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Faculty-Led Program Director Responsibilities

This handbook has been designed for faculty directors that will be leading a program abroad. Leading a course abroad is an exciting endeavor which includes many additional considerations regarding student management and group dynamics. While teaching on campus at ISU, a faculty member’s interaction with students is more limited to classroom interaction and office hours. However, when leading a group of students abroad, the faculty member assumes not only the role of professor, but also travel liaison, counselor, emergency contact, etc. This handbook focuses on factors to consider when leading a group of students abroad in order to mitigate risk. We hope that this will serve as a guide to help you manage student safety abroad. If you have any questions about the material, please contact the Study Abroad Coordinator. We wish you a successful program abroad!

OISP’s Emergency Risk Protocol for Study Abroad Students

OISP recognizes that there are certain inherent health and safety risks associated with travel and study abroad. To minimize these risks OISP follows an emergency-risk protocol with every participant and every program.

1. Upon application participants are required to provide parent/guardian contact information and at least one additional emergency contact and to sign and date the following forms:
   a. Certification
   b. Assumption of Risk and Release from Liability
   c. Permission for Emergency Treatment
2. Following acceptance into the Study Abroad program, participants receive a ‘Study Abroad Pre-Departure Guide’ which can be found on the OISP website.
3. Participants are required to attend the mandatory Orientation meeting (half day event held on a Saturday). Parent/guardian attendance is optional. If participants and/or their parents are unable to attend, alternative meeting dates are scheduled during the week. Orientation consists of a 1.5 hour presentation followed by program-specific breakout sessions with past participants and faculty directors (if applicable). Participants learn about the following topics:
   a. Country Specific Information Sheets from US Department of State website http://travel.state.gov which are specific to each program country.
   b. Travel Warnings associated with program country (if applicable) from US Department of State website http://travel.state.gov.
   c. International Student ID Card (ISIC) and Description of Coverage information
   d. Flight Itinerary (requested to be submitted to OISP prior to program start)
4. Prior to Departure students are strongly recommended to register their travel on the Department of State website https://travelregistration.state.gov/ibrs/uir/
5. While participants are abroad:
   a. OISP staff are available via phone or email (year-round)
   b. During off-hours, emergency calls are directed to ISU Police who are instructed to contact the Study Abroad Coordinator’s 24 hour emergency phone
   c. Study Abroad Coordinator and full-time Advisor are registered on all Consular Affairs LISTSERVs associated with OISP program countries (these deliver updated Travel Warnings and other important information emails as they become available)

When to Keep a Low Profile

During a political crisis or some other emergency during which foreigners or, specifically, U.S. citizens may be at risk, tell the students to keep a low profile. Tell them to avoid demonstrations, confrontations, or situations where they could be in danger; to avoid behavior that could call attention to themselves; to avoid locales where foreigners or Americans are
known to congregate; and to take down signs, avoid using luggage tags, and wearing clothes that would label them as Americans.

Site Evacuation
It is highly unlikely that participants would need to be evacuated from a site abroad. However, we would bring faculty members and students home if a situation were to deteriorate to the point where the degree of risk to participants was deemed unacceptable. If this unlikely event were to happen, the Director of OISP, in consultation with you, the U.S. Embassy and State Department, and appropriate individuals on the home campus would develop an evacuation plan as much detail as possible. This plan would be transmitted to you in confidence, and we would continue to work closely with you throughout the process.

Program Cancellation
In the case that an unforeseen event (weather, war, disease, Faculty Director unable to participate) occurs, the study abroad program may have to be cancelled. Once the event occurs, the Faculty Director should do the following:

1. Contact the Study Abroad Coordinator and OISP
2. Review the program with OISP (Such as consulting the U.S. Department of State Travel warnings, ISU Legal Counsel, the College Chair/School Director)
3. If cancellation must occur, OISP will:
   a. Determine the availability of refunds
   b. Notify the students of cancellation or help them find an alternative program

Things for faculty to do prior to departure:
In addition to being healthy, students and Faculty Directors should take the proper precautions in order to remain safe while abroad. The Faculty Director should consider the following safety tips from the U.S. Department of State before traveling abroad:

1. Register with Smart Traveler Enrollment Program so the State Department can better assist you in an emergency: [https://step.state.gov/step/](https://step.state.gov/step/). This will help us contact you or the students if there is a family emergency in the U.S., or if there is a crisis where you are traveling. In accordance with the Privacy Act, information on your welfare and whereabouts will not be released to others without your express authorization.
2. Sign your passport, and fill in the emergency information: Make sure you have a signed, valid passport, and a visa, if required, and fill in the emergency information page of your passport.
3. Leave copies of the itinerary and passport data page: Leave copies of your itinerary, passport data page and visas with family or friends, so you can be contacted in case of an emergency.
4. Check your overseas medical insurance coverage: Ask your medical insurance company if your policy applies overseas, and if it covers emergency expenses such as medical evacuation. If it does not, consider supplemental insurance.
5. Familiarize yourself with local conditions and laws: While in a foreign country, you are subject to its laws. The State Department web site at [http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html) has useful safety and other information about the countries you will visit.
6. Take precautions to avoid being a target of crime: To avoid being a target of crime, do not wear conspicuous clothing or jewelry and do not carry excessive amounts of money. Also, do not leave unattended luggage in public areas and do not accept packages from strangers.
7. Contact us in an emergency: Consular personnel at U.S. Embassies and Consulates abroad and in the U.S. are available 24 hours a day, 7 days a week, to provide emergency assistance to U.S. citizens. Contact information for U.S. Embassies and Consulates appears on the Bureau of Consular Affairs website at [http://travel.state.gov](http://travel.state.gov).
8. Also note that the Office of Overseas Citizen Services in the State Department’s Bureau of Consular Affairs may be reached for assistance with emergencies at 1-888-407-4747, if calling from the U.S. or Canada, or 202-501-4444, if calling from overseas.
9. Read the Department of State’s web site and discuss with your study abroad participants! The Faculty Director
and the students should prepare to act safely and know the steps in the case of an emergency.

10. For more safety information to discuss with the students, visit the U.S. Department of State’s website at: http://travel.state.gov/travel/tips/safety/safety_1747.html Remind the students to look at the host country’s information on: http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html. This web page contains information about where each consulate is located in each country, more safety information for each country, and background information about each country.

Source: http://www.travel.state.gov/travel/tips/tips_1232.html#safe_trip

Emergencies Abroad

Preparing for an Emergency
While OISP closely monitors the safety of the areas where we hold study abroad programs, it is always important to have an emergency plan for those unforeseen emergency events.

What is an Emergency?
True emergencies are actually quite rare. While losing luggage, tickets, or even a passport is inconvenient, they are not emergencies. Emergencies are situations in which there is an immediate threat to a student’s health and safety.

Here is a list of events that OISP considers an emergency:

- Events affecting multiple participants or entire program such as life threatening events
- Death
- Serious injury, illness, or hospitalization
- Assault (physical/sexual)
- Missing person
- Arrest
- Terrorist events
- Natural disasters
- Major accidents

What to do in an Emergency
Contact the study abroad coordinator immediately. Maintain communication with OISP regarding any issue that arises to reduce liability. If you have any concerns regarding an issue we advise you to document the situation as thoroughly as possible.

The Study Abroad Coordinator will contact the Director of OISP and other appropriate individuals stateside. A specific plan of action will be decided upon and the study abroad coordinator will call the informant or other local contact to indicate what further actions need to be taken.

In any emergency, OISP and all faculty and staff must exercise caution and restraint in deciding when, and with whom, information about an emergency will be shared. In particular, the faculty and staff members overseas must defer comment until they hear from OISP.

Emergency Protocol
1. Contact the Study Abroad Coordinator
2. Study Abroad personnel assess situation and draw immediate plan of action.
If the situation is major:

3. Specific Study Abroad personnel acting on behalf of OISP and ISU field all parent/guardian calls pertaining to the current situation.

4. ISU Director of Media Relations is notified of the situation and asked to forward all parent/family calls to OISP.

5. ISU Faculty Directors traveling with students/Host University (if applicable) and Program participants (i.e. students) are contacted via email regarding:
   a. OISP/ISU’s awareness of the situation (this may also include what information is being shared by the US media).
   b. Participants requested to contact OISP and their family members as soon as possible.
   c. Participants reminded to register with the Department of State travel site if they have not already.

6. As information of the situation becomes available it is shared with all parties involved. Parent email information is generally employed at this time.

