on additional Program rules and guidelines. Dismissal is a significant decision that requires careful consideration, as well as alternate sanctions that might be imposed on the student short of dismissal. The ultimate decision to dismiss a student is the purview of the Program Director. If a student's conduct does necessitate dismissal from the program, OGE will support the Program Director's decision.

If the Program Director determines that dismissal of the student is necessary, s/he must complete the "Letter of Dismissal," which should be reviewed by OGE prior to delivery to the student (letterhead is preferable if available, but plain paper is acceptable otherwise). The letter must be discussed with the student, and signed by the Program Director, a witness, and the student. One copy should be issued to the student and the other should be retained by the Program Director. The student should be informed that his or her signature indicates they have been given the letter, and does not necessarily denote agreement with the dismissal. The student's signature is desirable in that it makes clear that the student is aware of their effective dismissal date; however, the dismissal is in effect whether or not the student signs. If the student refuses to sign, this should be noted on the Program Director's copy.

The student must be provided with appropriate information as to means of transportation to the airport or other immediate needs if the student needs such information. However, making actual housing or transportation arrangements after the date of dismissal is entirely the student's responsibility.

OGE must be informed prior to the student's dismissal. Upon the Program Director's return to the U.S., a copy of the completed "Letter of Dismissal" must also be provided to OGE.

9. Students with Disabilities on Study Away Programs

<http://www.drc.uga.edu>

Just as cultures differ from country to country, so do the perceptions of disability and accommodations. Some countries may have a wide range of services for students with disabilities; others may rely on peer or family support or have limited disability accommodations

available. The most important quality for any Study Away participant is flexibility and an open mind.

Academic accommodation requests should be made through the Disability Resource Center. An institution is obligated to make its Study Away Programs accessible unless doing so would fundamentally alter the nature of the Programs or create an undue financial burden. For example, relocating a Study Away Program in order to make it more physically accessible would constitute a fundamental alteration.

Program Directors should encourage disability disclosure so that the student and the advisor can consider disability needs early in the advising process. Access statements should be included in brochures and website promotional materials. For sample access statements, see:

<http://www.drc.uga.edu/faculty/sample-access-statements>.

Program Directors should include detailed information about the requirements of the program, including information about academics, housing and dining options, transportation, field trips, and access to technologies (internet, computers).

10. Policy for Programs and Activities Serving Minors

<https://programsforminors.uga.edu/policy>

The University of Georgia is committed to providing a safe environment for all minors participating in programs and activities on campus or otherwise affiliated with the University. In accordance with this commitment and with Board of Regents Policy 12.9, the University Cabinet adopted a Policy for Programs and Activities Serving Minors. This policy became effective May 1, 2017 and extends to all University-sponsored programs/activities, as well as any third-party organizations that utilize University facilities for programs and activities serving minors (defined as persons under the age of 18 years) who are not UGA students.

The Policy may be found at programsforminors.uga.edu/policy

Policy Requirements

Each program/activity must meet the following minimum requirements: approval, annual registration, background investigations, training, and records retention. All programs/activities serving minors must be approved and developed at the departmental/unit level, with Program Administrators determining content and training appropriate to the program/activity.

Failure to comply with the policy will result in appropriate disciplinary action, including but not limited to suspension of University funding, non-renewal or termination of the program/activity, removal or barring from University facilities, or suspension, dismissal, or termination of University employment or status as program/activity staff.

Policy Resources

To facilitate compliance with the policy, the following website includes program resources, sample forms, and FAQs: programsforminors.uga.edu. The website also houses the program/activity registration system. Annual registration is required for all programs/activities serving minors.

Policy Ownership and Contact Information

The policy is administered by Public Service and Outreach with Brian Stone, Program Coordinator at the Georgia Center for Continuing Education, serving as Policy Owner. As Policy Owner, Mr. Stone is charged with overseeing the programs and activities serving minors website, maintaining an inventory of programs, and responding to policy inquiries. Additional support is provided from an advisory committee of key University administrators, along with continued guidance from the Office of Legal Affairs, the Office of Real Estate, and Human Resources.

Please contact Brian Stone at programsforminors@uga.edu or 706-542-7255 if you have any questions or need additional information.

SECTION VII

PROGRAMS WITH HOMESTAYS

1. OGE Baseline Expectations for Program Directors, Providers, and Host Families, plus Guidelines that require Students' Signatures

Students consistently rate homestay experiences as a highlight of their Study Away experience. Homestays are an unparalleled way to learn about the culture of the host country or learn a new language. Homestays often result in life-long friendships.

