

# PROGRAM HANDBOOK



## Faculty-Led Short-Term International Travel Study

**FRESNO  
STATE**<sup>®</sup>

Continuing and Global  
Education

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us know!

We're here to help  
make your Travel  
Study program a  
success!



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# Welcome!

The Division of Continuing and Global Education (CGE) administers short-term, faculty-led, international travel study programs and is committed to helping faculty become successful leaders in providing students with a global perspective.

The decision to lead a Fresno State study abroad experience provides an opportunity to engage students in a way that is typically not possible in a classroom on campus. In this role, you will have more responsibilities than in a traditional on-campus course; you are accepting the challenge of serving as an administrator, an advisor, a facilitator, a first responder and of course, an educator.

Our office will help you by providing the information you need to assist you in planning, budgeting, marketing and recruiting students to join you on an educational adventure that encourages students to expand their international awareness and gain knowledge and experience while they earn academic credit.

CGE will support your travel study program by:

- Working with you to construct a budget that will help you meet all travel expenses
- Submitting your final course proposal to the Provost and Vice President for Academic Affairs for approval
- Creating promotional materials to help recruit students for your international travel study program
- Preparing your International Travel Application for the accounting department
- Procuring your group's International Travel Insurance
- Completing a Travel Claim for expenses when you return from your trip abroad
- Providing information and support so that all your travel deadlines and obligations are met

This handbook is meant to be your guide as you navigate the process of planning a program abroad with students, and our office is always available to assist you in that process. Thank you again for your commitment and contributions in providing this transformative experience to our students.

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# FACULTY-LED PROGRAM OVERVIEW

## BENEFITS ON LEADING A SHORT TERM STUDY ABROAD PROGRAM

Leading a Fresno State international travel study program gives faculty the rewarding opportunity to connect with students outside their comfort zone in the Central Valley. While abroad, faculty spend more time with students, engaging in the unique role of being an advisor and mentor. The results can mean a positive transformation of both faculty and students that will influence students beyond their time at Fresno State.

## FACULTY LEADER RESPONSIBILITY

You will find that your role as faculty leader on an international travel study program varies considerably from your role as a faculty member on campus. While abroad, you are an instructor and mentor in the usual senses but are also an on-site manager of the program and a representative of Fresno State. Your actions will shape the quality of the students' study abroad experience.

In a university-sponsored program, there are potential legal liabilities that affect the program providers, the university, and possibly even you individually. It is important that you are engaged and responsible and that you adapt and respond to the situation as conditions demand. Here are a few things to consider:

- This may be the first international experience for some students. They may experience culture shock, homesickness, and other emotional issues.
- Students may experience a financial crisis if their debit/credit cards are lost, stolen or expired or if they did not budget well and are out of money.
- Students may experience health problems and need your assistance finding care.

The responsibilities of all Faculty Leaders may include, but are not limited to:

### Prior to Departure:

- Work with CGE and program provider to develop the program proposal, which includes an itinerary, budget and syllabus.
- Work with the program provider to select academically relevant excursions, field trips, guest lecturers, etc.
- Actively participate in program promotion and recruitment
- Review applications and select participants for the program
- Lead pre-departure activities, which include orientation meetings and/or teaching a preparatory seminar
- Provide a syllabus and reading list to students at Pre-Departure Orientation
- Ensure that travel documents are completed as instructed
- Ensure all students have completed the required forms on Terra Dotta
- Attend a faculty pre-departure orientation seminar.

### During the Program:

- Purchase a disposable cell phone/SIM card after you reach your international destination, and be sure that all students have this phone number to reach you for emergencies.
- Foster positive group dynamics. When issues occur (and they will), faculty leader(s) must react thoughtfully to ensure the group remains calm. The most important thing is for the faculty leader(s) to maintain a calm and rational demeanor (no matter how they actually feel) in order to model the best response for students and maintain their fullest confidence.

- Coordinate the preplanned program excursions and field experiences with program providers by reconfirming meeting times, locations and trip itinerary.
- In addition to teaching the course and attending all program-sponsored activities, the faculty leader serves as the primary point of contact for students in need of academic, cultural, and/or personal guidance, both on a scheduled and emergency basis.
- Serve as primary communicator(s) throughout the program process, and while abroad. Faculty leaders must notify CGE immediately of any student's absence by the first day of activities or if a student drops or leaves the program for any reason.
- During instructional time:
  - o Do not deviate from the itinerary.
  - o Do not make a quick unscheduled stop or go on any unplanned or unscheduled trip that is not on your approved itinerary.
  - o Do not cross country borders unless the excursion is on your approved itinerary.
- During non-instructional time:
  - o There may be occasions when students want to go off on their own. You should be aware of where they are going and must ensure that they are traveling in a group, never alone.
  - o The students should know how to contact you at all times.
  - o The faculty leader(s) should account for all group members before turning in for the evening and conduct a morning check as well.
- Protect yourself from becoming financially responsible for expenses. Always check with CGE prior to the trip to learn what to do if you are asked to personally pay for any travel expenses; otherwise, you may be held financially responsible for expenses that are not on the approved budget.
- If a student becomes ill or experiences a travel emergency, immediately contact the health insurance company for instructions on the specific issue. Our insurance contact is listed on the travel assist card issued to all students and every faculty member. The insurance contact can direct you to the nearest medical facility and provide other emergency directions. Make this call prior to taking action yourself.
- If you still need further assistance, call the Fresno State Police Department on the Fresno State campus, phone: 559.278.8400. The Dispatcher will contact the appropriate university dean or manager, who will notify the student's emergency contact person, if necessary.

