



Scene from 2004 PSU "Connecting Educational Communities" Summer Program

Developing Short-Term, Faculty-Led Study Abroad Programs

**Portland State University
Education Abroad**

Office of International Affairs

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PSU Short-term Programs Abroad

Dear Colleagues,

Thank you for your interest in short-term Education Abroad programs. Events in recent history have emphasized the importance of knowledge and understanding of the world's cultures. At Portland State University we are part of a nationwide trend in international programs to make the study abroad experience accessible to both traditional and non-traditional students through innovative curricula in short-term study abroad programs.

This handbook, developed by Portland State's Education Abroad Office, is designed to assist faculty in planning and implementing successful short-term international programs. As you plan the course work and itinerary, I hope you will work closely with the Education Abroad Office staff to insure the best possible educational experience for your students.

Thank you.

Daniel O. Bernstine

President

Acknowledgements

This handbook is adapted from the NAFSA publication, *The Guide to Successful Short-Term Programs Abroad*. Additionally, it is a compilation of ideas from the PSU Education Abroad Office staff members, faculty and administrators, collections from national and international conferences, and resource documents. Special thanks to Nancy Goldman and Alyse Collins for their efforts in compilation.

We gratefully acknowledge the following resources:

- *Developing Short-Term Faculty-Led Study Abroad Programs*, Central Washington University
- *Guide to Education Abroad for Advisers and Administrators*, NAFSA: Association of International Educators
- *The Guide to Successful Short-Term Programs Abroad*, NAFSA: Association of International Educators

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How to Use This Handbook

This handbook is designed to assist faculty throughout the development and implementation phases associated with successful short-term education abroad programs. There are many factors involved in offering programs abroad. Along with enhancing the curricula of various academic departments, these short-term programs also expand the geographic diversity of education abroad programs currently offered and make these programs available to the largest number of students possible.

The PSU Education Abroad Office works directly with faculty in developing overseas programs. It is recommended that an appointment be made with Ron Witczak, Associate Director of the PSU Education Abroad Office, prior to completing the initial application. There is a list of resource faculty who have planned and led Short-term Education Abroad programs at PSU on page 45.

Leading a group of students in this type of endeavor is indeed rewarding. It is also a commitment of time and energy. Faculty Leaders should realize that they are involved in every aspect of the program and are often on duty 24 hours a day. The NAFSA: Association of International Educators *Guide to Successful Short-Term Programs Abroad* states that study abroad faculty must be true leaders, skilled in diplomacy, logistics, and group dynamics.

The responsibilities and information contained within this handbook constitute a job description and expectations of a faculty leader for a short-term education abroad program.

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Roles and Responsibilities for Short-Term Education Abroad Programs

1. PSU offers a wide range of Education Abroad programs. Short-term education abroad programs, usually 2–5 weeks in length, are self-supporting programs in which participants study abroad with groups of PSU students and faculty for academic credit and personal development.
2. PSU welcomes all qualified participants (full-time students/part-time students). Short-term education abroad programs are proposed by PSU faculty in concert with the Education Abroad Office. Program applications are available from the PSU Education Abroad Office or online at: <http://www.intl.pdx.edu/EdAbroad/StudyAbroadApp.pdf>.
3. PSU faculty who wish to create short-term education abroad programs must seek approval of the program and course offering by their respective departments and chair. In the future, proposals will be reviewed by the PSU Internationalization Action Council, which will make the final decision on program offerings.
4. Faculty who have proposed and coordinated Short-term Education Abroad programs in previous years may propose their program for another session. The same application is used for new and returning programs (see Appendix). Department approval must be obtained for returning programs.
5. Faculty Leader appointments for Short-term Education Abroad programs, and all curricular matters related to these programs, are made upon the recommendation of the department chair and the PSU Education Abroad Office.
6. To guarantee the quality and strength of Short-term Education Abroad programs and to allow adequate time for program preparation, the PSU Education Abroad Office requires that the Faculty Leader propose the program at a minimum of one year prior to the program dates or preliminary course.
7. The PSU Education Abroad Office will assist with administrative tasks that include the preparation of recruitment and publicity materials and the collection and disbursement of applications and fees. The faculty leader, supported by staff members of the PSU Education Abroad Office, will conduct a comprehensive mandatory predeparture orientation for the student participants.

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8. The Faculty Leader is responsible for much of the communication regarding program budget, itinerary, travel and accommodation arrangements, site arrangements for faculty and participants, assignments, grading policies, and final reports.
9. In most cases, the Faculty Leader will not be compensated for the teaching assignment while running the Short-term Education Abroad program unless the program has been approved as an international capstone. However, the expenses related to travel, meals, and lodging on behalf of the Faculty Leader are normally covered.
10. The Faculty Leader, in addition to academic responsibilities, is responsible for:
 - Maintaining daily contact with program participants;
 - Advising students of all changes in previously agreed upon travel, accommodations, or other course-related arrangements;
 - Providing participants and the PSU Education Abroad Office with a detailed itinerary that includes emergency contact addresses and telephone numbers;
 - Contacting the PSU Education Abroad Office as soon as possible of any emergency related to, or injury to, a course participant or third party who might be considered to be PSU's responsibility. All reports will be followed by a detailed written account from the Faculty Leader.
11. The Faculty Leader is responsible for complying with government regulations regarding travel, study, and research in the host country. For example, if approval is required for a site visit, it is the Faculty Leader's responsibility to obtain the approval and include any costs in the program budget.
12. The PSU Education Abroad Office reserves the right to alter or cancel a program as may be deemed necessary.

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Role of the PSU Education Abroad Office

One of the functions of the PSU Education Abroad Office is overseeing all proposals for faculty-led, short-term Education Abroad programs offered through PSU. We welcome any faculty member with international contacts, experience, or interest to work with our office to develop a program. The Education Abroad Office will provide the following services:

1. Provide a handbook and give assistance on how to develop a program;
2. Supply all required forms for the establishment of the program, including program applications;
3. Assist with publicity and promotion of the Short-term Education Abroad opportunity;
4. Edit and produce university-wide Short-term Education Abroad flyers and brochures;
5. Handle all monetary transactions, including collection and disbursement of funds;
6. Assist in interviewing all applicants;
7. Prepare financial aid budget for students, as needed;
8. Prepare and process Faculty Leader travel authorizations and reimbursements;
9. Assist the Faculty Leader with predeparture orientations sessions;
10. Approve the program budget and determine the final cost of the program (to ensure that all programs are self-supporting and to maintain a diverse and academically qualified list of study abroad course offerings).
11. Conduct post-program evaluations.