As is the case with Study Away in general, pre-planning is essential to ensure that homestays are positive and safe experiences for the students and their host families. Host families must meet certain requirements, and the expectations of students and host families must be clear from the outset. While there is considerable variability in how homestays can be handled, the core goals are protecting our students and UGA, and these goals need to be balanced with the value of immersion in the student experience and the pragmatics of international programs. Homestay expectations must be conveyed in writing to students and host families prior to arrival. Fluid communication between students, Program Directors, and host families about the homestays while the Study Away program is in session is encouraged. This may include placement questionnaires and feedback forms, but also critical are communication channels during the program to easily report and mitigate any potential problems. In the case of third-party providers, homestay expectations must be conveyed in writing to the provider, who then conveys UGA expectations to the host family. When necessary, this information needs to be conveyed in the native language of the recipient. A written document is essential, as it will help to standardize guidance, and serve as proof of expectations given if there is a problem.

OGE defers to the discretion of Program Directors, on the understanding that they are the ones who know the situation best, have to implement the structure, and have the ability to safeguard the students on site, but also has certain baseline expectations for homestays.

Expectations for Program Directors

- Work with the service provider to ensure homestay families are properly selected and that the expectations are clear and conveyed in writing.
- Ensure that the students are thoroughly prepared for a homestay. See below: OGE Guidelines to be distributed to and signed by students.
- Help make arrangements for students to store items that they may not want to take to a homestay.

- Plan for how students will travel between their homestays and the program, particularly if there is a daily commute. Provide additional assistance at the beginning and end when there is luggage.
- Ensure that the host families and the students have your contact information at all times.
- Reassure students that they can discuss any concerns about their homestays with you at any time. Be prepared to terminate a homestay or make alternate arrangements if legitimate reasons are present. Students must be given the option to ask to be placed in a new home for health or safety concerns, and the request must be honored, unless it is a frivolous reason per the Program Director. In general, it is best to err on the side of caution and trust the students if there is a different story between them and the host family.

Expectations for Providers

- Homestay families must be vetted and visited by the provider or Program Director well before the Study Away program officially starts. The provider should explain how the families were selected, e.g. based on prior experience, references, background checks, etc.
- The provider should instruct the homestay family in writing, and if necessary in the family's native language, about Expectations for Homestay Families (see below).
- The provider must be able to provide the students with the following information at least 2 weeks prior to departure: (1) Full names and contact information for their homestay families; (2) Names and ages of the children, or any other information that would help them prepare for their departure from their home country or "get acquainted" ahead of time.

Expectations for Homestay Families

- There must be a healthy household environment, i.e. no alcohol or drug problems, no history of abuse or legal offenses.
- There must be someone (parent or older child) at home during mealtimes and preferably, at all times that the student is in the house.
- Avoid sending female students to households with male youths of the same age group as students.
- Women may not be placed in homes that lack a homestay sister of the same age, if teenage boys or men are present in the household.
- An appropriate level of privacy and living arrangements for students (e.g. sleeping, bathing, etc.) must be guaranteed, with attention to magnified safety concerns of female students. Host families must be able to provide students with their own bed. If the student will be sharing a room with another person, the other person must be of the same age group and gender as the student. If the student does not have a private room, the family must be able to provide facilities conducive to studying, e.g. desk or table with

lamp, in an area where the student can study without disturbing the family or being disturbed.

- There should be at least one person in the household who can understand some English if the student does not speak the local language at all.
- The household must have telephone access for emergencies (even if the phone is in a neighboring home).
- Host families must be willing to provide students with house keys.
- Wherever possible, families should be willing to accommodate dietary choices, such as vegetarian, as well as medically necessary dietary needs. In general, meals should be adequate and healthy. Students should not eat salads or uncooked fruit and vegetables that cannot be peeled first. Cooked food should be served very hot, or be kept in a pot with a lid after cooking.
- Host families should understand they are providing a cultural experience, not serving as a bed-and-breakfast service.
- Families should share time and interact with the student, and include the student in family and community events.
- Families should provide clean, sanitary living conditions, including laundry facilities.
- Families should be encouraged to speak and practice the native language with the student. If the student is trying to learn the local language and there is an English speaker in the house, avoid speaking English unless: (1) absolutely necessary; or (2) during specified times to help that person learn English.
- Family members should not comment on or negotiate with the student regarding money or payment for the homestay.
- Families should avoid receiving students or volunteers from other institutions and organizations while hosting the UGA student.
- Families should set standards for the student and his/her homestay siblings regarding entertainment, going out at night, etc. Students in general and women in particular, should be discouraged from going out alone or with men from the community. Although Program Directors are to have counseled students on safety and proper behavior, the head of the homestay family should let the Director know if the student engages in reckless or inappropriate behavior.

