



Office of International Programs

Education Abroad Program Leader Handbook 2019-20

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Introduction

The Office of International Programs wishes to thank you for your involvement with faculty-led education abroad programs. Studying abroad plays an integral role in preparing our students to become global citizens and faculty-led programs hold a unique and valued place among UNCW's education abroad offerings. Your time and commitment to these efforts is greatly appreciated.

This handbook provides policies, guidelines and information for faculty-led study abroad program leaders. It is designed to aid you in conducting a successful program and advise you through administering a smooth and safe experience for you and your program participants.

Program Proposal

Thank you for your interest in leading a summer or short-term study abroad program and for your efforts towards greater internationalization of UNCW. All faculty-led, credit-bearing programs involving UNCW students abroad must be approved by the Office of International Programs (OIP) after review by the International Programs Advisory Committee (IPAC). Please review proposal guidelines, materials and deadlines found at:

<http://www.uncw.edu/international/facultyresources.html>

General Program Preparations

The Office of International Programs will inform faculty leaders of the outcome of their program proposal review by the International Programs Advisory Committee. Program proposals may be *Approved*, *Declined*, or *Conditionally Approved* pending satisfaction of specified conditions. Programs may not be officially promoted, nor applications solicited, until the program has been approved by the Office of International Programs.

Effective program management entails attending to a wide variety of time-sensitive tasks and details. The [Education Abroad Program Leader Pre-departure checklist](#) is designed for program leaders as a guide to navigating one's way through these pre-departure preparations. Please follow this checklist upon approval of your program proposal. Contact the Office of International Programs with any questions or concerns you have regarding any steps or items in the checklist.

PROGRAM PROMOTION

A successful program starts with successful promotion. While each program leader is primarily responsible for their program's promotion, OIP is pleased to also promote the program and support your efforts. Completion of the [Promotional and Application Needs Survey](#) enables us to prepare and coordinate these efforts. Program promotion may include any or all of the following:

- Distributing of a program brochure based on the OIP approved template
- Publishing the program brochure on the OIP website
- Creating a website or utilizing your UNCW "People" webpage
- Presenting to classes of related subjects
- Conducting special information sessions
- Participating in the study abroad fair
- Utilizing past participants to recruit in their dorms, classes, online, at information sessions, the study abroad fair, etc.
- Gathering e-mail addresses through each of the avenues above and sending regular updates as well as enticing messages to the group.
- Utilizing list serves and colleagues at other institutions to recruit non-UNCW students
- Being creative!

Note: Program leaders may submit receipts to OIP for immediate reimbursement for expenses related to program promotion such as additional printing not handled by OIP, pizza for an information session, etc. One may spend up to \$20 per person up to the number of participants on which the budget is based. For example, if one has estimated 15 program participants in their current program budget draft, \$300 is accessible for promotion-related expenses.

ELIGIBILITY, APPLICATION, ADMISSION AND REGISTRATION

Eligibility

In order to participate in a UNCW education abroad program, students should meet the following eligibility criteria:

- Be a degree-seeking (or certificate-seeking) student at time of participation. Program Leaders may elect to allow students seeking degrees at other U.S. institutions to participate.
- Be in good disciplinary standing at UNCW, or home school (i.e. not on disciplinary probation at time of participation).
- 2.5+ cumulative Grade Point Average – (higher G.P.A. can be set by program leader).
- Meet specific course and program pre-requisites – varies by program as set by program leader or host institution.

If program leaders wish to make exemptions to any of these eligibility requirements, please contact [Kara Pike Inman](#).

Application

In order to participate, students must complete all required application materials as listed on the application checklist for their selected program. Students can begin the application by:

- going to <http://educationabroad.uncw.edu/>
- clicking on “Search for Programs”
- Finding the correct program through either the Simple or Advanced Search features. On the Advanced Search, students can specifically search for only faculty-led programs under “Provider” within the Parameters section.

Example:

The screenshot shows a search filter interface titled "Parameters:". It contains several dropdown menus for filtering search results:

- Language of Instruction:** Any, Afrikaans, Arabic, Chinese, Greek
- Field of Study:** Any, Aboriginal Studies, Accounting, Acting/Performance, Advertising
- Class Standing:** Any, Early College, Freshman, Graduate
- Program Type:** Any, Exchange, Study Abroad
- Minimum GPA:** Any
- Provider:** AIFS, CIEE, Direct Partner, **Faculty-Led**, GREEN Program
- High Impact Experiences:** Any, Internship, Research, Service Learning, Volunteer

- Completing all items required for completion as outlined on their program-specific application checklist.

Additional application requirements:

- Program leaders may add additional program-specific application requirements by contacting [Kara Pike Inman](#).

- All programs in which students will take courses taught and transcribed by an institution other than UNCW will complete a [Transient Study Form \(UNCW students only\)](#)
 - This form is required for any courses participants will take during the program, but for which they will not directly register at UNCW (i.e. courses offered by a host university which provides a transcript that UNCW can process for transfer credit)
 - This is not due with the application, but must be on file before foreign courses and credit from the program can be processed.
- **Non-UNCW students:** Advise Kara Pike Inman in OIP if you wish to allow non-UNCW students to participate on your program. Adjustments will need to be made to the application checklist.
 - Non-UNCW students must be admitted to UNCW summer school in order to participate on a faculty-led summer study abroad program. The study abroad UNCW Admissions application is noted on the checklist and can be obtained online at: <http://uncw.edu/international/abroad/documents/AdmissionsApforEA.pdf>
 - Program leaders who wish to include non-UNCW participants in a program associated with the fall or spring semester should contact OIP for details regarding special admission to UNCW for study abroad.
- Most required items can be submitted online through the education abroad portal
- Once all checklist items have been submitted online, the applicant can then pay the \$500 non-refundable program deposit. This deposit can be paid online via the application portal using Visa or MasterCard. If the applicant does not wish to pay online, the deposit can be paid at the Office of International Programs (Hoggard Hall 149) by check, money order (*payable to UNC Wilmington*), Visa/MasterCard, or cash (exact change).
 - This non-refundable payment covers processing costs and holds one's place if accepted.
 - Receipt of payment will be emailed to both the applicant, and the faculty-leaders.
 - Application will not be processed before this payment is received.
- Program Leaders should not directly collect applications or any payments.

Application Review and Endorsement

A student's application status changes as follows:

- **Pending:** Status once an application has been started, and until all initial application requirements have been completed.
- **Submitted:** All initial application requirements have been met, including payment of deposit.
- **Nominated:** The application has been reviewed by the program leader, determined to meet all eligibility requirements, and is approved to go.
- **Accepted to Program:** It has been determined that the student is not on probation with the Office of the Dean of Students, and has met all pre-departure orientation and preparation requirements.
- **Declined:** The student did not get accepted to the program (deposits are typically refundable in such cases).
- **Deferred:** The student was not able to participate and has deferred his/her participation until a later date.
- **Withdrawn:** The student or program leader informed OIP that they are withdrawing from the program.
- **Incomplete Withdrawn:** The student did not complete an application and OIP has therefore withdrawn the student's incomplete application after the deadline.

- **Program Cancelled:** Program has been cancelled due to lack of enrollment or other factors. In these cases, the students can roll their application deposit over for use on another program, or it can be refunded to them.

