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I. INTRODUCTION

As Faculty Leader (FL) of a UConn faculty-led Education Abroad program, you have the unique opportunity to serve as facilitator and coordinator, teacher and advisor, travel guide and life counselor for the students in your group. You will need to balance a wide variety of responsibilities and roles during your tenure as FL and some of these may be quite different from your regular duties as faculty member. However, we hope that you will get enormous satisfaction from developing, organizing, and running your own Education Abroad program in which all involved will be enriched by the experience. By providing your students with the opportunity to Education Abroad, you are helping to give them the knowledge, skills, and attitudes that will aid in their development as global citizens. In the process, they will study in new contexts, acquire second language skills, engage in hands-on collaborative activities and performances, travel, interact with a wide variety of people and learn to navigate in a different culture. These cross cultural experiences are transformative and life changing!

This guidebook is meant to serve as a resource. It covers your tasks and responsibilities as Faculty Leader, as well as health, safety and risk management protocols that will ensure student safety and uphold the reputation of the university. UConn Global Affairs: Education Abroad (referred to as Education Abroad throughout this guidebook), along with many other offices and departments across campus are here to help you with all aspects of the program. Please see Appendix A for a list of important contact information, including Education Abroad, University of Connecticut Police, General Counsel’s Office, Dean of Students Office, Office of Community Standards, Center for Students with Disabilities, Registrar, Bursar, and Office of Diversity and Equity.
# II. CONTACT INFORMATION

**University of Connecticut • Education Abroad**

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>368 Fairfield Way, Unit 4207</td>
<td>(860) 486-5022</td>
<td>abroad.uconn.edu</td>
</tr>
<tr>
<td>P:</td>
<td>F: (860) 486-2976</td>
<td></td>
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<tr>
<td>Storrs, Connecticut 06269</td>
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## Director, Education Abroad

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<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Sarah O’Leary</td>
<td>(860) 486-5022</td>
<td>Sarah.o’<a href="mailto:leary@uconn.edu">leary@uconn.edu</a></td>
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## Assistant Director

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Matthew Yates</td>
<td>(860) 486-5022</td>
<td><a href="mailto:matthew.yates@uconn.edu">matthew.yates@uconn.edu</a></td>
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## Office Manager

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Cheryl Blain</td>
<td>(860) 486-5954</td>
<td><a href="mailto:cheryl.blain@uconn.edu">cheryl.blain@uconn.edu</a></td>
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## Global Affairs Emergency Phone

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<tr>
<th>Phone</th>
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<tbody>
<tr>
<td>860-420-9112</td>
<td><a href="mailto:checkinabroad@uconn.edu">checkinabroad@uconn.edu</a></td>
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## Program Advisors

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Laura Hills (Burrill)</td>
<td>(860) 486-2589</td>
<td><a href="mailto:Laura.hills@uconn.edu">Laura.hills@uconn.edu</a></td>
</tr>
<tr>
<td>Valerie Nightingale</td>
<td>(860) 486-0697</td>
<td><a href="mailto:valerie.nightingale@uconn.edu">valerie.nightingale@uconn.edu</a></td>
</tr>
<tr>
<td>Inga Poetzl</td>
<td>(860) 486-2910</td>
<td><a href="mailto:inga.poetzl@uconn.edu">inga.poetzl@uconn.edu</a></td>
</tr>
<tr>
<td>Sara Bradshaw</td>
<td>(860) 486-3705</td>
<td><a href="mailto:Sara.bradshaw@uconn.edu">Sara.bradshaw@uconn.edu</a></td>
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## Financial Assistant

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Leigh St. Onge</td>
<td>(860) 486-6802</td>
<td><a href="mailto:Leigh.st._onge@uconn.edu">Leigh.st._onge@uconn.edu</a></td>
</tr>
<tr>
<td>Colleen Millerick</td>
<td>(860) 486-5886</td>
<td><a href="mailto:colleen.millerick@uconn.edu">colleen.millerick@uconn.edu</a></td>
</tr>
</tbody>
</table>
III. DEFINITIONS

A) “Student” means any Student (UConn or non-UConn) who is participating in any UConn-run Education Abroad Program.

B) “Crisis” and/or “Crisis Condition” means an emotionally stressful event or traumatic change in a Student’s life, including but not limited to:

i. serious illness, injury or death;

ii. emotional or psychological stress that appears to require removal from the situation or professional attention;

iii. being the victim of a crime – theft, assault, rape, harassment, etc;

iv. being accused of a crime; and/or

v. a political or geographical emergency caused by an act of terrorism or natural disaster.

C) “Director” means The Director of UConn’s Office of Global Affairs: Education Abroad.

D) “Emergency Contact” means the Resident Director or any other staff member responsible for the well-being of program participants.

E) “Faculty Leader” and/or “FL” means the University of Connecticut faculty member contracted and trained by Education Abroad to run a UConn Education Abroad Program.

F) “Education Abroad” means UConn Global Affairs: Education Abroad at the University of Connecticut.

G) “Education Abroad Program” means any programs approved by the University.

H) “University” means the University of Connecticut, all its campuses.
IV. RESIDENT DIRECTOR RESPONSIBILITIES

A) Statement about the Faculty Leader’s Role

It is the position of UConn Global Affairs: Education Abroad that Faculty Leaders are a core component of Education Abroad Programs in that they provide guidance, leadership and support for Students while abroad. The Faculty Leader is expected to be “on call” at all times to help students should the need arise. They are expected to help their students anticipate and plan for any reasonably foreseeable risks that might arise within the scope of the official Education Abroad program.

However, the role of the Faculty Leader is limited in that students are ultimately responsible for ensuring their own well-being and safety and are expected to act with the utmost regard for themselves, their classmates and international community members. The Faculty Leader cannot, nor is expected to be present for every activity students voluntarily choose to participate in. When students choose to engage in activities outside the scope of the Education Abroad program, they do so of their own volition and at their own risk.

B) Pre-Departure Responsibilities

i. Pre-departure Orientations:

a) All Students must attend a mandatory general pre-departure orientation coordinated by Education Abroad.

b) FLs are also requested to attend this Student orientation to be aware of what Students are being told by Education Abroad.

c) FLs are responsible for arranging at least one other “meet and greet” and/or informational session with Students prior to departure. FLs may request the presence of an Education Abroad representative at these meetings.

d) FLs may also request that Education Abroad arrange a meeting with a representative from Health Services to discuss health requirements and precautions with Students prior to departure, and administer immunizations as necessary.

ii. Prior to each Student’s departure, the Faculty Leader will:

a) Familiarize him/herself with the CISI Insurance Policy (see Appendix F).

b) Contact each student prior to student departure, either by phone call or email for the purpose of introducing yourself. The Faculty Leader will give his/her contact information, including but not limited to phone number and email address (in the host country) to all participating Students.
c) For semester programs: require each Student to have a cell phone. These cell phones shall contain a phone book entry entitled “ICE” (for “in case of emergency”) in London, or “Emergency Contact Person,” in all other locations, that contain the phone number for the Student’s Emergency Contact. Emergency contact #1 should be the RD in – country and Emergency Contact #2 can be the Student’s parent or guardian in the United States.

d) Register with the Smart Traveler Enrollment Program (STEP) and have each of your students enroll online or enroll them yourself at https://step.state.gov/step/. This free service is provided by the US State Department and keeps you updated on any crisis in the area in which you are living and/or traveling. They will also assist if you lose your passport or contact you if there is any kind of emergency, including natural disasters. You sign up once for this service, and then add and delete trips from your account based on your current international travel plans. For updating yourself on any country specific information, travel alerts and travel warnings, go to http://travel.state.gov/travel/travel_1744.html

C) Arrival Protocol

Within 2 business days of arrival, the Faculty Leader will complete the following:

a) Immediately upon commencement of the Program and arrival in-country, the Faculty Leader will send an email to UConn Global Affairs: Education Abroad sarah.o'leary@uconn.edu to inform UConn officially of the safe arrival of each Student. You must list Students individually by first and last name.

b) For all semester programs, confirm that all Students possess a working cell phone and send the list of cell phone numbers to Education Abroad after you have a complete list. If Students do not comply with this mandate, the Faculty Leader shall contact the Director (The Education Abroad Director) for further direction. The Director may refer the matter to Community Standards.

c) Issue each Student an identification card that contains the following information:

- Cell Phone Number of FL and, if applicable, Graduate Student, Graduate Assistant
- UConn Education Abroad Office Telephone Number
- US Embassy/Consulate Number
- Local Equivalent of 911
- Primary and Secondary Group Meeting Locations in case of Emergency
- Any other phone numbers that you think are necessary.

d) Register each Student with the local US Embassy or Consulate, or make sure each Student registers him/herself. As stated above, make sure each Student has also registered with The Smart Traveler Enrollment Program (STEP) or enroll the students
yourself: [http://step.state.gov/step/](http://step.state.gov/step/). If Students do not comply with this mandate, the Faculty Leader shall contact The Education Abroad Director for further directions. The Director may refer the matter to Community Standards.

e) Ask a police officer to address Students during orientation (see below) on local safety and security issues.

f) Require Students to keep FL informed of plans to travel out of the local area, including: dates of travel, location where Student will be staying and a contact telephone or cell phone number where Student can be reached.

g) Provide Education Abroad with an emergency plan and an evacuation plan out of the city.

h) Provide Education Abroad with an emergency plan if the FL becomes sick or needs hospitalization.

i) Seek written approval from Education Abroad for any travel outside of the host country at least two weeks in advance of planned trip, unless advertised as part of the program on the Education Abroad website.

j) Provide Education Abroad a full itinerary of any program sponsored overnight trips, including contact information where Students will be lodging, at least two weeks in advance.

D) In-Country Orientation

The FL must design and carry out a comprehensive in-country Student orientation within in the first few days of the Program that includes the following components:

a) Review of the Education Abroad Student Contract (see Appendix C).

b) Review of the UConn Student Code ([http://www.community.uconn.edu/student_code_1.html](http://www.community.uconn.edu/student_code_1.html)) that includes standards of student conduct and academic integrity.

c) Safety and Security Procedures. Education Abroad recommends that you ask a police officer to host the discussion.

d) As stated above, all students must have a working cell phone.

e) The cell phone must contain a phone book entry entitled ICE (for “in case of emergency” in London or “Emergency Contact Person” in all other locations.) Emergency contact #1 should be the RD in-country and Emergency Contact #2 can be the Student’s parent or guardian in the United States.

f) Make sure that Students have written directions, the address and if applicable, phone number, of a rendezvous point in the event of a local emergency if Students cannot return safely to their housing.
g) Create a phone chain or means to text message the entire group quickly.

h) A discussion of health considerations: physical as well as mental health, universal precautions and health insurance.

i) Discuss Student registration, including coursework and course registration.

j) Collect the student identification information form from each student.

k) Distribute important phone numbers and emergency contact cards.

E) Overview of Program Leaders Responsibilities In-Country

i. Serve as advisor and remain accessible to discuss academic and personal issues with Students.

ii. Teaching.

iii. Maintain regular contact with Education Abroad with regard to:

   a) Budget.

   b) Information about changes in the curriculum or other aspects of the program that affect future groups. Please report any changes in travel plans while on-site.

   c) Any problems that might arise. Contact the Director immediately in the event of any crisis, including those described in this handbook.

   d) Keep accurate written records as outlined in this handbook.

   e) Communication between Storrs and contractors abroad.

iv. Manage the Budget

   a) Make all payments abroad (e.g., housing, food, insurance, registration, etc.), a defined in the budget, in a timely fashion.

   b) Maintain accurate financial records of all expenses.

   c) Correspond with Education Abroad regarding expenses not included in the original budget.

   d) Prepare monthly expense statements submitted with receipts to Education Abroad by the 10th of the following month (for semester/year-long programs).

   e) Send recommendations to Education Abroad Office for following year’s budget.

v. Arrange excursions and other co-curricular enrichment activities.

vi. Report Students’ grades and courses to Education Abroad in a timely fashion.

vii. Preparation of an evaluation report of the Education Abroad Program that includes recommendations for program development.
F) Academic Responsibilities: Advising and Grades

i. Credits and Substitutions

Students must take 12 credits of coursework during a semester long program and between 1 – 6 credits during a summer or winter term. All Education Abroad students receive the following information in their Education Abroad Student Contract:

1. I understand that I must remain a full-time student while participating in this Program. I will enroll in the equivalent of at least twelve (12) credit hours per semester term or six (6) credit hours per summer term, unless otherwise indicated on the Program brochure.

2. I understand that the maximum number of credit hours that I am able to transfer back to UConn is eighteen (18) credit hours per semester and thirty-six (36) credit hours per year, unless I obtain special permission to do otherwise, and eight (8) credit hours for each summer session, unless I obtain special permission, regardless of the number of credits accrued at the host organization or institution.

3. I understand that I am responsible for obtaining course approvals from departmental faculty evaluators for all courses I take abroad (unless the course has an equivalent, pre-approved UConn course number published on the UConn Education Abroad website). Courses that have not been pre-approved must go through the course alignment process to be assigned equivalent UConn course numbers and credits. I agree to complete this alignment process by the end of the semester after I return from my Program. I acknowledge that courses that I do not submit on time for alignment will be listed as UNIV foreign study courses (with grades) on my UConn transcript, which may not count toward major/minor requirements. If no foreign transcript is received, UConn will record F grades.