Role and Responsibilities of Student Participants

Faculty Leaders and students on PSU Short-term Education Abroad programs are regarded as ambassadors of good will, as well as representatives of Portland State University; Portland, Oregon; and the United States of America. It is suggested that the Faculty Leader outline and make clear the student's role on the program and expectation regarding academics and appropriate behavior.

In general, the basic expectations for participation in any Education Abroad program are as follows:

1. Attend the mandatory predeparture orientation session(s)
2. Participate in all scheduled program events and lectures
3. Complete all required readings before and during program
4. Complete all required written work by the specified deadline
5. Attend a debriefing meeting, upon return to PSU
6. Additional expectations, as determined by the faculty leader and the group

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About Drug and Alcohol Usage Overseas

The first thing that faculty leaders must remember is that the use of illegal substances is prohibited on any PSU short-term Education Abroad program. This should be made clear to students before and during their participation in the program. Additionally, students must be informed that penalties for using illegal substances are much stiffer than in the US and that there is nothing that a faculty leader or the US Embassy can do to assist a student who is caught breaking the laws of the host country. If it comes to the attention of the faculty leader that any student is using illegal substances, the student should be immediately removed from the program.

Use of alcohol in Education Abroad programs can become a problem, especially for some students who have suddenly become of legal drinking age. "The University holds the belief that the illegal use and abuse of alcohol, and the use of illegal drugs, poses a direct threat to its learning environment" [Source: IMD Alcohol Policy, Portland State University, retrieved from <http://www.aux.pdx.edu/policies/alcohol.php> on August 15, 2005]. In view of this statement, the PSU Education Abroad office suggests that faculty leaders have a discussion with all student participants prior to the program to determine group standards relating to responsible alcohol use.

Standards for responsible alcohol usage might include any or all of the following:

1. The student's alcohol consumption is in harmony with the way alcohol is consumed in the host country. Culturally, the student does not conflict with normal practices in the host country.
2. A student does not miss any scheduled event because of the effects of alcohol consumption.
3. A student does not become ill due to the effects of alcohol consumption.
4. A student abides by the laws of the country in which he or she is living.
5. A student does not engage in behavior that causes embarrassment to the other members of the group, the faculty leader(s), PSU, or the in-country host(s) as a result of alcohol consumption.

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I. General Timeline For Developing A Short-Term, Faculty-Led Education Abroad Program

1 year prior to program	Meet with Ron Witczak, Associate Director, PSU Education Abroad, to discuss program proposal
10 months prior	Application to Department for approval*
9 months prior	Approved application to PSU Education Abroad Office
6 months prior	Marketing plan determined and activated
4 months prior	All students interviewed and selected for participation in program
1 month prior	Mandatory Predeparture Orientation
2 weeks after return	All financial documents (receipts, etc.) submitted to PSU Education Abroad Office. Submit student evaluations.
1 month after return	Submit program report (including at least one group photo). Hold debriefing meeting for all program participants on-campus.

* Departmental approval is required for Short-term Education Abroad programs. As in all course offerings at PSU, the programs are offerings of academic departments, not individual faculty. Final acceptance is based on approval and recommendations from the PSU Education Abroad Office and the Internationalization Action Council.

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II. Step-by-Step Guide To Developing A Short-term, Faculty-Led Program

1. Assess the Need for a Program

Before planning and developing a program, a few questions should be asked:

1. Does the program fill a curricular need for the department?
2. Does the program enhance a university major or the University Studies program?
3. Is there an existing program that already meets these needs?
4. Does the program offer something unique that cannot be accomplished on campus?
5. Will this program have a strong academic component?
6. Is there a specific reason that this program should take place in the specified location? What is that reason?
7. Does the time of year when the program is planned appeal to students? Is the length of the program appropriate for the academic content?
8. Are seasonal costs, airfare, lodging, food, etc. higher or lower during the time this program will be offered?
9. Is the political/economic situation stable in the country of destination?
10. Is there a minimum GPA requirement for program participation? Class standing (i.e. upper division only)? Prerequisites required for language or other courses? Minimum level of physical fitness required?

2. When assessing the program, think about potential enrollment

It is essential that there are enough students to sustain the program; if enrollment is low there are budget considerations that can limit the program. The Faculty Leader should consider:

1. How many majors are in the relevant department?
2. Will there be sufficient enrollments if the program is a Capstone offering (University Studies program)?
3. What are the current enrollments in related courses?

4. Will the program attract students outside the major department?

3. Draft a Program Proposal

The program proposal requires a formal application, as well as a course syllabus, itinerary, and budget. **IMPORTANT: Faculty Leaders should meet with Ron Witzak, Associate Director of the PSU Education Abroad Office, to discuss the proposal guidelines.** The Faculty Leader and the Education Abroad Office staff will discuss the proposed budget, logistical matters, program promotion, application procedures, payment procedures, and orientation, and make suggestions on how the proposal may be improved. The Center for Academic Excellence on campus can also assist with integrating an international component into course curriculum.

- a. **Application** See page 27–32 in Appendix
- b. **Course Syllabus** A typical course syllabus will include the following:
 - A general course description, including number of credit hours*
 - Outline of course goals and objectives
 - Course requirements
 - Methods of instruction, Outline of themes to be covered
 - Opportunities for experiential learning
 - Description of methods of evaluation
 - Dates on which assignments are due
 - Bibliography
 - Dates of predeparture orientation and re-entry sessions

**Determining credit for the off-campus course:* In general, it is assumed that for every one credit, students will have 10 hours of contact time. Most of PSU's overseas short-term programs are arranged for 4 credit hours. Instruction hours on an overseas program may include any of the following: lectures; trips to museums, plays, concerts, educational institutions, etc.; guided bus tours; group reflection time; guided walking tours; planned talks by or interviews with knowledgeable individuals; etc.

- c. **Itinerary** Do not plan your program so tightly that participants do not have the opportunity for self exploration, shopping, socializing, and doing what appeals to

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them. They need time to experience the host culture to get the full benefit of being overseas.