**After the program ends:**

- Check with each student individually to make sure they are feeling well, physically and mentally.
- If a student experiences "culture-shock" after returning from the trip, encourage them to visit the Fresno State, Student Health Center, Psychological Services for assistance.
- Submit grades online within two weeks of the course ending.
- Submit a report to CGE summarizing the following:
  - o What was positive about your travel study program
  - o If you were able to meet the educational objectives
  - o What would you do differently next time
  - o What advice you would give other faculty members planning a travel study program.
  - o Ask students to share photos and videos from the travel study program. (Students would have already signed their permission for us to use their photography)
- Preparing a travel expense claim.
- Submit all expense receipts (if applicable) to CGE for your travel claim.



## **FACULTY SALARY AND VOLUNTEER FORM**

The Study Abroad Administrative Support Coordinator in CGE will execute payment of instructors.

1. In line with the approved budget and California State University salary codes, the Study Abroad Administrative Support Coordinator executes a Faculty Contract for each instructor who elects to receive salary.
2. If waiving salary, the Study Abroad Administrative Support Coordinator has the Faculty member sign and submit a Volunteer Form.
  - i. <http://fresnostate.edu/cge/documents/VolunteerForm.pdf>

## **INTERNATIONAL TRAVEL COMPANION POLICY**

Fresno State discourages bringing dependents or travel companions on study abroad programs. The responsibility of the faculty is to be available to students in any potential (or perceived) emergency 24 hours a day, 7 days a week for the duration of the program. Travel companions or family members can be a distraction and source of additional stress for the faculty and students.

Faculty leaders are responsible for the safety of students while traveling abroad as well as for the quality of the instruction and evaluation of student achievement. Study abroad courses should be focused on the academic experience. The workload for teaching an accelerated course abroad is much higher than that of teaching a similar course on campus.

Faculty leaders are expected to supervise and/or participate in all activities conducted during the travel period. Faculty are also expected to stay in the same location (e.g., hotel, campus housing) as students so they are accessible and available to students at all times.

For these reasons, it is the position of Fresno State that family members or other companions should not accompany faculty on self-support study abroad programs. In the alternative, family members or companions may join the faculty at the conclusion of the program or accompany the faculty to the international location early, in advance of the start of the program. IRS tax rules may apply and are the sole responsibilities of the employee and companion (see <http://www.fresnostate.edu/adminserv/accountingservices/travel/taxintltravel.html>).

Program resources (fees, staff time, transportation, meals, etc.) shall be used exclusively for faculty and enrolled students, and may not be used for travel companions. No benefit derived from State business may privilege a traveling companion; incentives provided by vendors must exclusively benefit the students and faculty traveling abroad. Travel companions assume complete financial responsibility for costs incurred on their behalf including, but not limited to, travel, accommodations, insurance, food, travel agent fees, local transportation, and tickets for excursions. It is the responsibility of the travel companion, not Fresno State or its vendors, to make their own travel arrangements.

It is very important that travel companions carry adequate international travel insurance. Companion insurance may be available for purchase through CSU Risk Management prior to departure. If available, the employee would reimburse the State (or other operating account) for the cost of the insurance policy.

# DEVELOPING A PROGRAM

## PROGRAM DEVELOPMENT TIMELINE

For a successful program, we require that the planning process begin 12 to 18 months in advance. This will allow you the time necessary to make important contacts and to develop your educational activities in a foreign country. You will also need an ample amount of time to develop marketing materials, recruit students, plan budgets, and submit your course proposal for all required institutional approvals.

The first step is to schedule a meeting with your Department Chair to discuss course objectives and get verbal pre-approval of your program. Before meeting with your Department Chair to discuss your ideas for an International Travel Study Program, be prepared to address the following:

- Will your department chair advocate for your program with the Dean of the school/college?
- How will this international travel study program enhance your students' learning?
- How will this international travel study program meet the goals of the school/college or university?
- How familiar are you with the country you are planning to visit?
- What contacts do you have abroad that can help you make this an academically sound educational trip?