Application Phases Include:

- **Pre Decision:** The student has begun an application but has not yet been nominated.
- **Post Decision:** The student has been nominated by the program leader.
- **While Abroad:** The student is abroad and the program is taking place.
- **Returnee:** The student is now a program alumnus.

Program leaders may view details on all applications associated with their program at:

<http://educationabroad.uncw.edu/>

- As applications are submitted by students, it is the primary program leader's responsibility to thoroughly and promptly review all applications and recommend that they are either **Accepted** or **Rejected (do not use Waitlist as we do not utilize this option)**. Please note that we are able to mark students as either Accepted or Rejected as soon as they have begun their application process, so not all students you mark as Accepted may ultimately complete their applications. Additionally, your recommendation of an acceptance or rejection will not change a student's actual application status. If you reject a student for any reason, please be sure to include any comments necessary. Do not check "Mark as completed" until all application requirements are met by student, as program leaders can not alter their review after that point.

Registration

- Faculty-led study abroad programs may include:
 - One or more courses taught by UNCW faculty, as UNCW courses, and/or
 - One or more courses taught by a host institution that can supply a transcript that will be recognized by the UNCW Registrar's Office
- Have UNCW courses associated with program entered into Banner, as a regular class if part of spring/fall term, or use course code of 800 and building code of 999 if part of a summer program *and* entirely taught off campus.
- It is recommended that UNCW courses be set up to require "permission of instructor" for enrollment management purposes.
- "Permission of Instructor" clearance may be handled directly by the program leader for each program applicant, or by sending a roster with names, UNCW ID numbers and Course Registration Numbers to Jonathan Reece (reecej@uncw.edu) in the Registrar's Office with a request for him to remove the registration block for all students on the roster.
- All program participants must be enrolled in at least one course associated with the program (no student can accompany the program without being enrolled in the academic component).
- The program leader may decide if participants must enroll in all courses associated with the program or allow participants to select courses. This should be made clear in the program promotion.
- **It is the Program Leaders' responsibility to:**
 - **direct students to register for the UNCW course(s) associated with the program**
 - **direct students to pay the corresponding UNCW tuition and fees**
 - **verify the accuracy of the class roster prior to the program's departure**
 - **ensure students register for host institutional courses (if applicable)**

PRE-DEPARTURE ORIENTATION

Pre-departure Orientation for Faculty

All program leaders are required to attend a pre-departure orientation specially designed by OIP for faculty leaders, to adequately prepare for all roles and procedures associated with faculty-led education abroad programs. New leaders must attend before the program—seasoned program leaders are expected to attend at least once every three years.

Preparing Students and Framing Expectations

Successful and smooth study abroad programs begin with adequate pre-departure preparation of participants including framing of expectations. The Office of International Programs will conduct a general study abroad program pre-departure orientation to supplement program specific sessions conducted by program leaders. **All UNCW program participants are required to attend.** Please help spread the word.

OIP Pre-departure Orientations

2019-20 Short-term Spring Programs	2020 Summer Programs
TWO OPTIONS: 1) Nov. 25, 2019, 4-6 p.m., Burney Center 2) TBD *Check in begins at 3:30*	TWO OPTIONS: 1) TBD 2) TBD *Check in begins at 3:30*

Excused: Non-UNCW students and those with documented conflicting academic obligations will be required to attend a make-up orientation or participate in an online orientation (including a quiz to ensure comprehension of the material).

Short-term Fall Programs: Program Leaders of short-term programs associated with the fall semester should contact Kara Pike Inman (pikek@uncw.edu) for details on pre-departure orientation arrangements.

Program leaders are responsible for providing thorough pre-departure preparation specific to their program and participants. Topics to be covered, and to what degree, varies by program type and destination. Minimally ensure that you have discussed with participant's issues of safety while traveling, measures you are taking, and measures they should take to minimize risks abroad, student comportment, as well as the itinerary and academic expectations. Please refer to the list of potential topics below in designing adequate pre-departure preparation for your program participants.

TOPICS ON PRE-DEPARTURE PREPARATION TO COVER WITH STUDENTS

Passports and Visas

- Get passport early!
- Determine if your host country will require a visa for you to study there and begin the visa application process immediately. Allow at least 6 weeks for visa to be granted. Go to the consular webpage for the country in which you will be studying to determine visa application requirements.

Packing

- Be aware of luggage requirements and restrictions.
- Consider the most practical types of luggage.
- Bring prescriptions for medications, glasses/contacts, etc. and bring enough to last the duration of your stay.
- Keep all medication in original containers.
- Leave a photocopy of passport and travelers check numbers at home, and take extra copy with you and keep separate from those original documents.
- Carry on important items and change of clothes.
- Pack clothing that can be layered, so you can get the most from packing limitations.
- Consider packing:
 - Money belt
 - Raincoat and umbrella
 - Comfortable shoes
 - Small U.S. gifts for families/friends (U.S. books, music, T-shirts, etc.)
 - Books: travel guides, and grammar book & good dictionary (foreign-language countries)
 - Photos/post cards of your university/home/friends/family to show people
- If bringing computers and electronics: consider voltage and plug adaptors, your travel plans and access to computer labs and cyber cafes as an alternative.
- Consider clothing norms in your host country for classes, clubs, home stay dinners, etc.

***Important Note on Taking Valuables with You!** Our best advice is NOT to take expensive items with you while traveling as it may make you a target for thieves. If you do plan to take valuables with you abroad, i.e., camera, laptop, iPad, jewelry, etc., plan to get additional insurance to cover loss or theft of your valuables while abroad. Contact your family's homeowner's insurance agent or a travel agent regarding travel insurance, which includes loss/theft of belongings.

Travel/Jet Lag

- Make sure tickets/important documents are in your carry-on luggage!
- Learn what to expect in airports: "Items to Declare/No Items to Declare," presenting visa, passport, etc.
- Be prepared for long lines and delays in airports in U.S. due to security.
- A few days in advance, go to bed closer to host country time.
- Drink lots of water on flight.
- Sleep during flight.
- Try to eat at new mealtimes and sleep at new bedtimes.
- Get a good night's rest on the first night in country.

TOPICS ON BEING ABROAD

Arrival

- What happens when you arrive?
- Are you arriving with the group and do you know what do you do if separated?
- Are you arriving separately? How, when and where do you rendezvous with the group?
- What happens if your flight or students' flights are delayed?

Housing

- Know accommodation policies regarding drinking, guests, curfews, noise, etc.
- Are linens provided? Towels & washcloths?
- Bring washcloth and towel to use while traveling.
- Is laundry provided, do you have access to it, or should you plan on using a coin operated in the area?

- What meals are included in your program? Are there cooking facilities/utensils available? Is there a cafeteria and how can one utilize it?
- Is there heating or air conditioning in your accommodation? Is it warmer or colder than U.S.?

Local Transport

- What are commuting options and time for students from housing to school?
- How can you utilize public transit, etc.?
- Is renting a car an option or advisable?

Telephones/Communication

- Determine how you will communicate with friends and family at home.
- Determine how you will communicate with program leaders and others on site.
- Consider getting a cell phone within your host country. Determine how this is best handled.
- Consider using Skype, FaceTime, or similar voice over internet protocols.
- If residing in a home stay: speak with your family about use of any home phones.
- Become familiar with internet access at your host institution, and/or internet cafes.

