

AY 2022-2023

ON-SITE OPERATIONS MANUAL

FOR EDUCATION ABROAD PROGRAM DIRECTORS AND ASSISTANTS

OFFICE FOR GLOBAL HEALTH, SAFETY, AND SECURITY
OFFICE FOR EDUCATION ABROAD
INTERNATIONAL STUDIES AND PROGRAM
Michigan State University

Table of Contents

INTRODUCTION 4

Office for Education Abroad 4
Office for Global Health, Safety, and Security 4
Laws and University Policies 5
Note About Accompanying Family Members 6

PRE-DEPARTURE PREPARATION 7

Education Abroad Resources 7
Program Staffing 7

EA Contingency Planning and Emergency Action Plan 7
Communication Plan 7
Program Itinerary and Contact Information 8
Pre-Departure Orientation 8
Health Concerns and Immunizations 9
International Programs: International SOS 10
International Programs: MSU International Travel Health Insurance 10
Monitor Local News and Events 11
Smart Traveler Enrollment Program – STEP 12
COVID-19 or Other Health Entry/Exit Requirements 12
Finances While on Program 12
Credit/Debit Card 12
Cash 13
Reconciling Expenses 13
Loans to Students 13
Program Activities 14
Independent Student Activities 14
Community Building 15
Housing 15
On-Site Orientation 16

RESPONDING TO INCIDENTS ABROAD 17

Reporting Incidents 17
Seeking Assistance 17
Calling the International SOS 24/7 Assistance Line 18
Calling the MSU 24/7 International Emergency Assistance Line (for all EA programs, including domestic) 18

SECURITY INCIDENTS 19

Safety tips 19
In the event of a security incident while abroad: 19
Reporting Your Status to MSU 20

HEALTH ISSUES ABROAD 20

Medical Care 20
Reimbursement Claims 21
Mental Health 21
International SOS Enhanced Emotional Support 21

STUDENT CONDUCT ISSUES 21

Verbal Warnings 22
Written Warnings 22
Removal from Program 22
Campus Disciplinary Action 23
ALCOHOL MISUSE AND DRUG USE 23
Medical Amnesty 24
RESPONDING TO INCIDENTS OF DISCRIMINATION 24
RELATIONSHIP VIOLENCE, SEXUAL MISCONDUCT, OR STALKING ABROAD 24
Confidential Resources 26
Confidential resources on campus: 26
Confidential resources for anyone: 26
Confidential community resources for survivors: 26
PERSONAL OR LOGISTICAL INCIDENTS 27
Cultural Adjustment and Homesickness 27
Lost Passports and Personal Items 27
PROGRAM WITHDRAWALS 28
Unauthorized Withdrawal 28
APPENDICES 29
Appendix A: Contingency Planning for International Programs 29
Appendix B: Contingency Planning for Domestic Programs 34
Appendix C: Emergency Action Plan (EAP) – optional 40
Appendix D: "Staying Healthy and Safe Abroad" printable card and International SOS membership card 44
Appendix E: Group Communications Guide 45
Appendix F: EA Statement of Responsibility 47
1. Student Conduct 47
2. Academic and Financial Responsibilities 48
3. Program Logistics and Responsibilities 50
4. Acknowledgment of Risk and Release of Claims 51
Additions 51

Introduction

Thank you for committing your time and energy to providing an education abroad program for our students. The Office for Global Health, Safety, and Security and the Office for Education Abroad believe that a student's participation in an education abroad or domestic study away program can be one of the most enriching and inspiring experiences of their life, and it is your efforts and dedication that make this experience possible.

For the purposes of this manual, *Education Abroad programs* or *EA programs* refer to any Education Abroad program with the Office for Education Abroad – this includes domestic and international programming. Where applicable, distinctions will be made between *domestic resources or support* and *international resources or support.*

As program director, you are designated as the Chief of Party for your EA program(s). This means that you are responsible for:

- Developing and finalizing the program budget
- Maintaining fiscal records
- Maintaining academic integrity
- Coordinating program activities and serving as a liaison between students and on-site providers
- Responding to any emergency situations

This On-Site Operations Manual is intended as a reference tool for program directors and assistants. You should also plan to participate in a Critical Incident Management Seminar before your program start date (participation is required every other academic year or as needed by changes in policy or procedure). We welcome your suggestions for how this manual and our other health and safety training efforts can be most helpful.

Office for Education Abroad

The Office for Education Abroad (EA) is your partner in creating and directing high-quality, academic programming that both aligns with targeted student learning outcomes and highlights the signature strengths of the sponsoring department. EA staff are your go-to colleagues for developing new programs, promoting existing programs, working with students throughout the application and enrollment process, and arranging many of the financial, academic, and on-site logistics related to your program.

Office for Education Abroad
Michigan State University
International Center
427 N. Shaw Lane Rm 109
East Lansing, MI 48824
Tel: 517-353-8920
Email: abroad@msu.edu
Web: educationabroad.msu.edu

Office for Global Health, Safety, and Security

The Office for Global Health, Safety, and Security (Global Safety) supports the health, safety, and security of all MSU faculty, staff, and students traveling internationally. Global Safety works closely with the Office for Education Abroad, the Risk and Security Assessment Committee, the University Physician, and colleges/departments to prevent or minimize the impacts of risks to MSU EA programs.

Global Safety reviews all proposed EA programs with an eye toward health, safety, security and risk management. Global Safety works with program directors to manage risk during program development, offer travel safety guidance to programs and participants, and respond to health, safety, and security incidents that occur on programs. Global Safety staff are constantly monitoring global events and are available 24/7 via the MSU Emergency Assistance Line (+1-517-353-3784).

Office for Global Health, Safety, and Security
Michigan State University
International Center
427 N. Shaw Lane, Room 308
East Lansing, MI 48824
Tel: 517-884-2174
Email: globalsafety@msu.edu
Web: globalsafety.msu.edu

Christopher Daniel
Director
danielc7@msu.edu
517-884-9418

Elke Schmidt (until 6-12-23)
Senior Coordinator
schmi822@msu.edu
517-884-9419

Megan Hauser-Tran
Analyst Coordinator
hausertr@msu.edu
517-884-2174

Laws and University Policies

Although federal laws do not always address Education Abroad programs specifically, many of them apply to university programs even if they operate off-campus or outside the United States. As an MSU faculty/staff member and an EA program director you should be aware of these laws and consider them applicable to your program.

The **Jeanne Clery Act** is "a consumer protection law passed in 1990 [that] requires all colleges and universities who receive federal funding to share information about crime on campus and their efforts to improve campus safety as well as inform the public of crime in or around campus."[1] A crime that occurs in your EA program location or impacts your program may need to be included in MSU's Annual Security and Fire Safety Report depending on what occurred and where it occurred. Education Abroad program directors are considered **Campus Security Authorities (CSAs)**[2]. If a crime is reported to a CSA or witnessed by a CSA, CSAs are required to report that information to the appropriate authority. As a CSA, you must report any crimes that occur during your program as soon as possible to Global Safety. Global Safety works with General Counsel to determine if crimes that impact EA programs must be included in MSU's Annual Security and Fire Safety Report. MSU may also need to issue a time warning or emergency notification if there is a serious or on-going threat to the MSU community.

In accordance with the Clery Act, MSU also requests local crime statistics from law enforcement officials in off-campus or international locations where the university operates EA programs. Please help Global Safety and General Counsel by accurately reporting your program's specific student housing information to the Office for Education Abroad with your emergency contact information.

[1] The Clery Center for Security on Campus: https://www.clerycenter.org/the-clery-act
[2] MSU Campus Security Authorities (CSAs): https://oarc.msu.edu/clery/csas.html

The **Family Educational Rights and Privacy Act, FERPA,** applies to EA programs in the same way as on-campus courses.[3] EA program directors are reminded that a student's participation in a program is considered an educational record protected by FERPA. As such, program directors should approach any communication with parents with caution. In general, encourage students to communicate directly with their parents or emergency contact persons. In an emergency, please consult with Global Safety and EA before initiating or continuing communication with a student's emergency contact person.

EA programming must comply with the MSU **Anti-Discrimination Policy (ADP)**. This policy "outlines the types of prohibited discrimination and harassment at MSU. Under the ADP, University community members are prohibited from engaging in acts which discriminate against or harass any University community member on the basis of age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight."[4] The ADP applies to the entire EA program cycle, including admission decisions, on-site programming, and post-program follow-up. Program directors should report any potential incident of discrimination that occurs on a program to OIE and to Global Safety. We can help you file a report with OIE and assist in any necessary follow up with your students. It is important to take incidents of discrimination seriously even if the alleged perpetrator is not affiliated with MSU.

Consistent with **Title IX** and the Anti-Discrimination Policy, MSU's **Relationship Violence and Sexual Misconduct Policy** (**RVSM**) prohibits members of the University community from engaging in relationship violence, stalking, and sexual misconduct and "also prohibits relationship violence, stalking, and sexual misconduct by third parties towards members of the University community when the third party has been brought into contact with the member of the University community through a University program or activity." [5] The **RVSM** policy, including your mandatory reporting responsibilities, apply to EA programs. See page 33 for more information on responding to relationship violence, sexual misconduct, and stalking issues abroad. EA program directors are advised to use their syllabus to inform students that they are mandatory reporters. Please refer to the Prevention, Outreach and Education Department's suggested syllabus language and other mandatory reporting guidelines.[6]

EA program directors should be familiar with the **Disability and Reasonable Accommodation Policy** and strive to develop programming that is inclusive to students of varying abilities.[7] A student may request a reasonable accommodation for your program. These requests are generated by students and the Resource Center for Persons with Disabilities and routed through the Office for Education Abroad. Both EA and Global Safety can assist program directors in fulfilling student accommodation requests. Please reach out to us for assistance or guidance.

Note About Accompanying Family Members

The **MSU Faculty Handbook** applies to EA programs as do specific EA guidelines outlined in their webpage for faculty and advisers.[8] [9] One such guideline concerns **accompanying family members**. We do not recommend

[3] MSU Office of the General Counsel, FERPA: http://ogc.msu.edu/faq/ferpa-faq.html
[4] MSU Office for Civil Rights, Anti-Discrimination Policy: https://civilrights.msu.edu/policies/
[5] MSU Office for Civil Rights, Relationship Violence and Sexual Misconduct Policy: https://civilrights.msu.edu/policies/rvsm.html
[6] MSU Prevention, Outreach and Education Department resources for faculty and staff: https://poe.msu.edu/poe-faculty-staff/resources
[7] MSU Office for Civil Rights, Disability and Reasonable Accommodation Policy: https://civilrights.msu.edu/policies/disability-and-reasonable-accommodation-policy.html
[8] MSU Faculty Handbook: https://hr.msu.edu/policies-procedures/faculty-academic-staff/faculty-handbook/
[9] EA Faculty and Advisers: https://educationabroad.isp.msu.edu/faculty-and-program-directors/

that family members accompany EA programs. However, if program directors choose to bring family members along on their EA program, MSU and EA reserve the right to impose limits and/or conditions on the roles, activities and presence of family members or friends who accompany program directors. Such limits or conditions derive from programmatic concerns related not only to health, safety or security as determined by MSU and EA but also to financial considerations. In most cases, accompanying family members or friends will not be permitted to join the EA group for some or all activities. MSU assumes no responsibility for accompanying family members or friends, and they are not eligible for International SOS or international health insurance coverage. If you intend to have a family member participate in your program as a co-leader or in another official capacity, you must seek approval and make appropriate arrangements with the Office for Education Abroad to avoid conflict of interest and other concerns.

Pre-Departure Preparation

Education Abroad Resources

Please review the resources and guidance provided by EA in the online Guide to MSU Education Abroad Programming. This resource includes further information about everything from the program proposal process and course development to itinerary development and making on-site arrangements.

Program Staffing

All faculty-directed programs require two on-site staff. On-site staff can be two MSU faculty/staff members or one MSU faculty member or staff member plus a graduate student or a qualified external staff member (e.g., local faculty member, staff member, graduate student, or local provider, etc.).

EA Contingency Planning and Emergency Action Plan

As you review this manual, consider the health and safety risks that may impact your program and develop mitigation strategies and response procedures specifically tailored for your program. Remember that some risks exist regardless of program location (e.g., alcohol misuse), while others are relevant to many but not all program locations (e.g., risks associated with swimming), and still others may be highly specific to your destination (e.g., presence of wildlife, earthquakes).

All faculty-directed programs must submit their Contingency Planning[10] to EA and Global Safety at least 6 weeks prior to departure. This supports emergency response and streamlines EA and Global Safety procedures. Contact the Global Safety coordinator or your EA program coordinator for assistance.

This manual offers a guide for responding to most kinds of incidents, but you should use the template in Appendix B (also available online[11]) to develop and record procedures specific to your program. Contact the Global Safety coordinator for assistance in developing a plan at globalsafety@msu.edu / 1-517-884-2174.

Communication Plan

A crucial component of your emergency action plan is how you will communicate with your students in the event of an emergency. If a major in-country security incident occurs, for example, you should proactively contact your students to ascertain their wellbeing. This is called an accountability check. We encourage you to

[10] Contingency Planning for Faculty-Directed Programs: https://globalsafety.isp.msu.edu/faculty-and-staff/education-abroad-program-directors/ea-planning/

[11] EA resources for Program Directors: https://globalsafety.isp.msu.edu/faculty-and-staff/education-abroad-program-directors/training-and-resources/resources

design a communication *with* your students so that they have input into which system they will find easiest to use. This communication plan can take the form of a phone tree, text message group chat, WhatsApp group, private Facebook group, etc. See Appendix D for instructions on using GroupMe, WhatsApp, Facebook, Viber, and Skype to enable communication with your program participants. Most students will travel with a cellphone but if a student does not, you must develop alternative communication plans with them. If traveling internationally, you should also be mindful that many students travel with their U.S. cellphone's data roaming disabled and rely on WiFi apps during their time abroad. Students should be aware that you may check in with them in the event of an incident. You and your students should monitor your MSU email addresses while abroad as Global Safety may be sending important travel safety messages.

Program Itinerary and Contact Information

As early as possible, provide your students and the Office for Education Abroad with a complete program itinerary. This itinerary should include the full name, address, phone number, and website information for any overnight accommodations. You must carry a cell phone during the program and share that number with your students before departure (cell phone costs can be built into your program budget). You must be reachable by phone 24/7 in case of emergency so do not, for example, turn your phone off at night. Explain to students that the cell phone is meant to be used in case of an emergency. Consider setting limits on how early or late students can phone or text you for non-emergency purposes. You may wish to provide students with examples of what is considered an emergency (e.g., an acute, potentially serious medical issue or injury; a peer who is unresponsive due to alcohol use; an assault) and what is not (e.g., academic questions; minor conflicts between roommates).