## CHOOSING THE RIGHT LOCATION AND TRAVEL WARNINGS

Check the U.S. Department of State travel website to find current travel warnings and alerts for countries around the world. Trips with State Department travel warnings and alerts will not be approved. This website also has health and safety tips for preparing for a trip abroad, emergency information for Americans abroad, and information for the families in the U.S. <https://www.state.gov/travelers/>

Check the California State University website to find the CSURMA High Hazardous Country List. Trips with destinations on the CSURMA War Risk Country List will not be approved. Trips with destinations on the CSURMA High Hazardous Country List will need advance approval from the President. Please work with the Study Abroad Coordinator to facilitate this process. <https://www.calstate.edu/csu-system/administration/business-finance/systemwide-risk-management/Documents/21-22%20High%20Hazardous%20Country%20List.pdf>

## USING A PROGRAM PROVIDER

Program Providers are organizations that specialized in providing customized academic and logistical support for Faculty-Led Short-Term International Travel Study Programs. They work closely with the faculty leader and CGE to design a program that meets the curricular objectives, while also conforming to the California State University system and CGE's regulations and guidelines for faculty-led study abroad programs.

Some faculty-led programs use universities with which an existing partnership exists. Through this partnership, the host institution arranges some of the services otherwise facilitated and delivered through a program provider.

Per Executive Order 1022, neither a California State University campus nor any employee or agent of any California State University campus shall accept payments or other benefits in exchange for collaborating with a program provider.

***Typical arrangements handled by program providers:***

1. Group airfare to international destination
2. 24/7 emergency plan and assistance
3. Local transportation, including airport transfers



4. Housing accommodations and meals
5. Arrange classroom space, labs, studios (as needed)
6. Excursions and cultural activities

CGE uses program providers to plan a short-term international study program. Exceptions to this rule are at the discretion of the Dean of Continuing and Global Education. A program provider allows faculty leaders to focus on the academic components of their program while providers organize housing, classroom space, transportation, meals, and any excursions or activities the faculty leader may request. Use of a program provider address three key concerns:

(1) It captures all program planning and logistics in a single contractual agreement, reducing the burden of contracting for numerous necessary services (accommodations, excursion, buses, etc.), the burden of receipt collection for the faculty leaders, and the burden of selecting appropriate companies for accommodations, tour operators, etc.

(2) It significantly reduces the logistical burden on faculty leaders while abroad, particularly during an emergency or crisis. Most program providers include the on-site support of a staff member throughout the program period, leaving faculty leader freer to focus on the program curricula, student life matters, and the intercultural engagement mission.

(3) It significantly mitigates the liability of both the institution and the individual faculty leaders, as the program provider holds much of the program's potential liability.

The CGE Office can provide faculty with a list of pre-approved vendors. The Dean of the Division of Continuing and Global Education makes the final decision to add a new organization to the list of approved program providers.

***When meeting with a prospective program provider, ask them to respond to the following items:***

- A. Airfare and visas – When will the program provider be able to price out group airfare to the international destination and obtain visas for the group, if needed?
- B. In-country transportation – What type of ground transportation can the program provider organize (chartered bus, taxis, etc. and what are the fees charged to transport your group to/from different locations?
- C. Lodging – Will your group be staying in university housing, private homes, hostels, or hotels? Double occupancy is standard.
- D. Meals – How much will meals for the group cost? Will there be any meals for which your participants will be paying on their own?
- E. Lecturer space and presenters – Where can the program provider obtain classrooms and organize local experts to present (if needed) at your destination(s)?
- F. Museum and field site tours – Can the program provider organize group visits to cultural sites of your choice? How much will this cost?
- G. Marketing – What can the program provider do to help market your program to students.
- H. OTHER - How much money should students set aside for expenses that are NOT covered by the program provider?

**Obtain a quote in writing from the program provider. Find out when and how much of a deposit is due to your vendors and when the balance is due.**

## **APPLY FOR FUNDING (COMPLETE 12-18 MONTHS BEFORE DEPARTURE)**

**CGE International Travel Grants** - The International Programs Interest and Funding Request Form initiates the formal process to plan a Faculty-Led Short-Term International Travel Study Program. Funding for CGE International Travel Grants is provided by Instructionally Related Activities (IRA) funds and Passport Place Funds.

Faculty Leaders apply for International Travel Study funding on behalf of a group of traveling students. Faculty Leaders can apply for the funding for the group by completing this form: [https://fresnostate.na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbIqZhCOHzM2wnU0XIR1b\\_gX2JTRlq8twA-zbSsND-gs-3popKNsdjld3RCfykUniLKMzoYE\\*](https://fresnostate.na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLbIqZhCOHzM2wnU0XIR1b_gX2JTRlq8twA-zbSsND-gs-3popKNsdjld3RCfykUniLKMzoYE*)

The Faculty Leader's Department Chair and Dean must also sign the form before submitting it to CGE.

