

# **BOBCATS ABROAD**

## **Handbook for Faculty-led Study Abroad Programs**



A Member of the Texas State University System

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# Table of Contents

<b>I. Introduction</b> .....	4
<b>II. Planning</b> .....	5
<b>A. Concept</b> .....	5
<b>B. Obtaining Approval</b> .....	5
i. Feasibility Proposal.....	7
ii. Study-Abroad/Study-in-America Packet.....	9
<b>C. Developing a Budget</b> .....	12
i. Expenses .....	12
ii. Setting Program Fees and Payment Schedule .....	13
iii. Operating Funds and Stipends.....	13
iv. Faculty Pay.....	15
<b>D. Designing Your Program</b> .....	16
i. Academics.....	18
ii. Logistics .....	22
<b>E. Health and Safety</b> .....	31
i. US Embassies and Consulates.....	31
ii. Travel Assistance .....	31
iii. Emergency Action Plan .....	32
iv. Health Insurance .....	32
v. Local Transportation .....	32
vi. Cell Phones .....	33
<b>III. On-Site Program Administration</b> .....	35
<b>A. Program Administration Responsibilities</b> .....	35
i. Housing Issues.....	35
ii. Course Evaluations .....	40
<b>B. Student Behavior</b> .....	40
i. Minor Behavior Problems.....	40
ii. Major behavior problems.....	41
iii. Alcohol and Drug Use.....	42
iv. Sexual Harassment.....	42
<b>IV. Student Registration</b> .....	45
<b>A. Application Process</b> .....	45
i. Registration .....	45
ii. Accepting Non-Texas State Participants.....	45
iii. Students with Disabilities.....	46
iv. Financial Assistance for Students .....	46
<b>B. Grades</b> .....	46
<b>V. Contact Information</b> .....	48

# I. Introduction

University-based, faculty-led study abroad programs are a growing part of the overall study abroad efforts of many university study abroad programs. With the continued popularity of these programs, providing university faculty, staff, and administrators with current, complete information on faculty-led programs is imperative. The purpose of this handbook is to provide information about how Texas State faculty-led programs work—from proposal to onsite management. This guide complements the Faculty Handbook, the Student Handbook, and Texas State’s Policies and Procedures Statement system.

Developing a faculty-led study abroad program is more demanding than, and involves a great deal more responsibility than, planning and developing on-campus courses. An Academic Program Director (APD) is expected to serve as travel agent, parent, friend, mentor, teacher, guide, and even police officer, often in the space of a day. An APD acts as bookkeeper, ensures learning outcomes, administers first aid, provides care, disciplines students, makes on-the-spot decisions, and is on duty twenty-four hours a day for the duration of the program. Leading an academic program abroad entails great responsibility that begins long before the group departs for the international destination.

We are pleased that you are considering leading a program abroad. Many of your colleagues have successfully completed the process you are researching. Their advice, grounded in experience, is included in this handbook. In addition to reading through the information contained here, consider consulting with an experienced APD. You will find APDs can offer a wealth of advice and practical suggestions that may make the difference between a successful program and one in which the challenges outweigh the rewards for you and your students. The Study Abroad Office (SAO) will be glad to provide the names and contact information of experienced APDs.

## Definitions

APD – academic program director

HTH – group health insurance provider

IEFS – International Education Fee Scholarship

ISOS – a private, international travel assistance company

ITIC – International Teacher Identity Card

SAO – Study Abroad Office

SACS – Southern Association of Colleges and Schools

THECB – The Texas Higher Education Coordinating Board

VPAA – Vice President for Academic Affairs

VPFSS – Vice President for Financial and Support Services

## II. Planning

### A. Concept

Study abroad is not designed to replicate the classroom. Rather, the study abroad experience provides unique opportunities for students to experience firsthand what it is like to live and learn in another culture. If the purpose of the program is to study another language, then immersion in culture and language, usually accompanied with a home stay, provides a unique experience not available on campus. Likewise, if the program's purpose is to study cloud forest ecology, then what better place to do so than in the midst of the cloud forest guided by experts?