4. I understand that substitutions for major, minor, and related course requirements are at the discretion of the individual academic departments/schools.

5. I understand that all academic coursework I take as a part of my Program will appear on my official UConn transcript with UConn course numbers, grades, and credits, including UNIV assignment if I do not obtain timely course approvals. Approved courses and credit will appear directly on my UConn transcript only after UConn Education Abroad has received an official transcript from my Program provider, as well as course approvals for all my courses abroad. I acknowledge that failure to follow these instructions will result in delays in my credit transfer.

6. I agree to adhere to the academic calendar and regulations of my host institution or organization, as well as those of UConn (and my home institution if applicable).

Do not promise W credits, general education requirements or substitutions; the b) Students must petition their individual Schools. Students should be advised to bring home the syllabi and papers from courses they propose to have considered for Ws and other requirements. For more information, consult our website (abroad.uconn.edu) under “Academics.”
ii. **Pass/Fail Option**

a) Students who have earned at least 24 credits and are not on scholastic probation may place three courses, for no more than 12 credits before graduation, on Pass/Fail. Students may not place more than one course each semester on Pass/Fail, nor more than one during the summer, regardless of the number of summer sessions attended. Students may place a Winter Intersession course on a Pass/Fail basis.

b) Students must place “Education Abroad” courses on Pass/Fail within the first two weeks of an “Education Abroad” semester class, within one week a “Education Abroad” summer class begins or before a “Education Abroad” winter intersession class begins.

c) Students should download the form from the Education Abroad by clicking Academics > Study Abroad Courses on Pass/Fail. All requests for pass/fail must be emailed, faxed or mailed to Education Abroad (email: abroad@uconn.edu, fax: (860) 486-2976)

d) If a student, having placed a “Education Abroad” course on Pass/Fail, decides to remove it from Pass/Fail, the student must do so by the ninth week of the “Education Abroad” Semester “Education Abroad” Summer and Winter Intersession program students must do this before the halfway point of their program. The student takes the particular course off Pass Fail by signing the appropriate box on the original form and sending it back to Education Abroad.

e) Please note that a pass/fail will be assigned only if a regular grade is reported on the transcript completed by the Resident Director. Courses put on pass/fail do not satisfy major, minor or general education requirements. Students should check with their School to see if there are further limitations.

iii. **Grades**

a) Most programs now have students enrolled in the UConn classes they are getting credit for. RD's will be required to submit grades the ‘regular’ way using the PeopleSoft StudentAdmin system.

b) For some programs where students are taking a variety of classes, FLs must submit all Student grades to Education Abroad within three weeks following the end of the program, except in situations dependent upon receiving transcripts from other institutions.

c) You MUST complete a grade report for each student using the electronic grade report template that will be emailed to you from Education Abroad. You will also find the template under Forms in the back of this handbook. If the grade has been granted by an outside institution, send along a copy of the instructor’s class list or grade report, or an academic record from the host institution on its letterhead.

d) One form must be submitted for each Student. You must include each Student's name, Student Admin number, the UConn title and course number for each course taken, the number of credits to be granted and the final letter grade. Please put in a final grade for each course, even if the student has requested a Pass/Fail. You do not need to sign the form.
e) Completed forms should be submitted via email to Education Abroad. When emailing please send to laura.hills@uconn.edu or kayla.mcnickle@uconn.edu. If faxing, our fax number is 860-486-2976.

iv. Special Considerations

a) Paris: Students in Paris take courses that have not been accredited (given a UConn course number) and therefore they have to get these courses accredited when they return to UConn. This process includes submitting a detailed syllabus and course description to a designated faculty evaluator. Details about this process and a list of faculty evaluators can be found on our website (abroad.uconn.edu) under Academics > Course Accreditation. Once Education Abroad has received all course approvals, we will send the student’s final grade report to the Registrar.

As FL, you must help each student to create a syllabus for each non-accredited course that they take and to advise them about the course accreditation process. Since the Sorbonne never provides syllabi and because most students take courses not on a pre-approved list, the FL will instruct the students on how to create a syllabus, monitor the syllabi as the semester progresses, and advise the students as to what documents they will need to submit to an appropriate department evaluator upon return to UConn. In addition, the Paris FL needs to submit a grade report for each student that includes the grades for each non-UConn course as well as all pre-approved UConn courses.

b) Granada: The FL monitors class enrollments to ensure that every student carries five courses as per Consortium rules. At the end of the semester s/he oversees that course lists and grades are forwarded from the Centro de Lenguas Modernas. S/he then sends the grade report to Education Abroad so that it can forward them to the Registrar.

v. FERPA

The Family Educational Rights and Privacy Act, or “FERPA” is a federal law that defines the circumstances under which University employee can share information about students. It applies to all UConn employees, including Resident Directors.

In general, Resident Directors are prohibited from sharing information about students without the students’ consent, except in specific circumstances. This includes:

1. In a health or safety situation. Resident Directors can share any student information with anyone to protect the health or safety of students or other individuals. At such times, records and information may be released to appropriate parties such as law enforcement officials, public health officials, trained medical personnel and parents as deemed necessary.

2. With other University employees. FERPA permits University employees to share student information with other University employees who need that information in furtherance of their job.

3. With the student’s consent. Prior to departure, all students sign a waiver in their Education Abroad Contract authorizing the University to contact parents and
guardians in the event of a health or safety situation or upon any allegation of Student misconduct.

For more information, please see the University of Connecticut’s FERPA Resource page at http://www.registrar.uconn.edu/ferpa.html or contact the General Counsel’s Office at (860) 486-5796.

G) Financial/Budgeting Responsibilities

Leigh St. Onge is your contact person on cash advance matters in Education Abroad: leigh.st._onge@uconn.edu. As FL, you will have a budget from which to pay program expenses. The money in this budget comes directly from Student fees, and its use is monitored by the University Accounting Office. Your budget is approved by the Accounting office before the program begins. You are responsible for observing the rules and regulations about its use and keeping within the budgeted amounts. All expenditures must be recorded, and original receipts for all expenditures must be submitted monthly for semester and year-long programs (or at the end of a program for short-term programs). FLs must use the excel form provided by Education Abroad to keep track of expenses.

In short, you must provide all original receipts and an accounting report of all expenditures no later than 3 weeks after the conclusion of the program.

Ensure that all expenditure receipts clearly indicate the vendor and describe the expense. RDs are personally financially liable for all unauthorized and unaccounted expenditures.

When applicable, the Accounting Office will send an official notification to our banks abroad removing the signatory rights of the returning resident directors. This will be done one month after the close of the program.

i. Travel Advances:

On programs that will incur out of pocket expenses, you will be provided a cash advance to cover your expenses. You must provide receipts for all cash expenditures. Many FLs have found it helpful to keep two separate wallets, one for personal funds and one for program funds. We highly recommend that you open up a separate personal bank account in the US out of which you will draw the cash advance funds. Any remaining funds at the end of the term must be returned to the Education Abroad in the form of a check.

ii. Unused Program Funds

Do not automatically "transfer" funds from one budget category to another. For example, if you have used the entire amount allowed for telephone but still have $300 left in your supplies budget, do not consider that unused $300 as available for telephone. Please stay within your budget for each individual category. If you do need more funds in one budget category, please talk to Cheryl Blain.

If it appears that a budgeted item will cost less than we estimated, the unused money should remain in the budget.
An Education Abroad program may have some remaining funds. This may be due to a favorable exchange rate, fewer students than originally enrolled, or even “padded” budget categories where we anticipate possible increases mid-year. Study Abroad relies on these funds for a variety of purposes. They should not be regarded as available to the program, unless authorized by the Director.

iii. Telephone

Included in most Faculty Leader’s budgets is an allotment for telephone. This allotment is based on what prior directors have used during their stays abroad and should be sufficient for your semester/year. Please remember that if you are staying for one semester of a year-long program, only HALF of the telephone budget is for your use.

Your long distance telephone calls must be program related. Personal long distance calls are at the FL’s expense. Long distance calls relating to your work/research at UConn may be necessary, but please keep these calls to a minimum. If your telephone bill does not have a breakdown of toll calls, keep a log of long distance calls that you make and submit it with your last expense report along with a check to reimburse the University for personal calls.

Every precaution should be taken to avoid use of the program telephone by unauthorized persons or for non-program related calls. If telephone service can be discontinued during the summer "down time" when no official program business is being transacted, please disconnect service when you leave, giving instructions to resume service when the incoming director arrives. There should be little or no use of the telephone during the summer months, even by our foreign coordinators.

If you permit students to use the telephone, please have them reimburse the program for their calls.

iv. Director’s Travel

Travel related questions should be directed to Leigh St. Onge in UConn Education Abroad (leigh.st_onge@uconn.edu; 860-486-6802)

All airline tickets should be purchased in advance of your departure through UConn’s authorized travel agent, Sanditz Travel. Before making this purchase, the Education Abroad Office will supply you with the appropriate “KFS account” number.

Penalty charges for changing dates of departure on return tickets are at the Resident Director’s own expense.

The University will not replace lost or stolen tickets; please keep tickets in a safe place.

The University does not pay for any moving expenses. Program funds may not be used to ship home personal belongings, or pay excess baggage and customs charges.
If you plan to attend a conference (program related or otherwise) while abroad, we suggest you submit an application BEFORE you leave Storrs for an AAUP Professional Development Award to cover registration fee and other expenses connected with your attendance.

The director's meals while on excursions may be charged to the program only when there is an overnight stay, and may not exceed the state rate per day. No alcoholic beverages may be charged.

Do not discard any of your travel receipts. Even if your ticket has been prepaid, the original air and limo receipts must be turned in when you return to campus, and you must file a standard "Employee Voucher" even if your ticket has been prepaid. Make copies of airline ticket stubs, limousine receipts, train or bus tickets, and taxis. You must retain the original receipt and your boarding passes for reimbursement upon your return. Ground transportation on the day of arrival and departure in the host country will be covered, provided that the total amount budgeted for travel is not exceeded.

Resident Directors are responsible for payment of any parking fines they receive.

v. FL's Housing

Personal expenses (newspaper and magazine subscriptions, personal postage, dry cleaning of clothing, cleaning-person for your apartment, etc.) may not be charged to the program.

It is difficult to establish a uniform policy with regard to "summer stays" after the program ends and before the program begins, as programs differ. With a couple of exceptions, we consider one month after the program officially ends as time enough to collect the grades, prepare for future programming, do any homestay placements that may be needed for the following year, etc., and to close out the program. Most of the final details can be handled through correspondence and the final bills can be paid by the next director. Therefore, resident directors may not use University resources to maintain their residences abroad for longer than one month after the last day of exams. For programs that do not hold a 12-month lease on the apartment, the budget indicates the exact number of months that the University will cover the rent.

Incoming FL may start the period of their tenure at the University's expense no earlier than two weeks prior to the start of the program.

The use of the apartment by anyone other than the outgoing or incoming resident director is strictly prohibited.

vi. Student Activities

Holiday celebrations, parties, etc. are acceptable types of Student activities. You must keep receipts for expenses of activities and label them appropriately. Receipts for food for a Thanksgiving dinner should be labeled "Thanksgiving Dinner."
The category "Activities" covers a whole range of possible areas, from plays and museums to week-long excursions. When Students visit a museum or go to a play, a good "receipt" would be to return at least one admission ticket showing the fee charged and note "20 Students @ 5 £" as the expenditure. On longer excursions, return bus rental or train tickets, lodging and restaurant receipts indicating how many people attended. If a Resident Director’s family members who are not specifically Education Abroad program employees accompany the group on the excursion, the program must be reimbursed for their expenses.

The Student activities budget is meant to cover legitimate Student-attended activities. A dinner party for an invited speaker to which Students are not invited is not a Student activity: a reception attended by the Students for the same speaker is. Please remember that these Education Abroad programs are largely funded by Student fees and Student inclusion in the activities should be a primary consideration.

vii. Students' Air Travel

Travel related questions should be directed to Cheryl Blain in the UConn Office of Education Abroad (cheryl.blain@uconn.edu; 860-486-5954)

If applicable, please remind Students to buy their return tickets two months before the program ends. Students who would like to extend their stay may contact Sanditz Travel Management at http://www.sanditz.com/ (if UConn purchased their tickets) to make arrangements. Any expenses incurred are the responsibility of the Students.

viii. Student Financial Affairs

Students’ expense money should be distributed in small allotments rather than in a once-a-semester payment. For your own protection, we suggest you create lists of your Students which they sign to acknowledge receipt of disbursement.

Please remind Students that transcripts will not be issued until all fee bills have been settled. When you have collected and transcribed grades, they must be sent to the Education Abroad Office. We will submit them (or not) to the Registrar. Grades will not be sent for any Student who has an outstanding debt.