**PLEASE REFERENCE THE STUDY ABROAD WEBSITE FOR DUE DATES.**

The CGE International Travel Grant funds must be used within the following fiscal year. If a trip is awarded funding, the International Travel Grant funds will be held by the Division of Continuing and Global Education for distribution to eligible students participating in that specific trip.

Once the Faculty Leader has completed and submitted the International Programs Interest and Funding Request form to CGE, the Study Abroad Coordinator will schedule a meeting with him/her to discuss the next steps of their travel study program. As part of your application submission, you will need to complete the Faculty-Led Short-Term International Travel Study Program Proposal Form which will be sent to you by the Study Abroad Coordinator.

**College/School Funding** - Some colleges/schools or departments are able to financially support short-term international travel study programs run by faculty from their college/school. Faculty leaders should check with their Department Chair or Dean and communicate with CGE immediately if their department or college would like to issue funding support to their program, to ensure all funding is administered in a timely manner.

## **PROGRAM PROPOSAL & APPROVAL (COMPLETE 13-15 MONTHS BEFORE DEPARTURE)**

In order for the program proposal to be complete, the following steps must take place.

1. Obtain a list of pre-approved program providers from the Study Abroad Office.
2. Identify a program provider that will fit your programmatic and academic needs. When meeting with a prospective program provider, ask them to respond to the items listed above.
3. Request a detailed itinerary and cost associated with the program from the program provider.
4. Complete the Faculty-led Short-Term International Travel Study Program Proposal Form. The Study Abroad Coordinator will email you the link to this form.

The Faculty Leader's Department Chair and Dean must also sign the form before submitting it to CGE. Incomplete applications will be returned to the faculty member.

- Please contact the Study Abroad Coordinator if you have questions.
  - PLEASE REFER TO THE STUDY ABROAD WEBSITE FOR DUE DATES.
5. Email the course syllabus, itinerary and cost breakdown (the latter two will come from the program provider) to the Study Abroad Coordinator.
  6. Work with the Study Abroad Coordinator to finalize program budget, student payment plan, vendor payments and other trip details.

## **CGE AND PROVOST APPROVAL OF TRAVEL-STUDY PROGRAM/COURSE(S)**

Once the CGE Director of Finance Administration and Global Operations and AVP for International Affairs approve the final program budget and travel study program, the Study Abroad Coordinator forwards the Travel Study Program Proposal Form (with syllabus, itinerary and final budget attached) to the Provost for approval.

The Provost's signature denotes approval of the travel study program and approval for the instructor(s) to travel to the international destination. After the Provost has approved the program, the Study Abroad Coordinator will notify the instructor, Department Chair and Dean that the program has been approved. At this time, no changes will be made to the budget or program that would result in revised costs, additional faculty being added to the trip, etc.

After approval, the Study Abroad Coordinator will create a Letter of Agreement (LOA) with the selected vendor(s). The LOA will be reviewed by the Dean of Continuing and Global Education, the University Risk Manager and the Assistant Vice President for International Affairs. The LOA will be signed by the University President, then signed by the vendor and stored at CGE.

# RECRUITING STUDENTS

## MARKETING AND RECRUITMENT

Promotion and recruitment are an essential part of any study abroad program. Active involvement in the recruitment process by the faculty leader and sponsoring department can make all the difference in a program's success or failure. The Division of Continuing and Global Education (CGE) staff will collaborate with the faculty leader on promotional materials and strategies.

CGE staff can create content for posters, online brochures and email marketing. The faculty leader will have an opportunity to make content changes to the word document before the brochure, poster and email blast are formatted.

Faculty leaders can submit copyright-free photos (on CD, USB drive or in a BOX file) with captions to CGE. If the faculty leader did not take the photos himself/herself, they must show evidence that they have permission to use the photos in the marketing pieces. Once the faculty leaders has approved the content of the document, CGE can begin working on promotional pieces for the program. Photos should be submitted no later than 10 days before the formatted document is due to be printed or posted to the web.

### **CGE marketing will create the following:**

1. Online Brochure – This information is used in Terra Dotta, our online study abroad student management system. It contains all details of the trip.
2. Flyer – We can create a flyer for your program that you can print out and post and/or email to prospective students.
3. Email Blasts sent to the Fresno State student body to promote the information sessions. Submit the final corrected version in Word to CGE no less than 10 days before the Email Blast is scheduled to be sent.
4. Sign-up sheets for attendees at your information sessions.

The course must be approved by the Provost's Office before any advertising or marketing of the program can begin. Advertising must be truthful and emphasize the benefits, cost of the program, and relevant course information.