In planning your program subject and course content, the first thing that you should do is to consider how the program's location will complement the content. Obviously, there are some locations and content that fit together naturally. However, as study abroad programs expand beyond the traditional subjects like language acquisition, anthropology, and history, it becomes increasingly important to match content with location. Take care that any planned academic, professional, or cultural site visits, tours, lectures, or interviews are relevant to the program. Do the program and the courses selected fit into your department and college's goals and mission?

How does the culture enhance the study abroad experience? How will this program contribute to student learning and enhance the student's competitive edge for employment or for acceptance to graduate school?

The Texas State University System Board of Regents must approve all Texas State faculty-led study abroad programs. As part of the approval process, you will be asked to provide justification of your program. Study abroad programs need to make sense to external audiences in terms of location and content. Developing a program that focuses on American history to be taught in Costa Rica might present the appearance that credit is being given for travel. The appearance of credit for travel detracts from the credibility of study abroad, especially when it, as occasionally happens, is under the scrutiny of parents and legislators.

Lastly, be sure to consider what other programs in your department or college have already been developed or are currently being developed. If your program is similar to another, you may be competing for the same target student population, which could affect the recruitment of students for both programs. That is, neither program may enroll a sufficient number of students, resulting in both being cancelled.

### B. Obtaining Approval

Any faculty member may propose and develop a study abroad program. Before doing so, however, you should consult with your department chair and college dean to discuss the appropriateness of the program.

## Criteria for Study Abroad Academic Program Directors and Faculty

- Full-time Texas State University faculty members are preferred.
- Have good evaluations from previous Texas State study abroad programs or a letter of recommendation from the academic department.
- Prior study abroad experience is preferred but not an absolute requirement.
- The ability to speak the language of the host country is desired but not required in all cases.
- Be approved by the chair, dean and by the director of the SAO.
- The performance of the Texas State APD and study abroad faculty will be evaluated using the information provided in the students' evaluations, as well as by past compliance with the policies and procedures governing study abroad programs. Student evaluations are distributed electronically by the SAO at the end of the program. Poor evaluation of performance may result in the disapproval of further study abroad proposals from the APD and study abroad faculty.

All programs and courses must undergo a two-step approval process:

1. Submission of a feasibility proposal to be reviewed by the Faculty-led Study Abroad Advisory Committee, and
2. Submission of the Study-Abroad/Study-in-America/Off-Campus-Courses application packet to be reviewed by the Texas State University System Board of Regents.

Before submitting the feasibility proposal and the application packet, you must complete the following four main steps:

1. Meet with the appropriate study abroad staff for guidance in developing a program.
2. Discuss the program you plan to propose with your department chair and college dean. The chair and dean provide guidance regarding program content and the appropriateness of the program in relation to department and college goals.
3. Complete the Study Abroad Program Feasibility Proposal for Faculty-led Programs and submit this proposal via email to the SAO for review by the Advisory Board for Faculty-led Programs Abroad. Please attach a syllabus of proposed course(s) that indicates how the abroad location will benefit the program, as well as letters of support from college dean and department chair. You may be asked to present your feasibility proposal in person at a scheduled board meeting.
4. Complete the Study-Abroad/Study-in-America/Off-Campus-Courses packet, obtain department chair and dean approvals, and submit them to the SAO.

## **i. Feasibility Proposal**

At an early stage of development (see program proposal calendar.), complete and submit the feasibility proposal to the SAO. The SAO will forward it to the Advisory Board for Faculty-led Programs Abroad. The Board is composed of faculty members with experience directing faculty led programs. Their purpose is to review your feasibility proposal and make suggestions for any needed changes. In addition, it is their responsibility to monitor for duplication of programs. You will be notified and provided the members' feedback once the committee has reviewed your feasibility proposal.

A feasibility proposal should reflect the research that you have completed and demonstrate that your study abroad program idea is viable. Several factors need to be considered. The proposal should demonstrate the relation your program has with the mission and goals of your department and college. If applicable, it should consider the competition that your program might encounter with other faculty-led programs. If so, these concerns should be listed and explained. In your proposal, state the benefit to students: explain how, by participating in your program, students may be better qualified for jobs and be more competitive for graduate school positions. The proposal should also state briefly what specific benefits warrant students going abroad to study with your proposed program. Include estimated program cost based on minimum enrollment numbers, and indicate what financial resources, if any, are available.