Tip: If feasible, you or a program assistant may wish to meet students at the airport and help them navigate to the program site.

If your students are expected to travel independently to your program site, offer transportation advice and directions for navigating upon arrival to the primary airport. Remember, this may be a student's first time outside the U.S. or their first time traveling alone. If your program does not include group flights, suggest that some students travel together and avoid arriving late at night. You are encouraged to collect students' flight information so that you will know when students are expected on-site. You can work with your EA Program Coordinator to find suggested flights for students.

All students traveling on international programs should receive "Staying Healthy and Safe Abroad" tri-fold cards. These cards contain safety tips and space to write down emergency contact information. They can also be stuffed with an International SOS membership card. PDF versions of the cards are also available for download at globalsafety.msu.edu/students/education-abroad/pre-departure/#cards

Finally, you must report your emergency contact information to EA at least two weeks before your program's departure. This is included in the Contingency Planning (see previous section and Appendix A).

Pre-Departure Orientation

All EA participants must complete the "Spartans Abroad General Orientation" hosted on MSU's online course management system, D2L. This orientation module is managed by Global Safety in collaboration with EA. Please encourage your students to complete the orientation. Some program directors require completion of the D2L orientation for full program participation marks. If you or your students have any questions about the orientation, please contact your Education Abroad program coordinator or the Global Safety team at globalsafety@msu.edu.

Combining this general pre-departure orientation with your own program-specific and location-specific orientation is the best way to give your students well-rounded preparation for their experience. The structure of your pre-departure orientation is at your discretion, but we recommend holding at least one "live" session (e.g., in-person or over Zoom). Many program directors hold multiple sessions and/or combine meetings with online coursework, required readings, etc. Below are some suggested topics for your pre-departure orientation. Program directors are encouraged to use the pre-departure orientation template developed by EA and Global Safety.[12] We recommend distributing "Staying Healthy and Safe Abroad" tri-fold cards during pre-departure orientation if traveling internationally.

Global Safety can attend a pre-departure meeting to discuss health and safety; please contact Global Safety at globalsafety@msu.edu.

SUGGESTED PRE-DEPARTURE ORIENTATION TOPICS	
Enforce completion of orientation on D2L	Reminder to book an appointment with the MSU Travel Clinic
Country and city specific safety tips	Conduct expectations
Emergency Resources	Key cultural knowledge or cultural faux pas
Communication plan	Key local language phrases
Academic expectations	Neighborhoods to visit or avoid
The Buddy System	Recommended amount of spending money
Foods to avoid and water potability	Suggested packing list
International – Local laws and interacting with law enforcement (remind students MSU cannot intervene if they are arrested, and many judicial systems are very different from the US)	*International* – Remind students they have international health insurance coverage and access to assistance through International SOS. *Domestic* – Remind students that they should be familiar with their home health insurance policy in case of an emergency.
	Review Global Safety website: globalsafety.msu.edu/students/education-abroad

Health Concerns and Immunizations

A student may request accommodation for a chronic health issue and/or disability. You may receive an accommodation request form for a student via the Office for Education Abroad in advance of program departure. You are encouraged to contact Global Safety or the Resource Center for Persons with Disabilities (RCPD) if you have questions about fulfilling an accommodation request. You may also remind students that if they need an accommodation during your program, for example, if they travel with medication that requires refrigeration or have a severe food allergy, they should disclose that to you and, if appropriate, work with RCPD to submit an accommodation request.

You must refrain from providing advice about medications, vaccines, or over-the-counter medications. Travel recommendations change frequently, and the best recommendations are tailored to a student's health history and offered by qualified medical personnel. It is important that all program directors avoid giving medical advice to their students and instead direct students to the MSU Travel Clinic, their primary care physician, or International SOS (if going abroad). (ISOS has medical staff available to give pre-travel advice to students free of charge. They cannot, however, provide immunizations or medications.)

[12] Pre-Departure Orientation Template: https://globalsafety.msu.edu/index.php/download_file/view/437/288/

You and your students should visit a travel health professional before your departure. This is especially important if the traveler:

- is visiting a country with significant health risks (e.g., malaria, dengue, tuberculosis, yellow fever)
- is not up to date on routine immunizations
- is taking prescription medication abroad
- has a pre-existing or chronic medical condition that must be managed during the program

CDC Travel: cdc.gov/travel
MSU Travel Clinic: travelclinic.msu.edu
International SOS (MSU Membership #11BCAS798617): internationalsos.com

You may invite your students to disclose pertinent medical information to you on a strictly voluntary basis (ex. severe food allergies). If a student chooses to disclose health-related information to you, be mindful of the student's privacy and treat that information sensitively.

International Programs: Students submit a Health/Emergency Treatment Authorization Form to EA after they have been accepted to a program. This form is sent electronically to the MSU Travel Clinic for review. Based on the information disclosed on this form, Travel Clinic staff may reach out to individual students to consult with them about managing their health abroad. They will not advise students if they need immunizations. For privacy reasons, the Health/Emergency Treatment Authorization Form is not shared with program directors, Global Safety, or EA.

International Programs: International SOS

All travelers use MSU Membership #11BCAS798617 to access International SOS services. All program directors and students can use the same membership card (which are stuffed in the "Staying Healthy and Safety Abroad" tri-fold cards and also available online: globalsafety.msu.edu/ea-isos); however, you do not need the membership card to access support.

You and your students are also encouraged to download the International SOS phone app[13] (easy to log-in using MSU credentials) which can be used to review health and safety information, receive travel alerts, and access assistance.

International Programs: MSU International Travel Health Insurance

Education Abroad participants, including program directors, traveling outside of the United States are covered by international health insurance for the duration of their program. *Domestic travelers are not covered by this insurance policy. They will be expected to use their home insurance as they normally would.*

This insurance is provided by Chubb who works in partnership with MSU's medical and security assistance provider, International SOS. MSU has a blanket insurance policy[14] which means that coverage is automatically applied for your official program dates.

[13] ISOS App for downloading: https://www.internationalsos.com/subscriber/assistance-app

[14] Full MSU Chubb/ACE Accident & Sickness Policy for International Travel: https://globalsafety.isp.msu.edu/index.php/download_file/view/427/395/

International health insurance coverage highlights:[15]

- $500,000 USD total maximum per Covered Accident or Sickness, per Covered Person
- 100% of Covered Expenses for Emergency Medical Evacuation
- 100% of Covered Expenses for Repatriation of Remains
- $0 USD deductible per Covered Accident or Sickness
- Up to $2000 for an ordered quarantine
- Personal deviation benefit (coverage can extend for a maximum of 14 days outside of official program dates
- Full policy: https://globalsafety.isp.msu.edu/index.php/download_file/view/427/395/

Spouses or dependents are not covered by this policy and program directors are encouraged to obtain separate coverage for any accompanying family members (see also Education Abroad guidelines for accompanying family members).

CFAR/IFAR Insurance[16]: Please note that this international health insurance coverage is not Cancellation For Any Reason (CFAR) or Interruption For Any Reason (IFAR) insurance.

Monitor Local News and Events

As a program director, it is your responsibility to monitor local news and events for any location you will be visiting with your students. For domestic destinations, please monitor US and local news. Other resources include FEMA and the CDC to be aware of any environmental or public health risks. City-Data.com/Crime offers insight into violent crime rates for US locations.

International SOS is a helpful resource for international destinations. Their web-portal includes country-specific medical, security, and cultural information and you are encouraged to subscribe to country-specific emails to stay on top of local events and receive timely safety advice before and during their program. To subscribe to International SOS email alerts, log in to internationalsos.com using the MSU Membership #11BCAS798617. Select "Sign Up for Email Alerts" from the horizontal menu. During travel, you and your students are encouraged to download the International SOS app (simply log in with your MSU credentials) and enable location-sharing to receive location-specific health, safety, and security alerts.

You should also be familiar with the information on the relevant U.S. Department of State Country Information Sheet and in the U.S. Department of State Travel Advisory.[17] The information available through the U.S. Department of State and International SOS should inform your risk mitigation strategies, emergency action plan, and the safety tips that you share with your students during pre-departure orientation. For more information on creating an emergency action plan, see Appendix B. If you have questions or concerns about local events, please contact Global Safety. We can work with you and EA to discuss specific messaging to students, adjustments to program itineraries, etc.

---

[15] Global Safety summary of MSU international travel health insurance: https://globalsafety.isp.msu.edu/faculty-and-staff/health/non-ea-health-insurance/

[16] Additional information can be found on the Global Safety website: https://globalsafety.isp.msu.edu/tripinsurance

[17] U.S. Department of State Country Information Sheets: travel.state.gov/content/passports/en/country.html; Travel Advisory updates: https://www.state.gov/travel-advisory-updates/; Please contact globalsafety@msu.edu if you have questions about how to interpret these advisories in line with MSU policies.

Smart Traveler Enrollment Program – STEP

For international programs, we recommend that you and your students register in the U.S. Department of State's Smart Traveler Enrollment Program (STEP) at step.state.gov. As a program director, you can enroll in STEP before your departure to stay abreast of any security developments in-country.

EA will enroll your international program in STEP before departure. This will enable each participant to receive security messages from the local U.S. Embassy or Consulate to their MSU email address. However, it does not register the participant's itinerary or passport with the local U.S. Embassy or Consulate. To do this, and, when possible, to customize how you receive security messages (text message, personal email address), travelers must register individually in STEP and input their U.S. passport information. Students travelling on a non-U.S. passport should check if their home consulate or embassy offers a similar service and, if so, enroll in it.

COVID-19 or Other Health Entry/Exit Requirements

You must verify all entry and exit requirements in advance of travel, for all countries on the itinerary including transit countries. Countries may have different entry and exit requirements at land borders, ports of sea, or airports. Common entry or exit requirements that countries have been enacting in response to the global COVID-19 pandemic include:

- vaccination or testing requirements (including pre-departure, arrival and/or exit testing)
- quarantine on arrival at a designated facility, designated hotel, or private residence (often at traveler's own expense)
- public health forms, participation in COVID-19 tracing apps, etc.

This list is not exhaustive and entry requirements are subject to change without notice. Adhering to any entry requirements, including related to COVID-19 such as pre-departure testing, is the traveler's responsibility. You must monitor these restrictions carefully, share the information with your students, and stay in communication with Education Abroad, Global Safety and local partners[18].

Finances While on Program

Credit/Debit Card

While on-site with your program, the most convenient way to access funds is through a credit card or ATM. ATMs help to limit the amount of cash susceptible to theft and can provide ready access to local currency, drawn from your own account (machines displaying the Cirrus symbol are compatible with an MSU Federal Credit Union ATM card). Since daily withdrawals are usually limited, and you may need to withdraw large program sums daily, ask your home bank to increase your daily withdrawal limit. This increased limit may only be accessible during U.S. banking hours - check so you won't be stranded over the weekend. Also, check with your own bank about service charges and accessibility. Credit cards are also a convenient way to cover expenses and will usually net the most favorable exchange rates.

The MSU Travel Card is a convenient way to pay for program expenses and to keep record of the transactions for ease of reconciliation later. An increase of your credit limit during the program may be possible. Contact the Business Office at Education Abroad for more details. Also, this office has a MSU Travel Card with an extended limit that can be used for any program-related expense. Please contact them if this service would be useful.

[18] MSU Global Safety resources for tracking COVID-19 requirements: https://globalsafety.isp.msu.edu/travel-during-covid-19-pandemic/pre-travel-considerations/

Large banks may have a branch in your program's location or a relationship with a local bank that will enable you to withdraw money with minimal fees. Wire transfer options include Western Union: westernunion.com or MoneyGram: moneygram.com.

Cash

It is advisable to carry your funds in a variety of forms (ATM, credit cards, local currency, and US currency). In some countries, particularly developing countries, U.S. dollars (cash) may be the most readily acceptable form of payment; however, theft becomes a greater risk. Many economies, even those in developed countries, are more cash-based than the U.S. so plan accordingly. Traveler's checks are inconvenient and no longer used by most program directors.

To avoid loss or theft, avoid carrying large amounts of cash with you and do not store your cash and credit cards all in the same location. You should also bear in mind that it is illegal to enter most countries with $10,000 USD or the equivalent in "financial instruments" without declaring the money - and declaring the money in some countries may incur difficult or even unpleasant consequences.

Reconciling Expenses

Record class activities charges by itemizing expenses and collecting receipts for audit purposes. All expenditures (except emergencies) must follow the original approved and finalized budget. Contact your EA Program Coordinator for approval of any deviations. For ease of post-program reconciliation, EA advises that you keep your personal housing and Meals and Incidental Expenses (M&IE) funds separate from program funds.

Any expenses paid by individuals, and not the Office for Education Abroad, should be reconciled within Concur. The SAP Concur app allows you to take pictures of your receipts as you go along, to then reconcile upon the end of your program. Travel @ State offers resources on navigating Concur[19]. You can also email concurhelp@msu.edu for additional guidance.

Loans to Students

Help your students prepare to manage their finances abroad during pre-departure orientation by suggesting the appropriate amount of spending money they should have available to them during the program. Like program directors, students should have a variety of funds available to them (ATM, credit card, local currency, US currency). If a student finds they are unexpectedly short on cash, possible solutions include: having family deposit funds into a bank account the student can access abroad; having the family send a bank transfer or wire transfer through, for example, Western Union.

Loans to students should be avoided, but in cases of emergency a loan for a maximum amount of $100.00 USD can be authorized. Students must sign a loan or a similar statement stating responsibility for the loan and the timeline for payment (see text below). Only one loan per student will be granted during the period of the program and should be repaid before the student returns. If you are unable to collect these funds from the student, notify EA as soon as possible so a charge can be applied to the student's MSU account. Payment of this loan will be included in your travel expense reconciliation.

STUDENT LOAN AGREEMENT

I acknowledge receipt of loan _____ [amount and currency] from _____ [name of program director] on _____ [date]. I understand:

[19] MSU Travel @ State reference library: https://ctlr.msu.edu/COTravelNew/FrequentlyAskedQuestions.aspx and MSU Travel @ State Concur FAQ: https://ctlr.msu.edu/COTravelNew/FrequentlyAskedQuestions.aspx

- This loan is made because it is considered an emergency situation.
- This loan is made on behalf of Michigan State University, and I accept responsibility for the repayment of this loan.
- I am expected to make every attempt to repay this loan before the end of the program. If I am unable to do so, I understand that this amount will be billed to my MSU student account.
- I am permitted to receive only one loan during the length of my education abroad program.