If a Student has left his host family or school with an unpaid bill (e.g., loan, missing library books, etc.) which the program must pay, please notify the UConn Office of Education Abroad promptly.

ix. Purchases

Resident Directors have no authorization to purchase equipment or furniture without going through the usual State of Connecticut channels. All purchases have to be approved by
Storrs BEFORE THEY ARE MADE. You must obtain bids from three different suppliers for purchases of $500 or more. Submit these to our office and we will process the usual state paperwork as quickly as possible.

Do not buy any vehicles for your own or Student use.

As good as some informal "trade" arrangements may be (e.g., free rent in exchange for purchasing furniture), please do not make them. The state system cannot deal with non-dollar transactions. Equipment bought with state funds belong to the state and cannot be given or traded away.

Don't make shared purchases with another institution or individual without prior approval from Storrs.

Please give a brief translation of foreign language receipts stating the purpose of the purchase covered by the receipt; e.g., "taxi to visit internships" in English would assure our accountants that your purchase is program related, not personal.

When a receipt is not available for some expenditure you have made, please write out a statement describing the situation. For example, if you use cabs to visit host families, prepare a receipt saying "Administrative travel to visit host families, 9/6, 9/13, 9/20, $15". Even better, prepare your own receipt beforehand and have it stamped or signed by the post office, driver, etc.

Resident directors will be authorized to make expenditures only as outlined in their budgets. If the item does not appear, it is not authorized. If a director needs to make a purchase not included in the budget, he/she must obtain prior approval from Education Abroad.

x. Entertainment and Gifts

Most of our budgets include a line item for "entertainment/gifts". This modest amount is provided for the sole purpose of entertaining a colleague from a host institution, or to purchase a small gift at the end of the program for someone who has been particularly helpful. It is not money to be pocketed by the Director for his/her own entertainment.

One common disallowed expenditure concerns lunch or dinner bills for the FL and a foreign staff employee. Just as a department head on campus cannot charge the university for meals with a departmental colleague, neither can your lunch or dinner with one of our foreign teachers be paid with program funds. Of course, if the staff member accompanies the Students on an excursion, we would pay for his/her meals. Also, if you have to take non-employees to dinner for business purposes, the program will pay for your meal as well as his/hers.

If you take administrative staff of the host institution or other non-employee colleagues out for a meal, list names of individuals, their university/program connection, date and purpose on the restaurant receipt. If you have a visit from an UConn colleague, do not use program funds to pay for his/her meals or accommodations. This would apply to ALL UConn officials.
The University will not pay for ANY alcoholic beverage listed on a restaurant bill. If wine or alcohol appear on your bill, you should reimburse the program for its cost.

If you invite a "celebrity" to speak to your Students, you may pay an honorarium to the speaker. However, please check with the Education Abroad Office prior to making the offer.

The giving of gifts to host families or school personnel at holidays and at the end of the program is, in certain instances, acceptable. The specifics of your program should be discussed individually with the Education Abroad Office. In most cases there is a very small budget for gifts and entertainment. Do not exceed this limit.

xi. Program Employees and Others

Foreign faculty are paid a stipend which is firm and established by contract with the University. Do not raise salaries, give bonuses, or pay travel for these adjunct faculty members. Using program funds to entertain employees has already been discussed in "Entertainment and Gifts."

The foreign coordinator, if your program has one, also has a fixed salary, and is considered a UConn employee. Do not raise his/her salary, give a holiday bonus, or pay for meals for the coordinator.

Your assistant (if your program has a TA), is a state employee. You may not raise the assistant’s salary or pay any type of bonus to this employee. Assistant directors do not receive the Student meal allowance. Unless otherwise specified in the budget, assistants pay all of their own living expenses from their salaries.

You may not give money from your UCONN accounts to any individual for any services rendered to the Program, unless specifically listed as a line item and backed up with a Personal Service Agreement (PSA) or employment authorization. This is a UCONN regulation for tax and insurance purposes.

xii. Loans

Under no circumstances should you loan program money to yourself as Program Director. The State of Connecticut considers this an illegal practice. Loans are not necessarily direct transfers of program funds to you, but may take the form of airline tickets purchased for family members with program money, even if later reimbursed. Please take great pains to pay your personal expenses AT THE TIME THEY ARE INCURRED.

Loans to Students are to be made in a CRISIS situation only. If a loan is made, have the Student sign a receipt for the money; please note the exchange rate at the time of loan. Any loans should be repaid as soon as possible, and certainly before the program ends. If there are any outstanding loans at that time, please notify this office and do not forward the grades of the borrower to the Registrar. Withholding grades and/or credits is our only "collateral" for the loan. If in doubt about whether a loan should be made, discuss the situation with Education Abroad.
xiii. **Emergencies**

Occasionally, unexpected program expenses do come up. Some contingency have been provided for each program. If the emergency requires immediate response (e.g., going to the emergency room or evacuating Students), take any actions required and then call Education Abroad. If there is not an emergency, first consult with Education Abroad.

xiv. **Excursions**

If members of your family accompany you and the Students on an excursion, please reimburse the program for their expenses (e.g., theatre tickets, meals, etc.). Please note that excursions outside of the host country are not permitted unless preapproved by The Director. Any excursions not included in the budget must also be approved by The Director.

xv. **Paying the Bills**

It has happened that our foreign host institutions or suppliers have incorrectly billed us for services they have provided. Please take the time to check the accuracy of the statements presented to you.

**H) Responsibilities Related to Student Conduct**

i. **Behavioral Issues and Procedures**

Each Student has signed “The University of Connecticut Education Abroad Student Contract” (see Appendix C) and must be held accountable.

Always consult with UConn’s Office of Global Affairs: Education Abroad or the appropriate University of Connecticut personnel related to medical issues or Student misconduct. Be sure to document all circumstances and all conversations with the Student concerning the affair and consult with University as to how to proceed in these situations.

Every Student studying abroad has authorized us to contact their parents or guardians in cases of emergency or violations of The Student Conduct Code.

ii. **Drinking, Drugs, Sexual Behavior**

Students and staff are required to obey all federal, state, and local laws regarding the possession, use, and distribution of alcohol, comply with UConn alcohol policies (http://www.dos.uconn.edu/aod/resources_ab_policy.html), and take full responsibility for their conduct. This includes respect for individual rights and property and local customs. Behavior which threatens to create disorder, public disturbance, damage to oneself or to others, or that otherwise interferes with the proper functioning of the institution will not be tolerated and may result in dismissal from any UConn Education Abroad program.
Acceptable use of alcohol will be shaped by local laws and cultural norms. The FL will set guidelines and rules for alcohol consumption, in relation to local cultural norms, for each program. UConn Education Abroad reserves the right to prohibit alcohol use on any programs at any time. UConn Education Abroad staff and FLs are prohibited from purchasing alcoholic beverages for Students. Excessive alcohol use is not permitted and may constitute a violation of the Student Code.

Expectations concerning drugs are absolute: Students, Resident Assistants, Teaching Assistants, Graduate Assistants and FLs are prohibited from using drugs of any sort (other than those prescribed by a physician for health purposes) during the duration of the program. Convincing indication of drug use will result in immediate removal from any UConn Education Abroad program and referral to Community Standards and/or Human Resources as appropriate.

As FL, and in keeping with U.S. academic norms, you, and any staff members such as graduate assistants, must avoid any sexual involvement (or even a hint of sexual involvement) with your Students.

iii. Sexual Assault Response Policy (SARP)

Crimes of sexual violence comprise any form of unwanted, unwelcome, forceful or coercive sexual contact. These behaviors include, but are not limited to sexual harassment, stalking and sexual assault. Sexual violence can happen to anyone regardless of race, gender, age, sexual orientation, economic status or profession.

Any employee of the University of Connecticut who witnesses or receives a report of sexual assault, must report the incident (including the date, time, and location of the incident, the date the incident was reported to you, and the identities of the victim and, if disclosed, the alleged perpetrator) as soon as possible to at least one of the following offices: UConn Police/Campus Safety (860) 486-4801; the Title IX Coordinator (860) 486-2943; the Office of Community Standards (860) 486-8402; the Office of Diversity and Equity (860) 486-2943 (Storrs); or UConn Health Center (860) 486-4705.

In the case of a reported instance of sexual assault as stated above, please contact the Director or designee as soon as possible. If the Director is not available, contact UConn Police. At that point, either the Director or the UConn Police will then contact the Title IX Coordinator to report the incident. You will also be advised to contact the Title IX Coordinator directly and to consult the Sexual Violence Awareness website (http://sexualviolence.uconn.edu) for information on appropriate action, policies and resources. In addition, the victim and his/her parents should be told about the website, and informed about resources on campus for providing assistance. The Title IX Coordinator or her designee is available to talk to you, the victim, and the victim’s parents.

*Your response to the immediate crisis and needs of the victim are discussed on pages 32-33 under the section, “Actions to be taken in the Event of a Crisis Situation: Major Physical or Sexual Assault.”
University officials within the appropriate offices will determine the appropriate next steps, including ensuring that victims have been made aware of available on and off campus resources. While efforts will be made to protect the privacy of the victim, the University retains the discretion to disclose a victim’s identity to the appropriate officials if it is determined that such disclosure is prudent to protect the safety of the University community. If the alleged perpetrator is an employee, the Department of Human Resources will be notified.

V. MEDICAL AND MENTAL HEALTH ISSUES

A) Health Guidelines: Pre-program

i. The Student Contract asks participants to agree to the following terms:
   a. I certify that I do not have any physical or mental condition which will create a danger or hazard to me, to other participants, or to hosts in the Program.
   b. I understand that I am solely responsible for my pre-Program, Program, and post-Program medical care in all respects, including, but not limited to, obtaining and taking necessary medication(s), vaccinations, and any other medical care and treatment. I acknowledge that I am advised to consult a physician qualified in travel medicine, immunizations and infectious/tropical diseases prior to my trip departure.
   c. I acknowledge that I may face challenges in managing chronic medical or mental health conditions or accessing medical or mental health care that is not comparable to the standard of care routinely available in the United States. Mild physical or psychological disorders can become serious under the stresses of life while abroad.
   d. I know that I have a right to participate in my Program without disclosure of any health information. UConn Education Abroad cannot decide whether I may participate in my Program as a result of any such disclosure. If I provide any health information voluntarily to UConn Education Abroad, it will remain private and will only be shared with any necessary program staff, faculty, or appropriate professionals on an as-needed basis.
   e. I acknowledge that UConn Education Abroad will work with my Program to accommodate my health needs as feasibly as possible. I also acknowledge that it is ultimately my personal responsibility to take care of my health and well-being while abroad. UConn Education Abroad cannot guarantee that UConn or my Program abroad will be able to accommodate any or all of the health needs that I disclose.

ii. A medical form, filled out by each Student, for every Student in your group listing any allergies or other conditions of possible concern in your group will be given to you before the program. While still on campus, you should review all the medical information in the files of your group members, and if you have any questions, discuss them with the Health Center. Please note that this information is confidential and should be treated as such.

B) Health Guidelines: During the Program

i. It is possible that students will need health care while abroad. What’s more, they may not only need health care at the program’s location, but also anywhere else the Students may travel. All RDs should learn about the standard of medical care and medical services in their in-country location. In addition, they should be able to locate local hospital(s), recommended doctors, and emergency medical services. Be sure that you are well informed about how to use the CISI Medical Evacuation Service.
ii. Students should fill out “Illness Report” forms (see Forms) throughout the program, in order to inform RDs of their illnesses and/or injuries. It should be made clear to all Students during orientation that it is their responsibility to complete and return these forms in order for their illness to be documented. Otherwise, RDs should try to write notes down during the semester about Student illnesses, as they arise. Communication is more important than the right form. Resident Directors should keep copies of these forms for the duration of the program.

iii. Resident Directors should email or call in information about any serious illnesses during the program to the Education Abroad Director as soon as possible.

C) Mental Health Abroad

Mental health issues may arise from a student’s previous condition or result from the stresses of travel and life in another country where the language and customs may provide significant challenges. The 3rd Edition of NAFSA’s Guide to Education Abroad for Advisers and Administrators (NAFSA 2006) includes the following statement:

The possibility of known, or new, emotional and mental problems emerging overseas is seen by many experienced education abroad administrators and advisers as a health and safety concern second only to alcohol abuse in its potential negative impact on an education abroad experience. Like substance abuse, its primary impact may be on the well-being of one person, but its side-effects can carry over to others—even an entire group. What is clear is that pre-existing emotional difficulties are often intensified by living in a foreign culture (Sind, M.H. et all: 222).

RDs can help to reduce mental health problems by understanding the cycle of cultural adjustment (see below) and the anxiety that can arise from living in an unfamiliar setting. Be sure to communicate frequently with all members of your group, work to build group cohesion, establish a sensible pace of program activities to reduce fatigue and provide sensitive leadership. If mental issues do arise that concern you, you should contact local, in-country mental health services and/or contact Counseling and Mental Health Services at UConn (860/486-9159).