Banking & Money

- What type of money makes the most sense for where you are going?
- Bring a credit card for emergencies.
- Contact your bank and credit card companies to advise them of the dates and locations for your travel.
- Know the exchange rate before going and monitor it through your program.
- Determine if opening a bank account abroad makes sense.
- Have a back-up source of funds.

Social Life

- What options and avenues are there for you to meet people, make friends, and socialize within the host culture?
- Consider how you plan to connect to the local society.

TOPICS ON SUCCESS & WELLNESS ABROAD

Cultural Adjustment

- Understand the concepts of culture shock and cultural adjustment. Research coping and adaptation strategies outlined in the Education Abroad Handbook.
- Consider how communication (verbal/non-verbal) will be different abroad and how you can best manage it.
- Consider relationships/dating norms, opportunities and challenges abroad.
- Understand and anticipate challenges of re-entry.
- Consider the importance and means of being an ambassador, and be considerate of how others perceive you.

Academic Topics

- Understand academic expectations, including with regard to:
 - Syllabi
 - Textbooks
 - Homework/papers,
 - Grading system differences
 - Relationship with professors
 - Classroom and field expectations.

- Understand processes and responsibilities regarding course registration at UNCW and abroad

Medical Care/Pharmacies/Insurance

- Understand your coverage through GeoBlue insurance for study abroad
- If you have medical/counseling/therapy/mental health issues or concerns- speak with your health care provider before leaving regarding managing such matters abroad.
- Prepare yourself for how the medical system works BEFORE you have a medical emergency: How does one find a doctor? Hospital? Get a prescription filled?
- Make sure to tell program director and family re: allergies/special problems, etc. Update your Health Information and Emergency Treatment Questions section of the Education Abroad Portal.
- Do you need vaccinations? Consult your doctor, program handbooks and CDC website: <http://wwwnc.cdc.gov/travel>

Safety and Security

- At time of print (but subject to change) , the following carry-on rules apply to flights originating in the US:

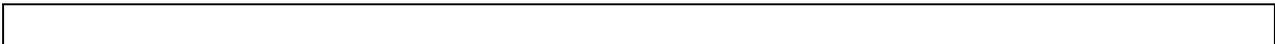
- Liquids, aerosols and gels must be in containers three ounces or less,
- Items must be put in a one quart, clear plastic zip-top bag, and
- Only one zip-top bag per passenger.

Airline packing allowances continue to become more restrictive and are subject to change at any time. For current information about what items may not be permissible in checked and carry-on luggage (water, gel, nail files, etc.) please check with your airline and refer to the Transportation Security Administration Website at <http://www.tsa.gov/>

- Be prepared to see armed guards and military personnel at airport security checkpoints.
- Make sure to arrive at your departure airport by the suggested check-in time.
- Keep a photo ID, i.e., your passport, with you at all times, especially when checking in for your flight and when boarding.
- For U.S. citizens, REGISTER with the U.S. embassy in your host country prior to departure from the U.S. using the Smart Traveler Enrollment Program (<https://step.state.gov/step/>).
- Use good sense and intelligence in choosing your friends and companions throughout your stay.
- Notify your resident director or international student advisor if you plan to travel away from your study abroad home overnight.
- Do not hang out at “American” bars and clubs.

Drinking, Drugs, Driving, And the Law

- Different driving rules
- Different pedestrian laws
- Different drug and alcohol laws
- You must follow the laws of the country you are in and deal with their punishments- the U.S. embassy cannot "get you out of it!"
- You are a representative of your program, of UNCW, and of the U.S... Be an ambassador!



ACCOMPANYING FAMILY MEMBERS OF PROGRAM LEADERS

The OIP recognizes that you will be away from home for an extended period of time and that family members may accompany you on the program. If your family plans to join at any time during your program, please note the following:

The OIP requires that you inform us several months in advance of any family who plan to attend any part of the program. If the OIP determines any issues that may exist as a result of their attendance, we will discuss them with you and any necessary steps that need to be followed. Family members (spouses, partners, or children) not enrolled as full participants in a UNCW Education Abroad program are not considered participants of the program or representatives of the OIP (or any member institution affiliated with the OIP). Accordingly, the following issues should be considered prior to the program.

Program restrictions

Although family members are not participants in the program, they are expected to abide by program policies and restrictions, which are imposed for safety reasons. Family members should be aware that their personal behavior must not in any way affect the quality of the program or the experience of the participants, and that their involvement in group activities may be stopped by the OIP.

Minor children

Children under the age of 13 must be under the supervision of a parent or guardian over the age of 18, other than the Program Leader. Supervision of children is the sole responsibility of the parent(s). At no time should a program participant be asked to care for or supervise a child of a faculty member.

Preparation for the trip

Family member(s) of faculty will not be reflected on the program participants' list and, therefore, will not receive program mailings. Program Leaders are encouraged to share information with the family member(s) about the country, anticipated activities, and the risks involved. Family members of Program Leaders are encouraged to attend the program's on-site orientation session so that students are introduced and fully aware of their connection to the program. In whatever way possible, family members should investigate the safety issues related to the trip.

Fees and expenses

Family members of Program Leaders are responsible for paying all fees and expenses incurred overseas according to conditions prearranged by the OIP. The program budget will not cover any portion of family expenses. If the family member attends a class or excursion with the program participants, he/she must be prepared to pay any fees or expenses involved. Family members may only attend classes or excursions on a space-available basis, and with the permission of the instructor and the OIP.

Program-related duties

Family members of the Program Leader will not have any official duties (i.e. chaperone, assistant, etc...) unless such a role is approved by the OIP and written approval by the OIP is provided prior to the program. Family members of the Program Leader are not protected by OIP liability insurance for any actions taken against them while abroad, and are urged to discuss applicable liability protection with an insurance agent to ensure that adequate coverage is in place for his/her overseas activities.

Medical insurance

Family members of the Program Leader must have medical insurance coverage for the period of the OIP program. In the event of an injury or illness, UNCW will not cover medical costs incurred by visitors or family members in a foreign country.

Comportment while abroad

Accompanying family members must understand that each foreign country has its own laws and regulations and has standards of acceptable conduct in the areas of dress, manners, morals, politics, alcohol use, drug use, and behavior. Comportment which violates those laws or standards could harm the program's effectiveness and UNCW's relations with those countries in which the program is located. Family members must also understand explicitly that behavior or conduct which violates those laws or standards could harm their own health and safety as well as the health and safety of other participants in the program. Family members must take full responsibility for their behavior and conduct and agree that UNCW and its agents will be released and indemnified for any claim, loss, injury or liability that may be caused by their behavior or conduct. This acceptance of responsibility, release and indemnification applies to their conduct and behavior whether they are or are not under the direct supervision of UNCW, University agents or program officials.

Family members must agree to make reasonable and good faith efforts to become informed of all laws, regulations and standards for each country to, or through, which they travel during the program. They must abide by and comply with those laws, regulations and standards.