In addition to describing the benefit to students and cost estimates, answers to the following will help in developing your proposal:

1. Does this program support the overall mission of the institution, college, and department?
2. Does this program fit a needed academic or geographic niche not currently available to Texas State students? Show how the program will add value to academic majors. Connect the proposed courses to the location.
3. What is the minimum number of students that you need to recruit? Is this number sustainable year after year?
4. Will this program fit well with the Texas State academic calendar and students' degree plans?
5. Is this program affordable for students? Can students who depend on financial aid to support their education maintain full-time status when enrolling in your program?
6. Have you visited the site, and can you provide information at the orientation program to prepare students for their study abroad experience? Can you also attest that this site has the necessary resources and support for participants?
7. Is this program in a geographic location that falls under either the Department of

State Travel Warning or Travel Alerts  
([http://travel.state.gov/travel/cis\\_pa\\_tw/tw/tw\\_1764.html](http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html))?

8. Do your chair and dean find this program acceptable? Provide a letter of support from your college dean and department chairperson. (See suggested content.)
9. Do you have enough time to commit to this program in terms of its proposal, recruitment, orientation, and successful execution stages?
10. Will you be able to direct the program every year?
11. Is this a program that could be offered by your department if you are unable to direct it?
12. Have you identified a provider or partner university that can support your program at the site(s)?
13. Is there a language requirement for your program?
14. What are the proposed course(s) to be taught abroad?
15. Are any of these courses cross-listed with any other course?
16. Is this program linked to any grant?

### **Letters of support**

Letters of support from department chair and dean are very important in that they describe the level of support and commitment for your proposal.

The dean's letter should describe the following:

1. How your proposed study abroad program will contribute to the study abroad and international mission of the college.
2. Explain briefly that the location and content are well suited and appropriate.

The chair's letter should describe the following:

1. Explain why that the proposed program is appropriate in topic and location.
2. That there is no conflict with other Texas State faculty-led programs.
3. That faculty in the department are in support of the program.
4. How this program fills a need in the department.

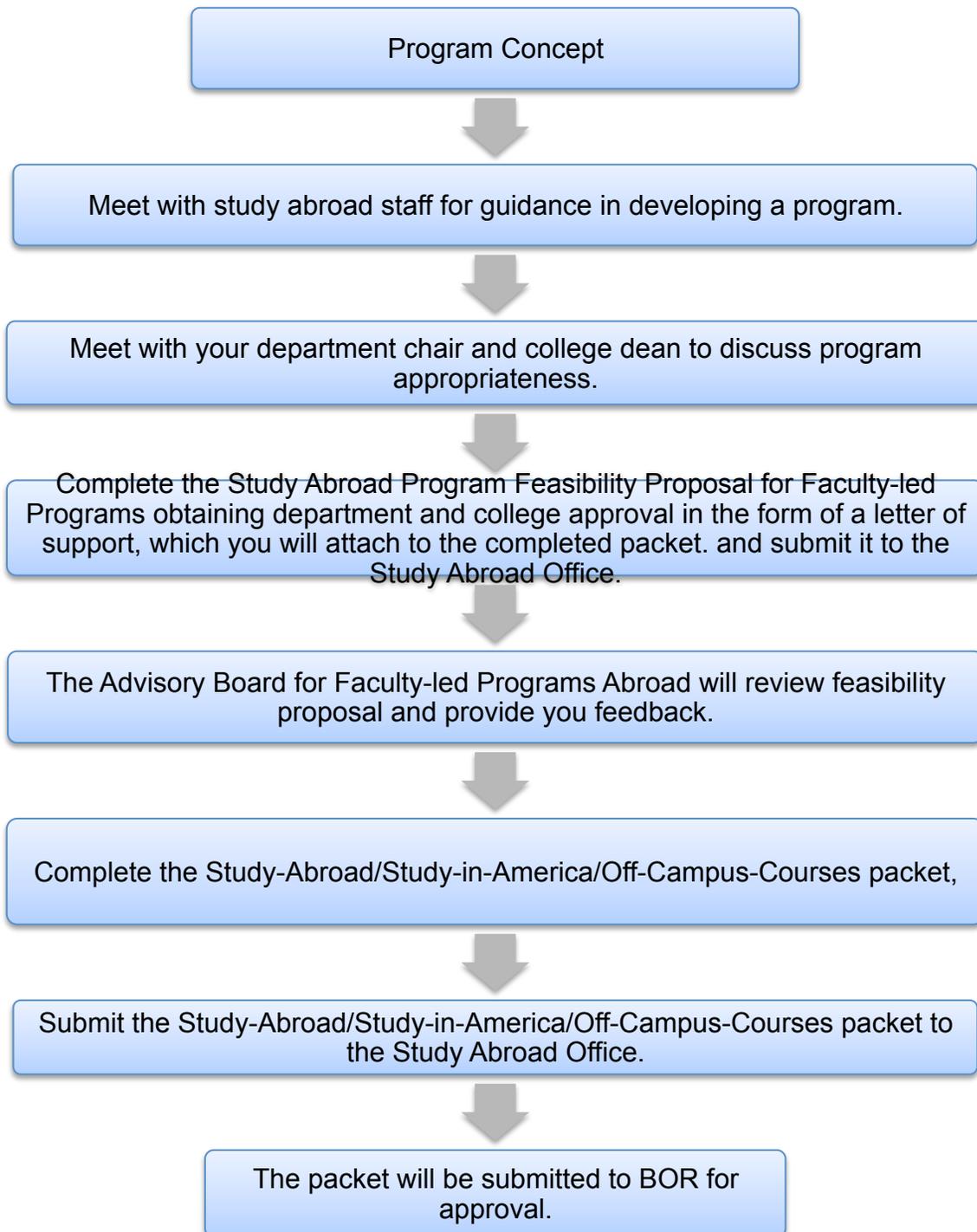
## **ii. Study-Abroad/Study-in-America/Off-Campus-Courses Packet**