Signature: _____
Date: _____
Printed Name: _____

Program Activities

High risk activities cannot be included in your program itinerary. Program directors must not endorse, encourage, or facilitate independent student activities that involve a high degree of risk and program funds cannot be used to pay for such activities. If you have reason to believe that students intend to participate in a high-risk activity you must actively discourage it. **The following is only a partial list of activities MSU considers high-risk.** Many of these activities are excluded from MSU's international health insurance policy.

- Scuba diving
- Jet, snow or water skiing
- Mountain climbing (where ropes or guides are used)
- Sky diving
- Amateur automobile racing
- Automobile racing or automobile speed contests
- Bungee jumping
- Canyoning
- Shark cage diving

If you are unsure if an activity is considered high-risk or if a potentially high-risk activity is an important part of your academic curriculum, contact Elke at schmi822@msu.edu to discuss. Limited exceptions may be possible.

Independent Student Activities

Students may engage in independent activities during non-program hours. You must actively discourage students from participating in high-risk activities. Put this discouragement in writing, if necessary, by way of email to the student with a copy to Global Safety and EA. If you are unsure if an activity is considered acceptable by MSU, please email Elke at schmi822@msu.edu.

If permitted by your program, students may travel independently during their free time, for example, to another city or country during their program dates. They are responsible for understanding and abiding by all entry/exit or other travel requirements. If students are unable to return to their host country after independent travel as planned, they are responsible for the financial and academic consequences. The Statement of Responsibility (see Appendix E) that all students sign at application indicates that the University is not responsible for injury or loss suffered when traveling independently. The Statement of Responsibility also indicates that students are not permitted to travel to high-risk destinations during their program.[20] It is important to know students' independent travel plans in the event of an emergency. Please develop and enforce a system for tracking student side travel. If you are working with a program provider that has an existing system, please reinforce the expectation that your students comply with their travel registration system. Some ideas for tracking student side travel include:

- Requesting that students email you their plans before departure (students may copy Elke at schmi822@msu.edu)

[20] MSU List of High-Risk Destinations: https://globalsafety.isp.msu.edu/faculty-and-staff/high-risk-destinations/country-travel-risk-levels/

- Create and monitor a shared Google Doc or Google Sheet where students may input their travel
- Suggest that students register their trip in the MSU Global Travel Registry and add you as a Trip Editor so that you may view their travel: travelregistry.msu.edu

Community Building

Establishing a positive community environment within your program can go a long way to fostering student responsibility, good decision-making, and an openness to bringing concerns to your attention before they escalate. Meet with students regularly, preferably weekly depending on program length, to discuss non-academic issues. Although this is optional, program directors have reported highly successful sessions specifically arranged to discuss and share impressions, cross-cultural adjustment, personal activities, inappropriate behavior, etc. These sessions can also help to build group cohesiveness and help with cultural adjustment.

Tip: To underscore the academic nature of education abroad, we suggest using the word "program" rather than "trip."

More community-building tips collected from program directors include:

- Emphasize that your program is an educational endeavor, not a vacation
- Create a group agreement *with* your students during pre-departure orientation outlining shared expectations
- Make yourself available for private conversations with students
- Check in with the group after a few days on site by holding one-on-one meetings or a group gathering.
- Some program directors have reported that students may be reluctant to bring their concerns to the director's attention, despite emphasizing to their students that they are available to hear concerns. These program directors were surprised at the candor displayed when students were proactively asked to send their director an email describing how they were feeling about the program. This invitation encouraged some of their students to disclose their feelings of homesickness, cultural insecurity, and anxiety which allowed the program director to address their needs.

Housing

Housing providers and host families will expect MSU program directors and personnel to share the responsibility for informing students of host housing rules and regulations, encouraging students to abide by the local regulations, and mediating any conflicts that arise.

If a student is dissatisfied with their housing, attempt to correct the situation. Reassignment of housing, if necessary, can be provided only once during the program and only with EA pre-approval. No housing refunds will be provided for additional moves. The circumstances related to the move will determine if the student or EA will cover the costs (if any) associated with the move. Inform Global Safety and EA of any housing issues as soon as possible so that the situation can be assessed and addressed.

If a student is removed from housing, they might be removed from the Education Abroad program. Global Safety and EA should be actively involved in this process and/or decision. If a student is removed from housing but remains on the EA program, they will be responsible for locating and paying for alternative housing. No refund of the program housing will be granted. Students found responsible for damages to on-site housing will be held responsible for any associated financial costs, in addition to student conduct consequences.

Students are not permitted to change housing without notifying you or the Resident Director (if applicable). Depending on the reason for changing accommodations, the student may be held financially responsible for any costs above those allocated in the program budget. For example, housing payments are often made on a

monthly basis, and any moves made in the middle of the month may result in a forfeit of that month's rent on the part of the student. Students are also financially responsible for any property damage caused to their housing.

Programs must abide by MSU's housing policies, including those published by the Office of the Controller[21] and the Office of Education Abroad[22] [23]. These include policies about housing arrangements before, during and after the program:

- Students are expected to stay in the official program housing for the full length of the program and must vacate the housing on the last official day of the program.
- If students are not allowed to make their own alternative housing arrangements during the program, this requirement MUST be stated in the program flyer and web text. MSU cannot help with non-official program housing arrangements, but the Program Director, the EA coordinator, and Global Safety should be aware of where students are staying if not in official program housing.
- If a student requests assistance with on-site housing arrangements, neither you nor Education Abroad may make specific recommendations or arrangements for students prior to or after the official program dates. Providing services outside of formal program offerings and dates can lead to unacceptable liability risks for MSU.

These also include policies about sharing rooms:

- Faculty, academic/support staff, and executive managers are prohibited from sharing rooms with students or subordinates. This includes MSU graduate or undergraduate students as well as students from other institutions. In no case should program directors or their family members share accommodations with students.
- Students of the opposite gender are not permitted to share rooms. If students live in a flat/apartment with individually locked bedrooms, it is permissible for male and female students to share the apartment, but not the bedrooms. If a student requests an accommodation to this policy, please consult with your Education Abroad program coordinator.
- Students of the same sex may share a room, but they are prohibited from sharing a bed. Each student must have their own bed.

There are additional policies about non-participants:

- Students are not permitted to have guests stay overnight in MSU program housing.
- No support will be provided for accompanying non-participants (e.g., spouses/partners, parents and children).

On-Site Orientation

We recommend holding an on-site orientation shortly after your participants arrive on-site. Use this time to help students become acquainted with their new environment and host culture. You should also review your communication plan and emergency action plan. For international programs, remind students to carry the "Staying Healthy and Safe Abroad" tri-fold cards and International SOS membership cards. If they have lost their card, instruct them to record the information in their cellphone. You can also bring extra cards with you to distribute and share a link to the digital version of the cards.[24]

---

[21] MSU Room Sharing Policy: http://ctlr.msu.edu/combp/mbp70EBS.aspx#I72

[22] Education Abroad Housing Information for Program Directors: https://educationabroad.isp.msu.edu/faculty-and-program-directors/guide-education-abroad-programming/implementation-pre-departure

[23] Education Abroad Housing Information for students: https://educationabroad.isp.msu.edu/plan/preparing-travel/housing/

[24] Digital versions of "Staying Healthy and Safe Abroad" card and International SOS membership card: https://globalsafety.isp.msu.edu/students/education-abroad/pre-departure/#cards

If any students do not arrive on-site as planned, immediately notify Global Safety via the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Responding to Incidents Abroad

As the director of an MSU EA program, you may find yourself facing a critical incident or emergency involving one or more of the students in your care. **In case of a critical incident, you should be prepared to be on call 24/7 until the situation is resolved.**

While it is, of course, impossible to plan for all contingencies involving international travel, we do need to follow procedures that will allow us to react in a responsible and level-headed way when emergencies and health and safety incidents do arise. We need to be able to provide, in a consistent and predictable way, for the safety and well-being of our students. We also need to take reasonable and prudent measures to limit the university's legal liabilities.

MSU has, therefore, developed a series of specific procedures designed to safeguard the well-being of program participants. Global Safety is responsible for coordinating the university's management of health and safety incidents affecting participants in MSU EA programs in collaboration with external and campus partners. As a director of an EA program, you are expected to follow these procedures and to inform the students in your group about these procedures during their on-site orientation. This includes reporting incidents to Global Safety for appropriate follow-up. Any incident that disrupts the program, or has the potential to affect the health, safety, and security of the program and any of its participants, must be reported to Global Safety even if it has been resolved on-site. Global Safety needs to be aware of health and safety incidents that occur in relation to EA programs to assist program directors in resolving incidents appropriately, to ensure compliance with federal laws and university policies such as the University Policy of Relationship Violence and Sexual Misconduct, and to support the duty of care to all MSU international travelers.

Reporting Incidents

Global Safety appreciates your collaboration in keeping the office aware of incidents that occur on programs. Guidelines for how to report incidents may be found below. When in doubt, loop Global Safety in. Examples of incidents that may occur on a program and must be reported to Global Safety include, but are not limited to:

- Injury or illness
- Physical or sexual assault
- Sexual harassment, assault, or other misconduct
- Bias incident
- Mental health issue or crisis
- Terrorist threat or attack
- Natural disasters near your location
- Missing student
- Theft including robbery, burglary, pickpocketing
- Loss of passport
- Personal emergency such as death of family member
- Student conduct issues such as alcohol misuse, property damage, etc.

Seeking Assistance

Both Global Safety and International SOS are available 24/7 to assist EA program directors and students. Please see the chart below for an overview of when to contact International SOS and when to contact Global Safety for assistance. International SOS will inform Global Safety of any non-urgent issues (with traveler's permission) or any urgent issues. While you are always encouraged to contact Global Safety directly for

Tip: If you are unfamiliar with international calling, review this guide: howtocallabroad.com

assistance while you are abroad, you can rest assured that International SOS and Global Safety are communicating and collaborating, even if your first phone call is to International SOS.

In the event there is risk to someone's life, limb, or eye, you should contact local emergency services. For this reason, it is important that you and your students should know the local equivalent of "911" in advance of your departure. As soon as possible after local emergency services have been called, contact the International SOS 24/7 Scholastic Assistance Line at +1-215-942-8478. If further assistance is required, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

<table>
<tr><td colspan="2">International SOS or Office for Global Health, Safety, and Security – Who to Contact?</td></tr>
<tr><td rowspan="4">International SOS
In an emergency, call the 24/7 Assistance Line @ For other support, call, email or use the app.
- Call the Assistance Line:
- Call/Chat in the app:
- Email (for a response within 72 hours):</td><td>Medical or Public Health</td></tr>
<tr><td>Sexual Misconduct (for immediate medical attention)</td></tr>
<tr><td>Safety/Security</td></tr>
<tr><td>General Assistance for International Issues (ex. lost passport)</td></tr>
<tr><td rowspan="4">Global Safety
In an emergency, call the MSU 24/7 Emergency Line @
For other support, call or email the Global Safety coordinator for EA or the general team.
- For EA incidents or specific program support, contact the Global Safety coordinator for EA: Elke Schmidt (until June 12, 2023), schmi822@msu.edu or +1-517-884-9419
- For general questions or support (insurance, ISOS, ex), contact the Global Safety team: globalsafety@msu.edu or +1-517-884-2174</td><td>Student Conduct</td></tr>
<tr><td>Sexual Misconduct (for reporting and MSU resources)</td></tr>
<tr><td>Urgent Personal/Logistical/Itinerary Changes</td></tr>
<tr><td>Legal Issues or Crimes</td></tr>
</table>

Calling the International SOS 24/7 Assistance Line

International SOS offers both emergency and non-urgent medical and security assistance support to all MSU international travelers, including EA participants and program directors. International SOS can offer pre-departure assistance to program directors and students such as identifying recommended local medical facilities, offering travel health consultations relating to immunizations, public health risks, and managing chronic health conditions abroad, and sharing risk mitigation strategies for your program. While abroad, their team can offer medical advice, direct travelers to appropriate medical care and facilities with direct billing arrangements, arrange medical transportation (where possible), monitor care, facilitate medical evacuations when necessary, offer security assessments and advice following an incident, and provide advice for replacing a lost or stolen passport. When calling the International SOS 24/7 Scholastic Assistance Line **(+1-215-942-8478**) it should be sufficient to identify yourself as a Michigan State University traveler, but, if requested, MSU's International SOS Membership number is **11BCAS798617**. All MSU travelers have the same membership number.

Calling the MSU 24/7 International Emergency Assistance Line (for all EA programs, including domestic)

The MSU 24/7 International Emergency Assistance Line (**+1-517-353-3784**) is available to EA program directors and participants needing urgent or same-day assistance with an issue outside of International SOS' purview or if you have called International SOS and still require assistance. This includes assistance for Domestic Study Away programs.

When you call the MSU 24/7 International Emergency Assistance Line you'll be directly connected with MSU Police. They'll triage the call and contact Global Safety (see below).

1. Dial the international access code for the U.S. (usually 001).
2. Dial 1-517-353-3784 (collect calls accepted by dialing 0170 to connect with an international operator).
3. Identify yourself as an MSU traveler, state your name, and the country from which you are calling. *Clarify if you are with a Domestic Study Away program and need to connect with Global Safety.*
4. Tell the responder, briefly, the reason for your call.
5. Provide the responder with a return number at which you can be contacted.
6. Wait for the responder to transfer you to Global Safety staff.

Email Elke, Senior Coordinator at Global Safety (schmi822@msu.edu) if:

- You're letting MSU know that you're safe, despite a recent in-country emergency.
- You want to report a health, safety, or security incident that doesn't need immediate or same-day action.
- As of June 12, 2023, Elke will no longer be with MSU. Please keep an eye out for an email stating the new contact person and/or please follow the guidance in the out-of-office reply from her inbox after June 12, 2023.

Security Incidents

Safety tips

- Be vigilant (keep eyes + ears open; if something feels off then leave)
- Review guidance on what to do in an active violence situation: ready.gov/be-informed
- Establish ways to conduct quick accountability checks with students (i.e., implementing your communication plan)
- Advise students to avoid any protests and demonstrations as even those with peaceful intentions may become unsafe and/or involve confrontations with law enforcement. Students that participate in protests may be subject to disciplinary action.
- Remember MSU has political unrest/natural disaster evacuation insurance
- Review the International SOS information page for your program location(s): internationalsos.com (MSU Membership #11BCAS798617) or call +1-215-942-8478.
- Sign up for International SOS travel alerts via their web-portal.
- Review the U.S. Department of State Travel Advisory level and the latest consular messaging for all of your program locations: travel.state.gov/destination

In the event of a security incident while abroad:

1. Assess the situation and get yourself and your students to a safe location.
2. Confirm the safety and well-being of all students (if you are not with them).
   - This is why you will want to have a firmly established communication plan with your students.
3. Follow the advice of local authorities (e.g., shelter in place) and International SOS.
   - You can register for International SOS travel alerts by logging in to *internationalsos.com* (MSU Membership #11BCAS798617).
   - Know how to access local authorities. For example, what are the local newspapers and radio stations, what are the verified social media accounts for local law enforcement?
4. Report your status to Global Safety.
   - Email Elke at schmi822@msu.edu

- If you need help or advice call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

5. Implement Global Safety instructions and maintain communication.
6. Encourage students to contact their loved ones at home.