Financial Matters

GUIDELINES FOR FINANCIAL PREPARATIONS

*We hope these guidelines prove helpful in managing the financial aspects of your program.
Please contact OIP at any time, if you have additional questions or concerns.*

Program Budget

All program-related expenses should be included in your program budget. It is important to update the initial budget submitted to OIP based on changes to program dates, features, shifting currency conversions and anticipated enrollments. OIP cannot charge program fees to students, until a budget marked "final" is submitted. Process of pre-payments will happen after the students have been charged their program fee. Olivia Harvey will be contacting program leaders to schedule pre-departure budget meetings. The program's budget must be completed and submitted to Olivia prior to the budget meeting. Short-term Spring meetings will occur in late Fall semester and early Spring, while Summer meetings will typically occur during the Spring semester. Short-term Fall budget meetings will occur on a case by case basis. Be aware that all payments that need to be made should be brought to the attention of both [Kara Pike Inman](#) and [Olivia Harvey](#).

Consider how all expenses in your budget can be most effectively handled. Methods of payments including; "pre-paids" (bank drafts, checks, and wires), travel advances, and credit cards will be outlined below.

Travel Authorization

Travel authorization must be set up for all faculty accompanying programs and will be done via E-travel by OIP. Please be sure to approve these travel authorizations promptly to avoid delays, and to notify OIP if there have been changes to your program dates or program leaders which will need to be reflected in the travel authorizations.

Airline Ticket Purchase

Once you have a travel authorization, you may arrange the purchase of your airline tickets for your program in one of three ways.

UNCW is affiliated with [Fellowship Travel International](#), which is a travel agency specifically geared to support international group travel. Program leaders are encouraged to consider the use of their service, as they can facilitate group flights, ground transportation, hotels, tours, rail passes, etc.

- Contact one of the other UNCW approved travel agencies (<http://uncw.edu/travel/agencies.html>) and, have them forward an itinerary with price to [Olivia Harvey](#) and she will process through E-travel for purchase.
- Purchase through any ticket vendor, including on-line services, and seek reimbursement upon completion of the program. This receipt must be turned in with all other program receipts upon returning from the trip.

- Purchase airfare through any vendor, including online services, and charge the ticket cost to your Visa Travel Card.
- If you have personal time on your itinerary, please provide a comparison flight for program related dates only from the same agency your flight is being booked. When using a UNCW approved travel agency or travel card and there is a cost difference, payment will be due at the time of booking your flight.

Payment Methods

Program leaders may consider how all expenses outlined in their program budget are best paid. Expenses may be paid a variety of ways depending on the type of expense and when payment is due. If you are unable to determine the best method of payment, it will be determined during the pre-departure budget meeting.

Travel Advances

Only one program leader may receive travel advances for group expenses. All group expense receipts must be submitted by this individual. Requests for a travel advance are to be sent via email to [Olivia Harvey](#) and are generally due in the OIP at least one month prior to your departure date. This allows time for the Travel Office to review and process for payment. Travel advances will be directly deposited in the same account to which the traveler's normal UNCW payments are deposited.

Faculty Leader expenses

Faculty leaders may receive 90% of anticipated per diem expenses as a directly deposited travel advance. This advance is only for faculty leaders who are taking a group of students with them. The 10% balance will be automatically added to your reimbursement upon return.

Group Travel Expenses

Faculty leaders may receive an advance for student meal per diems travel expenses not pre-paid. In order to receive such an advance, a request must e-mailed to [Olivia Harvey](#) stated as "X" amount for "student group meals", regardless of the type of group travel expense, as long as it is in your budget. You will receive this amount in full, as long as it doesn't exceed the federal per diem rate per student for the period of the program. Please consult with [Olivia Harvey](#) for clarification on this complex policy.

Pre-payments: Wires and Bank Drafts

If payment is required in advance for transportation, hotels, host-school tuition, etc. through wires or foreign bank drafts, make such requests through [Olivia Harvey](#). In order to make such pre-payments, Olivia will need to receive an itemized invoice at least one month prior to when it is due (via e-mail is fine), including the following details for routing payment:

- Bank name and address
- IBAN Code
- SWIFT Code
- Account and Routing numbers (if available)
- Beneficiary name and address (if available)

Fees for wires and bank drafts (should be included in your budget):

- Domestic wires or U.S. dollar wires abroad \$25.00
- International wires in foreign currency \$2.00-\$5.00
- Bank drafts \$40.00 plus, \$7.00 delivery fee

For any additional information regarding wires and bank drafts, contact Christa King (temporarily) in Financial Accounting at 910-962-7423.

Checks

Checks for prepayment are available in U.S. dollars. This payment as well as bank drafts can be sent one of two ways: carrier or hand delivery by Program Leader.

Credit Cards

- **UNCW Visa Travel Card**

Program leaders and secondary leaders can request a UNCW Visa Travel Card. If the program leader does not already have a UNCW Visa Travel Card we recommend that the request be submitted no later than **six weeks** prior to your departure by completing the online application in E-Travel.

Benefits

This credit card will allow you to pay for airfare, hotels, rental cars and registration without having to worry about completing pre-pays or paying wire fees, etc. Also this card will be active indefinitely from the time that you receive the card. Once you have this card you can use it for any of your UNCW Official Business Trips as long as the department's fund number has been added.

Considerations

The travel card described here can be used for your expenses along with the Student Group expenses if you are the Program Leader. Please note that there are only four types of expenses that can be charged to the card. This card should not be used for Per Diem or any food expense.

Be aware that transactions made outside the United States will incur additional fees of .8% (if in US dollars) and 1% (if in foreign currencies). Such fees need to be included in the program fee budget.

A brief but mandatory credit card training class will be required for new UNCW Visa Travel Credit Card holders. To register for ACT204 Travel Cardholder visit the [finance training website](#). Your card will be issued upon completion of this class. Contact [Sandy Gladden](#) for additional information. Travel Card receipts must be kept separate from all other receipts, but will still need to be categorized the same way. Travel Cards are not to be used for the faculty member's or student group per diem, meals, or local transportation etc.

- **UNCW Travel Agency**

UNCW is affiliated with [Fellowship Travel International](#), which is a travel agency specifically geared to support international group travel. Program leaders are encouraged to consider the use of their service, as they can facilitate group flights, ground transportation, hotels, tours, rail passes, etc.

Benefits

When program leaders choose to use the approved travel agency they will be able to assist you in finding the best prices and custom arranging the trip as you would like. The travel agency will be able to prepay any expenses for all arrangements that they make for you. Therefore this will reduce the amount of out of pocket expenses that you would have to incur.

Program Fees and Students

Deposits

Deposits will first be paid to OIP (not to program leader) by check, money order, cash or credit card as the final step of a participant's application. Credit card payments (via Visa or MasterCard) can be paid online as part of a student's online application. Program Leaders will be able to see who has paid deposits 1) based on notations in each student's online profile, 2) by looking at the "Materials" tab to see if this item has been checked off as completed, or 3) based on their status progressing from "Pending" to "Submitted" through the Education Abroad Database accessible at:

<http://educationabroad.uncw.edu/>

Program Fee Charges to students' account

The balance of the program fee (less deposit) is charged to the student's UNCW account. Faculty leaders need to supply OIP with the following items in order for [Olivia Harvey](#) to place on such charges:

- A "Final" program budget
- A final list of program participants
- Attend a Pre-departure Budget Meeting with OIP representatives

Financial Aid

Students, who seek financial aid for program-related expenses, should consult with their financial aid counselor (Warwick Center) as soon as possible. *Cost of Attendance* forms that are completed by [Olivia Harvey](#) are on file at financial aid for most programs and available upon request for all others. Additional Financial Aid guidelines are available at:

<http://www.uncw.edu/international/abroad/aid.html>.