Once you have received approval from the Advisory Board for Faculty-led Programs Abroad, you may begin working on your Study-Abroad/Study-in-America/Off-Campus-Courses packet. You can locate PPS 2.03, at:

<http://www.provost.txstate.edu/pps/policy-and-procedure-statements/2-curriculum-progs-course-offerings/pps2-03.html>. This packet is the final approval that you will seek for your program. You will include much of the information that you provided in the feasibility proposal in the Study-Abroad/Study-in-America/Off-Campus-Courses packet.

The SAO will assist you in all aspects of preparing your Study-Abroad/Study-in-America/Off-Campus-Courses packet. You may submit your packet at any time. However, there are deadlines for submission if you wish to have your program approved in time to take enrollments. For an up-to-date list of deadlines please contact the SAO.

## Proposal Routing:



## Program Proposal Calendar

Feasibility Proposal	Due Date
Summer program	March 1 <sup>st</sup> (the year before)
Winter program	September 1 <sup>st</sup> (the year before)

Study Abroad/Study in America/Off-Campus-Courses proposal	Due Date
New summer program	September 1 <sup>st</sup>
Modified summer program (new location, new course, or new instructor of record)	September 1 <sup>st</sup>
Repeated summer program	October 1st
New winter program	March 1st
Modified winter program (new location, new course, or new instructor of record)	March 1st
Repeated winter program	June 1st

## C. Developing a Budget

At the core of your program is the program budget. It is as important to your program as course content, your students, and your airline ticket. A miscalculated budget can be very problematic.

Price your program too high, and you risk students not enrolling and your program not making it.

Price your program too low, and you risk running out of funds. To help guide you through the budgeting process, a budget worksheet has been developed and further information is included in this section. However, a preliminary budget is to be included in the feasibility proposal.

Foreign currencies fluctuate, especially those from Western Europe. Therefore, we ask that you prepare a budget that anticipates fluctuations in exchange rates. Once you begin to advertise your program and state the program's costs, it will be very difficult, if not impossible, for you to increase your program costs from what has been approved for your program. Therefore, you will be asked to estimate costs based on currency fluctuations of the previous two years, excluding tuition, if you are traveling to Western Europe. The SAO will be glad to assist you in determining this estimate.

Consider making arrangements and bids based on U.S. dollars rather than in the local currency. Doing so is sometimes more difficult but serves as a hedge against currency fluctuations. You, of course, run the risk of the exchange rate being lower at the time payment is made, but the amount to be paid will be the same as that budgeted. If you are using a third-party provider, such considerations may not be an issue as they usually charge for their services in U.S. currency. As of summer 2009, all new programs must use third party providers.