When possible, please address how you will combine the following elements in your program:

- Instruction by local scholars and experts
- Opportunities for student interaction with members of the host culture
- Opportunities for experiential learning
- Exercises for focused reflection on learning experience
- Plans to connect with any PSU Alumni who are from the host country or currently working in the program vicinity

If using a co-sponsoring institution, consortia office, or other organization, make sure to check the quality and reputation thoroughly through a variety of sources.

- d. **Budget** In preparing a budget, please identify all costs to participants and develop a program price (in concert with the PSU Education Abroad Office) that allows for an affordable, high quality program. A sample budget is included in this handbook on page 33. Please draft two versions of the program budget: one based on the minimum number of participants and another based on the maximum number of participants. Calculate the cost per participant based on each budget. Remember that because these programs are self-supported by student funds, it is highly advisable that you attempt to make the program as cost effective as possible.

When determining your budget, you should calculate in US dollars as well as the local currency. It is slightly difficult to forecast what the currency conversion will be a year in advance; however, few currencies fluctuate significantly, so you can use the emergency contingency line in your budget to handle a drastic fluctuation in currency exchange rates.

What to do if there is money left over at the end of the program? The faculty leader, along with the PSU Education Abroad office staff, will determine how the extra funds can be used. Excess funds can either be returned to the students, held in reserve for the following year's program, or a variety of other options. How the funds are to be used should be determined before the program departs the U.S.

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Essential components of the budget are:

➤ *Student/Participant Expenses*

- Accommodation
- Meals (*not always included in budget, as students sometimes buy their own*)
- Ground transportation and gasoline, chartered buses, public subways, buses, rental vehicles (*as needed*)
- Mandatory international health insurance (*currently \$11 per week*)

Other fees under this category could include: entrance fees (museums, cultural events, cultural experiences), group tours, etc. Participants arrange their own airfare and may be required to pay for some or all of their meals. Books and any elective travel are also the responsibility of the participant. Generally, airfare, passport fees, visa fees, vaccinations, airport exit fees, gifts for hosts, and excursions outside of those planned by the program are not included in the program budget.

➤ *Instructor expenses*

- Airfare
- Ground transportation (*tolls, gasoline, international driver's license, etc.*)
- Accommodation
- Meals
- Entrance Fees
- Miscellaneous

➤ *Instructional/Administrative Expenses*

- Honoraria (lectures/demonstrations/workshops/cultural events and performances – including ground transportation costs)
- Supplies: mailing, photography, first aid kit
- Classroom/laboratory/library use onsite
- Emergency contingency fund (3% of program cost)
- \$150 per student Education Abroad office fee

See sample budget on page 33 in Appendix

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4. Promote your Program

As a faculty leader, you have to make a personal commitment to get students to participate in your program. Your experience, enthusiasm, and expertise about the program will be your strongest marketing tool. Don't be afraid to share this with students!

The PSU Education Abroad Office, along with the Faculty Leader, will produce a program brochure and/or flyers and posters. Distribution can be any of the following:

- Bulletin boards on campus
- Information meetings and classroom visits
- Targeted academic departments
- PSU and the Education Abroad office web pages
- Emails to prospective participants
- Distribution in the Faculty Leader's classes and academic department
- Messages inserted in the PSU Currently, OIT Messages, and Virtual Viking
- Annual Education Abroad Fair held annually, during fall term
- Presentations to relevant student groups on campus

Leaders should communicate the following to program participants:

- What the program will cost
- What is not included in the cost (as detailed as possible)
- How much additional money participants need to budget
- When the application fee and deposit are due
- The final payment deadline

See sample flyers on page 34 & 35 in Appendix

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Logistics for Faculty

Airfare

We recommend that the Faculty Leader work with one of the following three State of Oregon approved travel agents for air travel:

Azumano Travel	866-291-0460
Journeys by Ambassador	503-226-7200
Uniglobe	503-620-0620

A PSU Travel Authorization **must** be submitted before tickets are purchased. This is the responsibility of the Faculty Leader and the PSU Education Abroad Office staff, who will facilitate the paperwork. A Travel Reimbursement must be completed immediately upon return. Again, staff in the PSU Education Abroad Office will assist you in this task.

Financial procedures (advance payments/expenses abroad/reimbursement)

****Please note that University funds cannot be used for purchase of alcoholic beverages! There will be no reimbursement for expenses related to such purchases.**

The important thing to remember is that faculty leaders must keep all receipts and records for any program-related expenses. In general, it is best if a majority of the program expenses can be paid before the program actually begins. For example, you might be able to pay for lodging, and local ground transportation before leaving. At any rate, many providers of accommodations will require some form of deposit, at a minimum.

The remaining daily expenses involved with a study abroad program will be paid by the Faculty Leader responsible for all funds. There are two ways of doing this.

1. The PSU Education Abroad office can arrange for a "group travel" VISA card with the Business Affairs office. Throughout the program, the faculty leader can then pay for program-related expenses by withdrawing cash from a local ATM or by putting the charge directly onto the credit card. Do some background research to find out whether ATM cards will work in your program location. Faculty leaders are still responsible for saving all receipts.

2. The Education Abroad office can arrange for an operating advance from the

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Business Affairs office. This can be arranged with the assistance of a staff member from the PSU Education Abroad office. This operating advance is used for expenses that will need to be paid while in the foreign country. As you can imagine, depending on group size, this can be quite a sizable amount of cash. As a result, we do not advise faculty leaders to choose this option, if at all possible. If cash is the best way to operate in your program country, consider using travelers checks. Currently American Express travelers checks tend to be the most universally accepted. Check before leaving to make sure these will be readily accepted in your destination.

Depending on the program structure, some faculty leaders determine to give student participants the budgeted amount for meals, local transportation, entrance fees, etc. and have the student sign a receipt that they received the appropriate cash amount. However, if the entire group will be eating set meals together, it is more convenient for the faculty leader to purchase the entire group's meals.

The most important thing to remember is that in order to be reimbursed for any program-related expenses, you must have some sort of receipt at the end of the day. All receipts are kept by the faculty leader and, upon return to PSU, are given to the Education Abroad Office staff member responsible for your program. Receipts must be translated from the local language to English. We highly advise you to note a simple description for the expense on the receipt or in a separate location.

Final accounting is much easier if the faculty leader organizes all receipts at the end of each day and records how much has been spent out of the program budget. It is crucial that you stay within the budget that was originally submitted to the PSU Education Abroad office. Because all programs are self-supporting, there are no extra funds which can be used if a program runs over budget.