You or the students may also consult with the Office of Financial Aid as they have special oversight of matters of financial aid related to education abroad.

Program Fee Payments and Deadlines

- Students may pay their program fee balance by dropping off cash or checks to the UNCW Cashier in Warwick or via credit card on SEANET (Visa and MasterCard accepted), or via UNCW financial aid if their monies have not been disbursed before the program fee is charged and sufficient aid is evident. Student will need to notify [Olivia Harvey](#) of their Aid.

- Programs payment deadline(s) will be provided during the pre-departure budget meeting. Student Accounts and Cashier Services have moved to monthly billing and the option of paying ½ one month and ½ the other month is no longer available. A payment plan may be available through [TealPay](#) but will be discussed in the budget pre-departure meeting.

Refunds

- Program deposits are non-refundable, unless the student is not accepted to the program or the program is cancelled prior to commencement.
- The following clause appears on the Participant Agreement which all students sign with their application:

I have read and understand the UNCW Education Abroad Program Refund Policy (<http://uncw.edu/policies/documents/03.520EducationAbroadRefund.1may2009.pdf>). I also understand that submission of my application and payment of the education abroad application fee/deposit represents my commitment to participate on the program and pay any corresponding UNCW education abroad program fee. I further understand that if I withdraw from a program prior to making payment of the program fee, I will still be responsible for paying any portion of the program fee that has already been paid or committed on my behalf, thus nonrefundable

GUIDELINES FOR REIMBURSEMENTS

OIP and The Travel Office have coordinated to provide these guidelines for program related expenses as follows:

- Reimbursement is limited to costs incurred by the employee making the claim. (Person A cannot be reimbursed for an item Person B purchased. Person B must submit his own reimbursement.) Photos can be taken of original documentation (receipts, statements, etc.) and should be submitted to [Olivia Harvey](mailto:Olivia.Harvey@chromefile.com) via Chrome River by emailing photos of all documentations to receipt@chromefile.com.
- Submit reimbursement requests within **ten** days of return from the trip to Olivia. If you are returning during the month of June, you will be expected to submit your documentation sooner than 10 days. If you take personal time after your program ends, documentation must be submitted to Olivia within the same timeline. Provided that your submission is complete, you may expect reimbursement within 30 days.
- Written explanations for all receipts should be included within the email that is submitted to receipt@chromefile.com.
- The Accounting Office **requires** receipts for ***all*** expenditures except for faculty per diem.
- All receipts in a foreign language must be identified/translated as to the currency used, the item(s) purchased and the purpose. You will need supporting documentation for the rate of exchange into foreign currency in order to be reimbursed at that rate.

Organization of receipts

- Please be sure that your receipts are organized as follows:
 - Group meals in chronological order
 - Group transportation in chronological order
 - Group lodging in chronological order
 - Group activities in chronological order
 - Employee meals in chronological order
 - Employee transportation in chronological order
 - Employee lodging in chronological order
 - Employee activities in chronological order

Group receipts

Acceptable receipts may come in one of the two following ways:

- Obtain one receipt from the vendor (i.e., museum ticket office or subway ticket seller) showing the total number of tickets and total price. (e.g., 20 tickets for Paris metro @ 4 Euros total 80 Euros), **OR**
- Recover all 20 used tickets from your participants and provide documentation of each ticket as receipts.

Faculty leaders may use a roster on which they can indicate which participants attended which events. **Any Faculty Leaders included in a group meal must also be included on the roster and will not be eligible for meal per diem for that particular meal.**

On-site Transportation

Rental car

- When claiming reimbursement for gas for a vehicle that is not your own, you must submit a receipt that shows the gallons/liters purchased & price per gallon/liter.
- If you have rented a vehicle and claim any other type of transportation while you are renting said vehicle, a written explanation is required. Example: You have a rental car and take the bus – you must explain why you took the bus.
- If a rental vehicle is used for personal time, you need to determine the number of days of personal versus business use. The university will not reimburse for personal use of a rental vehicle and the insurance.
- When renting a vehicle, you are allowed to be reimbursed for the extra insurance on the vehicle, for all international vehicle rentals.

Other ground transportation (except local buses or subways)

Faculty leaders may not need to submit receipts for local buses, taxis, shuttles, local train services and subways if it is determined by Olivia Harvey that they can be included in your per diem. These funds will still need to come out of your budget. OIP will not be responsible for the funds.

Submit receipts for trains, coaches and other ground transportation, including travel to and from the airport, if necessary.

Lodging

- You must submit an itemized statement for lodging, showing the cost of the room per day. The receipt should show a zero balance proving that the bill has been paid. Room rate, taxes, etc. should each be shown individually. Most hotels already do this. It must be clearly marked by either the hotel or yourself, if faculty lodging is on the same bill as student lodging.
- If you do not get a receipt from the hotel because you booked via the internet, you must submit to OIP the email confirmation from the third-party provider showing the cost of the room and the dates of stay.
- If your spouse and/or child(ren) accompany you on your travel, you may only be reimbursed at the single occupancy rate. Please submit a price comparison for single occupancy rate.
- As a result of the recent Office of State Budget Manual Update, third party lodging is no longer allowed unless approved by OSBM before the trip takes place.

Third party lodging refers to an establishment that is being rented out by a third party or an establishment treated as an apartment building by state or local law. Hotel lodging is the only allowable lodging. Any apartment or house rental will not be allowed unless OSBM approves beforehand. For example, if the traveler chooses to stay in an apartment, house or other type of facility other than a regular hotel, the traveler must complete the following procedures prior to making lodging arrangements.

The traveler will need to provide a memo including the purpose of having to rent the property, provide evidence of savings to the state, rental amount, length of stay, and document that there is no conflict of interest (no family members own the property or will benefit financially), list of everyone staying on the property, copy of the rental agreement, and the OSBM completed form.

Please contact Laura Gore, Distributions Manager at gorel@uncw.edu or 962-3076 for the complete process or see the Travel Office website for [3rd Party Lodging Policy](#) for obtaining an exception or any further questions.

Meals and Incidental Expenses

Individual faculty leader:

- No receipts need be submitted for reimbursement for this category.
- Reimbursement for meals and incidental expenses may not exceed the amount indicated in the final program budget under the per diem category.
- In addition to meals, this category may include local transportation, small gifts (not over \$25.00) for host families or colleagues at host institutions, and other personal expenses if determined allowable in your pre-departure budget meeting.