When developing your budget, it is important to be aware of all the fiscal and budgetary responsibilities and processes involved in executing a successful study abroad program. The SAO recognizes that most Texas State students face considerable financial pressures in carrying out their studies at Texas State and that study abroad, in some cases, may create additional financial burdens. The office works to control costs for all programs abroad and maintains good relationships with the Office of Financial Aid and with other offices on campus that assist students in meeting their study abroad goals. All new programs need to present evidence of providing the highest quality study abroad experience at the most reasonable cost without compromising health and safety. Funds expended for programs are carefully monitored and accounted for, and each program director reconciles the expense report upon returning to campus. Budget consideration should take into account the affordability and marketability of the program cost. This is an important decision factor in the recruitment.

As APD, you will work on the program budget along with the SAO, as well as your department chair or school director. This budget development takes place prior to submission of the Study-Abroad/Study-in-America/Off-Campus Courses proposal. If your program goes over budget, you and the SAO will need to work out a plan for recouping this overage in subsequent program years; do so before submitting the next

year's program feasibility proposal. By the same token, all positive balances are returned to the SAO immediately after the expense report is finalized and are not considered to be part of the program. The SAO reserves the right to alter any submitted budget. If your program has a deficit in any year, it will be reviewed by the Advisory Board for Faculty-led Programs Abroad. If a second deficit year occurs, it will be reviewed by the advisory board and a recommendation will be made and may include discontinuation of the program.

### **i. Expenses**

Below are some examples of expenses that we cannot reimburse and that should not be included in your budget. This list is not intended to be comprehensive, but it is here to serve as a guideline for non-reimbursable expenses. If you have any questions about reimbursable expenses contact the SAO.

- a. Expenses of faculty's family members
- b. Personal travel before, during or after the program
- c. Consumption of alcoholic beverages by Texas State students and faculty
- d. If the APD and SAF decide to cancel their participation in the program they will be responsible for all their expenses related to the cancellation such as airline ticket, housing reservations, etc.
- e. All vehicle rentals abroad
- f. Personal items (including personal hygiene)
- g. Medical bills for students or faculty
- h. Tips
- i. Expenses associated to students' personal circumstances, i.e. special housing accommodations, expenses associated with flight changes, and other non-emergency circumstances.

Also include tuition costs that students must pay in the program budget you develop. For current fees please go to <http://www.studyabroad.txstate.edu/faculty/faculty-forms.html>.

### **ii. Setting Program Fees and Payment Schedule**

Together you and the SAO will determine when and how much is to be collected. Note: The payment schedule is predetermined and may not be modified by the APD without consent from the SAO. Payment deadlines cannot be extended without justification or to prevent students with delinquent payments to be charged the late fee. Important: Students who fail to meet a payment deadline will be assessed a \$50 late payment fee per payment. APDs may not waive any fees. All fee waiver requests must be made in writing to the SAO who will make the determination.

Generally, the payment dates for summer programs will be as follows:

Summer Program	Due Date	Amount
First Payment	February 15 <sup>th</sup>	Application fee + 50% of program cost (excluding Texas State tuition)
Second Payment	March 15 <sup>th</sup>	50% of program cost (excluding Texas State tuition)
Third payment	May (university deadline)	Texas State tuition

### **Program Expenses Payment Process**

To make/request payments for services related to study abroad programs an invoice or itemized description of services is required. The process of making payments to vendors involves the approval from different offices, and in some cases when foreign currency is involved, a bank may also become directly involved. This process can take some time, so please take into consideration the following:

- A Travel Application will be submitted by the SAO to the Travel Office. The Travel Application will be created based on your program proposal and budget.
- All vendors must be approved by Texas State. If they are first-time vendors for Texas State, vendors must complete the Vendors Maintenance Form/ W9, which has to be approved a minimum of two weeks before payment can be processed.
- All payment requests must be submitted by the APD a minimum of 10 business days before the payment is due, provided the vendors form has been completed and processed.
- International wire transfers can take additional time to show in a vendor's account. Some transactions may involve more than two banks, so it can take several days to track the requested payment down.
- Invoices in foreign currency may be affected by exchange rate fluctuations. It is recommended to add 10% to your budget to cover this type of risk.
- APDs are required to complete the "Payment/Reimbursement Approval" form. The SAO will not initiate payment of any invoice until this form is submitted.
- All information submitted on the payment request form should be clear and complete. The SAO will hold payment until all questions are clarified.
- At least a month prior to departure, the APD should meet with the SAO staff to finalize the program budget and to determine the amount of travel advance to be requested.
- Reimbursement to faculty for program items/services received prior to the APD departure must be submitted to the SAO before determining travel advance funds.