For more information on general PSU travel policies, please see the PSU Travel Guide on the Office of Business Affairs website at: <http://www.bao.pdx.edu/docs/sas-travel-policy.pdf>

Money Handling/Security while overseas

Faculty leaders should exercise caution when carrying a substantial amount of cash overseas. In conjunction with PSU Education Abroad office staff, they can determine the best plan for how they should carry program funds overseas. We recommend that faculty leaders use a PSU VISA card, which can function like a group travel credit card. In this manner, faculty leaders can withdraw money from ATMs when necessary. However, we realize that certain programs in some countries are not suitable to this mode of money management.

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As a result, we recommend the following:

- Avoid traveling alone, especially at night.
- Exercise caution when strangers approach offering something to buy or to be a guide.
- Beware of pickpockets. A cute, sweet-looking child or even a woman with a baby can be a pickpocket. Beware of groups of children who create distractions so they can pick your pocket.
- Try to seem purposeful and confident when traveling.
- Be careful when using an ATM machine. Try to use only those ATM machines that are well lit and in a seemingly safe location. Withdraw only as much cash as you will need in the near future. Try to use ATM machines that are equipped with a “swipe” feature in order to avoid your card being eaten by the machine.
- Keep cash in a secure location. If carrying large amounts of cash, use an undergarment money belt.
- Make sure credit cards are returned after each transaction. Know where your credit card is at all times.
- Make a note of the credit card number and issuing bank, in case of theft or loss.
- Be discreet when paying a bill. Do not “flash” large amounts of cash.

“All participants should use the same common sense traveling overseas that they would at home, and they should be especially cautious in or avoid areas where they are likely to be victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals, and marginal areas of cities” [Source: Department of State Publication 10399, Bureau of Consular Affairs, revised 1996].

Selecting Logistics Contractor

In certain circumstances, faculty members may choose to work with professional organizations which are more experienced with in-country travel. For example, a faculty leader may wish to contract with a local organization which can provide translation or local transportation services, accommodations, or who can provide contacts for tour guides, guest lecturers, etc.

When beginning a search for outside agencies, it is imperative that faculty leaders are familiar with the reputation of the organization. This can be accomplished through working with the PSU Education Abroad office staff. Staff members in the Education Abroad office have contacts with professionals throughout the International Education field who can be helpful in ascertaining the reliability of various organizations. It is essential that faculty

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leaders clearly set expectations for partners, international agencies, and other contacts overseas.

Speak with an Education Abroad staff member about the procedures associated with setting up contracts with outside agencies. Faculty leaders need to weigh the advantages of working with outside vendors against the additional cost they will bring to the program.

Guests accompanying faculty leaders overseas

In general we do not encourage a spouse, partner, or significant other to accompany a faculty leader on a short-term education abroad program. Because of the intense nature of the short-term program, faculty leaders are encouraged to spend time with the students and not with a guest. If faculty leaders are doing a good job, they will not have the time or energy to spend with a guest.

Student Participants

Application

Student participants complete an application developed by the PSU Education Abroad Office. This includes the following: two academic references, college transcripts, a brief statement of interest, an essay, non-refundable \$50 application fee, and a program deposit. Acceptance of students into the program is made by the Faculty Leader and an Education Abroad office staff member after a personal interview.

Students will be enrolled into the program course(s) by a PSU Education Abroad office staff member. Most courses (with the exception of Capstone courses) are created as 0-billing; therefore, staff members from our office will do all of the course creation and enrolling of students. As a result of this feature, students will not pay “tuition” per se but rather a program fee that will be charged to their PSU student account. In most cases, program participants make program payments by check or credit card to the Portland State University Business Office in the same manner as if they were paying regular tuition to PSU.

Faculty leaders who are interested in developing courses at both the undergraduate and graduate level should speak with a PSU Education Abroad advisor. We can assist with quick-entry enrollments, by-arrangements, etc. when and if they are needed.

Orientation

The Faculty Leader, with the assistance of the PSU Education Abroad office, conducts at least

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one predeparture orientation session for participants that includes: logistics, cultural and academic preparation, and safety issues. It is mandatory that students attend orientation.

The following topics should be addressed during the orientation:

- General program schedule (if group is not traveling together, include detailed instructions on how students will arrive on site. Communication of exact date and time to arrive is essential.)
- Academic expectations
- Health (insurance, immunizations (check CDC website), nutrition/food safety, health emergency, risk and accident prevention, jetlag, sexuality, and so on.)
- Living conditions and accommodations
- Packing/dress standards, if necessary
- Culture/Culture shock
- Money: ATM, travelers checks, credit cards, or cash. Budgeting for extra, non-program related expenses
- Time differences, telephone usage, and other practical information
- Gifts, greetings, special procedures for host country/program

Withdrawal from the program

Once students are officially accepted into the program, there will be no refund of the program deposit (generally \$250 -\$300).

If students withdraw from the program at least 30 days before departure, they will receive the program fee minus any amount that has already been expended on their behalf. For example, if they withdraw 2 months before the program, but deposits for translation, accommodations, and local transportation has been paid, they will receive the remainder of the program fee minus the amount for these expenditures.

Students who drop from the program within 30 days of the program departure will be charged the entire program fee.

In certain unusual cases, the refund policy may be altered, in consultation with Ron Witzak, Associate Director of PSU Education Abroad.

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Liability, health, and safety

Liability

When on university approved business, faculty are covered by their regular medical insurance provider. Faculty are also covered under a medical evacuation/repatriation policy through the State of Oregon.

Participants are informed of the risks involved with study abroad programs and are required to read and sign two forms: “Advisory on Security and Safety Issues Abroad” and “Release and Assumption of Risk.” Participants are required to enroll in an international health insurance plan, facilitated by the PSU Education Abroad office.

The PSU Education Abroad office maintains all necessary program documents for Short-term Education Abroad program participants. In general, disclaimers are added to publicity and promotion materials to protect the Faculty Leader, the program sponsor (if any), and PSU against unforeseen changes in program arrangements (i.e. currency fluctuations or increased air fares).

Driving Overseas

In some instances, programs require a faculty leader to drive students from place to place. Faculty need to obtain an international driving license, which can be done easily at a local AAA office . See its website at: <http://www.csaa.com/travel/internationaldrivingpermit/0,1445,1003040700,00.html> for further details.