2. OGE Guidelines to be distributed to and signed by Students

Students consistently rate homestay experiences as a highlight of their Study Away experience. Homestays are an unparalleled way to learn about the culture of the host country or learn a new language, and often result in life-long friendships.

While there is considerable variability in how homestays can be handled, the core goals are protecting our students and UGA, and these goals are balanced with the value of immersion in the student experience and the pragmatics of international programs. Homestay guidelines are conveyed in writing to students and host families prior to arrival. Fluid communication between

students, Program Directors, and host families about the homestays while the Study Away program is in session is encouraged.

OGE defers to the discretion of Program Directors, on the understanding that they are the ones who know the situation best, have to implement the structure, and have the ability to safeguard the students on site, but OGE also has certain baseline guidelines for homestays. Program Directors may provide more specific information about the program, customs of the homestay site, and inherent risks.

Expectations for Students

- Students should understand that as the homestay guest, it is the student's responsibility to adapt.
- Students should be attentive to meal times and other routines within the family, for example:
 - Respect the family's preference of TV shows, where available, and kinds of music.
 - Treat any pets appropriately.
 - Receive visitors with respect and discretion.
 - Be attentive to what the family likes and does not like to talk about.
 - Wash your clothes (if arrangements have not been made for the family to do the laundry) and take showers according to family schedules.
- Students should be willing to interact with their host family, both in the home and in family and community events, while understanding that there will be aspects of the intimate and personal lives of the family in which the student should not expect to share.
- Students should be aware that the family may not be able to provide voluntary dietary choices.
- Students should be aware that the family may not be able to provide as much privacy or comfort as the student is accustomed to.
- Household phones are usually for emergencies, not for convenience, and certainly not for un-reimbursed long distance calls.
- Students should plan to keep their possessions in a neat and tidy manner, to make their bed each morning, and to look after their own basic housekeeping. They should be especially mindful that in many countries it is not customary to take overlong showers, leave lights on in rooms, or waste food.
- Students should help out, when possible, with routine household chores, as do other members of their household.
- Students should communicate their daily itinerary clearly—what meals they will be away for, when they expect to be home— and they should keep to that plan as far as possible.
- Students should respect curfew rules, where such rules are applicable.
- Students should understand that homestay families are:
 - Not sources of pocket money, loans, or financial responsibility of any kind.
 - Not there for counseling or therapeutic attention.

- Not there to provide unusual services or treatment, such as special diets that have not been pre-arranged by the provider, telephone time, maid service, clothing, recreation facilities, excursions, etc.
- Students will be expected to behave as a respectful and responsible adult member of the household. Students must always be sensitive and aware of how their presence can contribute something to the household, through an active interest in the family and participation in family activities. Ultimately, students are goodwill ambassadors, whose behavior must reflect positively on themselves, their university and their country.

[NOTE TO PROGRAM DIRECTORS: Additional guidelines may be applicable to certain travel destinations. Such additional guidelines may be added by Program Directors subject to approval by the Office of Global Engagement Risk Management Advisory Committee and the Office of Legal Affairs.]

If my program includes a homestay, I have read, understood, and agree to comply with the above guidelines.

Print name

Signature and date

SECTION VIII

EDUCATION ABROAD COMMITTEE STRUCTURE

OGE has a transparent committee structure driven by the collaborative efforts of OGE staff and university faculty. This structure is intended to underscore OGE's close engagement with Departments, Schools and Colleges at all levels of the decision-making process. Faculty may apply to serve on committees, on the understanding that some committees have a learning curve and therefore require a long-term commitment. All meetings chaired by the Associate Provost are scheduled for a maximum of one hour.

1. Voting Procedures

Not all issues discussed by OGE standing or ad hoc committees will require a vote. Where a vote is needed, voting shall be conducted by voice vote, a show of hands, or by written ballot. A vote will be taken by written ballot if any committee member requests this procedure. The Chair is responsible for counting and reporting the record of the vote. Absentee voting is permitted when (a) the vote is not based on review of specific materials, or when (b) the vote is based on specific materials, provided these materials are made available prior to the meeting. Absentee voting is not permitted when the vote is based on specific materials that are made available only at the meeting. Proxy votes will not be allowed.