Faculty leader and others:

- You may be reimbursed for purchases made at the grocery store if they are identified as being part of a student meal.
- You must provide the names of students and any others, including yourself, along with any receipt for a group meal. Moreover, clarify the affiliation of the names of all third parties (e.g. host family, on-site instructor, host director, etc.). If you are included in a group meal please do not claim your regular per diem for that meal.
- On ALL group meals, an itemized receipt will need to be turned in for reimbursement. If an itemized receipt is not available, then a copy of the menu with all meals identified will be accepted.
- If you are paying for alcohol for legitimate business guests (***NON-Students***), then you will need to pay for those separately, as well as, provide a list of who is included in the bill.
- No alcohol purchases for students are allowed.
- You will not be reimbursed for spouse's or child(ren)'s meals.

Services

Services associated with your program, such as translators, tour guides, host families, archaeological helpers and others, can be dealt with in one of the three following ways:

- Reimbursements for receipts from a bona fide company/organization.
- Prepaid by UNCW upon receipt of an invoice from a bona fide company/organization.
- Direct payment by UNCW to individuals who have completed the necessary paperwork to be deemed independent contractors. (Please see policy on independent contractors before promising payment)
- If arrangements are made by the Approved UNCW Travel Agency then they can pay for these expenses directly.

Tips (other than for restaurants)

All tips need to be documented with date, amount and to whom the tip was given.

- Baggage: You may be reimbursed for up to \$1.00 per bag for up to 3 bags per person for airport and/or hotel handling.
- Tour guides, bus drivers (e.g. for excursions), shuttle driver: You may be reimbursed for 15% of the total fare or cost. You do not need to submit a receipt for the tip itself but you must submit the receipt on which the tip is based.
- Taxi drivers: You may be reimbursed for 15% of the total fare **OR** tip \$2.00 per bag, not both. You do not need to submit a receipt for the tip itself but you must submit the receipt on which the tip is based.
- Tolls, parking: Submit a receipt for costs in excess of \$3.00 per day.

Alcohol

- Under no circumstances should program funds pay for alcohol for students. If you are providing a meal for hosts, faculty, local staff, etc., and no students are present, alcohol can be purchased with your own funds (not reimbursable). We are not prepared to say that you may not have a drink around students, but you should never “go drinking” with them or around them under any circumstances. Remember you are on-call 24/7.

Other

- Medical expenses: When you incur medical costs on a student’s behalf, the student her/himself should reimburse you directly.
- Telephone expenses: You must submit an original receipt or telephone bill. Indicate which calls are program-business related. If a telephone is locally bought for your specific country,

the phone becomes property of UNCW and, thus, must be retained either locally or at the program site. If programs discontinue, then all materials on-site must be returned to UNCW.

- Personal items: Costs associated with laundry, dry cleaning, gum, candy, sunscreen, toothbrushes, etc. are not reimbursable.
- Postage: You may claim postage to mail program supplies and books, but a written explanation is required. (If sending items by FedEx, you can see [Olivia Harvey](#) for a FedEx form so that it is already prepaid and you will not be out of pocket.)
- Teaching materials: Submit receipts for books, maps, paper, dictionaries, etc. These materials are property of UNCW and, thus, must be retained either locally or at the program site. If programs discontinue, then all materials on-site must be returned to UNCW.
- Recruitment/promotional materials: \$20 of the OIP \$100 per student administrative fee is available to you for purchase of recruitment or promotional materials. These may include food, print materials, novelty items, etc. You must submit receipts for reimbursement for these purchases.
- Unspent Funds: Once all travel reimbursements are processed, unspent funds from the travel advance must be returned to OIP in the form of a personal check made payable to UNC Wilmington in U.S. dollars. No bank draft or cash in foreign currency will be accepted.

Risk Management

PRE-DEPARTURE RISK MANAGEMENT FOR PROGRAM LEADER

Education Abroad Program Leaders are faculty members or other representatives of UNCW who administer and/or accompany students on UNCW Education Abroad programs. These protocols are intended to ensure the security of program participants and to reduce the leader's and University's exposure to legal liability. All Program Leaders are expected to adhere to the protocols outlined in this handbook.

Checklist of Preliminary Documentation and Information

- **Program Cancellation and Refund and Re-entry Policies:** Review the Program Cancellation and Refund and Re-entry Policies:
[Travel Re-entry Policy](#)
[Refund Policy](#)

- **Medical Insurance:** Complete the [Program Leader Insurance Enrollment Form](#) for all Program Leaders and submit to Rhonda Lamarsh (lamarshr@uncw.edu) in OIP at least 4 weeks prior to the start of your program.

NOTE: Study abroad medical insurance for students and faculty leaders is required—and included in the program fee. This insurance is provided by GeoBlue under a UNC system-wide policy and covers medical and emergency evacuation as well as repatriation of remains. Rhonda Lamarsh will automatically enroll program participants in the insurance approximately four weeks before the program start date based on the information included in the students' program applications. Rhonda cannot enroll Program Leaders until receipt of their Enrollment Forms.

- **Consular reports and travel advisories:** Review reports and advisories for safety and travel updates for all specific program sites at <http://www.travel.state.gov>.
- **Pre-departure orientation:** In addition to any pre-departure meeting hosted by OIP, conduct a program-specific, pre-departure orientation. See pre-departure section of the *Study Abroad Program Leader Handbook* for details on topics which should be addressed with students in your pre-departure preparations and/or an arrival orientation as pertinent to your specific program. It is important to appropriately frame participants' expectations and prepare to have a successful experience. Specifically address ways in which you and students shall minimize risks, including review of the risk management-related items noted below.

- a. Study Abroad Program Leader Handbook
- b. GeoBlue Website For Students: <http://www.geobluestudents.com>
- c. **Participation Agreement:** Review the Agreement with participants prior to the beginning of the program and take a copy abroad.

NOTE: The Education Abroad Program Participation Agreement addresses risks inherent in education abroad programs, as well as health, safety and standards of conduct. All applicants are required to electronically certify that they have read, understand and fully agree with this document as part of their online application.

- **Cell phone:** UNCW requires that all faculty leaders carry a cell phone for emergency purposes while leading student programs abroad. The cost of program-related calls will be paid by OIP and will not affect your budget. Inform OIP three weeks prior to departure about your choice of cell phones by

A.) providing OIP with the number of phone you will carry abroad

OR

B.) submitting the [Program Leader Cell Phone Request](#).

Option A.

- You have the option of using your own cell phone and providing OIP and the students with this number.
- Program-related calls can be reimbursed by UNCW upon submission of an itemized phone bill.
- Please email [Kara Pike Inman](#) with the phone number at which you can be reached abroad.

Option B.

- OIP will provide you with a UNCW phone.
- Faculty leaders must sign the [Program Leader Cell Phone Selection Form](#).
- This phone may be used for emergency and important program-related calls.
- Keep track of personal calls for which there will be a charge (often more than \$2/minute)
- If you wish to use the e-mail feature, please inform students that they can reach you via your UNCW e-mail address. There is no charge for using e-mail on the phone as long as you are using Wi-Fi.
- Inquire with OIP about texting and/or web browsing capabilities.

- **On-site contact details:** Provide all contact information to participants, OIP and immediate supervisor. Also provide a detailed program itinerary, including clear instructions on how Programs Leaders can be contacted in any emergency. Providing back-up numbers and/or contact information for other individuals on-site is prudent and appreciated.

- **Embassy Registration:** Register group travel at <https://step.state.gov/step/>

- **Travel Itineraries:** Gather information of students' international travel itineraries for monitoring safe arrival of all participants.

