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SUNY Plattsburgh

Resident Director Handbook

for

Faculty-Led Study Abroad Programs

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INTRODUCTION

Dear Study Abroad Resident Director:

Welcome to SUNY Plattsburgh's Global Education Office (GEO). Study abroad at SUNY Plattsburgh has grown tremendously over the past 4 years. In fact, the number of students studying abroad has doubled in this time. This growth is directly attributable to you and many other faculty and staff who believe in the importance of an international academic experience for our students. From all of us at GEO, thank you for your involvement in and enthusiasm for study abroad at SUNY Plattsburgh!

SUNY Plattsburgh students who study abroad are a diverse group. Some have never traveled outside of the state, while others are experienced travelers. Generally, however, most are traveling outside the United States for the very first time. They may be the first person in their extended or immediate family to travel abroad. They are often participating in study abroad at great personal and financial expense to themselves and their families. They each have their personal motivations for studying abroad and goals they wish to attain. Just as their experiences will vary, so will their levels of confidence and independence.

Despite the many differences amongst your students, studying abroad will be a life-changing experience for all of them. As Resident Director, you will be part of what many students will remember as one of the most significant experiences of their academic career.

This handbook is designed to provide you with information about your roles and responsibilities throughout every phase of the study abroad experience. Thank you again and best wishes for a wonderful study abroad experience.

Sincerely,
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ROLES & RESPONSIBILITIES

Role and Expectations of the Resident Director

The roles and responsibilities of a study abroad program Resident Director extend beyond the traditional classroom and/or academic advising setting with which you are familiar and experienced and in which boundaries are clearly defined between faculty and students. Study abroad is a 24/7 involvement for participants and Resident Directors alike. This means that as Resident Director, you will deal with non-classroom issues and situations that differ significantly from the demands and challenges of the classroom environment. Your position as Resident Director, daily interactions, and close living quarters will acquaint you with student life and culture outside the classroom. You will need to establish appropriate boundaries and communication between you and the students while you are Resident Director of a study abroad program.

As you undertake the role of Resident Director, it is critical for you to understand and accept that you are a role model. Your behavior, actions, and words will always be on display. Maintain professional and neutral relationships with all students in your group. Avoid displays of preferential treatment and/or favoritism. Such displays, at best, will be resented by students and, at worst, misunderstood and considered objectionable.

Generally, your key roles and responsibilities as a Resident Director are to:

- Establish the academic integrity of the study abroad program.
- Assist students in meeting the academic, social, and intercultural challenges of the study abroad experience.
- Keep students out of harm's way and respond to emergency situations.
- Serve as the liaison between GEO, students, and the host institution.
- Assist in the overall development of the study abroad program through the GEO evaluation process.

Specifically, you are required to perform the following duties as a Resident Director:

Pre-departure:

- Conduct program information sessions.
- Assist with recruiting for the program (class, club visits, attend Study Abroad Fair, etc.).
- Assist with the program student participant selection process.
- Conduct, in conjunction with GEO staff, a pre-departure orientation and distribute an emergency response guide for students.
- Coordinate program budget, transportation and in-country itinerary.

In-country:

- Oversee program academics.
- Contact GEO upon arrival and about any emergencies.
- Manage any cash advance funds.
- Keep students out of harm's way and deal with medical/non-medical emergencies.
- Facilitate intercultural learning and global understanding for students.

Post-program:

- Contact GEO to confirm the class has officially ended.
- Submit Resident Director Evaluation to GEO.
- Submit receipts for cash advance funds.
- Participate in program reunion.
- De-brief meeting with GEO.
- Assist future program leaders.
- Begin planning for next year!

Former Resident Directors report that the attributes listed below contribute to being a successful Resident Director.

- Sense of humor
- Common sense
- Endless patience
- Physical stamina
- Excellent communication skills (verbal and non-verbal)
- Strong record keeping and documentation skills
- Caring, helpful, and supportive attitude
- Genuine interest in host culture and country
- Flexibility
- Firm but fair attitude
- Basic first aid knowledge

GEO's Role In Faculty-Led Programs

GEO is responsible for managing your study abroad program and supporting you in your role as Resident Director. GEO's staff manages a diverse portfolio of study abroad and exchange programs that varies in length and location. Its staff has extensive professional and personal international experience and many years of working within the international education profession.

You will have frequent phone conversations, email contact, and meetings with GEO. The study abroad experience is greatly enhanced by a close and cooperative working relationship between the Resident Director and GEO.

Specifically, GEO:

- Advises students on study abroad opportunities.
- Promotes and recruits for all SUNY study abroad and exchange programs, and place equal emphasis on all opportunities available to our students.
- Manages all non-academic issues relating to the study abroad program (registration, billing, financial aid issues, budgeting, organizing general study abroad promotional events, pre-departure orientations, program logistics, liaising with SUNY System when required, etc.).