## INFORMATION SESSIONS/PROMOTIONAL EVENTS

Brochures and website updates are no substitute for one-on-one faculty-to-student contact. Faculty leaders should plan to give presentations about their programs in a variety of venues during the promotional period (end of September to end of January for summer programs). When planning promotion and recruitment strategies, please keep in mind the enrollment guidelines. The faculty leader should focus on the following at promotional events:

- Inform students of the course, requirements, and academic content of the program
- Articulate connections between destination country and course content
- Talk about the cultural experiences you will incorporate into the itinerary, including a tentative program schedule
- Explain how grading works
- Explain criteria for acceptance into course and/or program (course prerequisites, language level, writing experience, lab research, etc.)

- Encourage diversity among program participants
- Share your enthusiasm for the program with prospective participants. This may include showing photos and describing the importance/relevance of the location and coursework
- Inform students of the first step in the application process, and the program application deadline

***DO NOT COLLECT ANY FUNDS FROM STUDENTS AT THESE MEETINGS. DEPOSITS AND OTHER PAYMENTS WILL BE MADE DIRECTLY TO THE UNIVERSITY AND/OR THE PROGRAM PROVIDER AS PRESCRIBED.***

## **OTHER PROMOTIONAL VENUES**

Faculty leaders can promote their program through the following avenues:

- Information sessions, International Coffee Hour and Study Abroad fair
- Fliers, catalogs, posters, and website (all print material must be approved by CGE)
- Class visits and other promotional activities in relevant courses
- Display cases (to be arranged in the college or department)
- Student organization meetings
- College/department newsletters or listservs
- Academic advisors
- Student newspaper
- Social media

## **COURSE REGISTRATION IN TERRA DOTTA**

Once the course has been approved by the Provost's Office, CGE staff will build a registration portal in Terra Dotta where students can begin registering, making deposits and paying for the course.

The Study Abroad website will be the source for obtaining program fees, and registration and payment procedures. ***All participants in the program must register for credit, including non-matriculated individuals.***

### **FOR STUDENTS:**

All students need to apply through the Terra Dotta study abroad student management system found at <https://studyabroad.fresnostate.edu/>. Prospective students need to search for the program they are interested in on the study abroad website. The student will then click the "Apply Now" button and log-in using their Fresno State user ID and password. The student will complete the "Application Questionnaire(s)" available and submit the application. Complete instructions for students on navigating Terra Dotta can be found at: <http://www.fresnostate.edu/cge/documents/Fac-LedGuideForStudents.pdf>

Registration for students to attend the faculty-led program will be open until the designated registration deadline for that program (typically end of January, early February for summer programs). After that time, no additional students are able to join the program. The Study Abroad Coordinator will meet with faculty leaders 2 weeks prior to the registration deadline to review the current enrollment standing and discuss options available for the program at that time.

## **FOR FACULTY:**

The faculty leader will need to access Terra Dotta to review applications and accept students into the program. This needs to be monitored closely, especially in the weeks leading up to the program enrollment deadline, as the faculty leader must provide approval before students can advance to the next phase of the application process and complete their registration. Faculty leaders using Terra Dotta for the first time should contact our system administrator, Tracy Bessey to schedule a 1-on-1 meeting to review their role in the process and receive Terra Dotta training ([tracyo@csufresno.edu](mailto:tracyo@csufresno.edu)). A quick reference guide for faculty leaders on accessing Terra Dotta can be found at: <http://www.fresnostate.edu/cge/documents/FacultyGuide-StudyAbroad.pdf>

The next phase of the application process for students is where information is collected for risk management, insurance purchases, and to satisfy other requirements of the campus and CSU system. Insurance purchases are tied to student completion of the application. Terra Dotta will allow faculty leaders and administrators to have quick and easy access to student information for risk management purposes. Once the student has completed all required tasks, the student “unlocks” the registration form in the system and is able to register for the program (also allows them the ability to place a deposit or pay for the entire CGE portion of the course). The student will also be responsible for making payments to the program providers, as prescribed by the LOA and the budget. Faculty leaders should communicate all deadlines to students.

**DEPOSITS AND OTHER PAYMENTS TO “FRESNO STATE” SHOULD BE MADE TO THE UNIVERSITY CASHIERING OFFICE OR MADE ONLINE, AND TO THE PROGRAM PROVIDER AS PRESCRIBED. INSTRUCTORS SHOULD NEVER COLLECT MONEY OR HOLD CHECKS FROM STUDENTS.**

## **MINIMUM ENROLLMENT**

Program fees are determined based on the anticipated cost of running a program with a specific target number of students. Because program costs are divided among student participants, CGE recommends a minimum enrollment of 10 students per program. In many cases, the actual minimum enrollment to run a particular program is higher in order to reduce the per-student cost of the program, particularly with established programs that have a proven record of participant enrollment. Once established in the final budget, this enrollment number becomes the “breakeven point” for the program and is used to determine the final program fee.