We strongly recommend debriefing with your students following a security incident in your region, even if it didn't impact your program directly. Offer students the opportunity to talk about what happened and listen to the students' concerns. Do not feel that you need to provide answers or solutions. Many students report to us that it is sufficient to be listened to and to have space to share their thoughts and hear from their peers. That said, Global Safety is likely providing you with information and travel safety guidance following a security incident. Please share this information with your students in whatever format you feel is most appropriate. If you are having trouble addressing the concerns of your students, do not hesitate to reach out to Global Safety for assistance.

Reporting Your Status to MSU

In the event of a major security incident, Global Safety will reach out to registered travelers that may be affected to see if you're safe and healthy. You can help by letting Global Safety know you're okay. Please send an email to Elke at schmi822@msu.edu. If you work with on-site providers, report your status to them as well. If you aren't sure if a local event constitutes a "major security incident", consider whether it will make international headlines. If you aren't sure, err on the side of caution and get in touch by email.

If you need emergency assistance you may call the MSU 24/7 International Emergency Line at +1-517-353-3784.

Health Issues Abroad

Medical Care

The following are instructions for seeking medical care for yourself or a student on your program.

1. If a student's life, limb, or eye is in danger, call a local ambulance or get to an Emergency Room immediately.
   - Know the local "911" equivalent in advance and where the nearest hospital is (contact International SOS at +1-215-942-8478 in advance of departure for this information).

2. For all other medical issues, have the student call the International SOS 24/7 Scholastic Assistance Line at +1-215-942-8478
   - Students can consult with International SOS' medical team, find appropriate local medical care, arrange medical transportation (in some cases), and arrange direct billing (where possible).

3. Inform Global Safety
   - International SOS will inform Global Safety of any open cases (unless it is an emergency, they will request the traveler's permission before disclosing information). However, Global Safety appreciates hearing from you directly so please email Elke at schmi822@msu.edu.
   - If you still need urgent assistance after speaking with International SOS, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Reimbursement Claims

Contacting International SOS in advance of seeking medical care is the best way to avoid out-of-pocket expenses. If such expenses are incurred, the student (or program director, if you sought medical care for yourself) can submit a reimbursement claim **within 90 days** to MSU's international health insurance provider, Chubb. Students are expected to cover their own out-of-pocket medical expenses. Reimbursement instructions may be found on the Global Safety website.[25]

Tip: Remind students that their international health insurance coverage includes mental health care.

Mental Health

Studying abroad or away is an exciting but sometimes stressful experience for students. Moreover, recent student data suggests an uptick in the number of students reporting feeling stress, anxiety, and depression.[26] Be mindful of this context during your program and use these tips to support student mental well-being on your EA program.

Tips for Interacting with students (from the MSU Counseling Center):

- Focus on pre-departure community and relationship building.
- Be mindful of student privacy.
- Listen carefully.
- Demonstrate concern and interest.
- Avoid criticizing or sounding judgmental.
- Resist the urge to diagnose or label.
- Encourage a student to take advantage of resources. These include CAPS ThrivingWell and UWill for telehealth support in the US21, and International SOS (+1-215-942-8478) for telehealth or assistance in finding a local counselor abroad.

In a crisis situation and/or if you are concerned about a student's safety, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784. A student expressing suicidal ideation should be considered a medical emergency. The student should not be left alone, and you should seek immediate assistance for the student, either by transporting them to hospital, if appropriate, or by calling the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784. Global Safety can consult with the University Physician for professional guidance.

International SOS Enhanced Emotional Support

International SOS offers virtual counselling for EA students and program directors through their Enhanced Emotional Support program. Students can call the International SOS 24/7 line at +1-215-942-8478 or contact International SOS through their phone app to access a mental health professional. There is no additional cost for using this service.

Student Conduct Issues

Students are required to comply with the EA Statement of Responsibility (electronically signed at application), MSU's Spartan Life Student Handbook, MSU General Student Regulations, MSU Relationship Violence and Sexual Misconduct Policy, any behavioral requirements established by program directors or their host

[25] Health insurance reimbursement claims: globalsafety.isp.msu.edu/students/health/international-health-insurance/#reimbursement

[26] The State of Spartan Health: https://healthpromotion.msu.edu/data/index.html

institution/provider, and the laws of their host country/countries.[27] You should be familiar with these regulations. Any behavioral or academic requirements that you have of your students should be outlined in your syllabus or a behavioral agreement that your students sign. Without this written documentation, it may be difficult to sanction students for violating your expectations on-site.

We ask that you keep Global Safety and EA informed of any student conduct issues you are experiencing on-site, even if you have adequately dealt with the situation. Global Safety likes to know what common issues occur on EA programs to improve program director development and student orientation. Also, should the student conduct issue persist or escalate to the point that intervention is required, it is very helpful to your colleagues at EA and Global Safety to have sufficient background knowledge and documentation to assist you in managing the issue.

Student conduct issues abroad should be identified and addressed promptly. Procedures for responding to these issues are described below and online: globalsafety.msu.edu/students/education-abroad/student-conduct-while-abroad/

Verbal Warnings

Student conduct issues that do not jeopardize the health and safety of the individual or others and do not prevent the program from functioning (for example, tardiness to class or a single instance of rudeness toward a host) may result in a verbal warning being issued. As a program director, you should have a frank discussion with the student(s) about their conduct, reiterate the behavioral expectations and policies the student is violating, and clearly outline the consequences should the unacceptable behavior continue. The student should understand that they have been issued a warning. You should give the student(s) the opportunity to respond and to ask questions. After your discussion with the student, send an email to the student, copying EA and Global Safety, summarizing your discussion.

Written Warnings

Student conduct issues that jeopardize, or have the potential to jeopardize, the health and safety of the individual or others and/or are disruptive to the program (for example, alcohol misuse, property damage, bullying) may result in a written warning being issued. Minor student conduct issues not resolved by the issuance of a verbal warning may also result in a written warning.

Written warnings are issued by Global Safety. To request that a written warning be issued to a student, email Elke at schmi822@msu.edu. Please describe the issue and action taken thus far. Global Safety will draft a written warning with your input and will issue the letter directly to the student by email. The written warning will describe the reported student conduct issue, outline the behavior that must change, and highlight the consequences should the behavior continue. If it is the weekend and you feel that the written warning cannot wait until Monday, please call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Removal from Program

If unacceptable behavior outlined in a written warning does not improve, or a student's conduct is such that it is determined that their continued presence on a program is likely to impede the achievement of program objectives, disrupt program activity, or jeopardize health and safety, the student may be removed from the program. This decision is made by EA and the program-sponsoring College in consultation with Global Safety, General Counsel, the on-site program director(s), and other relevant stakeholders.

[27] See Appendix E.

If you feel that a student must be removed from the program for conduct reasons, you will be asked to forward a written recommendation to Global Safety. For urgent assistance, especially if a student's conduct poses a danger to health and safety, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Campus Disciplinary Action

Global Safety, EA, the sponsoring College, or a program director may submit a complaint to Student Conduct and Conflict Resolution for conduct that occurs abroad. This may result in disciplinary action upon the student's return to campus. Reasons for submitting a student conduct complaint include but are not limited to student was removed from the program, student may benefit from alcohol education intervention, it is not feasible to remove a student from the program but referral for disciplinary action is appropriate (e.g., misbehavior occurs the final day of a program).

Alcohol Misuse and Drug Use

According to EA if students are of legal drinking age in their host country, they are permitted to consume alcohol during non-program hours. However, alcohol must be consumed responsibly and cannot be misused. Alcohol misuse is consumption of alcohol that is harmful, or has the potential to be harmful, to the individual and/or is disruptive to the program. Alcohol misuse is often a factor in student conduct issues abroad.

Students should not hesitate to seek a program director's assistance for a peer that is at risk or requiring medical attention due to alcohol consumption. Encourage your students to look out for one another. A student seeking assistance for an intoxicated classmate should not be subject to disciplinary action.

The alcohol misuse policy applies to program directors as well. No EA funds may be used to purchase alcohol. If students are individually purchasing alcohol at a group function, it is your responsibility to monitor responsible alcohol use by you and the students. While you are not ultimately responsible for an individual student's intoxication, you can be liable if you are shown to encourage consumption. Also, as a program director, you are in a position of authority and responsibility, and it is strongly advised that you do not consume alcohol at such functions. During non-program time, you must remain capable of addressing an emergency should it arise.

MSU has a zero-tolerance drug policy that prohibits the possession, use, manufacture, production, sale, exchange or distribution of illegal drugs by EA participants. This includes marijuana use, even if marijuana is legal or decriminalized in the host country or if the student has a medical marijuana card. Students that violate this policy face removal from the program and disciplinary action upon return to campus.

Tips for reducing alcohol misuse amongst your students:

- Demonstrate that EA is primarily an educational opportunity, not a vacation.
- Emphasize local cultural norms with respect to alcohol. In many countries, alcohol is consumed socially and in moderation.
- Suggest alternative, safe activities as an alternative to drinking.
- Offer extra credit for students that explore the area and report back to the group or engage in optional cultural activities.
- Build program participation or professionalism marks into your course syllabus. Remind students that they may find their grade impacted if they are unable to fully participate in program activities.
- Schedule evening or early morning classes or activities.

Medical Amnesty

Under the MSU Medical Amnesty Policy, the University exempts MSU students from discipline resulting from its drug- or alcohol-use/possession policy violations if they seek immediate medical assistance for themselves or persons experiencing drug- or alcohol-related emergencies; and/or if they require medical attention related to a drug- or alcohol-related emergency.

If a student meets these criteria, the University will not pursue disciplinary action through its student conduct process for violations of its alcohol and drug use and/or possession policies; however, students may be held accountable for any violations of their Education Abroad agreements, including dismissal from the program.

Responding to Incidents of Discrimination

As described on page 6, MSU's Anti-Discrimination Policy applies to EA programs. An incident of discrimination consists of verbal or nonverbal conduct that is threatening, harassing, intimidating, discriminatory, or hostile and is based on a category protected under the MSU Anti-Discrimination Policy.

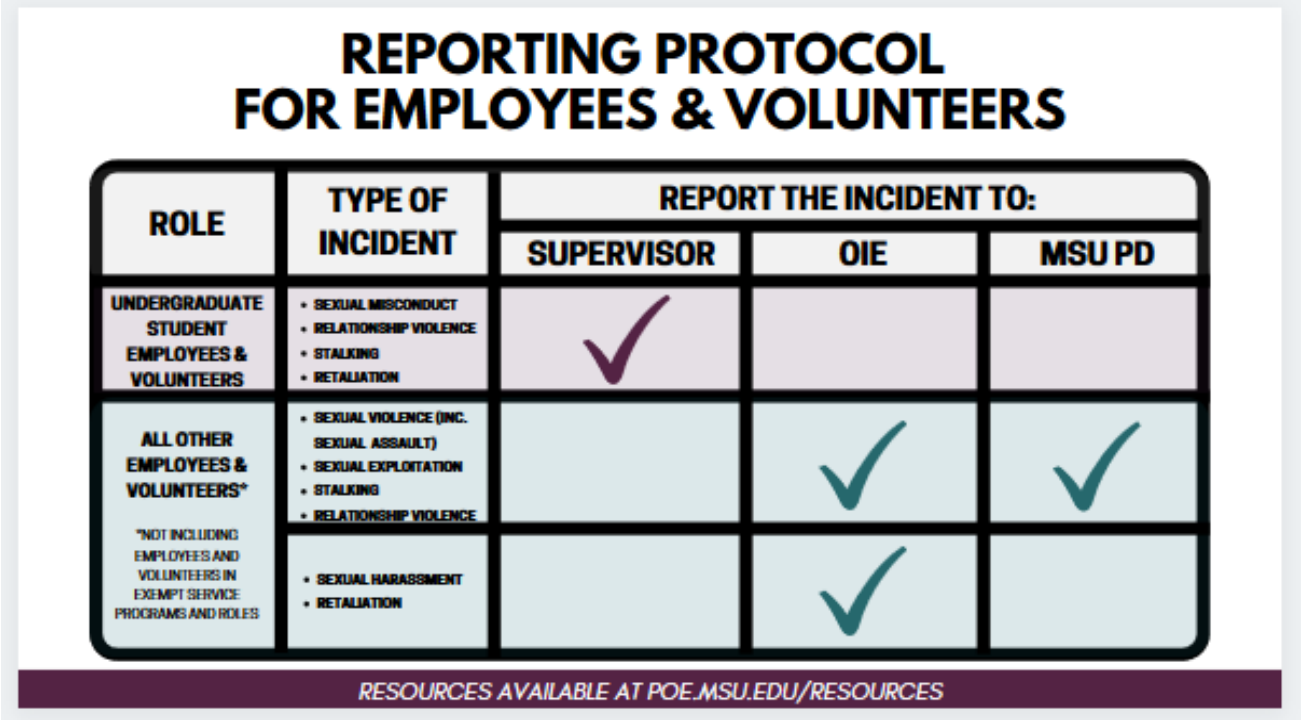
For the sake of supporting a positive, safe environment for all of your program participants and policy compliance, you should take any potential incident of discrimination seriously and report them to Global Safety. Disciplinary action, as described above, and/or investigation by the Office of Institutional Equity may be warranted. This extends to incident of discriminations committed by non-MSU persons including providers, vendors, homestay families, internship hosts, host institution faculty or staff, and community members. Even if MSU's ability to sanction an unaffiliated third-party is limited, please report any incident of discrimination so that appropriate support can be extended to the student.

Relationship Violence, Sexual Misconduct, or Stalking Abroad

The University Policy on Relationship Violence and Sexual Misconduct (RVSM) & Title IX stipulates that faculty and staff are responsible employees. If you learn that sexual misconduct (sexual harassment, sexual violence, or sexual exploitation), relationship violence, or stalking has occurred on your EA program, you are required to report this to MSU.

If you are an MSU employee, please contact the MSU 24/7 International Assistance Line +1 (517) 353-3784. Global Safety will then report to the MSU Police Department and the Office of Institutional Equity as required by the RVSM policy. Additionally, please report by using the public reporting portal: msu.publicincidentreporting.com. If you are a student employee, please report to your supervisor who will then report directly to the MSUPD/OIE. Global Safety will also work with International SOS to identify local resources which may include medical assistance, counseling, or advice on the options of filing a report with local police.