7. If situation is resolved, a follow up email is sent to all parties addressing:
   a. Resolution of situation.
   b. Statements from embassy (if available).
   c. Reminder of OISP’s availability and willingness to offer assistance.
   d. Reminder to contact home and inform of resolution.
   e. Invitation to visit with OISP upon return to discuss situation, resolution, and ideas for improvement.

**Worst Case Scenario:** If the situation involves a country-wide tragedy, war, public health risks, environmental disaster, etc.

f. US embassy abroad is contacted regarding the presence of our program participants and further information on the situation.

g. OISP begins assessment of possible program cancellation and the removal of our students from host country (ISU Legal Council is included). Student and Faculty Director responses/communication are also used to assess the level of risk, both perceived and real.

If program is not cancelled, participants are given the choice to withdraw from the program without penalty (academic credit only, they may not necessarily receive a full monetary reimbursement) and are offered assistance if they wish to return home.

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**Emergency Contact Information**

*Important contact numbers; be sure to obtain those that are relevant:*

- What are the current telephone numbers of participants involved; including the ISU lead faculty member or the local Resident Director? Fax and E-mail numbers?
- ISIC and ISU Insurance communicate with the health professionals directly through their network of physicians. For our records, what are the names, addresses, telephone, fax and E-mail numbers of the attending physician(s), clinic(s) and/or other health professionals involved? What is the name and contact numbers of the person, if any, who is providing translation services in this crisis?
- What are the names, titles, addresses, telephone, fax and E-mail numbers of the appropriate officials at the nearest U.S. Embassy/Consulate, and at the State Department in Washington, D.C.?
- What are the names, titles, addresses, telephone, fax and E-mail numbers of any local law enforcement or public security officials involved? Do these people speak English? What is the name and contact numbers of the local translator who is involved.

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**Setting the Tone of the Program**

**Positive Starts/Arrivals**

Appropriate pre-departure orientations, on-site orientations, welcome receptions, and tours of the sites you visit are sure ways to set a positive tone to the beginning of a program. Ensure that students have reliable information at all
stages. Upon arrival and after, ensure that they are settled in and comfortable in their housing. On-site orientations help students feel knowledgeable and comfortable exploring their new locale. The challenges of self-orientation in a foreign land are time consuming and overwhelming for students and will certainly lead to dissatisfaction. Faculty Directors should do what they can to avoid negative experiences at the outset when in a new program locale.

**Supervision and Backup**

Faculty Directors must ensure that someone is always in charge. An assistant leader must be available in case the faculty leader is unable to function. If possible, it is helpful to have both male and female designated leaders on each trip. Students should always be accompanied during official group travel. A faculty leader, assistant leader, host institution staff, or student leader should be available to handle emergency situations at all times according to an agreed upon procedure. Students and the person they list as an emergency contact should be informed of whom to contact on campus or in the host country and how to do so should there be a problem at home or should the on-site leader be unavailable or incapacitated.

1. **Group Shepherding:** It is necessary to have strategies in place to help shepherd participants. Examples may include the use of sheriffs, extra staff, or the buddy system. It is important to have contingency plans for separation and insure that students are aware of such plans.
2. **Faculty Free Time:** You are always on duty if a problem arises. Please use your judgment as the situation warrants.

**Managing Group Dynamics**

As Faculty Directors know from teaching courses on-campus, students form informal groups within the class that can affect, either positively or negatively, the overall success of the course. Students form informal groups even more so on courses abroad because they are in an unfamiliar context and look to each other for support and confirmation. While this can lead to new and productive social networks and personal transformations, there are still plenty of opportunities for group dynamics to go wrong. To minimize the negative effects and maximize the constructive aspects of these informal groups, Faculty Directors should familiarize themselves with the basics of group dynamics and know simple strategies on managing them. We encourage you to be knowledgeable of group-building strategies and be pro-active in the process to minimize problems and dissent. Faculty Directors can minimize possible negative effects through specific strategies:

- Be accessible to the group and communicate with all members regularly on an informal basis, even before course goes abroad.
- Keep the group informed and involve them when possible in decision-making, especially regarding revisions to pre-set plans or general travel planning. Make sure all students participate.
- Encourage the positive influences of the informal group.
- Make group members aware (delicately) of any negative influences of their informal group. They may not even be aware of these negative influences and are likely to modify their behavior.
- Remember that first impressions are lasting. Make arrivals into a new locale smooth and provide a special reception for the group.
- When going to new accommodations, be aware of students' comfort in housing and respond to concerns.