Time Commitment

The Resident Director position requires a significant time commitment before and after the program. In addition to attending information sessions and orientations, you will need to review applications and consult with GEO to finalize program details. Your attendance and participation in meetings and prompt responses to GEO inquiries is critical to the program's success. Additionally, you are expected to be available and responsive to students who have questions/concerns about the program.

PRE-DEPARTURE

SUNY Plattsburgh's *Authorization to Travel Form*

All employees traveling for university business must submit an Authorization to Travel form, signed by the Director of International Education, before any program payments can be made.

Publicity and Recruitment

After your program has been approved, you should begin working immediately with GEO staff on developing an official program information sheet, brochure, etc. It must contain all of the basic program details such as dates, cost, credit, and enrollment deadline. GEO will also post this information on its website and display it alongside other study abroad programs available to students. You must be very sure of this information once it becomes a published university document because changing certain information, such as costs, is not possible after it has been released to the public.

After you have your print materials ready for distribution, you and GEO staff should organize program information sessions to promote the program. The purpose of these sessions is to give students an opportunity to meet you, learn about the program, and ask questions. We encourage you to visit specific classes and/or clubs that may have prospective students for your program. Please let GEO know in advance if you would like assistance with classroom or other promotional visits.

When recruiting for the program, remind students that studying abroad, by definition, is an academic experience. RD's often emphasize the fun aspects of the study abroad experience in order to "sell" the program. While studying abroad is enjoyable, programs are designed to be academically challenging and enriching. If this point is made clear in the recruitment phase, you are less likely to have applicants who are looking for a vacation. Using the word "program" rather than "trip," for example, is a small, but important way you can set the proper tone when describing the experience.

Student Enrollment Process

Students apply for study abroad programs and are required to have a minimum 2.5 GPA. You may even require interviews or references to supplement GEO's standard enrollment form for short-term-programs. GEO will supply you with copies of the most recent short-term, faculty-led study abroad program enrolment forms, and students can always pick up copies at our office at 102 Broad Street. Since the forms can change from year-to-year, be certain that you have the most recent one before photocopying them to give to students. In addition to filling out the application, students are required to pay a non-refundable \$250 deposit when they submit their enrolment forms. This deposit is only refundable if you do not submit a student to your program or if she withdraws before the enrollment deadline. Students must submit their enrollment forms and deposits to GEO directly and by the deadline. You should not collect these items and submit them to GEO on their behalf due to the liability involved with handling student's money and personal information.

After the deadline, GEO will share the enrollment forms with you for review and set-up interviews, if you want. Once admission decisions have been made, GEO will send out email notifications to the students.

Resident Director Guest Policy

If you plan to bring a partner and/or dependent with you on the study abroad program, please bring this to GEO's immediate attention. If you intend to bring a young child, he or she will need to be supervised by another responsible adult who accompanies you on the trip.

Resident Directors are responsible for paying the full travel and in-country expenses for a partner and/or dependents plus any additional accommodation charges. GEO is not able to make independent travel (including different flight arrangements) and/or in-country arrangements that differ from the group itinerary for your guests.

Accompanying guests will be required to pay GEO in full and in advance for travel and in-country expenses. GEO will inform you of the amount and deadline for the payment.

Passports and Visas

Resident Directors and students are responsible for having a valid passport by the time the program begins. This is at the RD's and students' own expense. Because of a major processing backlog, students need to apply for a passport immediately, even if they are just considering studying abroad. In addition, a passport must be valid for a minimum of 6 months beyond the date of departure on any study abroad program. For more information go to: http://travel.state.gov/passport/passport_1738.html

Some destinations require a visa in addition to a passport. You will need to contact the host country's consulate in the US to determine if you and your students need a visa and when to apply for it. Depending on your host country's requirements, GEO may be able to facilitate applying for visas as a group and you can include the processing fees in the program price. Some countries, however, do not allow for group processing and require everyone to apply and pay for their visas separately.

Travel to Program Site

Resident Directors generally travel with the students to and from the program site. You should have determined in your proposal how you want students to arrive on site (i.e., make and pay their own travel arrangements to be on site at a specific time or fly in a group). You may decide that arriving a day or two in advance of your students is necessary or preferable for program logistical purposes.

To arrange travel to your program site, please contact SUNY Plattsburgh's contracted travel agency, Carlson Wagonlit, for a quote. If you have already found a fare and itinerary that you want, you should send it to Carlson. Many times, they can locate the same fare. Please submit your quote to GEO for payment of your ticket, and please also note that you must have already submitted your *Authorization to Travel* form before Accounts Receivable can issue a purchase order for your ticket.

Carlson Wagonlit
30 Corporate Drive, Suite 100
Clifton Park, NY 12065
(518) 371-3720
corportae@albanytravel.com

Pre-departure Orientation

Just before departure, GEO staff will contact you to coordinate an orientation for your students. Students are required to attend pre-departure orientations. Pre-departure orientations also provide an opportunity for you to learn about student expectations of the program and each other. Some resident directors find devising a “group expectations contract” at the orientation to be a helpful in managing group dynamics once in-country. Orientations vary according to the program at hand, but GEO pre-departure orientations have four main goals:

- To provide orientation on program policies, itinerary, travel, passports and visas, health, housing, safety, an emergency response guide and other in-country issues.
- To review academic expectations and requirements of the program.
- To help students understand broad cross-cultural perspectives and develop cross-cultural sensitivities.
- To become familiar with each other and the Resident Director.