GENERAL ON-SITE RISK MANAGEMENT FOR PROGRAM LEADER

- Report arrival.** E-mail or call OIP at *earliest* convenience to report on arrival status of group.
- Keep a low profile.** Discourage students from spending time in restaurants and bars that are known to be frequented primarily by Americans or known to be American cultural symbols (e.g. Hard Rock Café). Avoid demonstrations and rallies.
- Periodically review on-site group contact information.** Make sure that everyone, including the Program Leader, shares local phone numbers and set up an emergency phone tree. Confirm that students know how to reach you 24 hours a day in case of emergency.
- Establish an emergency meeting point.** Advise students to meet at a specified location in case of an emergency in which telephone and other means of communication are not available. Select a meeting point that can be accessed without reliance on public transportation. Consider a point nearby but distinct from the group's accommodation.
- Advise participants of their responsibility to inform you of independent-travel information.** If a student takes an independent trip away from the program site, he/she should communicate travel plans and contact information with the Program Leader.
- Keep a heightened awareness for early signs of risky behavior on the part of students and address those behaviors as soon as prudent.** It is easier to manage smaller risks than mitigate larger ones.

ON-SITE EMERGENCY PROCEDURES FOR PROGRAM LEADER(S)

A crisis is a serious situation or occurrence that happens unexpectedly, demands immediate action, and can often be minimized with good planning. There is a distinction between real and perceived crises.

Real Crises

A real crisis or emergency poses current threats to program participants or leaders during a study abroad program. Examples of real crises and emergencies include, but are not limited to, the following:

- Death of a participant or Program Leader.
- Terrorist threats and/or action.
- Serious injury or illness that requires hospitalization or makes it impossible for a participant or Program Leader to continue the program.
- Health epidemics [e.g., Severe Acute Respiratory Syndrome (SARS) or flu].
- Emotional or psychological condition requiring removal from the situation or professional attention.
- Being accused of committing a crime.
- Being a victim of a serious crime (e.g., assault or rape).

- A situation—either in the U.S. or at a program site—that causes serious concern, i.e., a political uprising (violent civil disorder or military action), a natural disaster, an act of war, or other event causing or threatening harm to program participants or Program Leader.
- Sudden evacuation of a participant or Program Leader in response to an emergency situation in the U.S.
- U.S. State Department’s travel warning issued specific to a country, region, or world-wide once a program has commenced.

Perceived Crises

Occasionally, an emergency is perceived with inaccurate or incomplete information. Before reacting, always confirm your information is correct and from a reliable source to avoid reacting to a false alarm. Perceived crises or emergencies result from events that are not immediately threatening to the health or safety of program participants or Program Leader, but which may be viewed as such by family and friends in the U.S. or the media. The Assistant Provost for International Programs or his/her designee will rely heavily on the judgment of the Program Leader and/or representative of the host institution abroad in making the final decision on the course of action to be pursued in cases of perceived emergencies.

Both real and perceived crises share three common aspects:

- they can result in disruption or early termination of the education abroad program;
- they usually cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical, and behavioral reactions; and
- they can be managed.

The Program Leader will determine if there is an actual threat. The best course of action may be determined in consultation with host institutions and colleagues abroad, OIP staff, and/or any other person or agency with appropriate information and judgment useful to the decision-making process. The U.S. Department of State, the U.S. Center for Disease Control (CDC), its counterparts in other countries, and the World Health Organization (WHO) provide information for security and health-related crises.

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

<http://www.who.int/en/>

www.state.gov/travel

If a natural disaster occurs at or near your program site, Program Leaders should register themselves and group members as “safe and well” through the American Red Cross website at:

<https://safeandwell.communityos.org/cms/index.php>

Emergency Response

The first actions taken following an emergency may well determine whether a situation is contained or worsens. The step-by-step protocols outlined below ensure effective and timely response to a situation.

Injury or Student Death

Upon serious injury or in an emergency, ensure that the participant(s) receive(s) appropriate medical attention and take action to keep the rest of the participants from danger. Refer to the *Health Information and Emergency Treatment* section of the Education Abroad Portal of the affected participant(s), to be aware of any health issues which should be taken into consideration

at this time. In the event of a student death, take immediate action to keep the rest of the participants from danger.

Initial Contacts

- Contact appropriate local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate, and the on-site staff of the host institution and ask for advice and assistance.
- Program Leaders will decide, in consultation with OIP, if necessary, which of the above-mentioned offices should be contacted. For example, contacting the embassy, consulate, or law enforcement will probably not be necessary for most medical emergencies. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (i.e., another embassy within the country, U.S. Embassy in a neighboring country).
- Gather Information
- If the situation involves more than an isolated medical emergency, e.g., a natural disaster or political unrest, gather information regarding:
 - Target of unrest and possible danger to U.S. citizens;
 - Minimizing danger to students;
 - Probable impact of the event on availability of food, water, and medical supplies;
 - Intensity of the emergency or political unrest;
 - Presence of emergency or military personnel;
 - Feasibility of continuing classes/the program itself;
 - Possible evacuation routes
- Contact all other participants to make sure that they are accounted for and are safe. Advise students to wait until clear information is available before making speculative communications by email or telephone with family, friends, and others.

Communication

Contact UNCW OIP via the main office number (910-962-3685, during UNCW work hours) or UNCW police (910-962-2222, after hours) once initial emergency response is complete. UNCW Police will convey your emergency message to an OIP staff member, who will, in turn, contact other units indicated on the Chain of Communication (provided via email and in the orientation packet from OIP).

Documentation

Keep an accurate and complete record of all steps taken before, during, and after an emergency. Address all pertinent questions and obtain all information requested as summarized on the [Education Abroad Emergency Documentation Form](#). Promptly, accurately and completely convey this information to OIP. Maintain and update these documents as needed.

Media

Because of the probability of misquotes, liability, etc., it is highly recommended that Program Leaders not talk with press or other media. We recommend that you limit all communication to

UNCW personnel, primarily through a representative from OIP, who will, in turn, notify University Relations. Please inform OIP if you know of any statements already made to the media by other Program Leaders, participants or associated parties. If you do talk to the media, see, [What To Do If You Absolutely Must Talk To The Media](#).

Secondary Response Action

It may be assumed that by the time administrative staff at UNCW have been contacted, the Program Leader will have secured all immediate life-endangering circumstances in the field to the best of his or her abilities. In that case, additional actions the Program Leader should consider are:

- In the event of a death, wait for legal authorization (usually the local authorities) before moving the body. Arrange for photographs in situ before the body is moved. Consult with the Office of International Programs regarding repatriation of remains and other actions which may be required.
- Obtain written witness statements from student participants and any field staff as soon as possible.
- Reassess planned activities for the program and adjust if necessary to avoid subjecting students and staff to unwarranted stress. Plan for creative ways to proceed; terminate the program only as a last resort, since a positive alternative is almost always possible. Stay in close touch with OIP during this process.
- Assess physical and emotional needs of student participants and staff. Remind student participants of appropriate behaviors. Review *Health Information and Emergency Treatment* information for issues that may require special attention.
- If necessary and/or appropriate, notify and consult with local and U.S. legal authorities. (For example, file a report with the local police or contact the local embassy or consulate.)
- Document all activities; keep OIP informed of activities and the group's whereabouts.