The information provided here is taken in part from the [Accel-Team Web site](http://www.accel-team.com).
Interest in Student Welfare
Faculty Directors should demonstrate interest in student welfare including, in particular, housing arrangements and cultural adjustment issues. Students do complain if they feel that the Faculty Director was not visible or accessible to handle basic life concerns they had.

- Be aware of possible indicators of culture shock that include feelings of helplessness, irritability, and loneliness; homesickness; sleeping more than usual; feeling depressed; getting angry easily; decline in inventiveness, spontaneity, or flexibility; stereotyping of host country/culture; increase in physical ailments or pains; compulsive eating or lack of appetite; unable to work effectively; boredom; or inexplicable crying. Most study abroad participants will experience some form of culture shock. While some might experience it after only two days in the host country, others may take longer. In addition, the concrete indicators of cultural adjustment vary from individual to individual. If your students display one or more of these behaviors, it is very likely that they are going through some phase of cross-cultural adjustment.

- Act as a liaison between the students and the Resident Director/bursar/warden/hotel manager, as well as those individuals providing services related to class activities. If cross-cultural issues or concerns regarding interpretation of the host culture arise, defer to the local resident director or local contact, when such people are available. Cross-cultural misunderstandings with individuals in host families, with host country instructors, etc., may be avoided if you rely on the local knowledge and expertise of these individuals. If a student is dissatisfied with the housing, attempt to correct the situation, first through explaining local cultural norms for living arrangements or addressing other concerns, then, only if the situation cannot be resolved by discussion, through reassignment.

Be aware of the common problems and be prepared to respond immediately.

Students with Disabilities
With planning, it is possible to accommodate students with disabilities throughout their study abroad experience. It is best to address the question of disabilities directly, as part of the introduction to your class. At the beginning of each course, preferably in the pre-departure stage, make a general announcement to students: "If you need accommodations for any sort of disability, please speak to me after class, make an appointment, or see me during office hours." It is important to remember that disabilities include both physical and learning disabilities. When you meet with a student, explain the course requirements and ask them to clarify any special needs. It is preferable to be aware of student disabilities before departure to ensure that accommodations can be made if possible. Please feel free to consult with the Study Abroad Office regarding how disabilities may be accommodated abroad. For more information about teaching students with disabilities, please refer to the ISU Disability Concerns website.

Behavioral Issues
Faculty Directors should make clear the expected behaviors while participating in the program.

1. Establish a Code of Appropriate Behavior by using the ISU Code of Conduct
   a. The ISU Code of Conduct can be found at: [http://deanofstudents.illinoisstate.edu/students/get-help/crr/code-of-conduct.shtml](http://deanofstudents.illinoisstate.edu/students/get-help/crr/code-of-conduct.shtml)
   b. Students sign in the Study Abroad Certification that they have read and understand the ISU Code of Conduct.

2. Students are required to attend all classes and all excursions that are a part of the program itinerary. The only acceptable excuse for missing a class or an excursion is illness.

3. Remind students that the grades they receive on their study abroad program count towards their ISU gpa.

4. Participants in a course abroad are expected to serve as ambassadors for both ISU and the United States. It is often difficult for students to understand what is expected of them in this regard. Students need to be aware that behaviors with minimal or no consequences at ISU may have major implications for them and/or the course abroad program.
a. If any behavior occurs that is out of line of the ISU Code of Conduct, the Faculty Director should first
document all misconduct. Then, the Faculty Director should contact the Study Abroad Coordinator. The
Faculty Director and the Study Abroad Coordinator will work together to determine an appropriate
response to the misconduct.
b. The Faculty Director should continue to document all behavior and follow-up with the Study Abroad
Coordinator if the issue continues.

Documenting Behavioral and Other Incidences/Concerns

It is critical that you document all potential problems. E-mail documentation allows us to keep official record of dates
and follow up as appropriate. One important reason for documenting potential problems is to protect yourself and the
University. As you know, when students go abroad, problems and concerns are different and sometimes more serious
than they are when on campus, so it is preferable that we all take a very cautious route in handling disciplinary,
safety/health and other issues. Please keep OISP informed of situations that are arising, so that OISP can represent you,
your actions, and our program when parents or others call.