The minimum and maximum enrollment is determined with the faculty leader and listed on the ‘Program Proposal’ form. CGE generally recommends that programs not exceed a ratio of faculty to students of 1:20 at most.

## **CANCELATION OF PROGRAM /LOW ENROLLMENT**

CGE reserves the right to discontinue any study abroad program at any time before or after departure, at its sole discretion. Among the reasons for discontinuation and cancellation are travel warnings and advisories from the US Department of State and insufficient enrollment.

All travel study programs will require a tuition payment amount due to CGE several months before the program begins. This is also the “go/no-go” date, which determines if the enrollment has met the minimum number of students enrolled. Each program has its own “go/no-go” date. If the program meets the minimum number required, the trip is a “go.” If it has fewer than the minimum, the trip is cancelled and faculty and students are notified. Students receive automatic refunds for payments made to CGE for trips cancelled due to insufficient enrollment.

As a general rule, CGE does not extend application and deposit deadlines. If the faculty leader has not met their obligation of obtaining a minimum number of students as agreed to in the finalized budget, the trip will be canceled. If the deposit deadline has passed and the minimum program enrollment has not been met, the program may be cancelled due to low enrollment.



# PRIOR TO DEPARTURE

## PRE-DEPARTURE ORIENTATION

In accordance with Executive Order No. 1081, faculty and students must complete a pre-departure orientation prior to going abroad and specific student information must be collected from students.

Faculty Orientation – Faculty orientation will be conducted by CGE staff, and will include emergency response training, communication from abroad, student conduct code, alcohol and drug policy, and disciplinary procedures.

Student Orientation – Student pre-departure orientations will be conducted by the Study Abroad Coordinator in consultation with the faculty leader and program provider. Faculty leaders are responsible for reserving a meeting room with a working projector for the student orientation slide presentation.

Topics to be covered:

- Arrival Information: plane tickets, airport transportation, housing check-in,
- Books & supplies
- Currency & exchange rate. Handling money & budgeting.
- Class schedule & program itinerary
- Communication protocols and emergency contact information
- Cross-cultural awareness; cultural considerations
- Disability accommodation requests
- Health & safety considerations ([travel.state.gov](http://travel.state.gov), [cdc.gov](http://cdc.gov))
- Housing, Meals, Local Transportation
- Mental health and culture shock while abroad
- Passports & visas (passports must be valid for at least 6 months beyond the program end).
- Personal and group safety; expectations and appropriate use of alcohol
- Requirement to inform the Faculty Leader of travel plans outside of the program site (during weekends and free time)
- Setting Expectations Exercise (group discussion about what to include/not include in the program)
- Student conduct, expectations, and responsibilities; appropriate behavior in the host country
- Use of prescription medication
- Weather, climate, packing
- Using health insurance

## HEALTH AND SAFETY

The health and wellbeing of Fresno State students abroad is the responsibility of the faculty leader. Therefore, it is important to plan for scenarios that could jeopardize a program abroad and establish a procedure for dealing with health and safety issues. Health and safety incidences are not discriminatory and can happen to anyone at any time. Faculty leaders are required to email the Study Abroad coordinator if an emergency arises.

## **PASSPORTS AND VISAS**

All students must obtain a passport before traveling internationally, and some program locations may require a visa. Visa requirements vary depending on each student's citizenship and the country to which he or she is traveling. Study Abroad staff and program providers will guide students on visa requirements at key points during the pre-departure advising process; however, obtaining a valid passport and securing the correct visa is ultimately the responsibility of the student. All participants' passports must be valid for at least six months beyond the date the traveler will enter back into the U.S.

Those needing a U.S. Passport can apply in the Continuing and Global Education office, located in Kremen Education building, room 130. Due to potentially long delays in processing time, it is recommended to apply for a passport as early as possible. For more information visit: <http://fresnostate.edu/cge/international/passport.html>

## **INSURANCE**

All faculty and students participating in Fresno State Study Abroad Programs must have ACE USA International Travel Assistance. ACE USA covers routine and emergency medical services. CGE purchases ACE USA for all participants on Fresno State Study Abroad Programs. Faculty leaders should work with CGE to ensure coverage has been bound for all students and must be able to provide students with information on how to submit a claim. Students and faculty need to be aware that there is a deductible. Updated insurance information is provided prior to departure.