When renting a vehicle, faculty leaders should charge the full rental fee to their PSU travel credit so that they have the Collision Damage Waiver (CDW) insurance. As a result, they can decline the optional CDW insurance offered them by the rental agency. When arranging for a vehicle rental, work with a staff member from the PSU Education Abroad office. Check to ensure that additional insurance is not required in the country of rental. At no time should students be allowed to drive the vehicles. Where feasible, it is preferred that you contract with a company that can hire a professional driver to accompany the vehicle at all times. However, in cases where this is cost prohibitive, PSU faculty are allowed to drive.

Crisis Management

See plan in Appendix on page 46.

Health and safety

The safety needs of the participants and the Faculty Leader should be a priority when designing a program.

Faculty Leaders should consider the following:

- If a participant becomes ill at the beginning of a program, how will credit be earned?
- If a participant has an accident while on a program, who stays behind to attend to the medical needs while the group moves to the next site?
- What kind of local health care is available and how can the Faculty Leader access it if needed?
- Has the Faculty Leader warned participants of any aspects of the program which carry a higher risk of injury or danger?

****We require all participants to read the U.S. State Department's travel warnings and advice for the country they are traveling to before departing for the program.**

If, on the rare occasion, students are traveling independently during a short-term program (on free weekends), it is imperative that faculty leaders know the area where students are traveling to and when they are expected back. This is important, especially in case of an emergency, natural disaster, or terrorist attack.

Should a student become ill or sustain an injury during the program, please make every attempt to contact the PSU Education Abroad office by phone or email in a reasonable amount of time. We like to have information of this type *before* parents begin to call us with questions. Students sometimes call parents with complaints of illness or injury and parents naturally have more questions, so they call our office. Therefore, we would like to be apprised of the situation so that when they call us we can be of assistance.

We recommend that program participants and the Faculty Leader carry two extra passport photos and also have a copy of the first page of their passport and airline ticket. This is helpful in the event of a lost or stolen passport or airline ticket. The Faculty Leader may wish to keep a copy of each participant's passport and ticket, in the event that they are lost or stolen.

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Useful Links

U.S. State Department

<http://www.state.gov/travel/>

Center for Disease Control

<http://www.cdc.gov/>

CIA World Factbook

<http://www.cia.gov/cia/publications/factbook/>

PSU Education Abroad

<http://www.intl.pdx.edu/EdAbroad/>

Travel Clinics in the Portland Area

<http://www.shac.pdx.edu/community/travelclinics.php>

Currency Conversion

<http://www.oanda.com/>

International Country Calling Codes and World Time Zones

<http://www.countrycallingcodes.com/>

NAFSA: Association of International Educators

<http://www.nafsa.org/>

<http://www.secussa.nafsa.org/> - Direct link for Section on US Students Abroad (SECUSSA)

Toolbox of Intercultural Interactions

<http://www.unr.edu/oiss/nafsa/>

The Intercultural Press

<http://www.interculturalpress.com/>

What's Up With Culture? On-Line Cultural Training Resource for Study Abroad

<http://www.pacific.edu/sis/culture/>

Lonely Planet Thorn Tree Travel Forum

<http://thorntree.lonelyplanet.com/>

Amerispan: Study and Travel Resources

<http://www.amerispan.com/travel/>

Newseum: Today's Front Pages

<http://www.newseum.org/todaysfrontpages/flash/>

World Maps

<http://www.embassyworld.com/maps/maps.html>

Emergency Contact Phone Numbers

Should you experience an emergency while overseas, please contact one of the following PSU Education Abroad office staff members as soon as possible. In most cases, when dialing from overseas, you will first dial 00 + 1 + area code + number.

PSU Campus Safety
503-725-4407

Assist America Operations Center (24 Hours a day, 365 days a year)
301-656-4152 (collect outside the U.S.)
800-872-1414 (toll-free within the U.S.)
Provide the operator with the following reference number: 01-AA-SOM-01034

Ron Witczak, Associate Director, PSU Education Abroad
witczakr@pdx.edu
(w): 503-725-8246, (h) 503-262-7063

Andrea Price, Education Abroad Advisor
pricea@pdx.edu
(w) 503-725-5076 (h) 503 678-6191

Alyse Collins, Education Abroad Advisor
ayc@pdx.edu
(w) 503-725-8256 (h) 360-798-3153

PSU Short-term Programs Abroad

Appendix

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PSU Short-term Programs Abroad

Portland State University

Office of International Affairs

Proposal Worksheet for Short-Term Education Abroad Programs

PERSONAL INFORMATION

Name: _____

Department: _____

Campus Mail Code: _____ Phone: _____ Email: _____

Department Chair: _____

Signature: _____ Date: _____

Academic Dean: _____

Signature: _____ Date: _____

1. BRIEF DESCRIPTION OF PROGRAM PLANNED

Please attach a full program description

2. ITINERARY

Please attach detailed travel and program itineraries. Please resubmit the most current itineraries to the Office of International Affairs prior to departure.

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3. AFFILIATION

Will the program be affiliated with a foreign university, language institute, etc.?

4. PROGRAM DATES

5. PROGRAM ADMINISTRATION

Please give an outline of the division of administrative responsibilities for the program:

Office of International Affairs:

Portland State University Faculty Leader:

On-site administrator:

Other (please describe):

PSU Short-term Programs Abroad

7. PARTICIPATION

Number of participants anticipated:

Academic prerequisites:

Other eligibility requirements:

8. LOGISTICS

Faculty housing and meal arrangements

Participant housing and meal arrangements

What type of housing is provided?

Who makes the arrangements?

Who provides the participants' meals?

PSU Short-term Programs Abroad

How many meals will be provided?

How will the meals be paid for?

(in advance or will the students need to bring funds?)

9. ON-SITE EXCURSIONS

Planned destinations and length

Local cultural and social activities

10. TRANSPORTATION

Round-trip travel to program site:

Group or individual travel?

Arrangements to be handled by?

Transportation from airport to program site?

Local transportation (if necessary)?

11. ORIENTATION

Predeparture and onsite:

Will there be an academic component to the orientation (will it be a preliminary course)?

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12. BUDGET

Please include a proposed budget in spreadsheet format.