To document disruptive behavior, obtain and record as much information as possible on the following using the OISP
Incident Documentation Form found on page 18 of this guide:

- Name of student involved
- Date, place, and time of the incident
- Alleged occurrence (summary of the incident)
- Names of witnesses
- Document any conversation/advice with the student(s) regarding the incident
- Send in writing to OISP, and if more urgent, call (309) 438-5276

Students on an ISU-sponsored study abroad program are held to the University's Code of Policies and Regulations
applying to all students. Failure to abide by the policies and regulations may be cause for dismissal from the program.
Students also sign a Program Dismissal Form for OISP. Students Sign the Study Abroad Certification which informs them
the may dismissed if their behavior violates the Code of Conduct.

If you are having disciplinary or behavioral problems with a student, please address them immediately because if
allowed to continue, they may affect the atmosphere and morale of the entire group. Please contact OISP to make a
record of the concern. Depending on the circumstances, you may wish to discuss the problem individually with the
student or students, or allow it to be openly discussed during general 'debriefing' sessions (non-academic meetings with
your students on-site). If the behavior persists after the discussion, you should put into writing the expected change and
the consequences if the behavior does not change and both you and the student should sign the paper. Please consult
with Samantha Potempa, Study Abroad Coordinator, on wording of agreement. Scan, email, or Fax a copy of this
agreement to the OISP. Should the student's inappropriate behavior persist, OISP will have been apprised of the
situation and will help resolve it, even if that means dismissal of student. If a faculty leader should bring a case against a
student, a preponderance of evidence must support the case. Therefore, faculty should collect all information related to
the situation and bring it back to campus for review and consultation.

In summary:

- Due to concerns about liability, student safety and program integrity recommends strict dismissal enforcement
  when a major infraction has occurred.
- Consult with the Study Abroad Coordinator and other university officials as necessary.
- Thoroughly document all events and behaviors in case dismissal becomes necessary.
- Have students sign any necessary documents.
Know that even an immediate dismissal may still leave the dismissed under some level of program supervision until he/she has had opportunity to leave for home.

**Student Management**

When managing students, behavioral issues and other concerns may arise, which affect the flow and environment of the program abroad. Establish protocol and expectations to deal with disruptive behaviors and communicate them to students to avoid the complications. Knowing how to deal with other issues such as driving abroad, fraternization, sexual harassment, and student supervision can help make student issues abroad easier to manage.

**Missing Participant**

If a program participant is missing (more than 24 hours):

- Ask friends and associates about his/her whereabouts.
- Notify the U.S. embassy/consulate, local police, and host institution and give them your telephone number.
- Notify OISP immediately at (309) 438-5276, and provide as many details as possible regarding what happened and what is being done.
- Check with authorities daily and inform OISP of any new developments.

**Robbery**

- Inform the local law enforcement agency.
- Assist the student in obtaining funds to replace stolen money and/or passports by contacting their emergency contact. Go to the nearest U.S. consulate/embassy with a photocopy of the original passport information page for replacement.
- Notify OISP.
- Obtain the police report, if possible.

**Student Arrest or Detention**

- Obtain as much information as possible concerning the arrest/detention, including:
  - Name of participants
  - Date, place, and time of arrest/detention
  - Charges
  - Alleged occurrence (summary of incident)
  - Who was involved
  - Location at which the person is being held
  - Normal police/judicial procedure from this point
- Obtain a copy of police report
- Contact OISP at (309) 438-5276
- Notify the U.S. embassy/consulate
- Visit the detained/arrested individual and be source of communication.
Alcohol Abuse
As on U.S. campuses, alcohol abuse is a growing concern and problem for study abroad programs. Alcohol abuse is one of the biggest threats to U.S. students abroad, closely associated with injuries and victimization. The majority of problems students get into on these courses abroad are alcohol-related. Make sure your students are clear about your expectations and the local culture’s social and legal rules regarding alcohol consumption. The ISU Code of Conduct expects students to act responsibly with any alcohol consumption and not disrupt or call into disrepute any University activity.

Responsible use of alcohol includes the following:

1. Students do not miss any scheduled event because of the effects of alcohol consumption.
2. Students do not become ill due to the effects of alcohol consumption.
3. Students are respectful of others sharing the same housing and avoid congregating in loud groups for social purposes.
4. Students do not engage in inappropriate behavior toward other individuals that is the result of alcohol consumption.
5. Students do not engage in destructive behavior toward property that is the result of alcohol consumption.
6. Students abide by the laws of the country or state in which he or she is staying.
7. Students do not engage in behavior that causes embarrassment to the other members of the group, the faculty member(s), the University, or the in-country host(s) as a result of alcohol consumption.
8. Students in a group do not facilitate, encourage, or ignore a fellow student who is abusing alcohol. Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group is considered to be irresponsible use of alcohol.