# ON-SITE PROGRAM MANAGEMENT

During the study abroad program faculty leaders represent Fresno State and may be called upon to perform functions that would normally be the provenance of other divisions of the university. Like a coach who accompanies an athletic team or a bandleader who accompanies the band, the study abroad faculty leader may need to assist students not only with academic situations in class but also with non-academic challenges outside of class and emergencies that may arise. Therefore, it is expected that:

- Faculty will have a working cell phone so that students can reach them in an emergency
- Faculty will communicate with the CGE in the event of an emergency
- Faculty will fill out incident reports to document any emergency that arises
- Faculty will act in a professional manner at all times during the program

## SUPERVISION OF GROUP

The faculty director should fulfill the following duties on-site:

- Provide an initial on-site orientation to introduce the students to the host site and culture (may be in conjunction with the program provider).
- Communicate academic and disciplinary roles clearly to the students.
- Purchase a disposable cell phone/ international SIM card after you reach your international destination, and be sure that all students have this phone number to reach you for emergencies.
- Contact the Study Abroad Office within 24 hours after arrival to confirm all participants are safe and accounted for.
- Notify the Study Abroad Office immediately if any student leaves the program.
- Act as liaison between the students and any individuals or entities providing services to the program.
- Ensure the onsite cooperating institution/organization is delivering services according to the contract.
- Do not deviate from the itinerary. Do not make a quick unscheduled stop or go on any unplanned or unscheduled trip that is not on your approved itinerary. Do not cross country borders unless the excursion is on your approved itinerary.
- During non-instructional time, be aware of where students are going and ensure that they are traveling in a group, never alone. The students should know how to contact you at all times.
- Account for all group members before turning in for the evening and conduct a morning check as well.
- If problems arise, alert the Study Abroad Office immediately so any discrepancies can be resolved quickly.
- Follow the guidelines outlined in the international travel policy for unaffiliated travelers.
- Respond to any emergencies or serious incidents that may arise and notify the Study Abroad Office as soon as possible.
- Itemize usage of any fund advances and other necessary expenses and collect receipts which will be turned into the Study Abroad Office at the program's end.
- Monitor the health and general welfare of all participants.
- Never loan students program or personal funds unless it is an extreme emergency. Faculty leaders will not be reimbursed by the University for loaning money to participants unless authorized in advance by CGE.

## IN AN EMERGENCY

All participants on a Fresno State faculty-led study abroad program must enroll in the U.S. State Department's Smart Traveler Enrollment Program (STEP) prior to departure. If the faculty leader is not being housed with the students, the students must be given the address and phone number of where they are staying. Students should carry this with them at all times.

Faculty leaders, in conjunction with program providers (if applicable), must provide students with a list of names and phone numbers for:

- 24-hour emergency contact
- Nearest U.S. Embassy
- Law enforcement/police department
- Nearest hospital/emergency facility and/or health care providers

If a student becomes ill or experiences a travel emergency, immediately contact the travel/health insurance company for instructions on the specific issue. Our insurance contact is listed on the travel assist card issued to all students and every faculty member. The insurance contact can direct you to the nearest medical facility and provide other emergency directions. Make this call prior to taking action yourself. If you still need further assistance, call the Fresno State Police Department on the Fresno State campus, phone: 559.278.8400. The Dispatcher will contact the appropriate university dean or manager, who will notify the student's emergency contact person, if necessary.

In an emergency, the faculty leader's first responsibility is to ensure the safety and wellbeing of the program participants. They should do whatever is necessary to ensure this, whether this means obtaining prompt and appropriate medical attention, U.S. Embassy intervention, or police protection.

## DISCIPLINARY RIGHTS AND PROCEDURES

When feasible, the Faculty Leader in charge should make every effort to resolve disciplinary issues informally. However, if a formal process were required, the Student Conduct Office would adjudicate any policy violation concerns under Title 5 and EO 1098. To initiate the process, please contact Tanis Matlock-Elder at [studentconduct@mail.fresnostate.edu](mailto:studentconduct@mail.fresnostate.edu). More information can be found at <https://studentaffairs.fresnostate.edu/studentconduct/procedures/index.html>.

In all cases, the Dean of Continuing and Global Education should be informed of any disciplinary issues that arise during a study abroad program.

## EARLY WITHDRAWAL AND DISMISSAL PRACTICES

A student may leave the program prior to the group's return to California for a limited number of reasons, such as:

- The occurrence of a death or serious illness in the family.
- Illness (physical/emotional): In this instance, the student and the Faculty Leader(s) should decide on the best course of action.
- Discipline: A student's continued participation in the program is detrimental to the program as a whole, due to poor conduct. See the "Disciplinary Rights and Procedures" section above.

In all cases, the Dean of Continuing and Global Education must be informed before action is taken. In the case of dismissal, all expenses involved are the responsibility of the student. No refund for the remainder of the program will be issued.

## **ALCOHOL POLICY**

The consumption of alcohol during study abroad programs is strongly discouraged. If alcohol is consumed during such activities, it must be done so in strict accordance with local laws and regulations. As a general practice, persons under the age of 21 should not be present in places where alcohol is being consumed. University employees are strongly advised not to provide or purchase alcohol for students at off campus locations. Employees choosing to provide alcohol to students do so outside the scope of their employment and assume all liability and risk.