PSU Short-term Programs Abroad

Connecting Educational Communities- PSU~Guatemala

SPAN. 404- Portland State University

Proposed Student Budget- Summer 2005

Total Program Revenue: (16 Participants @ \$*1,198.25= \$19,172)

*minus the PSU Study Abroad fee of \$150

Student/Participant Expenses	\$ Group	\$ Per Student
Accommodations (\$16 x 21days x 16)	5,376.00	336.00
Meals (\$10 x 21days x 16)	3,360.00	210.00
Ground/Transportation (includes all transportation costs while in Guatemala)	2,720.00	170.00
Mandatory Health Insurance Coverage	400.00	25.00
Sub-Total	11,856.00	741.00
Instructors Expenses		
Accommodations (\$16 x 21days x 2)	672.00	42.00
Meals and Incidentals (\$10 x 21days x 2)	420.00	26.25
Air Fare (\$720 x 2)	1,440.00	90.00
Sub-Total	2,532.00	158.25
Instructional/Administrative Expenses		
Honoraria (Lectures, Guides, Spanish Classes, etc.)	3,360.00	210.00
PSU Registration Fee (\$150 x 16)	2,400.00	150.00
Supplies (Texts, First Aid, Stationery, Film, etc.)	736.00	46.00
Emergency Contingency	688.00	43.00
Sub-Total	7,184.00	449.00
Total	21,572.00	1,348.25
Approximate Cost Per Student		1,348.25

*How about spending
part of this summer
studying in ITALY?*

(September 3 – September 21, 2005)



Siena

- Earn 4 upper-division credits during this program
- Students will visit Siena, the hilltowns of Tuscany, and Venice
- Lectures & field work to focus on: cultural landscape stewardship in Tuscany, the historical evolution of Siena, and ongoing attempts to protect the unique human landscape of Venice.



Venice



Castello di Spannocchia

Program Start:

September 3 (in Tuscany)

Program Finish:

September 21 (in Venice)

Cost: \$1700, subject to change (includes room & board, tuition, local transportation, and more)

**International airfare not included.*

Application Deadline: Friday, May 6

For additional information *or* to obtain an application, please contact Alyse Collins, ayc@pdx.edu or 503-725-8256.



Summer Study Abroad
Hokkaido University
Sapporo, Japan
June 25—July 30, 2004



Program includes the following:

- Japanese language courses
- Lectures and seminar style discussion courses
- Homestay experience while in Sapporo
- Field trip to Hakodate & various cultural activities
- Ample time to interact with local students & experience social life in Japan

In addition to \$850.00 program charges, students will be responsible for paying: PSU tuition, \$350 program/application fee, lunches, airfare, and any other personal expenses.

Applications can be obtained in East Hall # 101.

*****Application Deadline: Friday, April 16, 2004*****



*For questions regarding this program,
please contact:
Alyse Collins • 725-8256 • ayc@pdx.edu*



PSU Short-term Programs Abroad



Designing a Short-term Education Abroad Program Checklist To Do

One year prior to program

- The Developing Short-term Education Abroad Programs handbook has been reviewed
- A planning timeline has been established
- A plan for academic excellence and participant safety has been constructed
- Program proposal is drafted
- Meet with Ron Witzcak, Associate Director for PSU Education Abroad to discuss program proposal

10 months prior to program

- Application for program to department for approval

9 months prior to program

- Approved application to PSU Education Abroad office
- Application is approved by Ron Witzcak, PSU Education Abroad
- If using co-sponsoring institutions, travel/logistical agencies, quality and reputation is known
- The length of the program, course content, and variety of experiences are sufficient to achieve the program's stated objectives
- Local arrangements (housing, transportation, academic experiences) are arranged

6 months prior to program

- Marketing plan determined and activated
- In conjunction with PSU Education Abroad staff members, faculty recruits students to participate in program
- Students receive applications and submit all application materials to PSU Education Abroad office

4 months prior to program

- All students interviewed and selected for participation in program (by Education Abroad staff)
- Student conduct records are checked (by Education Abroad staff)
- Students receive acceptance notification & predeparture paperwork (by Education Abroad staff)
- Students \$50 application fee and program deposit are sent to Cashier's Office (by Education Abroad staff)
- All students have passports and visa applications submitted
- Immunizations for students and faculty are begun, if necessary
- Faculty Travel Authorization is completed (by Education Abroad staff). Airfare is purchased

3 months prior to program

- Students are enrolled in overseas course (by Education Abroad staff)
- Students are billed for program fee (by Education Abroad staff)
- Deposits for local arrangements are made (by Education Abroad staff)
- Students purchase airfare: confirm with students precise dates of program so that they arrive on correct program start date

PSU Short-term Programs Abroad

1 month prior to program

- Hold a predeparture orientation for all student participants (in conjunction with Education Abroad staff)
- Tentative outline of the orientation has been developed
- Discussion at orientation will include student/faculty conduct, expectations, responsibilities and may outline group contract of such
- Culture and culture shock will be addressed
- Itinerary is given to student participants
- Students have returned required predeparture paperwork to PSU Education Abroad Office
- Faculty member requests "group travel VISA card" from Business Affairs office, with assistance of PSU Education Abroad staff member
- Insurance is purchased for all program participants, facilitated by PSU Education Abroad staff member
- If PSU faculty member will be driving overseas, international driver's license has been obtained
- Faculty leader prepares essential supplies for program

2 weeks prior to program

- If necessary, operating advance request is sent to Business Affairs office (by Education Abroad staff)

During program

- Inform the US Embassy of group's presence, as appropriate
- Identify emergency locations and telephone numbers that may be needed during your stay, i.e., US Embassy, police, hospitals, etc.
- Monitor the student experience
- Meet regularly with the group to help participants process their experience
- Ensure that complaints are investigated and resolved in a timely manner
- Document any complaints or incidents involving participants
- Faculty leader tracks expenses appropriately, ensures that budget being followed
- Towards the end of the program, give students evaluation forms and collect the last day

2 weeks after program ends

- All financial documents (receipts, etc.) submitted to PSU Education Abroad Office
- Submit student evaluations

1 month after program ends

- Submit program report (including at least one group photo)
- Grades are submitted by faculty member for each student participant
- Hold debriefing meeting for all program participants on campus