Sexual Harassment
Consult the ISU Office of Equal Opportunity, Ethics, and Access for policies, and be prepared for students’ concerns about sexual harassment in their host country.

Sexual Assault

1. If a student has been sexually assaulted, encourage the student to seek medical attention immediately to ensure they are treated for injuries, STIs, and in needed emergency contraception/counseling regarding pregnancy
2. Inform OISP
3. OISP must report incidents of sexual assault to the Office of Equal Opportunity, Ethics and Access. OISP will help with reporting options and researching local laws specifically for the country you are in.

Vehicle Use Abroad
Road travel is the single greatest risk abroad. For liability, driving students yourself is highly discouraged. Also, student driving should be discouraged. Instead, use licensed driving services or public transportation. If you are renting a vehicle abroad purchase the insurance offered.

Managing Fraternization
Inappropriate fraternization can reduce authority or cause misunderstandings. Avoid conflicts between being friends with the students versus being the enforcer of program and university rules. If at all possible, avoid consuming alcohol with students.

Unauthorized Absences
If a student misses two or more consecutive class days without explanation, the Faculty Director must seek to determine the location of the student. If the student cannot be located, it will be considered an emergency situation and the emergency contact listed on the student’s application will be contacted. If, after investigation, it is determined that an
emergency situation does not exist, the student will be reminded that attendance is an indispensable part of the study abroad experience. A student who, through his or her absence, demonstrates that he or she has withdrawn from the program during a semester or summer session without obtaining an official withdrawal will be reported as having failed all courses.

Consideration will be given for the student who leaves a study abroad program because of an emergency situation or illness (either personal or of a family member). Whether it is before or after departure, the student must submit a written statement of withdrawal to OISP and will be subject to relevant University and OISP refund policies.

A student who leaves the University without formally withdrawing forfeits any fees or deposits paid to the University. Such students will continue to receive bills and be responsible for payment of tuition and course fees and/or instructional fees and study abroad program fees. Re-enrollment in the University will not be granted until all debts are cleared.

Students in Distress
Faculty leaders should be aware of changes in student behavior, especially behavioral signs of students in distress which may include anxiety, culture shock, depression, suicide, sexual assault and substance. Below you will find symptoms to look out for regarding these issues.

Culture Shock and Difficulty Adjusting
At some point during a student’s study abroad experience, it is very likely that he/she will experience some level of culture shock. Culture shock is a combination of emotions a person has for their host location. It can range from excitement, uncertainty, confusion, and frustration about the host location, people, food, language, and way of life. Culture shock is a normal part of adjusting to a new culture. The Faculty Director can help students deal with culture shock by engaging in some or all of the following:

- Talking to students about the stages before leaving
- Talking to students about the host country/culture before leaving
- Listening to students because sometimes they just need someone to talk to about their experiences
- Encouraging students to understand the differences but not dwell on them
- Reminding students of what a great experience study abroad is and how it will positively impact them in the long run
- Encouraging students to participate in group activities, explore the host city, or try new foods
- Encouraging students to journal or blog about their experiences
- Encouraging students to eat healthy and get enough sleep
- Staying positive in order to help students stay positive

The following are symptoms related to anxiety:
- Muscle tension
- Difficulty falling asleep, staying asleep, or unsatisfying sleep
- Panic
- Excessive anxiety and worry
- Difficulty controlling worry
- Restlessness or feeling on edge
- Difficulty concentrating

The following are symptoms related to depression:
- Feeling slowed down or agitated
• Fatigue or loss of energy
• Feelings of worthlessness or guilt
• Poor concentration
• Suicidal thoughts
• Sleeping too much/too little
• Eating too much/too little
• Feeling sad every day
• Lack of interest/motivation

The following are signs of suicidal potential:
• Feelings of depression, hopelessness, and futility
• A severe loss or threat of loss
• A detailed suicide plan
• History of a previous attempt
• History of alcohol/drug abuse
• Lethality and availability of method
• Poor proximity of social support