If you are unsure if an event or disclosure requires you to report as a responsible employee and you want to ask for guidance, you may contact OIE: oie.msu.edu, 1 (517) 884-8513, oie@msu.edu. If you would like to talk to someone confidentially, please reach out to Center for Survivors: 24-hour crisis line 1 (517) 372-6666, centerforsurvivors.msu.edu or Safe Place: 1 (517) 355-1100, safeplace.msu.edu



If someone discloses to you, please remember that they may feel a variety of emotions after experiencing RVSM. People react to trauma in many different ways. It is important that the survivor understands that what happened is not their fault. We encourage program directors to review the tips below (adapted from the MSU Center for Survivors) for supporting a person who has been impacted:

- Let the survivor know that you want to be supportive. How you respond to a survivor can greatly impact their healing journey. Use language to convey the following message – I believe you, I support you, it's not your fault.
- BELIEVE THEM!
- Offer them a private space to talk, if they feel comfortable (they may want to bring a friend or support person with them). Let them talk – don't interrupt.
- Reassure them that they are not to blame.
- Don't overstep. Do not ask for details or investigate.
- Ask open-ended questions such as "What do you need?" or "How can I help?"
- As a responsible employee, you can promise the student discretion and privacy but not confidentiality. Explain to the student to whom you are required to report (Global Safety, OIE and/or MSUPD) and reassure the student that you will not inform others. Let the student know they can expect to receive an email from OIE offering resources. You can reinforce that they never have to participate in an investigation and there are confidential and free resources that they can access (see below).
- Anyone impacted by relationship violence, stalking, or sexual misconduct seek assistance and support from the Campus Equity Navigator. Many options are available and could include: shifting class schedules, coordinating assignment extensions, changing housing or work schedules, etc. More information can be found at https://civilrights.msu.edu/ or at ocr.cen@msu.edu.

- Remember to also take care of yourself. Hearing about traumatic experiences can be upsetting, and it can be difficult to balance your needs and feelings with the survivor's needs and feelings.

Confidential Resources

The following confidential resources are available to students. Although they are campus/Lansing-based, some offer 24/7 crisis phone lines and virtual crisis chat support that can be accessed from abroad. Students may also benefit from these when they return to campus.

Confidential resources on campus:

MSU Center for Survivors (formerly Sexual Assault Program)
Resource for survivors of sexual assault. Individual therapy, group therapy, advocacy services, and crisis intervention. HIPAA compliant Zoom appointments may be available.
24/7 crisis line: 1-517-372-6666
Crisis chat available 7 days/week 10am-10pm: centerforsurvivors.msu.edu

MSU Safe Place
Resource for survivors of stalking and relationship violence. Counseling, advocacy, and emergency shelter. HIPAA compliant Zoom appointments may be available.
Phone: 1-517-355-1100
Email: noabuse@msu.edu
safeplace.msu.edu

Confidential resources for anyone:

Counseling and Psychiatric Services (CAPS)
Resource for students with various concerns. Counseling, medication, and referrals. HIPAA compliant Zoom appointments may be available.
Phone: (517) 355-8270
caps.msu.edu

Employee Assistance Program (EAP)
Resource for MSU faculty, staff, graduate assistants. Counseling and referral services.
Phone: 1 (517) 355-4506
Email: eap@msu.edu
eap.msu.edu

Confidential community resources for survivors:

End Violent Encounters
Resource for survivors of sexual assault, stalking, and relationship violence. Individual therapy, group therapy, children's programs, advocacy, crisis support, and emergency shelter.
24/7 crisis line: 1-517-372-5572
eveinc.org

Please contact International SOS (1-215-942-8478) to identify local resources which may include medical assistance and counseling.

For additional resources, please visit: poe.msu.edu/resources/index.html

Personal or Logistical Incidents

Cultural Adjustment and Homesickness

It is common for students to experience culture shock or homesickness during their program. Culture shock may manifest as irritability, loneliness, stereotyping the host country or culture, decreased academic performance, etc. Encourage students to take care of their physical and mental health by eating well and getting plenty of rest to help them adjust. Reassure students that it is natural to feel out of place in a new environment. Encourage students to consider how they have made similar adjustments in the past; for example, coming to campus as a freshman student.

You may also want to review the "Do's and Do Not's of Cultural Adjustment" listed below with your students. This information is shared with them in the online pre-departure orientation on D2L.

DO	DO NOT
DO – Set realistic academic and personal goals before you go abroad	DO NOT – View the overseas experience as an extended vacation.
DO – Periodically reassess your goals	DO NOT – Expect to see profound changes overnight.
DO – Step outside of your comfort zone in order to learn the local language	DO NOT – Put yourself in an unsafe situation or expect to become fluent in one day.
DO – Expect to feel frustrated, angry, or down sometimes	DO NOT – Hide away in your room or sleep all day.
DO – Talk to others about how you are feeling	DO NOT – Let frustration and anger consume your experience.
DO – Talk to your program director or an MSU staff member if you are having a serious problem.	DO NOT – Think you're the only one having difficulties.

Lost Passports and Personal Items

Lost or stolen passports must be replaced immediately. For assistance, students should contact International SOS at +1-215-942-8478. To assist students in reporting a lost or stolen passport while abroad, review the information on the relevant U.S. or other country Embassy or Consulate website. The student should file a report with local police as soon as possible as this documentation is often required to obtain an emergency passport. Please accompany the student to local police or arrange for on-site support to accompany the student.

If a student's onward travel will be delayed due to time needed to process a new passport, the student cannot be left alone and expected to travel on by themselves. Either the program director or the program assistant must stay behind with the student. If there is no second leader, local staff may be asked to look after the student and accompany them to the next travel location. If you are unsure how to accommodate a student in this way, please contact EA during regular business hours or the MSU 24/7 International Emergency Assistance Line at +1-517- 353-3784 after hours or on weekends/holidays.

To report a lost or stolen credit or debit card, students should contact the bank that issued the card. If they did not record this phone number, they may be able to locate the contact information by searching the Web. MSU students who have cards through the MSU Federal Credit Union may call +1-517-333-2424 or +1-800-678-4968 during normal business hours or +1-800- 543-5073 after hours for assistance.

Please report any theft to Global Safety. As always, you should contact the MSU 24/7 International Emergency Assistance Line at +1-517- 353-3784 for urgent or same-day assistance or contact Elke by email at schmi822@msu.edu for less urgent or FYI-only reports.

Program Withdrawals

If a student has arrived at the program site and decides to withdraw, they must begin by discussing the situation with the MSU personnel (program director, resident director, or local institutional foreign student adviser) on-site. The MSU personnel should consult with EA and Global Safety to determine if a solution exists for the situation. The student must understand that if they voluntarily withdraw from the program after the first day, they are financially responsible for the full program fee, must repay any scholarships awarded by EA, and may have their financial aid award for the remainder of the academic year cancelled. The student may also be financially responsible for tuition fees and subject to MSU academic policies outlined by the Office of the Registrar. If you need assistance advising a student on the specific consequences of the student's withdrawal, contact EA. Consideration may be given to a student leaving the program for medical reasons or due to an emergency situation but should not be promised.

If, after consultation, the student still plans to withdraw from the program, they must submit a signed and dated statement of explanation to EA immediately. This statement must indicate that the student understands that, effective on the date indicated, they will no longer be considered a student or participant in the program, and are therefore responsible and liable for their own behavior, housing, transportation home, full program fee, insurance, etc. The student will be financially responsible as described in the Statement of Responsibility (see Appendix D).

Unauthorized Withdrawal

If a student misses three or more consecutive class days without explanation, the program director should seek to determine the location of the student. If the student cannot be located, it will be considered an emergency situation and the emergency contacts 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 a critical part of the program. A student who, through their absence, demonstrates that they have withdrawn from the program during a semester or summer session without obtaining an official withdrawal, will be reported as having failed all courses.

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

Appendices

Appendix A: Contingency Planning for International Programs

This document is submitted to EA and Global Safety at least 6 weeks prior to your program start. You can complete it as an online form, which will simplify the process in future years. More information about the Contingency Planning process is available online from Global Safety: https://globalsafety.isp.msu.edu/faculty-and-staff/education-abroad-program-directors/ea-planning/

SPARTANS ABROAD: Contingency Planning for Faculty-Directed Programs

INSTRUCTIONS

Overview:

1) Complete the online form at least 6 weeks prior to your program departure. At the end of the form, Note any sections where information is not yet available and specify when updates will be provided and the form resubmitted to EA and Global Safety.
   - Once complete, the primary contact (identified in Section 1), the EA program coordinator and Elke Schmidt with Global Safety will receive a copy of your form.
2) Print out a copy of the full document for yourself, your co-leaders, and any key on-site support personnel. Share Sections 1-4 (green on the word document) with your students.

Section 1: Program Details

1) Please match the program name to that published in ViaTRM. Note any recurrent terms for the program or its frequency.
   - The contingency planning form should be reviewed prior to each subsequent iteration of the program for any updates, rather than completing it from scratch each term/year.
   - The primary contact (identified in Section 1) will receive an email receipt with a record of the form as well as a unique link to access the completed online form to make any updates.

Section 2: Key Personnel and Communication

1) On-Site Emergency Contact Information: Please note each person's affiliation.
   - As a reminder, all faculty-directed programs require two on-site staff. On-site staff can be two MSU faculty/staff members OR an MSU faculty member or staff member plus a graduate student or a qualified external staff member (e.g., local faculty member, staff member, or graduate student, local provider, etc.). Undergraduate students can be program assistants; however, they cannot serve as the second on-site staff person.
2) Student Communication and Meeting Spots:
   - Develop and share a group communication plan with partcipants in advance – this should be a timely way to get in touch with the group outside of D2L or another learning platform. Examples include WhatsApp, Signal, Skype, texting, email, etc.
   - Set an emergency meeting spot in advance for your general program location(s) (e.g., classroom, lodging) and then upon arrival at any new location.

Section 3: Site Details

1) Itinerary and Program Activities: List general activities for the day, and then in the "Notes" section, include additional information such as any high-risk activities, the type of transportation the participants will be using during the day, and if you are changing locations. (You may also attach your detailed itinerary as a separate document.)
   - High-risk activities would include: non-traditional modes of transportation (incl. helicopter, private plane, off-road vehicles, motorcycles, bicycles, skateboards, scooters, etc.), water activities (incl. diving, snorkeling, water skiing, swimming, surfing, kayaking, rafting, etc.), outdoor winter activities

(not incl. Nordic/cross-country skiing, but incl. alpine skiing and winter trekking), close contact with animals, and activities at altitude over 12,000 feet.

2) Housing Details: This is for program logistics, emergency response, and mandatory Clery Act reporting obligations. If program directors/assistants and students are staying in the SAME housing, we need only one set of contact information. If program directors/assistants are staying in different housing, we need housing information for program directors/assistants and for students.
   - Resident Type or Name: "Students," "On-Site Staff," or specific names if individual placements.
   - Housing Type: Hotel, home stay, single or double rooms, etc.
3) Medical Facilities: Given the location of your program, please identify the most accessible 24/7 emergency care and, if separate, outpatient care in collaboration with International SOS – you can call them 24/7 at +1- 215-942-8478 or email them at philadelphia@internationalsos.com. If proposing a multi-location program, please list the nearest medical facility for each location. If you already are familiar with a medical facility in the area, you can share this information with ISOS for them to verify the quality of care available.

Section 4: Student Support

1) Academic Continuity: We strongly recommend a clear, enforceable attendance policy in the course syllabus. For students who are ill or in quarantine, what options exist for them to continue with coursework and participate in activities?
2) Mental Health Resources: We recommend making time to meet with each student individually before or early in the program to get to know them, and also letting students know how they can reach you if they have concern they would like to discuss.
   - What mental health resources are available to students? What check-ins are available to students who are in quarantine or ill for several days? *(e.g., daily check-in by phone or Zoom)*
   - If students will not have regular access to internet for telehealth visits, please call International SOS (ISOS) – you can call them 24/7 at +1-215-942-8478 or email them at philadelphia@internationalsos.com. ISOS can help identify in-person options.
3) Housing Options: If proposing a multi-location program, please provide the required information for each location.
   - If in shared rooms, how flexible are the arrangements if a student needed to quarantine or be roomed separately?
   - What resources exist to help a student access necessities like laundry, meals, personal hygiene items, etc?

Section 5: Program / Academic Continuity

1) Talk to your co-instructor and/or on-site support about options should a program director become ill or need to quarantine.
   - What options are available to ensure continued course delivery?
   - For programs traveling to multiple locations, which on-site staff member is best placed to stay behind with a student should the group need to continue ahead? What factors might play into your decision?

Section 6: Space Rental

1) List addresses for any classrooms or other spaces rented by MSU that are not included in Section 3. This is related to the university's reporting obligations under the Clery Act. This includes any rented classroom spaces, for example.

Section 7: Risk Mitigation

Global Safety has tips regarding safety and security risks while traveling. You should be familiar with the risks outlined by the U.S. Department of State, the Centers for Disease Control and Prevention, and International SOS on the relevant country profile(s).

- In the table, enter any known risks associated with the program location(s) and outline a mitigation strategy for addressing these risks. Type over the example text and add any additional rows as needed.

PLEASE SHARE SECTIONS 1-4 WITH STUDENTS in addition to EA and Global Safety.

1) Program Details

Program Summary			
Name of Program		Term(s)	
Lead Program Contact		Dates	
EA Coordinator		Country/ies	

2) Key Personnel and Communication

On-Site Emergency Contact Information				
Name	Role and Affiliation Ex: Program Director/Assistant, On-Site Provider, etc.	Email	Local Phone # while on-site	Alternative Contact Ex. WhatsApp number

Local Emergency Numbers			
Police		Fire	
Ambulance		US Embassy Emergency Assistance	
International SOS 24/7 Assistance Line	+1-215-942-8478	MSU 24/7 International Emergency Assistance Line	+1-517-353-3784
ISOS is best placed to support any medical emergency.		MSU PD will route your call to Global Safety for MSU assistance.	