PROGRAM FINANCES

Program Budget and Study Abroad Program Fee

GEO determines the final study abroad program fee based on the budget you submitted in your program proposal and any other circumstances it finds necessary to consider. The program fee cannot be changed or adjusted after it has been given to students. In addition, the administration of faculty-led study abroad accounts resides exclusively with the Global Education Office. After the study abroad course enrollment has been closed, the Resident Director shall submit a final program budget within 30 days that reflects the itemized costs for the actual number of students who registered for the class. The final budget shall specify the amount for each program activity and clarify the intended use of any funds in excess of the minimum required in the original budget and must be approved by GEO.

Resident Director Compensation and Expenses

GEO does not receive funding to compensate Resident Directors. Therefore all of your expenses (transportations costs, program costs, per diem, etc.) must be included in your program budget in order to be reimbursed for your expenses.

The US Department of State sets per diem amounts for Americans traveling abroad for business. You may find per diem rates online at: <http://www.state.gov/travelandbusiness/>.

You may request up to 80% of this amount before your departure, and then submit receipts for all meals upon your return for reimbursement of any additional amount you spent over that amount and up to the maximum per diem rate. Or, you may request the entire per diem rate upon your return without submitting receipts. Per diem must be pro-rated for meals which are included as part of the study abroad program (e.g. group meals, breakfast included with hotel stays, etc). Please note that you do not have to use this maximum amount, especially if you are concerned about keeping costs down.

Pre-paying Expenses, Cash Advances and NYS Credit Cards

Resident Directors shall contact GEO well before payments are due to arrange for invoices, requisitions, and the appropriate SUNY payment process. The Global Education Office shall be the contracting party in all such cases. Resident Directors

shall make every effort for students' and their in-country expenses to be prepaid through GEO. GEO will conduct bidding for travel services when required by NYS purchasing policy. Depending on how your service-provider wants payment, requesting funds from SUNY and payment delivery can often take up to four weeks, and sometimes longer. Therefore, you should submit items for payment as soon as possible and far in advance of your departure date. Some expenses, however, cannot be anticipated or prepaid. Therefore, you can request a travel cash advance for in-country expenses that cannot be prepaid or a New York State credit card for charging travel expenses. Requests for cash advances in excess of \$5,000 and/or use of a credit card must be pre-approved by the Director of International Education and Provost. SUNY Plattsburgh's Accounts Payable Office will issue the cash advance and/or administer credit card applications.

You are personally accountable for the travel cash advance and/or all credit card charges. You must retain, record and submit all original receipts within fifteen days after your study abroad program officially concludes. If a receipt is not available for a particular purchase or form of transportation, you will need to still document the expense (what, where, how much) and include that documentation in place of an original receipt.

Use of the cash advance is limited to the following necessary program expenses which cannot be prepaid by GEO:

- Communication with GEO (fax, phone cards internet access).
- Cell phone rental. Cell phone usage is limited to the RD and may be used for business purposes (program-related) only.
- Transportation services. This can include guide fees/translator fees and subway, bus, etc. tickets for the students.
- Translator fees.
- Entry to museums and other institutions which are directly related to the academic content of the program.
- Group meals.
- Business meals with any host institution personnel (no alcohol).
- Emergencies.

The cash advance may not be used for:

- Pre-departure orientation expenses (pizza or other food, guide books, maps).
- Post-program reunions (pizza or other food) or any other post-program expenses.
- Purchase of any alcohol for personal, student or host institution consumption.
- Out-of-pocket meals for the Resident Director.
- Tobacco or other controlled substances.
- Loans to program participants (including medical expenses).
- Gifts for host institution coordinators.

If you have any questions about the correct use of and/or documentation of the cash advance or NYS credit card, please contact SUNY Plattsburgh's Accounts Payable Office at 518-564-3606.

HEALTH AND INSURANCE INFORMATION

Students and Health

Prior to departure, students will fill out a Health Information and Insurance/Waiver Form. GEO will supply you copies when go abroad. These forms are confidential and must be treated as such. As Resident Director, it is your responsibility to be aware of any student health problems and/or concerns while in-country. Follow up immediately on any and all student illnesses. If a student does not show up for class, find out why. Assist the student in seeking appropriate medical assistance. Inform GEO of any student illnesses that require a visit to a health clinic and/or physician.

International Medical, Evacuation and Repatriation Insurances

SUNY System requires that students who participate on SUNY study abroad programs have these types of insurances. The cost for all three in 2008-09 is \$79.25 for a period of 1-30 days. If students have medical insurance that covers them outside of the United States, then they may waive this insurance. Students cannot, however, waive the evacuation and repatriation insurances, which together cost \$6.00 for a period of 1-30 days. If medical insurance is waived, the charge for evacuation and repatriation insurance will be paid for by the Global Education Office.