A simple majority of the voting members of the committee shall constitute a quorum. Votes may be passed by a majority of those present and voting.

In general, OGE Committees are not required to keep minutes.

2. Standing Committees

Associate Deans Committee

Committee listserv: INTLADCOMMITTEE@listserv.uga.edu

The Committee is convened and chaired by the Associate Provost for Global Engagement once every month.

The Committee's main charge is to discuss action items relevant to teaching, research and service that connect OGE to the university Schools and Colleges.

The Committee consists of the associate deans or other designated representative in each School or College who are responsible for international initiatives.

Exchange Committee

Committee listserv: EA-EXCHANGE@listserv.uga.edu

The Committee is convened and chaired by the Director of Global Education as appropriate, generally once per semester, as agenda items present themselves.

The Committee consists of the following members:

- Director of Global Education (Chair)
- Director of International Partnerships
- 2 Global Education Advisors working in incoming / outgoing exchanges
- Dean of the Graduate School
- Associate Vice President of Admissions
- 2 Associate Deans
- 1 UGA faculty member

The Committee reviews the status of current bilateral exchanges and considers new exchange proposals, and recommends them for approval. The Committee may consider some exchange proposals via email.

Review Committee for New Study Away Program Proposals

The Committee is convened and chaired by the Director of Global Education as appropriate. The Committee meets at least twice per semester.

The Committee consists of the following members:

- Director of Global Education (Chair)
- Director of International Finance
- 1 staff member from the Office of Curriculum Systems
- 1 member of the Risk Management Advisory Committee
- 2 UGA faculty members with Study Away experience who are not directing programs at the time proposals are considered

The Committee reviews new Study Away program proposals, and recommends them for approval.

Risk Management Advisory Committee

Committee listserv: SARISKMGT-L@listserv.uga.edu

The Committee consists of ten voting members and one non-voting member, as follows:

Associate Provost for Global Engagement (Chair)
 OGE Director of Global Education/Lead Member of OGE Emergency Response Team
 OGE Director of Finance & Operations
 1 current or former UGA Study Away Program Director
 Director of Clinical Services, Counseling and Psychiatric Services
 Director of Administrative Services and Communications, University Housing
 Director of Medical Services
 Director of International Student Life
 Emergency Operations Manager, Office of Security and Emergency Preparedness
 Assistant General Counsel, Office of Legal Affairs (non-voting)

Visitors may be invited by the Chair to attend meetings as the committee deems necessary or appropriate. Visitors may include, but are not limited to Deans, Associate Deans, unit Heads and Directors, faculty members, and OGE Emergency Response Team members.

The committee shall meet in person at least twice per semester, the meetings to be scheduled by the OGE Administrative Specialist (Stacey Casuccio). The OGE Director of Global Education shall distribute agendas for meetings to committee members at least a week prior to the meeting along with pertinent information on items the committee will discuss.

The term of service for members of the Risk Management Advisory Committee is open-ended.

The Risk Management Advisory Committee advises or provides recommendations to the Associate Provost for Global Engagement on issues such as: policies and procedures for minimizing risks on Study Away activities involving students; petitions for student travel to overseas locations with US Department of State Travel Warnings; and Study Away programs and program proposals with higher levels of risk.

Scholarship Committee: Foundation Incentive Scholarships for International Centers

The Committee consists of three members, as follows:

Study Away or Residential Center Advisor (Chair)
 2 UGA faculty members who have taught at one or more Residential Centers, excluding the semester in which awards are made

International Center Directors may also attend Committee meetings as non-voting members.

The task of this committee is to review scholarship applications submitted electronically by eligible participants of International Center programs and make awards.

Scholarship Committee: General OGE Scholarship

The Committee consists of six members, as follows:

Study Away Advisor (Chair)

1 OGE Graduate Assistant

2 Academic Advisors

2 UGA faculty members

The task of this committee is to review scholarship applications submitted electronically by eligible participants of UGA Study Away programs and make awards.

UGA Study Away Program Directors Committee

Committee listserv: SADIRECTORS@listserv.uga.edu

The Committee consists of all UGA Study Away Program Directors.

The Committee meets as a group once per semester at meetings chaired by the Associate Provost.

The task of the Committee is to share general information about UGA Study Away Programs and occasionally to discuss new policies and procedures. Directors may be asked to serve on specific action-oriented Ad Hoc Committees for creating new processes.

Each year the Associate Provost, Director of Global Education and Director of Finance & Operations also convene 30-minute meetings with individual Directors about their programs.