Student Comportment and Health Issues Abroad

Faculty Guidelines for Managing Student Comportment during Study Abroad

As outlined in the [Participation Agreement](#) (section 8) which is verified electronically by each UNCW student who is approved for participation in an education abroad program, UNCW students agree to abide by all laws, regulations and standards of conduct established by their host country, in addition to the UNCW *Code of Student Life*. Student participants agree that they understand that failure to comply with any and all terms of their participation agreement may result in their dismissal from the program. Behavioral expectations are made clear during pre-departure orientation to all students approved for studying abroad.

The following guidelines and examples of comportment letters are established to provide program leaders with resources to assist them in managing various student situations which may occur while conducting student programs abroad. Program leaders are encouraged to communicate any and all student issues to Kara Pike Inman, at 910-962-3685 or pikek@uncw.edu. OIP will consult as necessary with the Office of the Dean of Students for further guidance on resolving various student-related issues.

Student Misconduct

Students are expected to behave as ambassadors of UNCW while studying abroad. To this end, they are held to both the policies outlined in the *Code of Student Life* as well any and all local, state and national

guidelines of their host country. Program leaders should immediately meet with students who exhibit behavior that is not in compliance with any and all established behavioral standards and laws. Program leaders should establish verbal and written warnings for minor infractions (e.g. tardiness, noise), and should keep administrative notes and documentation of any student case they are handling. Multiple minor offenses or offenses which are serious in nature and/or are safety offenses may warrant immediate removal from the program. Examples of behaviors which may result in immediate removal from the program include drug offenses, assaults, harassment, theft, damage to property, and on-going behavioral issues. Versus providing an exhaustive list of types of behaviors that warrant removal from the program, program leaders are encouraged to communicate with the OIP relative to comportment issues with which they are dealing. OIP, in consultation with the Office of the Dean of Students, will affirm recommendations made for removal from the program on a case-by-case basis (again, depending on the frequency and severity of offenses and whether the student in question has prior offenses at UNCW).

Program leaders may also email descriptions of incidents and student cases for guidance to Kara Pike Inman (pikek@uncw.edu) and Candice Johnston, Associate Dean of Students (johnstonca@uncw.edu). Program leaders may also use the *Guide to Dealing with Disruptive Students* and other information at <http://www.uncw.edu/emergencyandsafety/includes/FacultyandStaff.html>

Parental Notification

Program leaders should encourage students who are dealing with personal issues while abroad to keep their families informed. If a student is dismissed from the program the Office of the Dean of Students may contact the student's parents, and the student should be encouraged to do the same. If a student is hospitalized, program leaders should make an effort to determine if the student or hospital has informed the student's parents, or request that the Office of the Dean of Students do so.

Example of warning letter...

DATE

John Doe
Hand Delivered

Dear John:

This is a written letter of warning as a follow up to our meeting on DATE, at which we discussed concerns regarding the incident that occurred on DATE. It was reported by several students that you were under the influence of alcohol and playing your music at excessive levels while other residents were trying to sleep.

As was discussed at the pre-departure orientation meeting and as you agreed to adhere to when you signed the Participation Agreement to study abroad, UNCW expects that all students will conduct themselves with the highest consideration for other community members, and will comply with the UNCW Code of Student Life and all local, state and federal regulations of the host country.

Having consulted with the Office of the Dean of Students at UNCW, you are hereby placed on notice that if any additional conduct infraction is reported, you may be recommended for immediate dismissal from the program. Should this occur, you will sent home immediately at your own expense, you will forfeit any remaining tuition, fees, room and board you have paid for the program, and you may receiving a

failing grade for your courses. If you are dismissed from the program, you may be required to meet with a representative of the Office of the Dean of Students at UNCW when you return to Wilmington. If it has been alleged that you have violated the UNCW Code of Student Life or a local, state or federal regulation of the host country, conduct charges may be filed against you through the UNCW conduct process which could result in sanctions up to and including suspension or expulsion from UNCW.

Sincerely,

John Doe
Program Leader

Cc: Kara Pike Inman, Director, Education Abroad
Candice Johnston, Associate Dean of Students

Example of program removal letter...

DATE

John Doe
Hand Delivered

Dear John:

After consultation with the Office of International Programs and the Office of the Dean of Students at UNCW regarding the incident on DATE and prior incidents involving you, you are hereby excused from participation in the study abroad program. Program staff will assist you in following the proper check-out procedures, and you must make arrangements to return to Wilmington at the earliest convenience. We encourage you to contact your family regarding this matter, and they will also receive notice of this matter as a courtesy from the Office of International Programs at UNCW.

Because you have been removed from the program for conduct reasons, you will forfeit any remaining tuition, fees, room and board you have paid for the program, and you may receive a failing grade for your courses. Upon your return to UNCW, you may be required to meet with a representative of the Office of the Dean of Students. If it has been alleged that you have violated the UNCW Code of Student Life or a local, state or federal regulation of the host country conduct charges may be filed against you upon your return to campus, which could result in sanctions up to and including suspension or expulsion from UNCW.

Sincerely,

John Doe
Program Leader

Cc: Kara Pike Inman, Director, Education Abroad
Candice Johnston, Associate Dean of Students

Student Illness and Medical Needs

Please review participants' *Health Information and Emergency Treatment* forms prior to departure to become anticipate medical needs or issues that may warrant discussion or special arrangements prior to departure. Program leaders may have students who require medical attention while abroad. Program leaders are advised to use their best discretion in determining the most appropriate way to assist students who request or require medical attention. Assistance may include helping students locate appropriate medical care providers, helping students arrange medical transport, communicating with other instructors regarding student's medically excused absence, etc.). Please refer to participant's *Health Information and Emergency Treatment* information and section 6 of the *Participation Agreement* when involved in such matters. Refer to the *Education Abroad Program Leader's Emergency Procedures Manual* in cases of emergency. Inform UNCW of cases of hospitalization and other emergencies as outlined in the *Emergency Procedures Manual*. (The Student Health Center will follow up on certain student medical cases when the student returns to Wilmington, so you may email Katrin Wesner, Director of Student Health to keep her informed of such cases (wesnerk@uncw.edu)).

Mental Health Issues

Students who exhibit issues related to mental health should be referred for consultation by phone with the Office of the Dean of Students at 910-962-3119. Please simultaneously inform OIP of any mental health issues affecting any program participant. ODOS may consult with the UNCW Counseling Center and provide the faculty and student guidance for handling mental health issues. Students who have been prescribed medications for mental health issues should make arrangements to be able to continue on their prescribed treatment regimen while studying abroad (and must be in compliance with section 6 of the *Participation Agreement*). Self-help resources and links are also available through the Counseling Center at <http://uncw.edu/counseling/resources.html>. You may wish to refer students to these resources and even check them out yourself. We understand that there is a lot of work and responsibility associated with conducting a faculty-led program. While it is it an incredibly rewarding experience, it can also at times be a stressful one. Maintaining your own mental health is important to most effectively leading a program and to your overall wellbeing. OIP wishes to thank you again for your work with study abroad. Please let us know how we can support you.