Fresno State faculty and staff members should model expected behavior and work with servers of any alcoholic beverages to ensure that students are never served too much to drink.

## **SEXUAL HARASSMENT**

As a Faculty leader, you will most likely have to manage initially any sexual harassment complaints that emerge at the site, unless the complaint is against you directly. It is your responsibility to ensure that appropriate and immediate steps are taken to ensure the safety of the student and take corrective action on the student's behalf. (This fact does not mean that accused students should be penalized without process, but immediate steps may be necessary in the interim to ensure the student's safety, such as rearranging housing assignments, assigning separate seating in classrooms and on excursions buses, etc.).

Faculty leaders must consult CGE for guidance and proper procedures. In some cases, proper responses could require the dismissal of on-site Service Provider staff and/or the dismissal of any offending students from the program. Faculty leaders themselves should be careful to avoid any behaviors that could be misinterpreted or construed as inappropriate conduct between faculty and students. Faculty leaders are required to adhere to Fresno States' policies on sexual harassment. Any sexual harassment complaints should be reported to the Dean of Continuing and Global Education immediately.

# RETURNING TO FRESNO STATE

## POST PROGRAM DEBRIEF AND EVALUATION

It is strongly recommended that the faculty leader meet with the participating students after the trip to discuss their experience and check with each student individually to make sure they are feeling well, physically and mentally. If any participant has a fever, rash, cough, difficulty breathing or any other unusual symptom, advise them to seek medical assistance. If a participant experiences “culture-shock” after returning from the trip, encourage them to visit the Fresno State, Student Health Center, Psychological Services for assistance.

The Study Abroad Office will send all participating students a short online survey to obtain feedback from their experience abroad and will share the results of the survey with the faculty leader.

The faculty leader will also need to submit a final report on the program to the Study Abroad Coordinator summarizing what was positive about the travel study program, if they were able to meet the educational objectives and any advice they would give other faculty members planning a travel study program.

## RECONCILIATION OF EXPENSES

Upon return from the program, the faculty leader should submit all receipts from the program to the Study Abroad Administrative Support Coordinator for reimbursement. Include a copy of the rate of exchange for the currency you used during the time of your travel. Please contact CGE for assistance.

The Study Abroad Administrative Support Coordinator creates your Travel Expense Claim based on your receipts and previously established budget. The Study Abroad Administrative Support Coordinator will email the travel expense claim to you to sign. Sign the form and let the Study Abroad Administrative Support Coordinator know when the form is ready to pick up. We will obtain the remaining signature and deliver the form and receipts to the Accounting Services Office for processing

## GRADES

The Faculty Member submits grades online within two weeks of the course ending.

# INTERNET RESOURCES AND ADDITIONAL READING MATERIALS

- Association for Safe International Road Travel
- Embassy.org
- NAFSA: Association of International Educators 17
  - o Best practices resources for faculty-led programs
  - o Best practices resources for risk assessment and crisis management
  - o Complying with the Clery Act in study abroad settings
- State Department Travel Website: Alerts, Warnings, and Traveler Safety Information
- Travelers’ Health (CDC)
- World Health Organization



# FACULTY-LED STUDY ABROAD PROGRAMS TIMELINE CHECKLIST

This list is general and is subject to additional checklist items depending on the nature of the program. Please consult with the Study Abroad Office to create a program specific timeline.

## **15-12 Months Pre-departure**

- Review Faculty-Led Study Abroad Handbook
- Discuss your proposed course with your Department Chair to see he/she would tentatively support the course offering.
- Identify co-leader (if needed)
- Complete and submit the International Program Interest and Funding Request form by the due date (due dates for each term are listed on the Study Abroad website)
- Identify an approved program provider to work with.

## **11-9 Months Pre-departure**

- Complete and submit the Program Proposal form with the course syllabus by the due date (form will be email to you by the Study Abroad coordinator)
- Obtain an itinerary and on-site cost i.e. visas, accommodations, airfare, ground transportation, group meals, field trips, and fees from the program provider
- Work with the Study Abroad Office to finalize a budget for the program.

## **8-6 Months Pre-departure**

- Promote program intensively through information sessions and classroom presentations
- Participate in Study Abroad Fair, if applicable
- Work with CGE and College Marketing team to create posters, fliers and mass emails
- Partake in the Terra Dotta Training
- Encourage students to apply for a passport (if needed)

## **5-2 Months Pre-departure**

- Review applications and determine final acceptance
- Finalize travel details with program provider
- Attend the mandatory faculty pre-departure orientation
- Conduct mandatory pre-departure orientation for students
- Encourage students to complete all forms on Terra Dotta
- Ensure students are making their payments to CGE and program provider

## **2-1 Months Pre-departure**

- Ensure all students have received their insurance cards
- Verify students' plans to get to the airport or program site
- Ensure all students have submitted pre-departure paperwork online through Terra Dotta