The following are indicators of sexual assault:
• Shock, guilt, confusion, anger, fear, helplessness, and depression
• Difficulty concentrating on lectures
• Withdrawal from class discussion
• Withdrawal from interaction with peers
• Excessive absence from class
• Flashbacks while in class

The following are signs of substance abuse:
• Preoccupation with drugs
• Reduced ability to participate in class activities
• Lack of motivation
• Deteriorating academic performance
• Increased absences from class
• Period of memory loss (blackouts)
• Student is accident-prone

Faculty Directors can help students in distress by recognizing the symptoms and being willing to help. The following table explains signs of severity levels of distress and what Faculty Directors can do to help.

<table>
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<tr>
<th>Low Distress Level</th>
<th>How Faculty Director can help:</th>
</tr>
</thead>
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<td>• Behavior is not yet disruptive</td>
<td>• Express concern</td>
</tr>
<tr>
<td>• Serious grade problems</td>
<td>• Be honest and genuine</td>
</tr>
<tr>
<td>• Excessive absences</td>
<td>• Stay connected and supportive</td>
</tr>
<tr>
<td>• Becoming withdrawn and isolated</td>
<td>• Normalize the student’s problems</td>
</tr>
<tr>
<td>• Depressed mood</td>
<td>• Help get them involved</td>
</tr>
<tr>
<td>• Marked change in appearance</td>
<td>• Help them get support</td>
</tr>
<tr>
<td>• Falling asleep in class</td>
<td>• Don’t ignore strange or inappropriate behavior</td>
</tr>
</tbody>
</table>
### Study Abroad Faculty-led Program Handbook – Illinois State University

<table>
<thead>
<tr>
<th><strong>Moderate Distress Level</strong></th>
<th><strong>High Distress Level</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Significant emotional distress</td>
<td>- Extreme emotional distress and need for urgent care</td>
</tr>
<tr>
<td>- Repeated requests for special consideration</td>
<td>- Aggressive, hostile, or violent behavior</td>
</tr>
<tr>
<td>- Disruptive behavior in class</td>
<td>- Inability to communicate clearly</td>
</tr>
<tr>
<td>- Unusual or exaggerated emotional response</td>
<td>- Loss of contact with reality</td>
</tr>
<tr>
<td>- Repeated requests for special consideration</td>
<td>- Overtly suicidal thoughts</td>
</tr>
<tr>
<td>- Disruptive behavior in class</td>
<td>- Homicidal thoughts</td>
</tr>
</tbody>
</table>

- Consult with Student Counseling Services on site
- Express concern
- Contact Study Abroad Coordinator
- Develop a plan of action
- Assess for safety
- Refer student to Student Counseling Services
- Follow-up with student
- Remain Calm and firm
- Do not escalate situation
- Involve host university personnel
- Contact local police if necessary
- Escort student to hospital and ensure someone stays with the student
- Contact Study Abroad Coordinator

*Students in Distress Source: Iowa State University Study Abroad Center*

### Study Abroad Health and Safety

Good health is extremely important for having a successful study abroad program. Students that do not feel well will not be able to fully enjoy the academic and cultural aspects of the program. Each student is required to get a physician’s exam prior to departure and encouraged to self-report any pre-existing medical conditions. You should remind students to obtain a sufficient supply of their prescription medicines to last the entire trip. In addition, it is always wise to bring stomach medicine because you never know how the local food will affect your stomach. While on the study abroad program, Faculty Directors should encourage students to eat regular and healthy meals, drink plenty of water, and get adequate sleep (especially when traveling). All of these precautions can help students have good health while studying abroad.

### Insurance

It is mandatory for all students to maintain health insurance while abroad.

For this reason, Illinois State University automatically registers all Study Abroad students for Illinois State Student Health Insurance. This insurance provides worldwide coverage and is billed to their student account when they register for study abroad credit, regardless of full-time status. If students prefer and have comparable coverage, they may opt of this insurance. Before you make any decisions, it is highly recommended that students review the Illinois State Student Health Insurance policy carefully, and consult with Student Health Services. If a student decides to cancel Illinois State Student Health Insurance, it is their responsibility to contact the Student Insurance Office and complete all necessary processes directly with that office.

Claim information can be found on the Study Abroad website under the Health and Safety section of the Study Abroad website: [http://illinoisstate.abroadoffice.net/predeparture.html](http://illinoisstate.abroadoffice.net/predeparture.html).