In most cases, if a student needs medical attention while abroad, s/he will have to pay for the expenses out of pocket, save receipts and submit claim forms to her or his insurance company upon return. The company SUNY uses for international medical insurance, HTH World Services, can pre-pay some expenses, depending on the facility and location. If a student uses a pre-approved certified HTH provider, the cost of his or her care will be paid directly by HTH.

Medical, Evacuation and Repatriation Insurance for Resident Directors

Prior to departure, please contact Sarah Reyell in Human Resources at 518-564-5062 to determine if your medical insurance covers you while abroad and what you must do to submit a claim should you require medical care. If your insurance does not cover you while abroad, you may purchase the same plan the university uses for students going abroad through HTH World Services. You must factor this expense (\$79.25 for a period of 1-30 days) into your program for reimbursement. GEO will enroll all resident directors in SUNY System's evacuation and repatriation policy available through Medex.

If you are bringing a guest or dependent who is not a SUNY Plattsburgh employee, we are unable to enroll this person in these policies. You may however contact the companies directly to purchase this insurance independently.

For more information about these insurance plans and more, please visit HTH and Medex's websites:

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

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

Health Appointment

For many places where programs take place, no additional immunizations will be required for entry to the host country. However, there may be suggested health precautions one should take before traveling to certain destinations. Prior to going abroad, you should meet with your health care provider to discuss and suggested precautions or personal health concerns you may have. If you take any medications,

you should make sure that you have enough to last the entire duration of your trip. If you have any medical conditions, you should also ask your health care provider to document them for you in case of an emergency where you may require medical attention abroad.

Prior to making this appointment, please review the Center for Disease Control's Travelers' Health website for important information about health-related issues associated with your destination. You should print out this information and take it to your health care provider in case s/he is unfamiliar with international travel and your destination.

CDC Travelers' Health Website: <http://wwwn.cdc.gov/travel/default.aspx>.

IN-COUNTRY RESPONSIBILITIES

Communication Expected with GEO

As Resident Director, please be prepared to communicate this minimum amount of information (by phone or e-mail) with GEO:

- Arrival notification;
- Departure notification;
- Any student health or medical concerns, or disturbances affecting the well being of the students;
- Any student arrest or claim as a victim of crime.
- Emergency notification as needed.

Within 12 hours after arrival, please notify GEO (e-mail or phone) that all students have arrived safely. This is critical since GEO regularly receives phone calls from anxious parents who want to know if their son or daughter has arrived safely. Encourage your students to phone home shortly after arrival. In these times of heightened concern about international travel, families want to be assured of safe arrival. Within 24 hours of the official termination of the class, please notify GEO (e-mail or phone) that the class has been completed.

Supervision of Program Academics and Activities

Resident Directors are expected to be fully engaged in all in-country activities of the study abroad program. Resident Directors are expected to:

- Attend any lectures you may have organized for the students.
- Participate on program field trips.
- Be available for students.

Encourage students to attend all classes and activities. They may need reminders from time to time that they are on a study abroad program, not just a living abroad experience. Students may have concerns about cultural differences in classroom instruction and grading. As the Resident Director, you can help them understand and adapt to the differences. The Resident Director's presence ensures the academic integrity of the study abroad program. Your insights into course content, classroom instruction, and program structure contribute to the success of the study abroad program.

Resident Director Availability and Personal Off-Site Travel

As a Resident Director you are required to be accessible around the clock in-country to your students. If you need to be away from the group, please make the following arrangements:

- Appoint a 24-hour emergency contact person (e.g., host institution coordinator) who will respond to any student concerns. This person needs to have a cell phone.
- Discuss your off-site plans in advance with GEO. GEO needs to record the name and contact information for the emergency contact during your absence.
- Meet with your students as a group to inform them of your upcoming absence and the name and contact information for the emergency contact person.

Students and Off-Site Independent Travel

Students may want to travel away from the program site during weekends and program breaks. They are required to inform you in advance and in writing of their travel plans. GEO will provide you with copies of the **Off-Site Travel Form** for students to complete. Always encourage students to travel in groups of two or more. Make sure that they have your 24-hour contact information before they leave.

DEALING WITH CHALLENGES ABROAD

Student Conduct Abroad and Role of the Resident Director

Prepare yourself for the same questions over and over again from students. By necessity, you must be extraordinarily patient with them. Students will naturally pass through phases in their attitudes toward you, the program, and the host culture. At times they may become negative about the experience, so it is important for you to remain positive and firm about the value of the program and the validity of the host country's culture. Teach by example: students will watch to see how you handle cultural differences and challenges.

Responding to the emotional and mental adjustment issues that some students develop is a challenge for every Resident Director. Should the need arise, you are encouraged to contact GEO for advice. Here are some suggestions that may minimize problems experienced by your students:

- Communicate frequently with all members of your group;
- Keep a close eye on students who isolate themselves from the group and show signs of loneliness and/or isolation;
- Build group cohesion through group activities, and include both informal and formal discussions;
- Establish a sensible pacing of group activities to reduce fatigue; and
- Encourage students to eat at regular intervals, drink plenty of water, and establish a sensible sleep schedule.