Student Communication and Meeting Spots				
Group Communication Plan Ex. WhatsApp, texting, email	Primary		Secondary	
Emergency Meeting Spots	Location #1:		Location #2:	
	Location #3:		During excursions:	

3) Site Details

Itinerary and Program Activities			
Dates	City, Country	Activities	**Notes:** Ex. type transportation, changing locations, higher-risk activities,
EXAMPLE: 12.27.2022– 1.9.2023	London, UK	Accent sessions, tourist activities, museum visits	12.27: Arrive mid-day from Paris by train. 1.5: Stonehenge day trip, Accent arranged bus

Housing Details

Dates	Resident Type or Name	Housing Type	Address	**Contact Info:** Phone and email

Nearest Medical Facilities			
Medical Facility Name	Address	Care Available	Contact Info: *Phone and/or* email

4) Student Support

What academic continuity options are available for students unable to attend an activity or class?

What mental health resources are available to students? All students, faculty and staff have access to mental health services through International SOS (ISOS, available 24/7 at +1- 215-942-8478).

What housing options are available for students who are sick?

SECTIONS 5-7 DO NOT NEED TO BE SHARED WITH STUDENTS
Please include them in your submission to EA and Global Safety for risk mitigation and reporting.

Academic Continuity

What academic continuity options are available should a program director become ill or need to stay in a separate location with a student?

5) Additional Clery Reporting Information

Space Rental Details			
Dates	Location Type & Description	Address	Contact Info Phone and email

6) Risk Mitigation Strategies

Location-Specific Risk Considerations	
Risk	Mitigation Strategy
Ex: Students may swim in the ocean during their free time.	Ex. We will address swimming safety tips during pre-departure orientation & when we arrive. I will advise students go to Beach A with a lifeguard during the day if they want to swim.
Ex: Pickpocketing in market (Day 5 activity).	Ex. Pre-departure orientation addresses basic safety precautions. Before the market visit, students will be advised to take only essentials and to leave all other valuables on the bus.

Appendix B: Contingency Planning for Domestic Programs

This document is submitted to EA and Global Safety at least 6 weeks prior to your program start. You can complete it as an online form, which will simplify the process in future years. More information about the Contingency Planning process is available online from Global Safety: https://globalsafety.isp.msu.edu/faculty-and-staff/education-abroad-program-directors/ea-planning/

DOMESTIC STUDY AWAY: Contigency Planning and Checklist
INSTRUCTIONS

Overview:

1) Complete the online EA Contingency Planning for Domestic Study Away Programs at least 6 weeks prior to your program departure.
2) This word document is intended to help guide you through the online form and to help you prepare the information in advance.
3) Once complete, the online Qualtrics form (linked above) will be submitted it to the Domestic Study Away EA program coordinator, Chloe Secor (secorchl@msu.edu), and Global Safety senior coordinator, Elke Schmidt (schmi822@msu.edu).
   - At the end of the online form, note any sections where information is not yet available and specify when you will be updating the form and resubmitting it to EA and Global Safety.
   - In the receipt email, you will have a unique link to access your completed form and update any information.
   - If any items are checked "Yes" in Section 1, EA and Global Safety will contact you regarding higher-risk programming.
4) Save and distribute copies of the full form (sent to you in the email confirmation) to your co-leaders and any key on-site support personnel. Share Sections 2-4 (green on this form) with your students.
5) Review incident response materials prior to departure and as needed during the program. Please reach out to EA or Global Safety with any questions or concerns.

Section 1: Review of High-Risk Programming Considerations

6) If you check "yes" on any item, please provide additional information in the text box below the list.
7) Depending on the type and extent of risk exposure, EA and Global Safety may follow up for additional information and/or determine that the program will need to be reviewed and approved by Global Safety and/or the Risk and Security Assessment Committee (RSAC).
8) **High crime / high risk of violence:** Review all program locations against violent crime rates for the area. This includes rape and sexual assault (also labeled as sex crimes), robbery, assault and murder. Resources include:
   - City-data.com/crime/ - This is a great starting point! Select a state, then city, for crime rates and then scroll down on the city overview for comparison to other U.S. cities and the US average.
   - Crimemapping.com/map – See recent alerts for a specific area. Select "charts" for information by type of crime for the last 7 days. Not all local jurisdictions report to this service, and data is not available for all locations.
   - FBI Crime Data Explorer (https://cde.ucr.cjis.gov/) - Select a state, then city, for trends in local crime rates.
9) **Remote locations:** Check "Yes" for any program locations further than (1) 90 minutes to 24/7 emergency medical care or (2) 2 hours to police, fire and EMS services. Please confirm response times for emergency services with the local police department, fire department, ambulance or national park service or other local response organizations if you are unsure. Resources include:
   - Medicare.Gov's list of US hospitals
   - MedlinePlus from the National Library of Medicine

- USA.Gov's list of US state health departments

10) **Natural disasters:** Review all program locations for any risk of natural disaster. This might vary depending on the time of year of your program. Natural disasters include, but are not limited to:
    - Extreme heat (avg. heat index over 95deg for the time of year of travel)
    - Recent flooding, landslides or earthquakes, wildfire history
    - Recent or projected volcanic activity

For further information, review FEMA's list of locations for recent active or past disaster declarations.

11) **Public health threat / outbreak:** Review all program locations against the CDC's list of outbreaks and State/County health advisories. Check "Yes" if any program activities or locations will expose MSU travelers to an ongoing outbreak or other public health concern.
12) **High-risk activites:** If "Yes" to any activities, note the health and safety preparations that are already part of your program. This can include:
    - Non-traditional transportation: the vetting and selection of the provider, safety briefings, etc.
    - Water or winter activities: safety briefings, skills testing if applicable, personal safety gear and use, etc.
    - Contact with animals: the prior training of the participants, safety briefings, supervision, potential vaccinations, etc.
    - Activities at altitude: first aid supplies and training, acclimatization plan, and contingency planning for medical and environmental issues. Review the CDC's Travel at High Altitude information as a starting point.
13) Specific populations/settings: This includes:
    - Programs in clinical settings
    - Programs involving youth
    - Programs involving vunerable populations

Section 2.1: Key Personnel and Communication

3) **On-Site Emergency Contact Information:** List all personnel that can assist a student, an instructor, or MSU in an emergency. This includes MSU faculty or staff accompanying the group as a Program Director, Program Assistant or Volunteer; Guides or Tour Operators; Host Institution Contact Person; etc.
4) Student Communication and Meeting Spots:
    - Set a group communication plan in advance – this should identify a timely way to get in touch with the group outside of D2L or another learning platform. Examples include WhatsApp, texting, email, etc.
    - Set an emergency meeting spot in advance for your general program location(s) (ex. classroom, lodging) and then upon arrival at any new location.

Section 2.2: Site Details

4) **Itinerary and Program Activities:** List general activities for the day, and then in the "Notes" section include additional information such as any high-risk activities, the type of transportation the participants will be using during the day, and if you are changing locations. *(You may also attach your detailed itinerary as a separate document.)*
5) **Housing Details:** This is requested for program logistics, emergency response, and mandatory Clery Act reporting obligations. If program leaders and students are staying in the SAME housing, we need only one set of contact information. If program leaders are staying in different housing, we need housing information for leaders and for students.
    - **Resident Type or Name**: "Students", "Program Leaders", or specific names if individual placements.
    - **Housing Type:** Hotel, home stay, single or double rooms, etc.
6) **Medical Facilities:** Please identify 24/7 emergency care and, if separate, outpatient care. If proposing a multi-location program, provide information for each location. MSU faculty and staff should not advise

students on insurance. All MSU travelers, including students, in the US are covered by their personal insurance plan and not by any additional MSU travel health insurance coverage.

Section 2.3: Student Support

4) **Academic Continuity:** We strongly recommend a clear, enforceable attendance policy in the course syllabus. For students who are ill or in quarantine, what options exist to continue with coursework and participate in activities?
5) **Mental Health Resources:** We recommend making time to meet with each student individually before or early in the program and also letting students know how they can reach you if they have concerns they would like to discuss. What mental health resources are available to students? What check-ins are available to students who are in quarantine or ill for several days? *(Ex. daily check-in by phone or Zoom)*
6) **Housing Options:** If proposing a multi-location program, please address the plan for each location.
   - If in shared rooms, how flexible are the lodging arrangements if a student needs to quarantine or be roomed separately?
   - What resources exist to help a student access necessities like laundry, meals, personal hygiene items, etc?

Section 3.1: Program / Academic Continuity

2) Talk to your co-instructor and/or on-site support about options should a program director become ill, need to quarantine or experience an emergency.
   - What options are available to ensure continued class delivery?
   - For programs traveling to multiple locations, is one on-site staff member best placed to stay behind with a student should the group need to continue ahead?

Section 3.2: Space Rental

2) List addresses for any classrooms or other spaces rented by MSU that are not included in Section 2.2. This is related to the university's reporting obligations under the Clery Act. This includes any rented classroom spaces, for example.

Section 3.3: Risk Mitigation

Global Safety has tips regarding safety and security risks while traveling. In the table, enter any known risks associated with the program's location(s) and outline a mitigation strategy for addressing these risks. Type over the example text and add any additional rows as needed.

Program Summary			
Name of Program		Lead Program Contact And Email	
Term and Dates If recurring, note frequency/term(s)		Brief Description	
Destination(s)		Host Institution or On-Site Partner, if applicable	

High-Risk Programming Considerations

If you select "yes" to any items below, provide additional information in provided text box.

Risk Considerations:

1) Does the program involve any travel to locations with violent crime rates higher than national average?	_ Yes _ No
2) Does the program involve any travel to remote locations with reduced access to medical care / emergency services?	_ Yes _ No
3) Does the program involve any travel to locations prone to natural disasters?	_ Yes _ No
4) Does the program involve any travel to any locations currently facing a serious disease outbreak or other significant public health threat?	_ Yes _ No
5) Does the program include any high-risk activities? **a)** Non-traditional modes of transportation, including helicopter, private plane, off-road vehicles, motorcycles, bicycles, skate boards, scooters, etc. **b)** Water activities, including diving, snorkeling, water skiing, swimming, surfing, kayaking, rafting, etc. **c)** Outdoor winter activities, including alpine skiing, trekking, etc. (Non-high-risk activities include Nordic/cross-country skiing in urban areas.) **d)** Close contact with animals **e)** Activities at altitude over 12,000 feet	_ Yes _ No
6) Does the program work with any of the specific populations/settings noted below? **a)** Clinical settings **b)** Youth population(s) **c)** Vulnerable population(s)	_ Yes _ No
If "Yes" to any items above, provide additional detail:	

PLEASE SHARE THESE PAGES WITH STUDENTS in addition to EA and Global Safety

Key Personnel and Communication

On-Site Emergency Contact Information			
Name	Role and Affiliation - *Ex. Program Director/Assistant, On-Site Provider, etc.*	Email	**Phone -** # while on-site

Student Communication and Meeting Spots				
Group Communication Plan	Primary		Secondary	
Emergency Meeting Spots	Location #1:		Location #2:	
	Location #3:		During excursions:	

Site Details

Itinerary and Program Activities			
Dates	City, State	**Activities -** General activities for the day	**Notes -** Any higher-risk activities? What transportation will be

			used? Are you changing locations?

Housing Details				
Dates	Resident Type or Name	Housing Type	Address	**Contact Info -** Phone and email

Nearest Medical Facilities NOTE: While in the US, MSU travelers including Domestic Study Away participatans are covered by their personal insurance plans. Out-of-network and out-of-state costs vary by plan and provider. Individuals are encouraged to contact their insurance provider prior to their program to understand the limitation of their insurance policy during the program.		
Med. Facility Name and Address	**Care Available:** Outpatient Care, 24/7 Emerg. Care, etc.	**Contact Info:** Phone and/or email

Student Support

What academic continuity options are available for students unable to attend an activity or class?
What mental health resources are available to students? If you, or someone you are with, are in crisis, please call 911 or go to the nearest emergency room. MSU Counseling & Psychiatric Services (CAPS) crisis services are also available 24/7. Call 517-355-8270 and press "1" at the prompt to speak with a crisis counselor. CAPS also offers free confidential appointments and resources such as free self-assessments.
What housing options are available for students who are sick and may need to isolate?

THESE PAGES ARE FOR PROGRAM PLANNING AND DO NOT NEED TO BE SHARED WITH STUDENTS
Please include them in your submission to EA and Global Safety

Academic Continuity

What academic continuity options are available should a program director become ill or need to stay in a separate location with a student?

Additional Clery Reporting Information

Space Rental Details			
Dates	Location Type & Description	Address	**Contact Info:** Phone and email

Risk Mitigation Strategies

Location- or Activity-Specific risks You may type over the example text and add rows as necessary.	
Risks	Mitigation Strategy
Ex. Students may swim in the ocean during their free time.	Ex. We will review swimming safety during our pre-departure orientation and when we arrive. We will advise students to swim at Beach ABC with a lifeguard during the day if they want to swim.
Ex. Students will be traveling on public transportation independently in their free time.	Ex. We will encourage students to download the public transport app and to travel with a buddy or in a small group, especially at night. We will also advise that they keep their phone charged.

Appendix C: Emergency Action Plan (EAP) – optional

The EAP is a supplement to the Contingency Planning (required). It is optional and provides additional details on responding to specific incidents.

You can complete this and share it with your on-site staff including your co-program director, program assistant(s), on-site provider and other local support. We also recommend printing out copies to keep on hand in case you cannot access a computer or your email.

Emergency Action Plan

This Emergency Action Plan is your go-to reference for responding to an incident while on-site. Print out a copy for easy reference.

Communication Plan

What will be your primary way to communicate with your students in case of emergency?
Form a communication plan with your students. Consider what will be most effective for everyone on your program

- this may involve a group discussion with your students.
- Options include SMS text messaging, WhatsApp, Skype, Viber, GroupMe, etc.
- Verify if your students have cellphones and recommend that they keep them charged. Be prepared to develop an alternative communication plan, such as a buddy system, in the event that a student does not have a cellphone.

Primary	[Ex: WhatsApp group]
Secondary	[Ex: SMS text messaging]

Input your students' contact information below so it is accessible in case of emergency (add rows as necessary).
Tip: Ask students to record their information during a pre-departure orientation session, or set up a Google Doc and ask students to submit their information.

Name	Email	Cell Phone

Incident Response Plan

The template below is provided to guide you in developing your own, program and location specific plans. It is not a comprehensive document for responding to all issues.

In Column A., identify the types of incidents that may occur on your program. Some incidents (such as illness or injury) can occur anywhere while other programs face unique, location-specific challenges (such as earthquakes). Please add/subtract to the template below to help you prepare for your specific program. Refer to the On-Site Operations Manual for guidance.

If you need additional help, contact the Office for Global Health, Safety, and Security (Global Safety) at globalsafety@msu.edu or 1-517-884-2714.