PSU Short-term Programs Abroad



To Purchase for Program First Aid Kit

This is a sample list of items you may wish to purchase that can be included in a first aid kit. By no means is this list exhaustive or 100% complete. Consider purchasing these items for use by students/faculty while on a short-term education abroad program:

- Anti diarrhea pills
- Band-aids
- Thermometer
- Insect Repellent
- Hand sanitizer
- Non-aspirin pain reliever
- Facial tissues
- Lotion
- Sunscreen
- Tampons/Sanitary Napkins
- Moleskin/blister kit
- Cough Drops
- Decongestants
- Antiseptic wipes
- Cold medication
- Sewing Kit
- Flashlight
- Spot Remover (Shout Wipes, etc.)
- Ace Bandages
- Simple First Aid manual
- Alcohol swabs
- Motion sickness pills
- Tweezers
- _____
- _____
- _____

Sending a Student Home

Because of the short-term nature of this type of program, the likelihood of having to send a student home is minute. However, it has happened in the past. There are a couple of reasons why a student would return home from a short-term program early. For example, a student could face an illness or a death in the family, and would return home voluntarily. However, sometimes a student might leave a program early based upon his or her own behavior. It is important that all details are documented by the faculty leader on site who is directly involved in the situation.

If a student becomes ill during the program (either medically, emotionally, or psychologically), professional advice should be sought immediately. Based upon the advice obtained, the faculty leader should recommend a course of action to the student. Should it be determined that the best course of action is for the student to return home, the faculty leader should contact the PSU Education Abroad office staff to make plans for this return.

In the event that a student's actions are putting either the student or the program in jeopardy, it may be determined by the faculty leader (in consultation with the PSU Education Abroad office staff) that it is best to dismiss the student from the program. It is important that appropriate conduct be articulated to students (both in written and verbal contexts) before and throughout the duration of the program. In the forthcoming pages, you will see an example of a group contract that can be especially helpful in setting forth group behaviors, expectations, and codes of conduct.

Each faculty leader will have a different expectation for student behavior, as well as a level of tolerance as to what defines "acceptable" behavior. It cannot be stressed too strongly that it is important to communicate your expectations of group conduct (and consequences for not adhering to such expectations) during the application process, the predeparture orientation phase, within the program syllabus, as well as continually on site.

Dismissal of a student from any program will be difficult. Please know that it is not up to the faculty leader alone to make this decision. Dismissing a student from the program can be done with the support of the PSU Education Abroad office staff. They will assist you in this decision and help plan for the early return of this student.

PSU Short-term Programs Abroad

On developing student conduct/expectation contracts (See diagram opposite page)

Please consider developing a group contract which outlines acceptable group conduct, behavior, and expectations. One possible way to conduct this exercise is to begin a discussion during a predeparture orientation session. It is important that all members of the group, as well as the faculty leader, are present when this exercise is conducted.

On a whiteboard, the faculty leader can draw a large circle. The leader then asks the group the following, "What do students need to be part of our group?" All suggestions can be discussed with the group members and then each will be placed inside the circle on the whiteboard. Possibilities may include any of the following: flexibility, respect, good communication, organization, tolerance, etc.

Next, the faculty leader can ask "What do we need not to be a part of this experience?" Participants will then suggest a variety of behaviors that are not needed to have a successful overseas program. These behaviors are listed on the outside of the circle. Possibilities may include any of the following: poor hygiene, selfishness, illegal behavior, cliques, "whining," etc.

The faculty leader can then begin a discussion on what everyone thinks of the characteristics which have been placed on the whiteboard. If a consensus is reached on the previously articulated characteristics, the faculty leader can then place within the circle the words "OUR CONTRACT." This can then become a self-enforcing process. Faculty leaders in the past have photocopied and distributed the "contract" to each student participant in the group. Students can then reflect on their "contract" throughout the program.

In the event that a conduct issue surfaces, faculty leaders can use this "group contract" as a way to help the group get back on track. Faculty leaders can periodically pull the contract out and ask the group, "How are we doing?", "Do we need to make changes?", "Are we sticking to our contract?", "Do we need to add or remove anything?", and so forth.

This is one way to talk about and determine acceptable group behavior. When behavior is discussed early in the group setting, each member can be prepared to act in a responsible manner while on a short-term education abroad program.

PSU Short-term Programs Abroad



PSU Short-term Programs Abroad

On Culture/Culture Shock

Because of the nature of the short-term program, it is absolutely essential that faculty leaders “lead” students in learning about culture, helping them become successful in navigating a new cultural experience. With a short-term program, it is especially important to determine how the experience can be made more meaningful and educational. One way in which this can be accomplished is to begin during the predeparture phase of the program. Faculty leaders can provide students with various readings and exercises which will allow them to explore in depth their own culture, and get them started looking forward to the experience of a new culture.

One possible exercise is to give students various categories to get them started in thinking about culture (their own and the culture of the host country). This can also assist them in learning the basics for the country to which they will soon be traveling. For example, they can start thinking about the following categories and see how they compare their own culture with that of the country they will be traveling to:

History	Politics	Religion
Female/Male Relationships	Family	Social Etiquette
Dress	Food	Leisure
Health	Values	Time
Education	Daily Life	Being a Foreigner

Most faculty leaders hope that the student participants in their group will fully engage with the culture, the local people, and the lifestyle of the host country. After all, you might think that it is such a short period of time, how could they not? However, in some cases, students who participate in short-term programs may be less experienced in overseas travel, they may lack some confidence to explore or try new things, and they may attempt to seek out people and activities that will help them feel comfortable and which seem familiar.

At some point in your program, it may seem appropriate to help students get a “home fix.” This should be done at the discretion of the faculty leader, where appropriate. By allowing students to feel comfortable for a while with a familiar food, music, or language, they may then feel ready to continue battling the “unfamiliar” of the new culture, language, and country.

If you find students in the habit of frequenting US fast food restaurants, “American” type of establishments, constantly speaking English with their PSU peers, you might find it

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necessary to intervene. An option that you might consider is to invite the group to a local restaurant or a particularly incredible museum, attraction, etc. that you are familiar with and introduce them to an aspect of the culture that they might not yet have had the chance to explore. Through your explanation and your excitement of this event, they will experience something that they previously did not have the opportunity to do.

In other cases, you might wish to assign some sort of journaling exercise which will give students that extra incentive to think about what they are seeing around them. A compare/contrast exercise could be a good start for enlightening dialogue on topics such as culture, history, economics, family life, etc.