D) Culture Shock and Adjustment

Students will experience a wide range of emotions once they leave home. Most Education Abroad students spend the first few days settling in and trying to adjust; however, adjustment is not accomplished in a few days, but rather is an on-going process. Much research has been done on “culture shock” and the process of acculturation that almost everyone goes through when first learning to live in another culture. Four general stages have been identified that categorize most people’s adjustment, though the length of each stage greatly varies. Students will most likely go through some form of the following four stages over your time abroad. What follows are the four stages of cultural adjustment:

a) The Honeymoon Stage: Cultural Euphoria: Characterized by exhilaration, anticipation and excitement, the Education Abroad student is fascinated with everything new. Students are embarking on their “dream come true,” which is to study in a foreign country and they see everything with rose colored glasses. They
are delighted with their new environment as they focus on the exciting tangible and
visible elements around them.

b) **The Hostility Stage: Cultural Confrontation and Culture Shock:** After their initial
euphoria, Students may begin to face cultural differences and misunderstandings
that will lead them to the second stage of adjustment—culture shock. Characterized
by frustration, anger, anxiety, homesickness, and sometimes depression in varying
degrees, the rose tinted glasses come off as they deal with bureaucratic matters and
-cultural differences. A Student may become upset that it is hard to be understood
accents, attitudes, and lifestyles that are different and foreign to them. It is typical to
react to this frustration by rejecting the new environment in which he/she feels
discomfort. The internal reasoning might be, “If I feel bad it’s because of them.”
Some of these hostilities are translated into anger over minor frustrations, fear and
mistrust of locals, absenteeism from class, lack of interest, lack of motivation, and, at
worst, complete withdrawal.

c) **The Humor Stage: Cultural Adjustment:** Cultural adjustment follows culture shock
and occurs when Students begin to relax in new situations and to laugh at minor
mistakes and misunderstandings, which, in the hostility stage, would have caused
major headaches. This more relaxed state of mind occurs after they have made
some friends and are able to feel comfortable academically in classes. Students also
begin to feel culturally competent in their new environment.

d) **The Home Stage: Cultural Adaption:** This stage occurs when Students not only retain
allegiance to their home culture, but also “feel at home” in their newly acquired one.
They have successfully adjusted and adapted to the norms and standards of the host
country and have been able to integrate a whole range of values, customs and
behaviors into their lives. They are still learning about the culture in which they are
living, but they have a basis for how to interpret experiences and behavior and are
comfortable with cultural differences.

E) **Student Health Insurance**

*Insurance details and claim forms are available at [http://www.culturalinsurance.com](http://www.culturalinsurance.com)*

Included in the cost of a UConn Education Abroad program is health insurance designed to cover
the cost of medical care necessitated by sickness or accidents which occur during the official
program period (from the point that they enter the plane to the point where they descend from it
on return home). The insurance is in effect even when treatment occurs after these dates. In the
unlikely event of a medical emergency, the highest quality medical care should be arranged in
the country’s most up-to-date facilities. Or if necessary, the policy facilitates medical evacuation
of Students from the country.

You can call a representative of Cultural Insurance Services International (CISI) prior to departure
to discuss the policy and how you can best make use of their services.

See Appendix F for a summary of the CISI Health Insurance coverage.

As CISI customer; students are eligible for Global Health and Safety Services; 24 hours a day;
365 days a year.

For immediate assistance:
Call AXA ASSISTANCE at (855) 327-1411 (in U.S.), (312) 935-1703 (call collect from outside the U.S.)

Email: MEDASSIST-USA@AXA-ASSISTANCE.US

Your Team Assist ID # is 15 GLM N10876795-5A

This information is also listed on the front of students’ insurance cards.

Available services include:

Medical evacuation planning and coordination

Medical monitoring and referral

Worldwide 24-hour assistance in locating medical care

For more information send an e-mail to; claimhelp@culturalinsurance.com.

CISI Crisis Team (crisis@culturalinsurance.com, after contacting Team Assist, for Sponsors needing extra help regarding the health/safety of an insured)

In addition to CISI health insurance, Students must remain covered under their own health insurance policy. We encourage Students to keep their own insurance since CISI covers them only from the start of the program until the end of the program. Their coverage ends on their return flight home.

Students are also offered the option to purchase an ISIC International Student ID card (www.myisic.com) through Education Abroad. While we encourage Students to purchase the ISIC card for other reasons – Student rates for travel and museum entry, baggage insurance, and as a universally recognized international Student ID – it does provide additional insurance benefits.

If at any time you’d like to see an electronic copy of the Student’s CISI insurance card, please email abroad@Uconn.edu and we can obtain it for you.

Note that payment of medical expenses and filing of claims from the insurance company is the Student’s, not your, responsibility.

VI. Crisis Management

A) Contingency Planning Guidelines and Criteria

i) Obtain the name and direct phone number of a contact person in the local U.S. consulate or embassy. Contact this person at least every two weeks to remain in regular contact. Request a 24 hour number in case information is needed urgently in the evening or in the event of an Embassy closure.
ii) Register with the Smart Traveler Enrollment Program (STEP) and have each of your students enroll online: https://step.state.gov/step/. This free service is provided by the US State Department and keeps you updated on any crisis in the area in which you are living and/or traveling. They will also assist if you lose your passport or contact you if there is any kind of emergency, including natural disasters. You sign up once for this service, and then add and delete trips from your account based on your current international travel plans. For updating yourself on any country specific information, travel alerts and travel warnings, go to http://travel.state.gov/travel/travel_1744.html.

iii) Identify locations that could be used if necessary as "safe havens" or a rendezvous point with Students in the event of local emergency situations. Make sure Students know the location and how to get there. Provide a phone number if possible.

iv) Create a local support network among other Education Abroad programs and/or NGOs, depending upon your program. Acquaint yourself with people who would be a support resource if security issues intensify. Make sure to get their 24/7 contact information.

v) For field trips and excursions: we want to ensure 24/7 communication capacity both for security concerns in the program locale and potential needs to inform Students of events or family matters in the US. FL's are required to give Education Abroad their contact information before they depart for any excursions.

vi) For emergencies involving UConn Students in Storrs, the Office of Student Services and Advocacy coordinates the situation, in consultation with Health Services, Residential Life, Campus Police and University Counsel.

vii) The Education Abroad Director is the first point of response and shall be contacted under the following circumstances:

- Serious illness, injury or death.
- Emotional or psychological stress that appears to require removal from the situation or professional attention.
- When a student is a victim of a crime — theft, assault, rape, harassment, etc. or being accused of a crime.
- A serious situation in-country that causes serious concern, i.e. a political uprising or a natural disaster.

B) Actions to be taken in the Event of a Crisis Condition

i. The Faculty Leader or Student (in case of incapacity of the FL) contacts the appropriate local authorities (i.e., police, US Embassy, medical personnel) to begin local action necessary to handle the situation.

ii. Try to obtain or develop a clear description in writing of exactly what happened, including information from witnesses, police, doctors, ambulance, etc. with addresses
and phone numbers. Particularly important are contact information on hospital and doctors who are treating the Student if it is a medical emergency. If there is a police report, try to obtain a copy for your files.

iii. Start a telephone list and log which includes each contact/call made with date and time noted. This information will help others to cover the situation and will be an important part of the report to be filed after the emergency is over.

iv. The Faculty Leader or Student (in case of incapacity of the FL) contacts the Director. For all emergency conditions occurring after hours, on the weekend or during holidays, please call Campus Police at (860) 486-4801. Campus Police will record the details of the immediate situation and then contact the first available person on the Education Abroad phone chain. They will be able to link your call directly. There may be situations when it is also appropriate to contact other persons, i.e. the Office of Student Services and Advocacy, but your first call to UConn should be to The Education Abroad Director or Campus Police. Please note: Campus Police are available 24/7 to take your call, so if you can only make one call, please call them.

v. The Resident Director shall verify the location and condition of all Students in the Crisis.

vi. The Resident Director must stay in contact with the Director and inform him of major developments.

C) Action to be taken in the Event of an Ill or Injured Student

i. Immediately seek appropriate medical attention for the Student, seeking the advice of medical professionals including that of CISI as appropriate. Student should contact CISI prior to a hospital visit in a non-emergency situation.

ii. Encourage Student to contact his/her parents or guardians. In the case of a serious illness or medical emergency, call the parents or guardians yourself. You can also call the Director, The Education Abroad Director first to ask for his assistance.

iii. If you are dealing with a medical emergency, verify insurance coverage with parent/guardian. Identify special information from Student’s family: religious background, medical background, and family/friends in location of incident who may assist.

iv. Notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc) to begin local action necessary to handle the situation.

v. Evaluate the risk of injury occurring again and take any necessary action to prevent such risk from happening again to this Student or other Students. If necessary, the Resident Director will require Student(s) to return home.

vi. Obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:
   - information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;
   - contact information for hospital and doctors treating the Student if it is a medical emergency;
   - a copy of any police reports;
   - the condition of the Student at the time of the report
• If possible, send copies of this information to Education Abroad and maintain all information until directed otherwise.

vii. Once the Resident Director has helped the Student to the best of his/her ability, the Resident Director shall immediately contact the Director (The Education Abroad Director), who will coordinate a response in consultation with other University of Connecticut officials as required.

viii. Payment of hospitalization is reimbursable, according to the terms of the Student insurance policy. Many doctors affiliated with CISI have agreed to treat Students and receive payment directly from the insurance carrier. In no instance are you personally required to advance payment for these expenses. If immediate settlement is necessary, beyond Student ability to advance payment, you should contact The Education Abroad Director.

ix. Do not sign any releases. You are not the legal guardian for any Student.

x. **Checklist of Questions to Ask on a Medical Telephone Call (if Student is not with you)**

- Person calling, position, and telephone number, town, district, state.
- Student's name.
- Date of accident or commencement of illness
- Details of injuries, symptoms, present condition, including temperature
- Name and telephone number of attending physician
- Name, address, and number of hospital or clinic, if applicable
- Drugs administered
- X-rays taken and results
- Surgery proposed? General anesthesia? Wait for authorization

In case of an automobile accident: Student should be examined by a physician regardless of the extent of injury. The name of the other party’s insurance company is necessary, in order to file a claim.

**D) Death of Student**

In the event of a death of a Student, the Resident Director shall:

i. Notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc) to begin local action necessary to handle the situation.

ii. Immediately contact the Director (The Education Abroad Director), who will coordinate a response in consultation with other University of Connecticut officials, including but not limited to, the FL, Office of Student Services and Advocacy, and other University personnel as required. If the situation occurs after hours, on the weekend or during holidays, please contact UConn Campus Police at (860) 486-4801, who then call The Education Abroad Director.
iii. Start a telephone list and log that includes each contact/call made with date and time noted. This information will help others to cover the situation and will be an important part of the report to be filed after the emergency is over.

iv. Evaluate the risk of death from occurring to others and take any necessary action to prevent such risk from happening again to other Students. If necessary, the Resident Director will require Students to return home.

v. Obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:

vi. Information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;

vii. Contact information for hospital and doctors that treated the Student;

viii. A copy of any police reports.

ix. Verify the location and condition of all Students in the Crisis.

x. If possible, send copies of this information to Education Abroad and maintain all information until directed otherwise.

xi. Stay in contact with the Director (The Education Abroad Director) and inform him of major developments.

xii. Secure in-country counseling for other members of the Education Abroad Program.

xiii. The Director will contact the parents of Student.

xiv. The Director will contact the Director of Student Services and Advocacy.

xv. Notify the U.S. Embassy or Consulate (if any).

If you receive word of the death of a Student, get all available facts accurately. Word usually comes by phone and often the caller is under great emotional strain. If it becomes too difficult for the caller to relay the necessary information, ask him/her for the name and telephone number of some outside person who is fully informed - a doctor, member of the clergy, police officer... Call that person and get the facts. You may not be able to get the final details, but do get this essential information:

✓ The identity of the person calling or the person giving information.

✓ Cause of death - if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.
Time and place of death.

Name and address of undertaker, if available.

Find out the deceased's religion. If s/he is Catholic, check whether or not last rites have been administered. If they have not, instruct that this be done. If s/he is Jewish, contact the local rabbi immediately. For those of other religions, wait until you have heard from the family as to their wishes.

Find out if the host family or anyone else has contacted the natural family.

E) Severe emotional or psychological problems

In the event a Student displays severe emotional or psychological problems, the Resident Director will:

i. Ensure the safety of the student. If necessary, take the student to the hospital.

ii. Contact the Director (The Education Abroad Director), who will coordinate a response in consultation with other University of Connecticut officials, including but not limited to, the Office of Student Services and Advocacy, Director of Counseling and Mental Health, and other University personnel as required. This response will vary depending upon several factors, including but not related to extent of Crisis, location, foreign resources, etc. The Resident Director may be asked to send the Student home.

iii. If possible, have Student meet with the Resident Director to call his parents himself. Otherwise The Director will apprise the parents of the situation.