A. Incident	B. Response Procedures	C. Contact COVID Information
Non-Emergency Medical Issue	1. Call International SOS 2. Inform MSU	International SOS 24/7 assistance: 1-215-942-8478 MSU *(non-urgent)* Elke Schmidt: schmi822@msu.edu *(urgent)* 24/7 assistance: 1-517-353-3784 Local Partner(s) [Contact info for any local partners that can assist or should be informed]
Emergency Medical Issue (imminent risk to life, limb, or eye)	1. Call local 911 equivalent or get nearest hospital - Travel to hospital with student 1. Call International SOS as soon as possible 2. Report to MSU 24/7 International Emergency Assistance Line	Nearest Hospital [Call International SOS to identify: 1-215-924-8478] Local 911 Equivalent [911 equivalent] MSU *(non-urgent)* Elke Schmidt: schmi822@msu.edu *(urgent)* 24/7 assistance: 1-517-353-3784 International SOS 24/7 assistance: 1-215-942-8478 Local Partner(s) [Contact info for any local partners that can assist or should be informed]
Active Violence (information from ready.gov)	1. Be alert to your surroundings 2. Have an exit plan 3. If you are in the vicinity of an active violence situation: - Run: If there is an accessible escape path, attempt to evacuate the building or area, then call the local emergency number. - Hide: If evacuation is not possible, hide in a place out of view. Put a solid barrier between yourself and the threat. Keep silent. - Fight: As a last resort, attempt to disrupt the attack. Be aggressive.	Local 911 Equivalent [911 equivalent] EA Program Communication Plan [Ex: What's App Group] International SOS 24/7 assistance: 1-215-942-8478 MSU *(if all are ok)* Elke Schmidt: schmi822@msu.edu *(if anyone needs urgent help)* 24/7 assistance: 1-517-353-3784

	4. Account for all students once you are in a safe place 5. Seek medical care if necessary 6. Call International SOS or the MSU 24/7 International Emergency Assistance Line for guidance 7. Advise students to contact family 8. Debrief with students	Local Authorities [Verified Social Media Accounts – Red Cross, Local Emergency Responders etc.; Local News Sources]
Natural Disasters (e.g., Earthquake, Fire, Flood, Hurricane, etc.) (see ready.gov for incident-specific advice to add here based on what may be relevant to your program)	1. If you are in the immediate vicinity of an event: [Example earthquake response: Drop, Cover, Hold On; Driving: pull over; Bed: stay there, cover; Inside: stay there, drop, cover, hold on; High rise: do not use elevators] 2. Accountability checks with students 3. Seek medical care if necessary 4. Seek guidance - International SOS - MSU - Local authorities 5. Check in with MSU 6. Tell students to contact family	EA Program Communication Plan [Ex: What's App Group] Local Authorities [Verified Social Media Accounts – Red Cross, Local Emergency Responders etc.; Local News Sources] MSU *(non-urgent)* Elke Schmidt: schmi822@msu.edu *(if anyone needs urgent help)* 24/7 assistance: 1-517-353-3784 International SOS 24/7 assistance: 1-215-942-8478 Local Partner(s) [Contact info for any local partners that can assist or should be informed]
Fire	1. Have an exit plan and emergency meeting place 2. If you are in the immediate vicinity of an event: - Crawl low under any smoke to your exit - Before opening a door, feel the knob to ensure it is not hot - Open doors slowly - Assist people on your way out but if you can't help or reach them, leave the building and notify emergency responders of their location - If you can't get out, close the door, cover vents and racks with cloth, call emergency services, signal for help	

	- If your clothing catches fire, stop, drop, roll - Do not re-enter any buildings 3. Call the local 911 equivalent	

	4. Accountability check with students 5. Seek medical care 6. Seek guidance from MSU if necessary, for example, if you are unable to return to your housing	
[Other] See: travel.state.gov ready.gov internationalsos.com (MSU Membership #11BCAS798617)		
[Other] See: travel.state.gov ready.gov internationalsos.com (MSU Membership #11BCAS798617)		

Appendix D: “Staying Healthy and Safe Abroad” printable card and International SOS membership card

You can find the most up-to-date versions of these cards as downloadable and printable PDFs at globalsafety.msu.edu/PDResources



INTERNATIONAL SOS

Control Risks

MEDICAL AND TRAVEL SECURITY ASSISTANCE

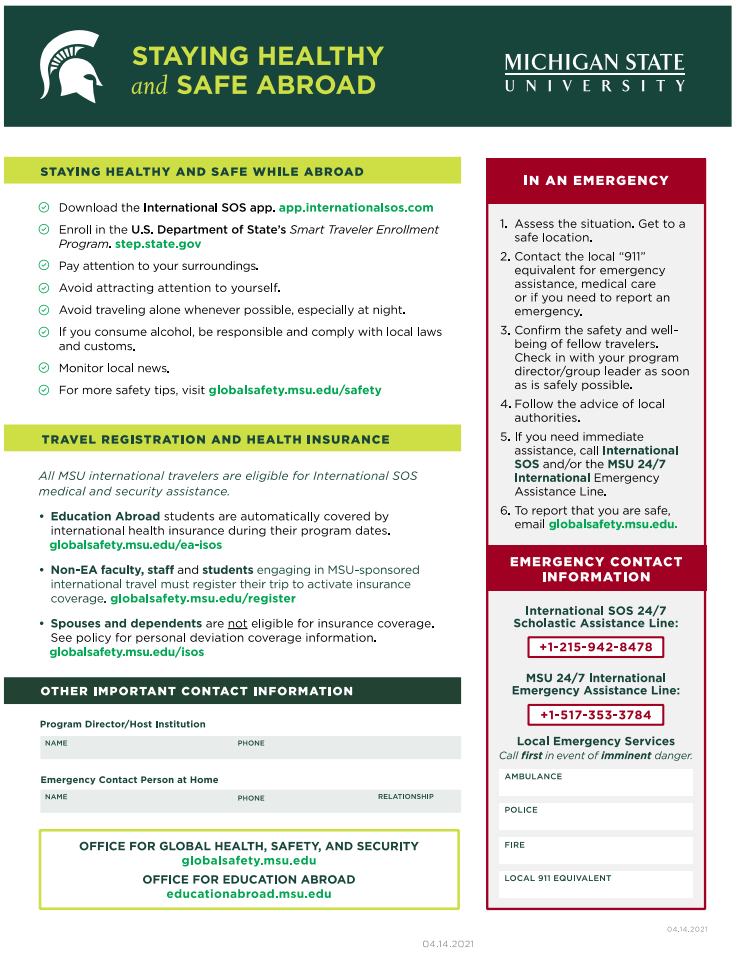
MICHIGAN STATE UNIVERSITY

Membership No: **11BCAS798617**

Dedicated Tel: **+1 215 942 8478**

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

Download the free Assistance App from app.internationalsos.com



STAYING HEALTHY *and* SAFE ABROAD

MICHIGAN STATE UNIVERSITY

STAYING HEALTHY AND SAFE WHILE ABROAD

- Download the **International SOS app.** app.internationalsos.com
- Enroll in the **U.S. Department of State's** *Smart Traveler Enrollment Program.* **step.state.gov**
- Pay attention to your surroundings.
- Avoid attracting attention to yourself.
- Avoid traveling alone whenever possible, especially at night.
- If you consume alcohol, be responsible and comply with local laws and customs.
- Monitor local news.
- For more safety tips, visit **globalsafety.msu.edu/safety**

TRAVEL REGISTRATION AND HEALTH INSURANCE

All MSU international travelers are eligible for International SOS medical and security assistance.

- **Education Abroad** students are automatically covered by international health insurance during their program dates. **globalsafety.msu.edu/ea-isos**
- **Non-EA faculty, staff** and **students** engaging in MSU-sponsored international travel must register their trip to activate insurance coverage. **globalsafety.msu.edu/register**
- **Spouses and dependents** are not eligible for insurance coverage. See policy for personal deviation coverage information. **globalsafety.msu.edu/isos**

OTHER IMPORTANT CONTACT INFORMATION

Program Director/Host Institution

NAME PHONE

Emergency Contact Person at Home

NAME PHONE RELATIONSHIP

OFFICE FOR GLOBAL HEALTH, SAFETY, AND SECURITY
globalsafety.msu.edu
OFFICE FOR EDUCATION ABROAD
educationabroad.msu.edu

04.14.2021

IN AN EMERGENCY

1. Assess the situation. Get to a safe location.
2. Contact the local “911” equivalent for emergency assistance, medical care or if you need to report an emergency.
3. Confirm the safety and well-being of fellow travelers. Check in with your program director/group leader as soon as is safely possible.
4. Follow the advice of local authorities.
5. If you need immediate assistance, call **International SOS** and/or the **MSU 24/7 International** Emergency Assistance Line.
6. To report that you are safe, email **globalsafety.msu.edu.**

EMERGENCY CONTACT INFORMATION

International SOS 24/7 Scholastic Assistance Line:
+1-215-942-8478

MSU 24/7 International Emergency Assistance Line:
+1-517-353-3784

Local Emergency Services
*Call **first** in event of **imminent** danger.*

AMBULANCE
POLICE
FIRE
LOCAL 911 EQUIVALENT

04.14.2021

Appendix E: Group Communications Guide

WhatsApp

How to create a WhatsApp Group for iOS:

- WhatsApp for iPhone is free to download from the App Store.
- Once downloaded, click on the app. Tap the "Chats" option to open your chat history. This is in the toolbar at the bottom of the screen.
- Tap the "New Group" option. This should be in the top right corner of the Chats menu. You will need to have at least one chat in your Chats menu before you can create a group; if you've just installed WhatsApp, simply send a chat to a contact in order to activate the "New Group" option.
- Tap a contact's name to add them to your group. You can do this with up to 256 people; the name and icon of each person you add will show up at the top of your screen as you add contacts. You can also search for specific contacts from within the search bar at the top of the WhatsApp screen. You cannot add people who aren't currently in your contacts. If you need to add individuals to your contact, add them outside of the app, as you would any other contact in your phone.
- Once you have selected all of your participants, tap "Next" in the top right corner of your screen. This will take you to the "New Group" creation page. From here, you can:
- Add a "Group Subject" to name the group
- Add a photo by tapping the camera icon on the left of the Group Subject field.
- Delete participants from the group before you officially form it.
- Tap "Create" in the top right corner of your screen. You have created a group in WhatsApp! How to create a WhatsApp Group for Android:
- Once the app is downloaded for free from the Google Play Store and opened, tap the "Chats" tab. You will find this at the bottom of your screen in the WhatsApp's toolbar.
- Tap your Android's menu button (three dots in the upper right hand corner). Doing so will prompt a menu from within the Chats page.
- Tap the "New Group" option at the top of the menu. This will prompt you to select members for your group.
- Tap contacts' names to add them to your group. You can also search for specific contacts using the search bar at the top of your screen. You cannot add people who aren't currently in your contacts. Tap the "OK" button in the top right corner of your screen when you're ready to continue.
- Add a group name or photo, and tap the checkmark when you're finished. This is in the top right corner of your screen. You now have a group on WhatsApp!

Facebook

How to Create a Facebook Group

- From your "home page" on Facebook, go to the Groups section on the left side menu and click on "Add Group".
- You will be taken to a page that gives you the option to create a group as well as shows you some suggested groups to join. Click "Create New Group." It will then ask you to name your group.
- To add members, you are required to add at least 1 friend to the group before you can create it. If you don't you get an error message, once you reach this step.
- Choose a privacy setting for your group: Open, Closed or Secret. Then click Create.
- Complete the "About" Section. This gives prospective members an idea what your group is about and also allows you to show and explain any "rules" you may have about the group.

- You are able to Edit Group Settings such as membership approval; setting a group address, including a custom URL and email address where people could email the group directly; changing posting permissions to decide of only admins can post or if members can as well; and requiring that all posts be approved by an admin before going live.

Facebook Messenger

- You can use messenger both on your computer and mobile device. On a computer, just open messages as you would normally on Facebook. For mobile devices, it is a little different. Download the Messenger app on your phone, free from the App Store or Google Play Store.
- Click on the app and login using your Facebook account.
- Start a new conversation by tapping the "New Message" button: for iOS - tap the New Message button in the upper-right corner, for Android - Tap the "+" button in the lower-right corner and select "Write Message.
- Add friends to the message. After starting a new message, you can tap a friend on this list or search at the top to find anyone in your friends list or contacts.

Viber

- Download and install Viber through the App Store or Google Play Store. To activate Viber, you must be able to receive the access code by call or SMS, so avoid roaming charges by installing and activating Viber (both on your mobile device and your computer, if you wish) before you leave. When prompted, input the access code you receive via text message.
- Once you open the app, tap the Contacts button to see all of the people in your phone's contacts who currently use Viber. Tapping on a contact will give two options. 1. Free Call, and 2. Free Text. Selecting either of these options will automatically begin a call or a text conversation with that person.
- You can also use Viber on a Computer. Download Viber for PC or Mac at Viber's website and install it. Viber requires that you have it set up on a mobile phone before it can be installed on your computer. This is because your phone number is used to contact you in both places.
- Open the application and begin the setup process. Viber will ask for the phone number of the device that it was set up on previously. Once you've typed it in, it will send a four digit code to the Viber app on your mobile device. Type it in and the setup process will be complete.
- Select a contact in your list to start a text, call or a video conversation. Clicking the Call button will start a voice call. Users with a webcam can choose to make a video call by pressing the Video button. To send a text, type your message at the bottom of the window, and click Send.
- Click the Messages app to start a text conversation with one or multiple people. Just like in the mobile app, you're able to choose who you'd like to include in your conversation by clicking each name. A check will appear next to everyone included. Once you've chosen all the recipients, click Start Conversation.

Skype

- Download Skype from Skype.com or from the App Store/Google Play Store.
- Click on the app or Skype icon to open the application. Create a Skype account if needed.
- Add people to your contacts by username or phone number. Search within the Skype directory. The other person must accept your contact, too, to be able to Skype them. Skype will let you know when they've been added to your list.
- Once they have added you back, you are able to message and call them. If they are offline, they will be able to see missed calls and messages once they're back online.
- To check to see if they are online, look at the icon in front of their username. If there's a green checkmark, they're on and available. If it's yellow, they're away. A gray icon indicates that they're offline.

Appendix F: EA Statement of Responsibility

The most up-to-date version of this agreement is available from the Education Abroad website: https://educationabroad.isp.msu.edu/apply/application-process/know-your-responsibilities/

EDUCATION ABROAD STATEMENT OF RESPONSIBILITY

Effective March 27, 2023

I am applying to an MSU Education Abroad (EA) program and, if accepted, I agree to the following.

1. Student Conduct

A. University Policies, EA Website, and Program-Specific Expectations. I am responsible for knowing and abiding by the rules, policies, regulations, and expectations outlined in this agreement and outlined below. I understand that as a participant in an Education Abroad program, I am considered a student and the Education Abroad and MSU policies outlined in this agreement and below are applicable.