Group Dynamics

Study abroad programs by definition are intensive in nature. Students (and Resident Directors) can get on each other's nerves after extended periods of time together. You

may need to settle conflicts or boost the morale of the group when it is low. Remind the students that they need to be respectful of their classmates, give each other space, keep frustrations to themselves, speak up when something is bothering them, and not sweat the small stuff.

Students may need occasional reminders to keep things in perspective. Time and energy spent on small concerns can distract from the experience of living in another culture.

Behavioral Issues

Students may exhibit inappropriate behavior that will need to be addressed. Some of these issues will be ones that you do not typically encounter in the classroom setting. These include excessive drinking, tardiness/absenteeism to class or mandatory excursions, disrespect to you, classmates, or host nationals, or just poor judgment and negative attitudes. The old adage, “praise in public, criticize in private” is an important one to remember. Talk to the student privately and be sure to jot down notes. (Depending on the severity of the situation, you may want to use the Incident Report form found in the Appendix of this handbook). This is a SUNY Plattsburgh event, with students who are held accountable to all rules and regulations as set forth in the “Student Conduct Manual.” You should familiarize yourself with this document and make sure your student participants understand that they are still students at SUNY Plattsburgh and will be held accountable for violations of college rules and regulations.

Inappropriate behavior is often a symptom of another issue: homesickness, culture shock, anxiety, fear, or depression. Many times students just need to vent to a neutral person. Be supportive, but firm, and help the student recognize how his or her negative behavior is impacting the group as well as his or her own experience. If the negative behavior continues, please contact GEO to discuss a course of action.

Students may make choices that do not break any laws or program rules, but which may seem objectionable to you (e.g. romantic involvement with a local or other member of the group). Address their choices only if you have good reason to believe that they are putting themselves in harm’s way. Avoid passing your own judgments. Most students are used to a great deal of freedom during their personal time at SUNY Plattsburgh and will expect the same when they are abroad.

Students and Alcohol

Inappropriate and/or excessive alcohol consumption is a serious problem with undergraduates nationwide. SUNY Plattsburgh is no exception. Alcohol consumption overseas poses additional security and health risks to study abroad students who are unfamiliar with the language, cultural norms, and lack of sanctions on alcohol. If alcohol consumption occurs outside the restrictions of host-country laws, or is affecting the well being of a student and/or interfering with his or her participation in the study abroad program, you must bring this to the attention of the student(s) involved and request a change in behavior. You must also inform the student that their choices may have violated SUNY Plattsburgh rules which could subject them to disciplinary action upon their return to campus. Document your conversation in writing.

It is GEO’s policy and philosophy to model and encourage healthy behavior and choices for our study abroad students. As Resident Director of a study abroad program and an

adult role model, your every action is being observed by your students and host institution. Please bear this in mind with your own choices in-country.

As indicated in the Cash Advance section of this Handbook, the cash advance cannot be used for the purchase or consumption of any alcohol for self, students, or host institution. Additionally, no reimbursements will be provided for any purchase of alcohol. It is never appropriate for a Resident Director to purchase alcohol for students with his or her personal funds.

Sexual Harassment

Sexual harassment may be no more common overseas than in the United States, but it is sometimes more difficult to discern due to cultural differences. In a foreign setting, your students will experience differences in communication norms. Certain behavior that they find unacceptable in the United States may not be viewed as such by another culture. Likewise, certain behavior that they find acceptable in this country may not be viewed as such in a foreign culture.

As Resident Director, you must help students understand as much as they can about the cultural context in which they are living. Students must try to develop a sense of what behavior is acceptable in the host culture, but they should not feel as if they must endure unwelcome sexual comments or advances because they are foreigners, nor must they conform to cultural norms with which they are uncomfortable.

SUNY Plattsburgh is committed to taking prompt and appropriate action in support of a student who has been sexually harassed. Therefore, in your role as Resident Director, you will be expected to respond appropriately if a student informs you that s/he has been sexually harassed.

If a student informs you that s/he has been harassed by a host institution administrator, instructor, a student (from SUNY Plattsburgh or the host country), or a host family member, please respond as follows:

- Encourage the student to be assertive and to let the individual know that his/her conduct is unwelcome and offensive and, if necessary, immediately arrange new housing for student.
- Ask the student to document in writing what has happened.
- Report the situation to any host country administrators, if appropriate, and attempt to keep the identity of the student confidential.
- Report the situation to GEO to discuss an appropriate strategy for prompt investigation of the situation.

Student Dismissal

If a student's behavior poses a threat to her or himself or others, and/or disrupts the program, immediately inform GEO to discuss and agree upon an appropriate course of action. GEO will ask you to provide written documentation of the incident. The **GEO Study Abroad Incident Report Form** may be used to document the incident.