F) Major physical or sexual assault

In the event a Student is the victim of a physical or sexual assault, the Resident Director will:

i. Immediately seek appropriate medical attention for the Student.

ii. Encourage Student to contact his/her parents or relevant guardians/relatives;

iii. Contact the parents of the Student if necessary (as authorized by the Student Contract);

iv. The Resident Director shall notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc) to begin local action necessary to handle the situation.
v. Evaluate the risk of injury occurring again and take all necessary action to prevent such risk from happening again to this Student or other Students. If necessary, the Resident Director will require all participating Student(s) to return home.

vi. The Faculty Leader shall obtain and develop a clear description in writing of exactly what occurred. This report is mandatory under UConn’s Sexual Assault Policy (SARP). Please read Page 23 of this handbook to understand your role in upholding SARP and go to http://policy.uconn.edu/wp-content/uploads/2012/01/SARP-Revised-1-3-122.pdf.

vii. The Faculty Leader shall immediately contact The Education Abroad Director, who will coordinate a response in consultation with other University of Connecticut officials, including but not limited to, the Faculty Leader, The Office of Diversity and Equity (the Title IX Coordinator), Office of Student Services and Advocacy, and other University personnel as required. He will submit your report to the Title IX Coordinator.

viii. Maintain all written documentation until directed otherwise.

ix. The Faculty Leader must stay in contact with The Education Abroad Director and inform him of major developments.

x. If the alleged perpetrator is also a program participant, he/she may be sent home depending upon the outcome of the investigation.

xi. The Faculty Leader should consult the Sexual Violence Awareness website (http://sexualviolence.uconn.edu) for information on appropriate action, policies and resources. The FL will also urge the victim and the victim’s parents to consult this website and/or call the Title IX Coordinator, Elizabeth Conklin. She is reachable at 860/486-2437.

G) Major Theft or Other Criminal Offense

In the event a Student is the victim of major theft or other criminal offense, the Faculty Leader will:

i. Seek the appropriate medical attention for the Student;

ii. The Faculty Leader shall notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc) to begin local action necessary to handle the situation.

iii. Evaluate the risk of injury occurring again and take any necessary action to prevent such risk from happening again to this Student or other Students. If necessary, the Faculty Leader will require Students to return home.

iv. The Faculty Leader shall obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:
a. Information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;

b. Contact information for hospital and doctors treating the Student if it is a medical emergency;

c. A copy of any police reports.

v. The Faculty Leader shall contact the Director, who will coordinate a response in consultation with other University of Connecticut officials, including but not limited to, the Faculty Leader, Office of Student Services and Advocacy, and other University personnel as required.

vi. The Faculty Leader must stay in contact with the Director and inform her of major developments.

H) Drinking Offences and Other Minor Offences

In the event of drinking offenses, minor theft, misunderstanding, roommate squabbles, etc., the Resident Director will:

i. Mediate and, if necessary, separate the parties. S/he will aim for a workable solution, but s/he will not leave the situation to fester.

ii. Inform and apprise The Education Abroad Director of the on-going situation.

iii. If a case remains unresolved for an ongoing period of time or where a Student is involved in multiple incidents, The Director will consult with the Office of Student Services and Advocacy and the Office of Community Standards.

iv. If a workable solution is not found, the Director, the Office of Community Standards and the Office of Student Services and Advocacy have the authority to send offending parties home.

v. The Faculty Leader shall create and maintain a clear description in writing of exactly what occurred.

vi. The Faculty Leader must stay in contact with the Director (The Education Abroad Director) and inform her of major developments.

I) Political Unrest or Natural Disasters

In the event of a political or geographical situation in that causes serious concern, i.e., an act of terrorism or natural disaster, the Faculty Leader will:

i. Contact and maintain contact with each Student;
ii. Keep in touch with U.S. Consulate or Embassy;

iii. Stay abreast of local news and information from local and United States authorities;

iv. Review US State Department Public Announcements and Travel Warnings;

v. Contact the Director, who will coordinate a response in consultation with other University of Connecticut officials, including but not limited to, senior level administration, Vice Provost for Global Affairs, and other University personnel as required. If necessary, the Faculty Leader will require Students to return home.

vi. The Faculty Leader must stay in contact with the Director and inform him/her of major developments.

vii. **Civil Disturbance**

- Be aware of situations and locations that can be potentially dangerous. Warn Students and advise them to avoid such areas whenever possible. Discourage attendance at particularly sensitive political meetings, rallies, or other sizable gatherings.
- Keep the US Embassy notified of your location at all times if you suspect problems are likely to erupt. Make sure you fully understand evacuation procedures to be followed in case it becomes necessary.
- Keep us informed of developments and follow instructions issued by the US Embassy.
- We need to hear from you at the earliest possible moment in the event of a coup, assassination, serious riots, revolution, etc., as parents will, of course, be calling us for information regarding their children’s safety.

J) **Missing Group Member**

i. Notify the US Embassy, local police, and local sponsor.

ii. Notify Education Abroad at once. We will notify the family, but be sure to provide us with as much information as possible to be passed along (i.e., what is being done, whom you have notified, possible leads, etc.).

iii. Check with authorities daily and inform us of any new developments.

K) **Post Crisis Review**

Many organizations choose not to debrief after a crisis because they do not want to believe participants are likely to need “emotional support and stress relief.” (*Peace Corps Crisis Management Handbook*, p. 23). It is important after a crisis for survivors to vent feelings and receive information about stress survival to help accelerate the recovery process. Soon after the crisis is also a good time to establish the facts of the crisis before memories become blurred. Crises can offer “tremendous opportunities for learning and for enhancing future efforts.” (*Crisis Management: A Diagnostic Guide for Improving Your Organization’s Crisis Preparedness*).
VII. FORMS AND APPENDICES

INDEX of FORMS

BASIC INSTRUCTIONS FOR COMPLETING FORMS............................................................................................................
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IMPORTANT PHONE NUMBERS FOR STUDENTS - SAMPLE HANDOUT .................................................................
SAMPLE EMERGENCY CONTACTS CARD..........................................................................................................................
ORIENTATION ACKNOWLEDGEMENT ..................................................................................................................................
GRADE REPORT TEMPLATE........................................................................................................................................................
ILLNESS REPORT........................................................................................................................................................................
CRIME REPORT FORM...............................................................................................................................................................
STUDENT WITHDRAWAL...........................................................................................................................................................
RD EMERGENCY INFORMATION FORM................................................................................................................................

Basic Instructions for Completing Forms

Safe Arrival Notification
What it is: A list confirming each Student’s safe arrival at the program site.
Why it is needed: Safety Protocol
Send via: email (preferred) or fax
To: The UConn Office of Education Abroad (abroad@uconn.edu) Fax; (860) 486-2976
Notes: A short email is acceptable. You must list each of the Students individually by first and last name.

Orientation Acknowledgment
What it is: A list confirming each Student’s participation in orientation at the program site.
Why it is needed: To insure that there is record of student participation at your orientation covering health, safety and risk management issues. Keep a record of the orientation agenda. Keep this list in your own files. See Forms for the Orientation Acknowledgement Form. A form created on-site is also acceptable.
Grade Report Template

**What it is:** A record of the final grade each Student has received in each course

**Why it is needed:** To create the official report that will be reviewed by Education Abroad and then forwarded to the Registrar’s Office. The Registrar will then enter the grades onto the students’ official UConn transcripts.

**Send via:** Email, Fax or hard copy

**To:** Laura Hills, UConn Office of Education Abroad; Email: laura.hills@uconn.edu OR Fax: 860-486-2976 See Forms, for the Grade Report Sample and Template

Illness/Crime Reports

**What is it?** Faculty Leaders are expected to inform Education Abroad of all such incidents. See Forms, for the appropriate Form.

**Send via:** Online

**To:** The Education Abroad Director

**Important:** In each of the crime incidents reported, please indicate whether local police authorities have been informed. All incidents should be reported.

**In case of uncertainty over how to report any specific incident, contact Education Abroad at UConn.**
# Student Identification Data

To be completed by each Student during orientation and kept in a safe place by the Resident Director in case of an emergency.

<table>
<thead>
<tr>
<th>Program:</th>
<th>Semester:</th>
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## STUDENT INFORMATION

Name

Date of Birth

Place of Birth

Nationality

Passport Number

Date of Issue

Place of Issue

## PARENT INFORMATION

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<th>Name</th>
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<tr>
<td>Traveler’s Checks Numbers</td>
<td>Credit card: numbers, expiration date, type</td>
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Please list any medical conditions (allergies, asthma, etc.) we should be aware of:

_____________________________________________________________________________________
_____________________________________________________________________________________  
_____________________________________________________________________________________
Important Phone Numbers for Students - Sample Handout
Semester and Year

Home Base City (City Code: dialing from outside city, but inside country)

RD 1 0733-410356 (mobile), 492236 (home)
Resident Assistant: 072-412344
Hospital 1 312190
XYZ Medical Practice (Dr. Whozit) 315661/2 (physical location reminder)
Dr. Second or Specialist (at Hosp 1) 228329, 314168
Hospital 2 (other doctors names) 312953
Counseling or other emergency resources 123456
Local guest house or hotel 313207, 313234
Reliable Taxi 987654
Travel Agent 222709
Emergency 999
Information/Operator 900, 991, 992
US Embassy and names of contact people 12355 (describe physical location)

Second City or Excursion Site (City Code: 0123 outside City, but inside country)

Local Coordinator 45623
Dr. Jeckyl 31098 (describe physical location)
Guest House 20218
US Embassy and names of contact people 12355 (describe physical location)

Misc.
Calling U.S. 001 + Area Code
Calling from U.S. (to tell parents) 011 + country code + city code + number
Travel Agent (Sanditz Travel) 001+ 800-858-4456
UConn Office of Education Abroad (860) 486-5022
HEALTH INSURANCE
CISI: prior to visit (203) 399-5130 claimhelp@culturalinsurance.com
Emergency Medical Assistance (855) 327-1411 (seek assistance first then call)

Collect calls from outside the United States are accepted.
Sample of Emergency Contacts Card

Each Student must be provided with a (preferably laminated – particularly if it is to last an entire semester) wallet-sized card with emergency numbers in country. Students should be encouraged to carry the card with them at all times. As FL you will have to produce this card once the phone numbers are available. If the cards can be made prior to leaving campus, we recommend using the UConn Document Production Center, as they will laminate your document and cut them into a business card size. You’ll need to submit the order form on their website, http://web.uconn.edu/print/eform.shtml AND email your document to lori.nye@uconn.edu. On the order form, use our FRS account number, 419300, and our office will get charged directly. That way you don’t have to go through the business of waiting for reimbursement. Cards cost approximately $.12/ Student for single sided and just a few cents more if you want a double-sided business card. They will be ready in 2-3 business days.

Emergency Contacts

Local Emergency: UConn Education Abroad Office: 001-860-486-5022
Local Police: Women’s Center and VAWPP 001-860-486- 4738
Local Hospital: Sexual Assault Crisis Center of Eastern CT:
US Consulate: Hotline: 001-860-456-2789
Resident Director:
**Orientation Acknowledgement**

Your signature below indicates that you have read, fully understand, and agree to adhere to the orientation materials explained to you by your Resident Director. These include, but are not limited to, the program’s Health and Safety Orientation and Guidelines and the Student Contract.

<table>
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<th>PRINT NAME</th>
<th>DATE</th>
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Education Abroad Programs Grade Report GENERIC MODEL ONLY  Ask Laura for your template.
Study in XXXXXXXXXXXXXXXXXXXXXXXXXXXX  OFFC# ______

NAME:                      STUDENT ID: 

COLLEGE ATTENDED:
ATTENDED: SEMESTER

<table>
<thead>
<tr>
<th>UCONN Catalog Title/Overseas Course Title</th>
<th>Dept. &amp; Course #</th>
<th>Credits</th>
<th>Grade</th>
<th>Section # (Reg. Office)</th>
<th>Class # (Registrar’s Office)</th>
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Please Remove OFFC #_________ Excess Credits Authorized ___ ↑ Other: _______________________________________

______________________________ ______________________
Instructor’s Signature Date

Registrar’s Office Comments:

Date: # of Pages:
From: Laura Hills To: Registrar’s Office
Phone Number: 6-5886 Phone Number: 6-3333
FAX Number: 6-2976 FAX Number: 6-4199

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FIRST STEPS FOR RESIDENT DIRECTORS IN A CRISIS

1. **Notify Global Affairs immediately**, inform them of the nature of the crisis, your location, the location of students and program leaders and all relevant details available to you.

   **Education Abroad Director**
   **Sarah O’Leary**
   Work telephone: 860-486-3246
   After hours: 860-420-9112
   Email: sarah.o'leary@uconn.edu
   Public Safety: 860-486-4801

2. **Assess the situation and any threats or dangers it poses to UConn program participants or employees.**
   a. What specific threats or dangers do they face?
   b. What immediate steps can and should be taken to help reduce the harm, danger or threat level for our participants and employees?
   c. Are the participants and employees safer remaining in their present location(s) or in alternative location (if the latter, where)?

3. **Contact all UConn program participants and employees.**
   a. Determine whether they are accounted for and safe within one hour or as soon thereafter as is practicable;
   b. Determine and record their present locations; and
   c. Instruct them concerning where to go and what to do in light of the crisis.

4. **Update Global Affairs** continuously, throughout the crisis and regularly in the hours and days following regarding the condition, safety and location of participants and employees, and to pass along new information as it becomes available or conditions change.