- MSU General Student Regulations
- The Spartan Code of Honor Academic Pledge
- Education Abroad Website
- Residence Hall Regulations (if participating in First-Year Seminar Abroad Program)
- Acceptable Use Policy for MSU Information Technology Resources
- Any program-specific conduct and academic expectations outlined by my program director(s), host institution, and/or on-site provider.

I understand that the Office for Education Abroad may review the conduct history of applicants, and that being on academic and/or behavioral probation or recessed from Michigan State University constitutes grounds for denial of my application. If I am put on academic and/or behavioral probation or recessed from Michigan State University after acceptance of my application, I understand that I am no longer eligible to participate and responsible for withdrawing from the education abroad program.

B. Local Laws and Customs. I will abide by the laws of my host country/countries. I will be sensitive to local cultures and customs. I will treat my hosts and local communities with respect and dignity.

C. Alcohol and Drugs. I must abide by host country laws and local institutional regulations with respect to alcohol and other drugs. Unless permitted by host country law and local institutional regulations, I will not possess, consume, furnish, or distribute any alcoholic beverages. Furthermore, I understand that Michigan State University has a zero-tolerance policy with respect to the possession, use, manufacture, production, sale, exchange, or distribution of illegal drugs. Whether a drug is illegal is governed by U.S. federal drug laws, the laws of the State of Michigan, and host country laws. I am responsible for knowing and obeying the laws of the host country, as well as all local institutional regulations, regarding alcohol and other drugs. I will adhere at all times to the Office for Education Abroad's Alcohol Misuse and Drug Use policy. I understand that violations of law or policy may result in disciplinary action upon my return to campus and may result in (i) probationary requirements for the remainder of the program abroad; (ii) removal from the program (grade determination will be made by the Sponsoring College's Associate/Assistant Dean for Undergraduate Education in consultation with the instructor); and/or (iii) academic withdrawal from MSU for the semester in progress and/or suspension or expulsion from MSU.

D. Disciplinary Action. I understand that violations of this Statement of Responsibility, MSU policies, or policies, regulations, and expectations outlined by my program director(s), host institution, and/or on-site provider(s)

may result in disciplinary action on-site and/or upon return to campus, academic consequences, removal from the program, and/or suspension or expulsion from Michigan State University. A description of disciplinary procedures is available online on the Office for Global Health, Safety, and Security's Student Conduct While Abroad webpage.

E. Program Removal. If it is determined that my continued presence is likely to impede the achievement of program objectives or to disrupt program activity, or that I pose a danger to the health or safety of myself or others, I may face summary removal from the program. A decision to remove me from an MSU-sponsored education abroad program is the responsibility of the Executive Director of the Office for Education Abroad. If my program includes an internship placement, takes place at a host institution, is offered by an EA program provider, and/or is a medical rotation/clerkship, and if I am removed from such a placement by decision of the institution/organization offering the experience, I may also face summary removal from the associated education abroad program. Any decision to remove me from a program would be final with no refund and take effect immediately. Housing and transportation back to the United States would be my responsibility and at my own expense.

2. Academic and Financial Responsibilities

A. Payments. Upon submitting my application, I will be responsible for the non-refundable application deposit. Upon confirming my acceptance into the program, I will be responsible for the non-refundable commitment deposit. I also understand that the balance of my program fee will be billed to my MSU student account. I understand that if I withdraw from my program after confirming my acceptance to the program, I may still be responsible for some or all of the costs associated with program participation according to the policy described below.

B. Withdrawal. If I wish to withdraw from the program after confirming my participation, I understand that it is my responsibility to send a written notice of my intention to the Office for Education Abroad. I understand that notification to my program director and/or Office of Admissions is not sufficient[ii]. To be officially withdrawn, I understand I must send an email to abroad@msu.edu and include my full name, PID, and the name of the program that I wish to withdraw from. I understand that the consequences of my withdrawal will be based on the date and time my email is received by the Office for Education Abroad. I understand that failure to provide the Office for Education Abroad with written confirmation of my intent to withdraw from a program may have serious financial consequences. Since the Office for Education Abroad is unable to withdraw me from the program without my written confirmation, I will continue to be a participant in the program and will continue to accrue financial penalties per the refund schedule below.

I understand that the withdrawal penalty will be based on the type of program I am withdrawing from. If I do not know my program type, I understand that I should contact the Education Abroad program coordinator to determine program type.

For all program types, I understand that I will be financially responsible for the $100 application deposit and the $200 commitment deposit once I have confirmed my acceptance to the program.

For all internships, exchange, direct-enroll, independent study, Study Away at Home and Non-MSU program types, I will be held to the refund policy of the host institution or provider organization. Should my withdrawal result in additional charges to MSU from the host institution or provider organization, these charges may be passed on to me and placed on my MSU student account.

For faculty-directed and First-Year Seminar Abroad programs, the policy detailed below will apply.
If the start date of the program is 60 (sixty) days or less away, I understand that the following refund schedule will apply:

- 46-60 days before official program start date: 75% of the remaining program fee balance will be refunded
- 31-45 days before official program start date: 50% of the remaining program fee balance will be refunded
- 16-30 days before official program start date: 25% of the remaining program fee balance will be refunded
- 0-15 days before official program start date: no refund

I understand that it is my responsibility to know the financial implications of withdrawal and to ask for clarification from the Office for Education Abroad if I do not.

If I withdraw from a program, it is my responsibility to withdraw, if applicable, from any Michigan State University education abroad courses. Any tuition refund[iii] will be dependent on university policy.

I understand that the Office for Education Abroad may review the conduct history of applicants, and that being on academic and/or behavioral probation or recessed from Michigan State University constitutes grounds for denial of my application. If I am put on academic and/or behavioral probation or recessed from Michigan State University after acceptance of my application, I understand that I am no longer eligible to participate and responsible for withdrawing from the education abroad program.

I understand that I will be held to the same withdrawal policies, procedures and penalties if I must withdraw from an education abroad program because I lack a passport and/or visa, am on State or Federal Probation and am not allowed to leave the U.S., or for any other legal reasons.

Refunds for air transportation are subject to the rules and regulations of the appropriate airline or travel agency, over which the Office for Education Abroad has no jurisdiction or control.

C. Credit. I will comply with the MSU Office for Education Abroad program course credit requirements and with MSU's academic policies and procedures. I will maintain enrollment for the duration of the program in the specified courses for at least 12 credits (MSU credits or equivalent MSU credits) for a semester program (unless the particular program requires more) or the minimum number of credits specified for my short-term program. If I enroll in more than the minimum number of MSU credits, I will be financially responsible for additional tuition charges. If I fail to enroll (or fail to remain enrolled) in the minimum number of credits, I may be removed from the program and/or I will be billed and responsible for paying an additional program fee equivalent to the tuition amount. Even if I pay this additional fee after completion of the program, I cannot be retroactively (re-)enrolled in my desired courses.

If I miss a substantial portion of the program, for whatever reason, the number of credits awarded and any point or grade deductions will be determined at the program director's 's discretion. If I withdraw, depart or am removed from a program before its formal completion, I may be ineligible for academic credit. Should I receive permission to return home early, I may be eligible to receive a grade of "W" on my academic transcript. Any refund of tuition and fees would be according to the policy stated on the MSU Office of the Registrar website.[iv]

I understand that if I participate in an exchange program, I will be enrolled by the Office for Education Abroad in the minimum number of credits. I will be financially responsible for,paying tuition for the minimum number of credits, and I will not receive a refund if I enroll in fewer credits.

If I am a non-MSU student and participate in a faculty-directed program, I understand MSU will issue the transcript. If I am a non-MSU student and participate in a co-sponsored program, I understand that MSU will not issue a transcript. I am responsible for ascertaining whether and how my home institution will accept such credit from the institution abroad.

3. Program Logistics and Responsibilities

A. Travel Arrangements. MSU may make changes to the program itinerary, including cancellation, at any time upon EA's determination that such is necessary. I will be responsible for any costs paid to outside agencies (such as airlines or travel agencies) due to such cancellation or change. MSU is not responsible for penalties assessed by air carriers or any other associated costs based on operational and/or itinerary changes. If I travel independently and arrive after the start of the program, I will notify my program director or the Office for Education Abroad personnel and am responsible for all academic consequences such as lost class time and missed assignments. I must confirm departure and arrival times and locations with my program director. My property is transported at my risk. MSU is not responsible for travel delays. I will notify my program director or on-site personnel of my itinerary whenever I leave the site for longer than one day. MSU is not responsible for any injury or loss I may suffer when I am traveling independently or am otherwise separated from any University-sponsored activities. If I become separated from the program group, for any reason, I will rejoin, at my own expense, the group at the first opportunity. MSU may substitute hotel accommodations or housing at any time. Specific room and housing assignments are within MSU's sole discretion.[v]

B. Countries with High-Risk Designation. I understand that MSU has specific waiver requirements associated with student travel to countries that have been designated high-risk and that this may impact my program. Furthermore, I understand that I am not permitted to travel independently to a country that is designated high-risk unless participating in an education abroad program for which a waiver to the policy has been granted.

C. Accompanying Family Members. MSU is not responsible for providing support for accompanying non-participants, e.g. spouses/partners, parents and children. I am advised to obtain international health insurance for any accompanying family members. Such persons cannot attend classes or other activities formally associated with the program. If such a person disrupts the program, it may be grounds for my removal from the program.[vi]

D. Health. I will be responsible for my own health maintenance. In the event of illness, accident or emergency, I will inform an appropriate program official so that assistance may be secured and so that my designated emergency contact may be notified. If I am applying more than one year before the beginning program date, I agree to update my Student Health/Emergency Treatment Authorization within two months of my scheduled program departure.

For Study Away at Home programs, I understand that I am responsible for purchasing my own health insurance and personal accident insurance to cover the period of the program. I will be responsible for any costs incurred should I use any health care services.

E. Housing Infractions. In the event of infractions of housing regulations and/or behavior that negatively impacts the housing situation, the Student Conduct while Abroad procedures will apply. If I am removed from housing, I

may be removed from the Education Abroad program. If I am removed from housing but remain in the program, I will be responsible for locating and paying for alternative housing. No refund of the program housing will be granted. If alternative housing cannot be found, I will be removed from the program and forfeit academic credit and any financial refund. If the Office for Education Abroad becomes aware of or is invoiced for damage to on-site housing, the responsible student(s) will be held financially accountable and the costs will be passed on to the student(s) as a charge to their MSU Student Account.

F. Unauthorized Absences. Attendance and engagement are indispensable parts of the education abroad experience and academic consequences as outlined in the course syllabus will apply. Unauthorized absences may be considered an emergency situation and the emergency contacts listed on my application may be contacted. Failure to attend any required program activities (including field trips, classes, guest lectures, etc.), will not be considered an official withdrawal from the program and I will be held to the regular Education Abroad refund policies.

G. Demonstrations and Protests. As a condition of participation in the Education Abroad program, I agree to not participate in and to avoid any demonstrations and protests. Even those with peaceful intentions may become unsafe and/or involve negative confrontations with local law enforcement. If I am accidentally caught up in a demonstration, I agree to leave the area as soon as it is safe to do so. If I have any questions or concerns about civil unrest before my program or while abroad, I know that I should contact the Office for Global Health, Safety, and Security. If I participate in a local demonstration or protest I understand that I am subject to local laws and may be subject to disciplinary action by MSU, my host institution, and/or program provider.

4. Acknowledgment of Risk and Release of Claims

A. Acknowledgment of Risk. I understand that international travel has varying degrees of risk that are dependent on location and unpredictable events such as natural disasters as, well as my own conduct. I am aware that I may contact the Office for Global Health, Safety, and Security for assistance with travel planning and emergency preparedness. Recognizing the risk of loss and serious injury that could occur, I affirm that the decision to travel internationally is my own choice.

B. Release of Claims and Indemnity. For myself and all those who may claim through me, I release MSU (and its employees and representatives) from liability for all injuries, illnesses, and losses, including death, I may sustain to my person and/or property, which are in any way connected to my program participation, except as regards any claim of "gross negligence" that is actionable under Michigan's Governmental Tort Liability Act. I further agree to defend and hold MSU harmless with respect to any loss, claim or expense it may sustain by reason of my behavior.

C. Governing Law. Any dispute arising from this Statement will be determined according to Michigan law.
In submitting my program application, I acknowledge that I have had an opportunity to ask any questions I have about this Statement of Responsibility, that I have read and understand it, that I accept its terms, and that I have signed it knowingly and voluntarily.

Additions

The Office for Education Abroad oversees all Domestic Study Away programs and some policies listed above may or may not be applicable to domestic travel. Financial obligations will vary by program for domestic study away. Students are responsible for any financial commitments, including but not limited to deposits and program fees. For further information, please contact your program coordinator.

[i] Responsibilities may vary by program type. MSU-Sponsored Programs refer to faculty-directed, direct-enroll, exchange, provider, and First-Year Seminar Abroad programs arranged by MSU, including the Japan Center for Michigan Universities (JCMU). Non-MSU-Sponsored Programs are credit-bearing programs offered through unaffiliated third-parties and external institutions and organizations. In some cases, this will include certain independent internships and COM/CHM rotations. MSU and the Office for Education Abroad assume no responsibility or liability for programs not sponsored by Michigan State University. Nevertheless, students participating in non-MSU-Sponsored programs are expected to adhere to the responsibilities outlined below unless otherwise specified.

[ii] If you are participating in a First-Year Seminar Abroad program, deciding not to attend Michigan State University does not automatically withdraw you from the First-Year Seminar Abroad program. Official notice must be sent to the Office for Education Abroad.

[iii] Participants in exchange or direct-enroll programs will be withdrawn from the carrier credits (CSX or CSP) associated with the program by the Office for Education Abroad. First-Year Seminar Abroad (FSA) participants, will be withdrawn from the FSA course(s) by the Office for Education Abroad

[iv] Only applicable to MSU-Sponsored Education Abroad programs.

[v] Only applicable to MSU-Sponsored Programs. Students participating in a Non-MSU Sponsored Program are responsible for familiarizing themselves with the program's stated travel policies. I understand that if I am a participant on a First-Year Seminar Abroad program that I am responsible for any costs associated with travel to campus for orientation. I must obtain written permission from a parent or guardian if I plan to travel independently from the group, otherwise I must stay with the group at all times and will notify my program director if I am accidentally separated from the group.

[vi] I understand that FSA programs do not allow accompanying family members or guests. If I have family or guests in the area with whom I would like to spend time, I must have written permission from my parents or guardians submitted to my faculty leader and the Office for Education Abroad.