All violations of SUNY Plattsburgh's rules and regulations as defined in the "Student Code of Conduct Manual" must be reported to SUNY Plattsburgh's Dean of Students Office upon your return to campus. Please note that Resident Directors cannot

summarily dismiss students from a study abroad program. Due process must and will be observed.

Students Wanting to Withdraw

Infrequently a study abroad participant will decide to withdraw early from the program. If a student expresses to you that she or he wishes to withdraw, spend time with the student and try to find out why. Many situations can be ironed out in-country. Is the student homesick or upset by lack of communication with home? Is the student unhappy with the program content and structure? Is there a roommate problem or a health concern? Try to help the student recognize the benefits of completing the program. Withdrawal from a program can have academic and financial consequences for the student.

If the student is determined to return home, please inform GEO before the student departs. GEO will attempt to speak on the phone with the student to answer any questions about refunds, financial aid, and other matters. To document the withdrawal and any special circumstances, please complete an Incident Report Form and give to GEO.

GEO Program Fee Refund Policy

If a student wishes to withdraw early from a program, he or she may ask you if there will be a refund of tuition and/or program fee. As a rule, deposits are always non-refundable after the program enrollment deadline has passed. GEO will attempt to refund any monies it can if a student withdraws from a program prior to its start date. Many times, deposits for services or full payments must be made far in advance of the program start date and on the student's behalf. After a program has started, GEO will not refund any part of the program fees. Please refer students to GEO if they have questions.

SAFETY AND EMERGENCY PROCEDURES

Safety and Security

The safety and well-being of students abroad is SUNY Plattsburgh's first priority. GEO routinely consults information and advice available from the U.S. Department of State, US Center for Disease Control, Medex Assist and HTH World Services when evaluating safety, health and security matters. Resident Directors must also familiarize themselves with these resources prior to taking a group of students abroad. You also need to familiarize your with Medex Assist's services in the event of an emergency.

US Department of State: <http://travel.state.gov>

US Center for Disease Control: <http://wwwn.cdc.gov/travel/default.aspx>

Medex Assist: <http://www.medexassist.com>

HTH World Services: <http://www.hthstudents.com/>

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| SUNY Plattsburgh MEDEX ID 5025267 Group #803A |
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Resident Directors must remember and remind students that it is illegal for foreigners to participate in a political rally or demonstration. In addition, planning ahead and employing street-smart thinking can save you a lot of stress if something does occur. While terrorism is a concern in this current age, the safety issues our study abroad students most commonly face are traffic and/or pedestrian accidents, theft or personal injury, and health problems arising from excessive alcohol, lack of sleep, and poor diet.

Many of these concerns can be avoided by encouraging students to make sensible choices about personal behavior and lifestyle while studying abroad. In the unfortunate event that either students or staff become victims of crime, the details of the event must be reported immediately to GEO.

Emergency Procedures

Accurate and consistent communication with all parties (GEO, host institution, students, medical, and other service providers) is of paramount importance when there is an emergency. If a medical or non-medical emergency occurs, remain calm and be prepared to take notes on the events as they unfold.

The very first thing you must do in the event of a health emergency is seek medical attention for yourself and/or your student(s). Once you have local help, contact Medex Assist (numbers are on a card that you will receive prior to departure, but you can also always call their US number collect). Next contact SUNY Plattsburgh.

Medex Assist Telephone Numbers

TOLL-FREE ACCESS * - The numbers below must be dialed from within the country. *If your location is not listed or the call will not go through, call the 24-hour MEDEX Emergency Response Center COLLECT 1-410-453-6330.*

| | |
|---|--------------------------|
| Australia and Tasmania | 1-800-127-907 |
| Austria | 0-800-29-5810 |
| Belgium | 0800-1-7759 |
| Brazil | 0800-891-2734 |
| China (northern regions) | 108888-800-527-0218 |
| China (southern regions) | 10811-800-527-0218 |
| Dominican Republic | 1-888-567-0977 |
| Egypt (inside Cairo) | 510-0200-877-569-4151 |
| Egypt (outside of Cairo) | 02-510-0200-877-569-4151 |
| Finland | 0800-114402 |
| France and Monaco | 0800-90-8505 |
| Germany | 0800 1 811401 |
| Greece | 00-800-4412-8821 |
| Hong Kong | 800-96-4421 |
| Indonesia | 001-803-1471-0621 |
| Israel | 1-800-941-0172 |
| Italy, Vatican City and San Marino | 800-877-204 |
| Japan | 00531-11-4065 |
| Mexico | 001-800-101-0061 |
| Netherlands | 0800-022-8662 |
| New Zealand | 0800-44-4053 |
| Philippines | 1-800-1-111-0503 |
| Portugal | 800-84-4266 |
| Republic of Ireland (Eire) | 1-800-409-529 |
| Republic of South Africa | 0800-9-92379 |
| Singapore | 800-1100-452 |
| South Korea | 00798-1-1-004-7101 |
| Spain and Majorca | 900-98-4467 |
| Switzerland and Liechtenstein | 0800-55-6029 |
| Thailand | 001-800-11-471-0661 |
| Turkey | 00-800-4491-4834 |
| UK & N. Ireland, Isle of Jersey and Isle of Man | 0800-252-074 |
| United States, Canada, Puerto Rico, US Virgin Islands, Bermuda | 1-800-527-0218 |
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PLEASE NOTE:

The toll-free for Israel line is not available from payphones and there is a local access charge.