- The APD must submit program's expense reconciliation within 5 days of his/her return date. Expense reconciliations not received within that time may be reported to the Department Chair, College Dean and Associate Vice President for Academic Affairs and General Accounting/Travel Office.

### **iii. Operating Funds, Travel Advances, and Stipends**

If a travel advance is needed, you must discuss with the SAO the amount of funds required for travel advance a minimum of four weeks prior to departure. These funds will be paid as direct deposit in U.S. dollars to your bank account unless otherwise indicated. You will be responsible for determining the most efficient and safest method to handle these funds: purchase traveler's checks, deposit the check in a personal credit or debit card account, or purchase foreign currency. If the cash is lost or stolen it cannot be replaced.

Following Texas State General Accounting policies and procedures, a travel advance cannot be disbursed earlier than a week before the departure. If funds are needed earlier than this date, the APD must submit a written request to the SAO explaining the reasons for needing these funds at an earlier date. This request will be submitted then to the Travel Office who will make the final decision on the early disbursement.

You will need to obtain from the SAO a Personal Log to record all program-related expenses. You will maintain the log during the study abroad program and keep all receipts for expenses incurred during the program. If you are on a per diem, logging in meals and incidentals will not be required. A per diem reimbursement is allowed for faculty meals and incidentals. The per diem shall not exceed the rate approved by the Department of State. In cases in which receipts cannot be obtained in the country of study, it becomes even more important to maintain an accurate account in your Personal Log. You have five days after your return from your program to submit your expenses, personal Log, all receipts to the SAO for reconciliation, and any unused funds (must be in US dollars). Total all categories. Incomplete reports will be returned and may delay reimbursement. Proven financial records on program-related expenses are eligible for reimbursement. It is important to mention that following university policies and procedures, any travel advance without the required documentation for expense reconciliation will become taxable after 30 days from the date when the faculty member returns from abroad.

The SAO will prepare the required documentation according to the Travel Office policies and procedures, using your expense reconciliation. Faculty will be required to sign this form before it is submitted to the Travel Office for final review and reconciliation. Throughout the reconciliation process, the SAO and/or the Travel Office will maintain communication with the APD/faculty person to address questions about the documentation submitted. If any additional information is required, it is the APD/faculty person's ultimate responsibility to obtain it.

Any equipment or special purchases for a program are property of that program and are

transferred from one APD to the next. Should a program be discontinued, all property is returned to the SAO for use in other programs.

If you decide to cancel your participation in the program, you will be responsible for all your expenses related to the cancellation: airline ticket, housing reservations, etc. Because program cancellations can occur for a variety of reasons, you are advised to purchase trip cancellation insurance.

#### **iv. Faculty Pay**

Texas State employees on 12-month contracts shall not receive a stipend for teaching abroad.

The SAO will request faculty stipends be paid at the completion of the program. Stipends will be processed following the deadlines established by the Texas State Payroll Office. The SAO will make every effort in meeting the closest payroll deadline, but since several offices are involved in this process, the SAO cannot guarantee that this deadline will be met.

Family members and spouses of faculty are not eligible for stipends or reimbursement of any kind, nor are expenses reimbursed to family members and spouses for airfare or per diem. For any charges you incur for an additional person, including charges for accommodations and food, the SAO will prorate the additional costs to ensure the recovery of those expenses.

#### **Teaching**

Payment for teaching via extension in a study abroad program is based upon the tuition revenues paid by students who enroll in faculty-led programs. Effective June 9, 2009, faculty members are paid at \$100/credit hour/student.

In the case of faculty teaching via resident credit in a study abroad program your department will be responsible for your salary following the university pay plan and your current contract.