5. **Maintain a written log of the crisis.** Include specific dates, times, actions taken and all other relevant details, beginning with your first notice of the crisis and continuing through its completion.

*Calls from parents and relatives should be referred to Sarah O’Leary

*Inquiries from the media should be referred to the Office of Communications
<table>
<thead>
<tr>
<th>Student Name (s):</th>
<th>Male/Female:</th>
<th>Date of Birth:</th>
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<table>
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<tr>
<th>Program Name &amp; Date:</th>
<th>Incident Date &amp; Time:</th>
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**Check only one type of incident:**

- Injury ___  
- Illness ___  
- Behavioral ___  
- Crime ___  
- Other (describe) _____________

**Location of Incident:**

<table>
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<th>Complete the following sections as applicable</th>
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<tbody>
<tr>
<td><strong>TYPE OF INJURY OR ILLNESS:</strong></td>
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<tr>
<td>Describe how incident occurred:</td>
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<tr>
<td>Describe in more detail the location of the injury and the cause:</td>
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<tr>
<td>State all parts of body and type of injuries involved (e.g. bruised right elbow):</td>
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<tr>
<td>Was treatment received for this injury?</td>
</tr>
<tr>
<td>___No medical treatment – reporting only</td>
</tr>
<tr>
<td>___Declining treatment at this time</td>
</tr>
<tr>
<td>___Treatment was/will be provided</td>
</tr>
<tr>
<td>Treatment was provided by: ___Self ___Emergency Room ___Clinic/Hospital</td>
</tr>
<tr>
<td>___Other (please specify):</td>
</tr>
<tr>
<td>If treatment was provided, name and location of medical provider:</td>
</tr>
</tbody>
</table>
Name of physician/hospital: 

Address: 

Physician/hospital phone number: 

Narrative: Describe the incident completely. Include how the incident happened, any medical treatment given, and the final outcome. Attach the physician’s or other care provider’s report if the victim was examined by one. Include any observations or suggestions regarding how the incident could have been prevented.

TO BE COMPLETED WITH THE ATTENDING PHYSICIAN (if applicable):

Date & Time of appointment:

Hospital or Clinic name:

Diagnosis:

Treatment & recommendation:
Restrictions to activities:

Physician’s signature:  

Date:  

Physician’s name (printed):  

Tel. #:  

TYPE OF BEHAVIORAL MISCONDUCT:

___Assaultive behavior  ___Biased behavior  ___Drug/alcohol/tobacco violation

___Failure to follow directions  ___Runaway  ___Sexual activity  ___Verbal abuse

___Suicidal ideation  ___Harassment  ___Failure to participate

___Refusal to participate  ___Several classes missed  Other ____________________

Please describe in detail the misconduct that occurred and what actions were taken: Was a verbal warning given?
Crime Report

Date of Report: ___________ Reported to UConn: ____________________________

Date of Incident: ___________ Reported by: _____________________________

Program Name: ________________________________________________________

Location of Incident: ________________________________________________

Victim(s): ___ Male ___ Female ___ Student ___ Faculty ___ Staff

Type of Crime: ___ Assault ___ Mugging ___ Sexual Assault/Rape ___ Battery

___ Pick pocketing ___ Theft ___ Other _____________________________

Was alcohol involved? Yes/No

Was a police report filed? Yes/No Is a copy available?

Detailed description of incident:

Follow up:
All reports must be sent to the Director of Education Abroad as soon as possible after the event.

Email: sarah.oleary@uconn.edu

Appendix A: Emergency Contacts
STATE DEPARTMENT TELEPHONE NUMBERS;
State Department Switchboard: 202-647-4000  
(Call this number and ask for the country desk.)

Overseas Emergency: 202-647-5225 (or 5226)

UCONN EMERGENCY NUMBERS

Education Abroad Office: 860-486-5022

Education Abroad Director: 860-486-3246

UConn Campus Police Emergency After Hours Phone: 860-486-4801

Dean of Students Office: 860-486-3426

Women’s Health Clinic: 860-486-4837  
(Advice Nurse for sexual assault)

Health Center: 860-486-4700

Counseling and Mental Services: 860-486-4705

Women’s Center: 860-486-4738

Office of the Attorney General 860-486-4369

Center for Students with Disabilities 860-486-2020

Student Support Services 860-486-4024

Rainbow Center 860-486-5821

Title XI Coordinator Elizabeth Conklin 860-486-2943

HEALTH INSURANCE

CISI: prior to visit (203) 399-5130  
claimhelp@culturalinsurance.com

Emergency Medical Assistance (855) 327-1411 (seek assistance first then call)
Collect calls from outside the United States are accepted.

Appendix B: Acceptance Letter

Acceptance Letter
Congratulations, you have been accepted to participate in a UConn study abroad program! You are responsible for all of the following information contained in this acceptance letter, so please read carefully.

If you have any questions pertaining to your program or this acceptance letter, please reach out to the Education Abroad Office at abroad@uconn.edu.

Post-Acceptance Procedures:
Read through all Post Acceptance Information. Post acceptance Material Submissions, Signature Documents and Questionnaires have been added to your application checklist. These are due seven days from the date of acceptance.

How to Commit

You have seven days from the day you receive this acceptance to secure your spot in the program. To Commit:

1. Log onto your education abroad application homepage.
2. Read through all Post Acceptance Information. You must complete all post acceptance Material Submissions, reading thoroughly the Signature Documents and completing Questionnaires that have been added to your application checklist. These are due within seven days from the date of acceptance.
3. We strongly recommend you re-read the Education Abroad Student Contract closely before committing to the program, as it is legally binding.
4. Click the “Commit” button.

If you do not plan to participate in an education abroad program, please withdraw your application from your education abroad application homepage.

After you have committed

Students have 7 days to commit to your program, at which time, students participating in a UConn Administered program will receive further information about their program details from their Education Abroad Advisor or Faculty member. In these correspondences, please read them carefully as they contain important information about pre-departure orientations, flights and more!

Registration
Our office will enroll you in an OFFC (off campus) placeholder course that will show on your UConn enrollment summary and transcript on StudentAdmin. The exact course title(s) and number(s) of credits will replace this placeholder after we receive your transcript from the program. At this time, all you need to do is confirm you have no bursar holds, and if so, get them lifted, in order to secure your registration in the program.

Education Abroad Fees and Billing
Your UConn fee bill will be viewable within Student Admin and you will receive an email from Education Abroad when your bill is posted. Payment is due by May 15, 2018. If necessary, please share this information with your parents/guardians.

Please review your programs budget sheet found on your programs brochure before committing to your program.

If you are participating in a Third Party or Direct Enroll program, be sure to communicate with your provider or host institution regarding their fee and billing schedule.

For most programs, there is no deposit payable before the Summer fee bill due date. Please note that once you commit, program fees on your behalf begin to be billed. If you are to withdraw after commitment, you will be charged the non-refundable Study Abroad Fee, and any fees that have been paid on your behalf.

**Booking Flights**

UConn Administered Programs (with the exception of SSS in Prague and SSS in London, see below): You will receive an email with a "How to Book" document from your Education Abroad Advisor. This document will include a recommended group flight for your program as well as instructions on how to book this flight through our partner company, STA Travel. Students do not need book their flights through STA. They are a resource for students, but you may find flights through any outlet you’d like.

SSS in Prague and SSS in London: Your Education Abroad Advisor will contact you with flight details. Your flights are booked directly through the Education Abroad Office, and will appear on your UConn fee bill.

**Education Abroad Scholarships**

Students who are eligible for the Global Citizenship Scholarship, Regional Campus Incentive Scholarship, and United States Armed Forces Veteran Scholarship will receive a separate detailed email from the Education Abroad Office in the coming days. Please note that these awards are based on financial need; accordingly, a completed FAFSA must be on file with Financial Aid. To be eligible for this scholarship, you must complete the Global Citizenship Scholarship section within your UConn Education Abroad application by the program deadline.

If a student withdraws from his/her study abroad program after being awarded the scholarship, UConn Education Abroad reserves the right to revoke the scholarship award.

**Financial Aid**

Please refer to this website, [http://financialaid.uconn.edu/abroad/](http://financialaid.uconn.edu/abroad/) for information regarding Financial Aid.

**Center for Students with Disabilities (CSD)**

UConn Education Abroad is committed to facilitating access to every student interested in studying abroad. Accordingly, it works closely with the Center for Students with Disabilities (CSD), wherever necessary, to accommodate students with disabilities.

To explore whether your program may allow for accommodations, first meet with your Education Abroad Advisor. UConn cannot guarantee that any program will offer the accommodations you need, but we will do what we can to provide you the information you need to select the program that best fits you. Second, please contact the Center for Students with Disabilities, by phoning, 860-486-2020 which will, in turn, get in touch with UConn Education Abroad to coordinate...
efforts. Once you are accepted, your application will prompt you to complete a Student Accommodation Request Form, although you may start one of these request forms whenever you like.

Eligibility
Students who are on University Probation during any point of the study abroad application and selection process, as well as any time leading up to departure, are not eligible to participate in a study abroad program.

Pre-Departure Orientation (Mandatory all students)
You are required to watch or attend the Summer 2018 Pre-Departure Orientation on Friday, April 6 from 12:30-2pm in ITE Building Room C80. Once you have attended/watched the video in its entirety, digitally sign to confirm that you have done so AND take the online assessment within your application (on the left side of your application checklist).
If you cannot attend the in-person orientation, you will receive a link to the online orientation by April 8th.

Program Specific Pre-Departure Orientations
UConn Administered programs and some third party programs will host a required program specific pre-departure orientation. You will receive information about this after you commit to your program.

What You Need To Know About Credits & Grades
While studying abroad through UConn Education Abroad, you remain registered at UConn and thus receive UConn grades and credits. All courses taken on an approved study abroad program receive UConn course numbers, UConn credits, and UConn grades, which appear on your transcript. All grades are factored into your GPA. Students cannot choose which study abroad courses they would like to appear on their UConn transcripts, and which they do not want to appear.
It is always recommended that you discuss your study abroad plans with your academic advisor. Review the Academics page of the Education Abroad Website to review more information about:

- Credits & Grades
- Gen Ed Substitutions
- Pass/Fail Forms

Do you have all your travel documentation?
Passports:
A valid U.S. passport is required to enter and leave foreign countries. If you do not already have one, you must apply for a passport immediately, especially if the country you will be studying in requires a visa. Once you apply for a passport, you should expect to receive the passport in the mail within 6-8 weeks.
If you already have a passport, make sure that it is valid at least six months beyond the last day you will be abroad, especially if you will need a visa.

Visas:
Students traveling with a UConn Administered program, and the program requires a visa, further information will be communicated to you via e-mail from your Education Abroad Advisor. Those participating in third party or direct enroll programs, please check with your provider or host institution for details about your visa requirements.
Students Traveling with Non-U.S. Passports:
Students studying abroad on non-U.S. passports will likely need a visa in order to visit and study in their destination countries. This process can take several weeks up to several months, so it is very important that you begin researching the process you need to follow and taking any necessary steps to ensure you receive a visa on time for your program as early as possible. Please set up an appointment with your Education Abroad Advisor.
For more information on passports and visas, click here

Have a Question? Ask a Past Participant!
“How much spending money should I bring?” “What kind of clothes should I pack?” “What are the academics like?”
Past study abroad participants are a great resource for newly accepted students and we have many listed on our website who are happy to answer any questions you may have. To access a list of our past participants, please visit this page: http://abroad.uconn.edu/pastparticipants/
You can also come to our Global Student Mentor walk-in hours: Monday - Friday, 10am-3pm in the Education Abroad Office, Rowe 117.

Share your Experience While Abroad
Start by following us @uconnabroad
Share your experience through our Instagram! You can be featured on our Instagram posts and story. Or keeping a blog? Contact abroad@uconn.edu. We want to hear from you!

Best wishes for an enriching experience,

UConn Education Abroad
Appendix C: The University of Connecticut Education Abroad Student Contract

I understand and agree that this constitutes a binding contract between myself, the undersigned student, and the University of Connecticut. By clicking the “Commit” button in my Accepted application, I am confirming that I have had the opportunity to read the information below and agree to its terms. If I have any questions prior to signing, I will contact UConn Education Abroad.

I. COMMITMENT TO PARTICIPATE

1. I understand that, to participate formally in this UConn Education Abroad Program (hereafter “Program”):
   a. I must first digitally sign this Student Contract by clicking “I agree”;
   b. I must then complete the rest of my Pending application;
   c. UConn Education Abroad must change my application to “Accepted” (hereafter “Accepts” or “Accepted”); and
   d. I must click the “Commit” button located in the Commitment to Participate section of my Accepted application. This constitutes by “Commitment” to the Program (hereafter “Commit”, “Committed,” or “Commitment”).

2. I understand that I am responsible for attending the UConn Education Abroad pre-departure orientation. I understand that in the event I cannot attend this meeting, it is my responsibility to contact UConn Education Abroad about alternative pre-departure orientation viewing options. I must attend or view the pre-departure orientation in order to participate in the Program.

3. I understand that my Program officially starts and ends on the dates listed on the Program brochure on the UConn Education Abroad website.