The toll-free for Italy, Vatican City and San Marino number has a local charge for access.

The toll-free for Japan is only available from touchtone phones (including payphones) equipped for International dialing.

If dialing the toll-free access number for Mexico from a payphone, the payphone must be a La Datel payphone.

SUNY Plattsburgh Emergency Contact Phone Numbers

- During normal SUNY Plattsburgh business hours, contact GEO at 1-518-564-2321.
- For after-hour emergencies, contact University Police at 1-518-564-2022. In all cases, you may call collect.

Medical Emergencies: What to do and questions to consider

- 1.) Transport student(s) to where they can receive emergency medical attention. Accompany student(s) to hospital or clinic and assist in obtaining immediate medical care.
 - If you are unsure of where to take the student and do not have a host institution, then you should call Medex for help in identifying where to go.
- 2.) Report the medical emergency and/or hospitalization to Medex. Medex will ask you for the following information:
 - Name of student(s).
 - Insurance information (if you have it).
 - Exact location of student: name, address, and phone number for hospital, clinic or attending physician.
 - Name(s) of physician(s) providing care to student(s); Does the attending physician speak English? What is the diagnosis and prescribed treatment? Are other students at risk? Does the student want to return to the US? What are the consequences of returning to the US?
 - Condition and prognosis of student(s); and
 - Phone number where you can be reached.
 - Keep detailed notes on your conversation(s) with Medex and any medical personnel where the student is receiving care. You will receive a case number for the student and need to record this case number in your notes.
- 3.) Call SUNY Plattsburgh's Global Education Office. Have on-hand all contact information for the student(s) and yourself. If your call is after hours and you must call university police, a GEO staff member will call you back.
- 4.) Inform the host institution (if applicable) of the situation and location of the student(s).
- 5.) Establish regular (hourly or daily) telephone communication schedule with GEO.

- 6.) Maintain regular contact with the student(s) receiving medical care and the medical providers.
- 7.) After consultation with GEO, call a meeting with your group to inform them of the emergency and condition of the student(s). Document attendance of the students and send by fax or e-mail to GEO. Be available to students to answer their questions and listen to their concerns. Inform students of your whereabouts and how you can be contacted when you are off-site.
- 8.) Offer assistance to the student(s) affected if he or she wishes to contact family.
- 9.) Maintain ready access to your cell phone so you are able to make and receive phone calls 24 hours a day.

PLEASE NOTE: If the student receives medical care from a physician, **she or he will need to pay out-of-pocket** and then submit the receipts to his or her insurance company as a claim. If the student has SUNY's HTH International Medical Insurance Plan, then Medex may be able to arrange payment depending on the location. RD's should not pay for the expenses on behalf of the student unless treatment is being withheld or it is a life-threatening situation.

Non-Medical Emergencies: What to do

- 1.) Call GEO directly if during normal business hours. If after business hours, call University Police, leave your telephone number with them, and any instructions needed on how to contact you; a GEO staff member will return your call as soon as possible. Consult the *Student Emergency Guide* you developed for this course. In cases of rape or assault, determine the name of the victim and perpetrator. Encourage the victim to seek assistance and counseling as well as report the crime. In cases of student arrest, what agency made the arrest? (name, address and telephone) Has the US Embassy been contacted? What are the specific charges? Is bail and legal counsel available?
- 2.) Document in writing the incident including the name(s) of the student(s), nature of the incident, location, and time. You may use the Study Abroad Incident Report Form at the end of this booklet. Fax or e-mail your report to GEO as soon as you are able.
- 3.) After consultation with GEO, call a meeting with your group to inform them of the incident and measures taken to resolve the situation. Document attendance of the students and send by fax or e-mail to GEO. Be available to students to answer their questions and listen to their concerns. Inform students of your whereabouts if you must be away from the program site.
- 4.) Establish and maintain a regular (hourly or daily) communication schedule with GEO.

- 5.) Maintain ready access to your cell phone so you can make and receive phone calls 24 hours a day.

POST-PROGRAM RESPONSIBILITIES

Grades

If your program takes place after the end of the semester the course is offered, then you must issue your students "Incompletes (I)" by the final grade deadline of that semester. Within two weeks after the end of the program, you must submit the students' final grades to the Registrar using a "Grade Irregularity Form" available at the Registrar's Office and on its website: <http://www.plattsburgh.edu/register/forms/files/grade-irregularity-form-11-2005.pdf>.

Program Report and Debriefing

Please submit a program report summarizing your program within sixty days after your return. GEO will contact you afterwards for a debriefing meeting. Department chairs and deans will also be invited to this meeting.