### ISIC Card

The International Student Identity Card (ISIC) is the largest globally recognized student ID for all full-time students in the United States and is endorsed by UNESCO. The Office of International Studies and Programs is an official issuing office for the ISIC, ITIC, and IYTC cards.
All Illinois State students participating in a study abroad program are required to purchase the ISIC card, and we strongly encourage our traveling faculty and staff to do the same.

Benefits:

- **Travel Insurance Plans** with every card
  - Basic plan (standard)
  - Premium plan (additional cost)
- 24 Hour Emergency Helpline offering medical, travel, and legal assistance
- **NEW** – Prepaid MasterCard® functionality
- More than 40,000 discounts worldwide
- Access to exclusive discounted airfare and travel through STA Travel
- ISIConnect Global Communications Package: Phone Cards, SIMs, Cell Phones
Important Contact Numbers

Study Abroad 24 Hour Emergency Phone:
309-533-4450

Office of International Studies and Programs
Office: 309-438-5276

Director
Luis CAnales
Office: (309) 438-5276
Email: lacanal@ilstu.edu

Assistant Director/Study Abroad Coordinator
Samantha Potempa
Office: 309-438-3361
Email: shpotem@ilstu.edu

Study Abroad Advisor
Alex Ratcliff
Office: 309-438-8366
Email: alratcl@ilstu.edu

Study Abroad Advisor
Haley Daignault
Office: 309-438-3362
Email: hmdaigna@ilstu.edu

Study Abroad Advisor
Quinn Bolander
Office: 309-438-3367
Email: qboland@ilstu.edu

ISU Police
Nelson Smith Building 105
Phone: 309-438-8631
Bone Student Center 140
Phone: 309-438-5951
http://deanofstudents.illinoisstate.edu/students/get-help/legal/

Web: http://www.police.ilstu.edu/

Students’ Attorney

Illinois State Student Health Insurance –On call
Emergency Number
Phone: 1-877-480-4161
Web: http://illinoisstate.abroadoffice.net/health_safety.html

Student Counseling Services
Student Services Building 320
Phone: 309-438-3655
Web: http://www.counseling.ilstu.edu/

Student Health Services
Student Services Building
Phone: 309-438-8655
Web: http://shs.illinoisstate.edu/

Sexual Assault Prevention and Survivor Services
Student Services Building
Phone: 309-438-7948
Web: http://counseling.illinoisstate.edu/sexual-assault/

US Embassy in your country:
__________________________
__________________________

State Department Overseas Citizens Services
From within the U.S. 1-888-407-4747
From outside the U.S. 1-202-501-4444
Study Abroad Incident Report

1. Date and Location of Incident: ________________________________________________________________

2. Who was involved (please list names):

   Student(s): _____________________________________________________________
   Faculty/Staff: ___________________________________________________________
   Other: ________________________________________________________________

3. Description of Incident (use additional sheets as necessary): ______________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________

   Was Alcohol Involved?    ____ Yes    ____ No
   Was a Police Report Filed?    ____ Yes    ____ No
   Copy available?    ____ Yes    ____ No

4. Reported to (OISP Staff):

   Name: ______________________________   Date: _____________________  Time: ____________

5. List in chronological order the steps taken to deal with situation (use additional sheets as necessary):

   A. ___________________________________________________________________________
   B. ___________________________________________________________________________
   C. ___________________________________________________________________________
   D. ___________________________________________________________________________
   E. ___________________________________________________________________________

6. List any other pertinent information: ______________________________________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________

7. Name and signature of student (if applicable): _________________________________________________

8. Faculty/Staff documenting incident:

   Name: ________________________________ Email: ________________________________
Faculty Director Emergency Management Information

Name: ____________________________________________

Program: __________________________________________

Phone number while overseas: ________________________

Will you have access to email? (Y or N):
  Email address: ____________________________

Address while abroad: (Please list all accommodations you will use- for EF tours operated programs only the emergency number given by your tour operator is necessary)
  ___________________________________________________________________________________

Accommodation Name: _____________________________________________________________

City: ____________________________  Country: _________________________________

Phone: ____________________________

Dates of Stay: __________ to _________________

Your Emergency Contact in the US

Name: ____________________________

Relationship: ____________________________

Phone: ____________________________

Email (if applicable): ____________________________