4. I agree to adhere to the UConn Education Abroad Withdrawal and Refund Policy (see Section V) should I need to withdraw from my Program.

5. I understand that while I am participating in my Program, I remain subject to and bound by all currently existing University policies, including, but not limited to, the UConn Education Abroad Student Guide and the UConn’s Responsibilities of Community Life: The Student Code (hereafter “Student Code”).

6. I acknowledge that my Program is intended to immerse me in a foreign culture that will result in challenges, both personally and academically. I accept responsibility for dealing with those challenges that will result in my immersion in an intercultural space that may be very different from my prior point of reference.

7. I understand that I am ineligible to participate in any Program if I am on University Probation at any point during the application, after UConn Education Abroad has Accepted my application, or after I have Committed to my Program. If I am placed on University Probation after I have Committed to my Program, I understand that I am still responsible to pay the non-refundable $475 Study Abroad Fee and any other fees incurred on my behalf.

II. ACADEMIC CREDIT

7. I understand that I must remain a full-time student while participating in this Program. I will enroll in the equivalent of at least twelve (12) credit hours per semester term or six (6) credit hours per summer term, unless otherwise indicated on the Program brochure.
8. I understand that the maximum number of credit hours that I am able to transfer back to UConn is eighteen (18) credit hours per semester and thirty-six (36) credit hours per year, unless I obtain special permission to do otherwise, and eight (8) credit hours for each summer session, unless I obtain special permission, regardless of the number of credits accrued at the host organization or institution.

9. I understand that I am responsible for obtaining course approvals from departmental faculty evaluators for all courses I take abroad (unless the course has an equivalent, pre-approved UConn course number published on the UConn Education Abroad website). Courses that have not been pre-approved must go through the course alignment process to be assigned equivalent UConn course numbers and credits. I agree to complete this alignment process by the end of the semester after I return from my Program. I acknowledge that courses that I do not submit on time for alignment will be listed as UNIV foreign study courses (with grades) on my UConn transcript, which may not count toward major/minor requirements. If no foreign transcript is received, UConn will record F grades.

10. I understand that substitutions for major, minor, and related course requirements are at the discretion of the individual academic departments/schools.

11. I understand that all academic coursework I take as a part of my Program will appear on my official UConn transcript with UConn course numbers, grades, and credits, including UNIV assignment if I do not obtain timely course approvals. Approved courses and credit will appear directly on my UConn transcript only after UConn Education Abroad has received an official transcript from my Program provider, as well as course approvals for all my courses abroad. I acknowledge that failure to follow these instructions will result in delays in my credit transfer.

12. I agree to adhere to the academic calendar and regulations of my host institution or organization, as well as those of UConn (and my home institution if applicable).

III. PROGRAM FEES AND OTHER FINANCIAL CONSIDERATIONS

1. I agree to pay for tuition, fees, housing, food, transportation, activities, and/or other expenses (hereafter “Program Fees”) according to the terms designated by UConn Education Abroad for this Program. I further understand that should I withdraw from this program, these charges to my student account are subject to the terms and conditions of the UConn Education Abroad Withdrawal and Refund Policy (see Section V). I understand that these costs may be subject to change in the event that 1) fees are raised by the host organization or institution, 2) for exchange programs, tuition and fees or room costs increase at UConn, and/or 3) currency exchange rate fluctuations cause an increase in the equivalent US dollars needed to pay tuition and other educational expenses in foreign currencies.

2. If I am participating in a third party Program, I agree to pay the Program Fees to the third party according to the terms designated by the third party. If I choose to dispute the charges or seek a refund, I understand that I must work directly with the third party organization and that UConn Education Abroad cannot act on my behalf nor be involved in the dispute.

3. I understand that my digital signature below and subsequent Commitment to this Program authorizes UConn Education Abroad to bill all fees listed as billable items on my Program’s Budget Sheet (found on the Program’s online brochure) to my Student Administration account (hereafter “fee bill”).

4. I understand that if I am not currently a University of Connecticut student I agree to send the non-refundable Study Abroad Fee of $475.00 directly to the UConn Education Abroad within ten days of receiving my Acceptance from UConn Education Abroad to secure my place in the program.
5. I understand that UConn Tuition Remission Grants, tuition waivers, and academic scholarships (such as Day of Pride, Nutmeg, Presidential, Leadership and Academic Excellence Scholarship) are only applicable to programs charging UConn Tuition (such as exchange programs).

IV. FLIGHTS

1. A. I understand that I can determine if my Program includes round-trip flight travel by checking the Program’s Budget Sheet. If my Program includes round-trip flight travel, “Airfare” or “Round Trip Airline Ticket” will be listed as a billable item.

   B. I understand that if my Program includes round-trip flight travel, UConn Education Abroad will purchase tickets for the entire group participating on the program. Student group flight travel arrangements are made for Programs based on specific factors and needs.

   C. By signing this document I verify that, if I am a participant of a Program that provides group flight travel, I am expected to partake in this mandatory student group flight.

2. In the event that I am unable or choose not to participate in the Program’s mandatory student group flight, I understand that I will provide UConn Education Abroad with a written explanation detailing why I cannot join the mandatory student group flight. I understand that UConn Education Abroad will review my statement and determine if the reason identifies an extenuating circumstance giving sound justification to release me from the Program’s mandatory student group flight.

3. I understand that, if airfare is not listed as a billable expense on my Program’s Budget Sheet, then I am responsible for booking my own flight. UConn Education Abroad may recommend a flight on which I may travel with other Program participants. If I participate in this flight, I may have access to an airport transfer if my Program provides it. If I do not participate in this recommended flight, I realize that I am responsible for my own airport transfer and ground transportation. I acknowledge that I may need to arrange my flight in advance of acquiring my visa or other legal status documents and take responsibility for arranging these tasks in a timely manner.

V. WITHDRAWAL AND REFUND POLICY

1. I understand that, after I Commit to this Program, the $475 Study Abroad Fee will be placed on my UConn fee bill. I understand that this fee is non-refundable unless I am not also accepted by the host institution (e.g., a foreign university or third-party provider) or if UConn Education Abroad cancels the Program.

2. I understand and agree that if I withdraw from my Program, I must submit a Withdrawal Form to UConn Education Abroad in order to formalize my withdrawal. This written notification must include my reasons for withdrawal. I also understand that my withdrawal is effective only upon the date of receipt of written notification by UConn Education Abroad.

3. In the event of a withdrawal, I understand that I am responsible for informing all other relevant officials of my Program (e.g. faculty leader, host institution, etc.) about my withdrawal.

4. I understand that, as soon as I Commit to my Program, UConn Education Abroad immediately may begin to pay for my Program expenses or encumber funds on my behalf for that purpose. As a result, I am undertaking a financial obligation to UConn Education Abroad and any third parties to pay my Program Fees in full regardless of whether I participate in the Program. If I withdraw from my Program at any time or for any reason after I have Committed, UConn Education Abroad may not be able to refund any of my Program Fees, above and beyond the non-refundable Study Abroad Fee or the Application Fee.
5. I acknowledge that, if awarded a Global Citizenship, Regional Campus, or Veterans Scholarship, I must renounce that award if I withdraw from the Program, and UConn Education Abroad will bill my UConn fee bill any outstanding expenses as a result.

6. I understand that, if I withdraw from the Program as a result of my failure to comply with passport, visa, or legal status requirements within my control in a timely manner, UConn Education Abroad will not refund any of my Program Fees.

7. I understand that any airline tickets I purchase are my own personal financial responsibility and will not impact whether I am Accepted into my Program. I acknowledge that UConn Education Abroad advises I should purchase affordable and refundable airline tickets and/or trip cancellation insurance to help safeguard me against losses or penalties should my Program be canceled or Program dates change. I acknowledge that UConn Education Abroad assumes no responsibility for such losses or penalties connected to airline tickets I purchase on my own.

8. I understand that, if I am using federal financial aid and withdraw from my Program, it is my responsibility to contact the Office of Student Financial Aid Services, as my withdrawal may affect my financial aid package.

9. I understand that if I am participating in an academic year, Fall, or Spring Program and I withdraw or am dismissed from my Program after the start of the UConn semester, I will also be withdrawn from the University of Connecticut for that semester. I understand that I must contact the UConn Dean of Students Office to determine my status as a student and/or the process for readmission to the University of Connecticut.

VI. CHANGES / CANCELLATIONS

I acknowledge that UConn reserves the right to cancel or make changes or substitutions to the entire Program, courses, faculty, agenda, field trips, itinerary, flight arrangements, and other services as deemed necessary by UConn, the host institution, or their agents or employees. I understand that, even after I Commit to my Program, such changes may occur, and that all fees and expenses are non-refundable unless I am not also accepted by the host institution (e.g., a foreign university or third-party provider) or if UConn Education Abroad cancels the Program outright.

VII. STUDENT INFORMATION DISCLOSURE AND PRIVACY PROVISION

1. I understand that UConn Education Abroad advises that I should discuss my Program with my parents/guardians and share with them any academic and financial materials as well as information related to health and safety, including the elements of risk associated with this Program.

2. I have provided emergency contact information to UConn Education Abroad and agree to update that information as necessary.

3. I understand that the Family Educational Rights and Privacy Act of 1974 (FERPA) protects my education records as a student. (For more information about FERPA, I can access UConn’s website at http://ferpa.uconn.edu.) If I so choose, I may grant a waiver to specific individuals through the UConn Registrar to access certain education records. That said, the Registrar’s waiver does not cover my Education Abroad records. If I wish to allow a specific individual to have such access, I can complete an Education Abroad FERPA Waiver Request with Education Abroad. During my Program while I am abroad, I may contact UConn Education Abroad in writing (from my uconn.edu email address) with the individual’s name and the phrase, “I consent.” This consent will allow UConn Education Abroad to discuss freely my education abroad records with this person for the duration of my Program and the following UConn semester.
4. I understand that, in order for me to participate in this Program, UConn Education Abroad must be able to share my student records with the Program to which I am applying (e.g. exchange partner universities or international partner institutions) and related third parties. Records may include official and/or unofficial transcripts that may be required in accordance with the Program's nomination and/or application requirements and any education abroad records essential to conduct the Program. By clicking “Commit” I am authorizing UConn to share such records as required for my Program.

5. I further understand that the Program, including exchange party universities or international partner institutions, likewise may share my education, conduct, medical and/or financial records with UConn Education Abroad that are necessary and essential to complete the Program. By clicking “Commit” I am authorizing UConn and the Program to share such records as required for my Program.

   a. NOTE: For Programs taking place in European countries subject to the EU General Data Protection Regulation, personal data protection laws permit me to withdraw my consent to sharing my personal information while I am in that European country. By withdrawing my consent to share my personal records between UConn and the Program, however, I may be unable to participate in or complete the Program or transfer credit back to UConn. I understand that if I withdraw my consent to share records, it could result in my being forced to withdraw from the Program. For example, UConn Education Abroad cannot award me academic credit for my Program if I prevent my Program provider from sharing my official transcript with UConn. In order to withdraw such consent, I must provide notice to UConn Education Abroad in writing from my uconn.edu email address.

6. I understand that if I am under the age of eighteen (18), I do not have the capacity to sign this contract and I cannot undertake a Program without the written permission of my parents/guardians.

7. I understand that UConn retains the right, in its sole discretion, to contact my parents/guardians, roommates, emergency contacts, school officials, or other individuals associated with this Program with regard to health, risk, and behavioral issues which relate to my participation in this Program. These rights transcend any and all privacy regulations that may apply.

VIII. HEALTH AND SAFETY CONSIDERATIONS

1. I certify that I do not have any physical or mental condition which will create a danger or hazard to me, to other participants, or to hosts in the Program.

2. I understand that I am solely responsible for my pre-Program, Program, and post-Program medical care in all respects, including, but not limited to, obtaining and taking necessary medication(s), vaccinations, and any other medical care and treatment. I acknowledge that I am advised to consult a physician qualified in travel medicine, immunizations and infectious/tropical diseases prior to my trip departure.

3. I acknowledge that I may face challenges in managing chronic medical or mental health conditions or accessing medical or mental health care that is not comparable to the standard of care routinely available in the United States. Mild physical or psychological disorders can become serious under the stresses of life while abroad.

4. I know that I have a right to participate in my Program without disclosure of any health information. UConn Education Abroad cannot decide whether I may participate in my Program as a result of any such disclosure. If I provide any health information voluntarily to UConn Education Abroad, it will remain private and will only be shared with any necessary program staff, faculty, or appropriate professionals on an as-needed basis.
5. I acknowledge that UConn Education Abroad will work with my Program to accommodate my health needs as feasibly as possible. I also acknowledge that it is ultimately my personal responsibility to take care of my health and well-being while abroad. UConn Education Abroad cannot guarantee that UConn or my Program abroad will be able to accommodate any or all of the health needs that I disclose.