Fiscal Matters

Within thirty days after the end of your program, Resident Directors shall submit receipts for cash advances and/or reimbursements. Be aware that you cannot be reimbursed for expenses not listed in your budget.

Reunion

We encourage you to schedule a post-program reunion with your students. Many groups often schedule presentations of their programs for the campus community. GEO can help you in coordinating time, space and refreshments. Reunions are a great time for students to share memories and photos as well as their reflections on re-entry.

Maintaining Contact with Your Students

The relationship your students have with you while abroad may be one of the most significant they have with a faculty member during their academic careers. You too may find that being abroad with a group of students has had a profound impact on you. Expect that your students will call on you (in some cases, for many years to come!) for references, support, and mentoring. In many cases, students will consider changing their academic or career goals after studying abroad and may call on you for advice.

Keep in mind that both you and your students may face some adjustment issues, or reverse culture shock, after returning to the U.S. Sometimes students feel that their fellow study abroad students and Resident Directors are the only ones who understand and appreciate the meaning and significance of their study abroad experience. Encourage students to continue using the intercultural skills they gained while being abroad by befriending international students, studying a foreign language, getting involved with an international club, or helping to recruit for study abroad programs.

THANK YOU!

From all of us at the Global Education Office, thank you for your leadership! Your involvement and enthusiasm directly contribute to the growth of study abroad at SUNY Plattsburgh and global education on our campus. We hope your experience was a positive one and that you will want to serve as Resident Director for another program in the future. Thank you again and keep in touch with us!

GLOBAL EDUCATION OFFICE

101 Broad Street

Plattsburgh, NY 12901

phone: (518) 564-2321

fax: (518) 564-2326

e-mail: globaleducation@plattsburgh.edu

Independent Off-site Travel Form for Students

Date_____

Name_____

Destination_____

How will you travel to/from there?

Departure Time

Return Time

Do you have a cell phone? If so, what is the number?

E-mail address_____



All students must submit a copy of this form to their Resident Director before traveling off-site independently during the duration of a SUNY Plattsburgh study abroad program.

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Study Abroad Incident Report Form

(You may e-mail GEO with this information and not use the form if it is more convenient.)

Today's date: _____ Date of Incident: _____

Place & Time incident occurred: _____

Name(s) of student(s) involved: _____

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

- ☐ Alcohol/Drugs
- ☐ Theft
- ☐ Arrest of Student
- ☐ Assault of Student
- ☐ Injury/Illness
- ☐ Missing student
- ☐ Other, please specify: _____

Please describe the incident. Be as specific as possible, including all details. Use additional sheets if necessary.

Names of Witnesses: _____

NON-MEDICAL INCIDENTS

Was ___ assault, ___ arrest and/or ___ injury involved?

Please describe _____

Were local authorities involved or contacted? (Circle One) YES NO

If sexual assault, is counseling available?

If rape, have tests been conducted (STDs, AIDS, pregnancy, DNA)?

Name and contact information of local authorities:

Has the US Embassy been contacted? YES NO

Do you have a copy of a police or other report? If so, please attach. YES NO

Is bail or legal counsel available? YES NO

If none of the above applies, please describe incident:

MEDICAL EMERGENCY ONLY

Was medical attention sought? (Circle One) YES NO

Where? _____

Describe _____

Name and contact information of attending physician if known:

_____ Does he/she speak English? YES NO

Diagnosis _____

Prognosis _____

Are other students at risk? YES NO

Does the student want to return to the US? YES NO

Has MEDEX been contacted for medical assistance and/or evacuation? YES NO

For your information: SUNY Plattsburgh **MEDEX ID 5025267 Group #803A**

What are the consequences of returning to the US?

Has the student's emergency contact person been called? YES NO

City and Country:

Signature of Reporting Person:

Date:

GLOBAL EDUCATION OFFICE

101 Broad Street
Plattsburgh, NY 12901
phone: (518) 564-2321
fax: (518) 564-2326
e-mail: gloaleducation@plattsburgh.edu

Cash Advance Receipt Log

- Within thirty days after the end of your program, Resident Directors shall submit receipts for cash advances and/or reimbursements.
- Be aware that you cannot be reimbursed for expenses not listed in your budget, unless they were for emergencies or you have written approval from Director of International Education.
- Please attach unused amount of funds in the form of a check or money order payable to SUNY Plattsburgh.
- Please list receipts here and write corresponding numbers on receipts.

Accounting Summary

Please provide these amounts in US dollars.

Amount of cash advance _____ Amount of advance used _____

Amount of advance returned _____

Do you have receipts for reimbursements? _____ Total reimbursement amount requested _____

Receipts from Cash Advance (Attach additional sheets if necessary.)

| Receipt # | Description | Amount in USD | Foreign Currency Amt. |
|-----------|-------------|---------------|-----------------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |
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| 23. | | | |
| 24. | | | |

Receipts for Reimbursement. (Attach additional sheets if necessary.)

| Receipt # | Description | Amount in USD | Foreign Currency Amt. |
|-----------|-------------|---------------|-----------------------|
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