The best type of course will be the one which combines actual experience with exercises in processing the experience. If you have too many experiences planned without a proper venue for students to process and talk about what they are seeing, they will come away overwhelmed and unsure about what they are supposed to learn from the experience.

It has been suggested that the faculty leader plan a group reflection session at least a couple times during each week. During this time, group members can discuss insights, concerns, questions with the rest of the group and the faculty leader. It is also possible to include discussion of readings, as well as discussion of site visits during this time. If these sessions are skillfully led and regularly held, they will help the students' experience become life-changing.

During these sessions, each student should be able to speak. If you have more talkative students, you should remind them to share the time with other group members. When students disagree, differences should be treated as differing perspectives, not as a debate. Faculty leaders should definitely discuss and deal with strong feelings that may emerge. It is better to talk about these than to try and avoid the discussion. If a group conflict has surfaced, it may seem better (or easier) to skip a session. However, this should be the time when the group meets and attempts to work together for a resolution of the conflict. Group rules for subsequent group meetings can and should be determined during the first session. A list of possible questions to guide discussions can be obtained from the PSU Education Abroad office.

Students want and need to process their experience. In some cases, a short-term program will pack a lot of emotional experiences into a very short stay and will make it more difficult for students to understand what they are experiencing and learning. For this reason, it is important for the faculty leader to become a "culture coach." Cultural observations need to be discussed when they emerge. If a student expresses an observation that may initially appear

PSU Short-term Programs Abroad

to be negative, faculty leaders need to be ready to help students explore this topic. This can be done through asking follow-up questions, discussing the general topic as a group, suggesting alternative interpretations, etc.

Some of the most culturally enriching experiences will not be planned. They will emerge as a natural course of events throughout the program.

A final word: This document is a continued work in progress. Any suggestions and helpful tips you might like to add are welcome.

Good luck and enjoy your upcoming short-term program abroad!

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PSU Crisis Management

In case of emergency, Faculty Leaders should follow the protocol for the applicable situation as listed below.

Serious Illness or Injury of either student or faculty leader

1. *Contact the local authorities in the host country.* This could be the police, medical professionals, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals, hospital services, and other recommendations. This service is covered for all students under their insurance plan.
3. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
4. The Education Abroad office staff member will then contact the student's emergency contact and inform the contact of the situation.
5. The Education Abroad office staff member will also contact appropriate PSU administrators, based on the needs of the situation.
6. *Action taken, based on situation.* This could be in-country medical care, emergency evacuation, etc. Keep the Education Abroad office apprised of the situation.

Death of either student or faculty leader

1. *Contact the local authorities in the host country.* This could be the police, medical professionals, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
3. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals and offer other recommendations. This service is covered for all students under their insurance plan.
4. The Education Abroad office staff member will contact appropriate PSU administrators.
5. The Education Abroad office staff member will then contact the student's emergency contact and inform the contact of the situation.
6. *Action taken, based on situation.* Faculty leader will work with PSU to start the repatriation of remains process. Keep the Education Abroad office apprised of the situation.

***Always have one other person in the room when discussions of this sort are occurring. It is vital to do so as this person can keep track of details and arrangements during a crisis situation.*

Student or faculty leader becomes a victim of crime (theft, assault, rape, harassment, etc.)

1. *Contact the local authorities in the host country.* This could be the police, medical professionals, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals, hospital services, and other recommendations. This service is covered for all students under their insurance plan.
3. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
4. The Education Abroad office staff member will contact appropriate PSU administrators, based on the needs of the situation.
5. The Education Abroad office staff member will then contact the student's emergency contact and inform the contact of the situation.
6. If the situation has occurred between two PSU students, University policy will apply and the Dean of Students will likely have primary responsibility in the situation.
7. If the situation occurs between a PSU student and faculty leader, University policy will apply and the designated dean will likely have primary responsibility in the situation.
8. If the situation is between a PSU student and an outside party, actions will depend upon the laws of the host country and desires of the victim. The Education Abroad Office will contact PSU legal counsel for advice.
9. *Action taken, based on situation.* Keep the Education Abroad office apprised of the situation.

A student or faculty leader is accused of committing a crime

1. *Contact the local authorities in the host country.* This could be the police, medical professionals, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals, hospital services, and other recommendations. This service is covered for all students under their insurance plan.
3. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
4. If the situation is between a PSU student and an outside party, actions will depend upon the laws of the host country and desires of the victim. The Education Abroad Office will contact PSU legal counsel for advice.
5. The Education Abroad office will contact emergency contact, when appropriate.

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Student or faculty leader with emotional/psychological problems

1. *Contact the local authorities in the host country.* This could be the police, medical professionals, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals, hospital services, and other recommendations. This service is covered for all students under their insurance plan.
3. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
4. The Education Abroad office staff member will contact the PSU Counseling Center. A PSU counselor will in turn make contact with the faculty leader and/or student.
5. The Education Abroad office staff member will then contact the student's emergency contact and inform the contact of the situation, as necessary.
6. The Education Abroad office will contact PSU legal counsel as needed.
6. *Action taken, based on situation.* Keep the Education Abroad office apprised of the situation.

A situation in host country causes concern (natural disaster, political uprising, etc.)

1. *Contact the local authorities in the host country.* This could be the police, U.S. Embassy officials, etc. This will begin the chain for local action.
2. *Contact Assist America.* This company can assist with referrals of services for English-speaking medical professionals, hospital services, and other recommendations. This service is covered for all students under their insurance plan.
3. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
4. The Education Abroad office will contact emergency contact, when appropriate. The Education Abroad office staff will also monitor the situation and make recommendations to the faculty leader, based upon advice of other professional contacts in the field and that of PSU administrators.

Student continues to exhibit poor conduct throughout the program

1. *Contact the PSU Education Abroad Office.* If during the night hours, contact PSU Campus Security. The officer will make contact with the appropriate PSU Education Abroad office staff member.
2. The Education Abroad office staff member will also contact appropriate PSU administrators, based on the needs of the situation.
3. The Education Abroad office staff member will then contact the student's emergency contact and inform the contact of the situation, as needed.
4. *Action taken, based on situation.* The PSU Education Abroad Office, along with the faculty leader, will determine the needs of the situation and make attempts to see that the student successfully finishes program. Keep the Education Abroad office apprised of the situation.