6. I understand that as a participant in a UConn Education Abroad Program, I am required to purchase the supplementary UConn-approved medical insurance policy, which includes overseas coverage for medical services, emergency medical evacuation, and repatriation of remains, unless comparable insurance coverage is already provided by the host institution or third-party provider. I understand the international medical insurance policy I am required to purchase only covers the duration of the Program, and therefore I will not cancel my student health insurance or other medical insurance policy that covers me in the United States. Further, I understand that, though covered by the UConn-approved policy or other comparable policy, I may be required to pay or show proof of ability to pay in advance for most medical expenses, and that I must file claims directly with the insurance company myself. I understand and acknowledge that, if I am required to be hospitalized while in another country or in the United States during this Program, I will be legally responsible for the payment of such hospitalization and that UConn does not assume any legal responsibility for such payment.

7. In the event of illness or injury, I hereby authorize the Program director or other agents to obtain emergency or other medical treatment as deemed necessary, including administration of an anesthetic or other medication and surgery, and I hereby assume the cost of such treatment. I understand that this authorization is given in advance of any specific diagnosis, treatment, or hospital care being required but is given to provide authority and power on the part of UConn to give specific consent to the diagnosis, treatment, or hospital care which is deemed advisable in the best judgment of a licensed medical care provider.

IX. CONDITIONS RELATED TO INTERNATIONAL TRAVEL

1. I acknowledge that I am fully aware that risks and hazards associated with off-campus travel and residence may include personal injury; death; property theft; robbery and other violent crimes; political or civil unrest; and natural and environmental hazards, including unsanitary conditions, disease, dangerous animals, and hazardous natural geographic features. I further understand that other countries have different laws, regulations or standards; may have few or no laws, regulations or standards; or may not enforce their existing laws, regulations or standards, including, but not limited to, those related to health, welfare, safety, crime, regulation of businesses and transportation in any form (including travel by sea, land or air).

2. I understand and acknowledge that it is my responsibility to register with the Smart Traveler Enrollment Program (STEP) at https://step.state.gov/step/, a free service provided by the US State Department to keep US citizens updated on any crisis in the area in which they are traveling. I also will look for country-specific, travel alerts, and travel warnings on the State Department website. I further understand and acknowledge that it is my responsibility to obtain current health information, including recommended precautions for the area in which I am traveling, at http://www.cdc.gov/travel/index.htm the website of the U.S. Centers for Disease Control.

3. I understand that, prior to commencement of any travel, I must inform the faculty leader (if applicable) of any travel outside of the city hosting my Program. I understand that I am solely responsible for all independent travel throughout the duration of the Program. I confirm that I have discussed my plans with my parent or guardian and have consulted University policies. I understand that UConn may be unable to intervene or assist on my behalf once I have left the Program site. In certain locations, I understand that UConn Education Abroad may not be able to render any assistance whatsoever.

4. I understand that local driving laws and practices are unlike those in the U.S. UConn strongly discourages students from driving, renting, leasing or owning a motor vehicle while participating on the Program.
understand that UConn will not assist students with any personal motor vehicle-related issues, including problems resulting from the use of vehicles or accidents before, during, or after the Program. I understand that if I own / lease / rent / drive that I do so at my own risk.

X. RIGHTS AND RESPONSIBILITIES RELATED TO STUDENT CONDUCT

1. I understand that if I currently have an unresolved Student Code allegation or an active sanction resulting in University Probation or higher at UConn or a similar pending allegation or sanction at my home institution, I am not eligible to participate in a Program through UConn until such case has been resolved or sanctions are no longer in place.

2. I understand that if I have a significant conduct history with the Office of Community Standards, UConn Education Abroad and Community Standards reserve the right to discuss my record as it pertains to my Program, as well as make a determination in regard to my eligibility to participate in it.

3. I understand that my conduct during the Program inside and outside the classroom reflects upon UConn and the host institution, and I agree that I shall abide by and am subject to the Student Code, as well as by the policies, rules and regulations of the specific Program, host institution and the host country. I understand that examples of misconduct include, but are not limited to: violation of laws of my host country; abuse of alcohol, or use or abuse of illegal drugs; disturbing the peace or disrupting the community; repeated failure to control noise levels in student housing facilities; disruption of the academic environment of the Program, including repeated failure to participate in class assignments or to attend mandatory excursions; academic misconduct, including plagiarism and cheating; vandalism perpetrated against public or private property; assault or sexual assault.

4. I am also aware that in other countries, certain behaviors (including, but not limited to dress, manners, sexual conduct, different standards of morality, expression of political views, use of vulgar language, and drug use) are unacceptable and/or illegal and could lead to possible disruption of my participation in the Program. I understand that I am solely responsible and have an affirmative responsibility to seek information about cultural norms, particularly unacceptable behaviors in the countries where I am traveling prior to departure, and I agree to act in an appropriate manner at all times, both when I am in the company of other Program members and when I am physically separated from fellow Program members.

5. I also agree that I will abide by all terms and conditions of the housing agreement associated with the Program, including payment of deposit, check-in and check-out dates, and any other behavior expectations as outlined by the proprietor or institution in charge of the housing accommodations.

6. I agree that if the faculty leader, the Director of Education Abroad, and/or the Director of Community Standards believe my conduct is in violation of the Student Code, the institution’s housing agreement and/or this Contract, my participation in the Program may be terminated. I understand that if I am asked to leave the Program, I risk forfeiture of all course credit, Program Fees, and other associated fees.

7. I acknowledge and understand that, if I should encounter or cause any legal problem with any foreign nationals or with the government of a host country, I shall be personally and financially responsible for its resolution and that UConn is not responsible for assisting and may be unable to assist me under these circumstances.

8. I acknowledge and understand that UConn Education Abroad will communicate with me primarily through email and I agree to monitor the email account on record with UConn Education Abroad before, during, and immediately after the dates of this Program to receive any messages sent to me by UConn Education Abroad or its agents.
XI. DISABILITY ACCOMMODATIONS

I understand that, if I am an individual with a disability that requires reasonable accommodation, I am responsible for contacting either the Center for Students with Disabilities and/or UConn Education Abroad as soon as possible to assess the availability of such accommodation on this Program. I further understand that U.S. disability laws do not apply overseas and that it is ultimately my personal responsibility to take care of my health and well-being while abroad. UConn Education Abroad cannot guarantee that UConn or my Program abroad will be able to accommodate the disabilities that I disclose.

XII. ACKNOWLEDGEMENT OF RISK AND LIABILITY RELEASE

As part of the consideration for participating in this Program, it is my express intent to release and hold UConn and the State of Connecticut and its officers, agents and employees harmless, herein releasing UConn and the State of Connecticut and its officers, agents and employees from any and all liability, claims, demands and/or actions that may arise from injury or harm to me or my property or harm or injury to others, including death, that may be sustained by me or by others while participating in this Program. Such losses, damages and injuries include, but are not limited to: a) expenses or losses due to my failure to obtain passport, visas or other legal status documents, traveler’s checks, and tickets or my failure to safeguard properly these items or any other property of mine; b) losses or expenses due to sickness, weather, strikes, hostilities, wars, natural disasters or other such causes; c) any disruption of travel arrangements and any consequent additional expenses that may be incurred as a result; and d) any failure, due to bankruptcy or otherwise, of any of the companies providing transportation, hotel, food, tour services, or other goods or services. I am fully aware of the risks and hazards associated with this activity and with foreign travel and residence. I understand that this release includes all transportation to and from the Program and all aspects of my time overseas, whether my activities are directly related to the Program or not. I understand that it is possible for me to complete my degree program without participating in an Education Abroad Program, and I acknowledge that my participation in this activity is elected by me and not required. I also agree to assume all of the risks and responsibilities in any way associated with this Program and understand that this Acknowledgement of Risk and Liability Release shall bind the members of my family and spouse, if I am alive, as well as my estate, family, heirs, administrators, personal representatives or assigns, if I am deceased, and shall be deemed as a “Release, Waiver, Discharge and Covenant” not to sue UConn or the State of Connecticut. I further agree to save and hold harmless, indemnify and defend UConn and the State of Connecticut from any claim by my family or me or by others arising out of my participation in this Program. I voluntarily assume full responsibility for any risk of loss, damage, or personal injury, including death, and for any property damage that may be sustained by me as a result of participation in this Program.

XIII. CONTRACT PROVISIONS

1. Not Agent: I acknowledge and understand that UConn in no way represents or acts as an agent for the host institution, the transportation carriers, hotels, or other suppliers of services connected with this Program. I understand that all services and accommodations are subject to the laws of the country in which they are provided.

2. Governing Law: This contract shall be construed in accordance with the laws of the State of Connecticut, which shall be the forum for any lawsuits filed under or incident to this contract or this Program. The terms of this contract shall be severable, such that, if a court of competent jurisdiction holds any term to be illegal, unenforceable, or in conflict with any law governing this agreement, the validity of the remaining portions shall not be affected thereby.

3. Claims: I agree that the sole and exclusive means for the presentation of any claim against the State of Connecticut or UConn arising from this Contract shall be in accordance with Chapter 53 of the Connecticut
General Statutes (Claims Against the State) and I further agree not to initiate any legal proceedings in any state or federal court in addition to, or in lieu of, said Chapter 53 proceedings.

4. **Publicity and Publication**: UConn Education Abroad reserves the right to take photographic or film records of any Program or Program participant. I understand that UConn may use such records for promotional and/or commercial purposes without limitation and without additional permission and/or liability.
Appendix D: Student Health Insurance Coverage and Claims

Student Health Insurance Coverage & Claims

As per our website, Students and parents are told:

Health Insurance
Your health and safety are our top priority. In order to insure that you have appropriate coverage, Education Abroad has contracted with Cultural Insurance Services International (CISI) for Education Abroad health insurance. Most of you will be required to purchase this insurance as part of your program fees. Since this coverage only covers you while abroad, this insurance policy does not replace the health insurance policy you already have.

CISI Insurance

What does it cover?
The CISI Education Abroad insurance plan will provide you with up to $250,000 of medical benefits while you are abroad. There is no deductible per injury or sickness. It provides 100% coverage for physician office visits, inpatient hospital services, and outpatient hospital and physician services. It also provides excellent coverage for maternity care if conception takes place while under coverage; and inpatient treatment of mental and nervous disorders, including drug or alcohol abuse; In addition it covers accidental death and dismemberment up to $10,000, repatriation of remains up to $100,000 and medical evacuation up to $100,000.

When am I covered?
CISI insurance coverage begins either on the date of departure or one day before the mandatory arrival date of the program, whichever comes later. Coverage ends either two days after the official ending date of the program or the date you leave the country where you have been studying, whichever comes first. It is, therefore, important that you retain the health insurance you already have.

How do I get a medical insurance ID card?
A CISI identification card is provided to each Education Abroad participant prior to departure. You will be sent an email contain your coverage details, insurance card, and a copy of the claim form. Emergency phone numbers are listed on the front of the card. Education Abroad participants should contact UConn Education Abroad for a replacement card.

What do I do if I lose my card or have questions about my benefits?
If you have questions about benefits, you can always contact CISI directly:

Telephone: (800) 303-8120 Email: claimhelp@culturalinsurance.com

What do I do if I get sick or injured?
It is important that you contact CISI first for all routine, non-emergency requests for health information, direct billing with physicians and hospitals, and outpatient appointment scheduling. By contacting CISI first, they will be able to start the billing process and you will not be stuck paying upfront and waiting to be reimbursed.

Telephone: (800) 303-8120 Email: claimhelp@culturalinsurance.com

In the event of a medical emergency, Students should go immediately to the nearest physician or hospital and then contact CISI’s emergency assistance service. CISI will continuously monitor the Student’s medical situation, and provide care options, if appropriate.

Call AXA ASSISTANCE at (855) 327-1411 (in U.S.), (312) 935-1703 (call collect from outside the U.S.)
Email: MEDASSIST-USA@AXA-ASSISTANCE.US

Your Team Assist ID # is 15 GLM N10876795-SA

**How do I find a doctor in my area?**
CISI is contracted with many carefully selected doctors, dentists and behavioral health practitioners in 160 countries around the world. Education Abroad participants can search by location and review the list of CISI preferred physicians, choosing the one most appropriate to treat his or her medical condition. Requests for appointments can be made directly to the physician, or can be coordinated through CISI. Requests for direct billing should be made in advance of the scheduled appointment through CISI. To find a CISI doctor, login to the CISI website, culturalinsurance.com.

**What do I do if I am unable to locate a CISI doctor?**
You can always go to any doctor, pay out of pocket and then get reimbursed. You may first want to contact CISI to see if they can locate a doctor for you:

Telephone: (800) 303-8120 Email: claimhelp@culturalinsurance.com

**If I have to pay out of pocket, how do I get reimbursed?**
By filing a claim with a receipt for your expenses/services and sending it to CISI. This claim form can be used for prescriptions, and for fees for outpatient services not invoiced directly to CISI. Claim forms are available online at culturalinsurance.com. You may send completed claim forms to the following address:

1 High Ridge Park, Stamford, CT 06905 | E-mail: Claimhelp@culturalinsurance.com | Fax: (203) 399-5596

For claim submission questions, call (203) 399-5130, or e-mail Claimhelp@culturalinsurance.com

**Can I extend my coverage beyond the duration of my Education Abroad program?**
Yes, as long you are enrolled as a Student of the university. You must do so directly with CISI.