If you are employed on a twelve-month contract, you may not receive compensation for teaching in a faculty-led program abroad and is subject to the following rules:

- Responsibilities assigned to the 12-month position are the university's top priority.
- While participating in a study abroad program, a 12-month employee must take compensatory an/or vacation time for the duration of the program.
- An "acting" replacement must be appointed and approved by the Provost's Office.
- Notification of approval from direct supervisor must be submitted to the SAO.

If a student drops a course/program, the faculty member(s) will not be paid for that student.

**Leading and Managing**

Faculty who are running a multi-discipline program or are under a 12-month contract may, at their discretion, add a director's fee up to \$100 per student. If there are two or more APDs in a program who qualify, and who are interested in receiving this additional fee, the director's fee may be split accordingly. The director's fee shall not exceed \$100 per student, per program.

If you elect to collect a fee for leading a program, you must ensure the following items have been completed:

1. Any fee assessed to study abroad students for managing a study abroad program must first be approved by the SAO before funds may be collected for the program.
2. The request to assess a fee must be made in writing and state the purpose for collecting the fee.
3. You must make it clear and in writing any refund policy regarding your fee to the SAO and participating students.
4. The fee must be reflected in the program's budget, as well as your refund policy.

For detailed instructions regarding your study abroad program budget preparation please visit <http://www.studyabroad.txstate.edu/faculty/faculty-forms.html>.

## D. Designing Your Program

### i. Academics

#### **Extension vs. Resident Credit**

Most faculty-led courses or programs abroad are offered as extension credit. Extension is client-funded, whereas resident-credit courses are funded through the department or school. Extension-credit courses are not eligible for formula funding.

Whether courses are offered as resident credit or extension credit, the SAO will provide the same support services for your program. All faculty-led study abroad programs at Texas State as of summer 2012 have selected the extension credit option. Before you decide whether or not your program will be offered as extension or as resident credit, discuss the options with your department chair.

#### **Contact Hours**

When planning your program, keep in mind that courses offered abroad must adhere to the same minimum requirement for number of contact hours as on-campus courses. According to Texas Higher Education Coordinating Board rules, chapter 4, subchapter A, section 4.6, the following indicates the number of contact hours needed to meet minimum standards and is considered applicable to all faculty-led programs abroad.

(A three credit-hour course should contain) 45 to 48 contact hours depending on whether there is a final exam. Every college course is assumed to involve a significant amount of non-contact hour time for out-of-class student learning and reflection. To ensure the quality of student learning, institutions should not allow students to carry more courses in any term (that is, regular or shortened semester), which would allow them to earn more than one semester credit hour per week over the course of the term. For example, in a five and a half week summer term, students should not generally be allowed to enroll for more than six semester credit hours.

Part of the contact hours may be completed on campus as required orientation. However, the required orientation should not detract from the time needed to cover appropriate content or course outcomes.

Keep in mind that for a course to be considered a study abroad course, more than 50 percent of the course will need to take place away from campus at the international location(s).

Courses that are less than 50 percent abroad are not considered study abroad. They are considered courses with field trips and are not assisted by the SAO. Students who enroll in courses that are not considered fully study abroad are not eligible to apply for the International Education Fee Scholarship (IEFS). IEFS funds are also unavailable for students to use to attend conferences. So it is important that

you consider whether your proposed program meets the criteria for study abroad programs.

### **Academic Integrity**

All Texas State Faculty-led Study Abroad Programs must adhere to the same standards of development, content, delivery, and approval by the department, Board of Regents, and Texas Higher Education Coordinating Board as courses taught on campus. A copy of the course syllabus for courses offered abroad must be included with the Study-Abroad/Study-in-America/Off-Campus-Courses application and updated each time the course is taught abroad. Students need to continue to make adequate degree progress while studying abroad. Study abroad programs undergo a variety of assessments; among these are student evaluations.

All faculty-led study abroad programs must comply with the following requirements:

- There must be a compelling academic reason for offering a course in a particular location.
- Program applications and syllabi should include the explicit integration of course content with on-site living and learning opportunities, including planned excursions.
- Like on-campus courses, student learning outcomes, teaching effectiveness, and other quality and satisfaction factors must be assessed.

### **Attendance Policy**

The class attendance policy in the program is to be consistent with the Texas State attendance policy. The university expects students to attend every scheduled class meeting. General requirements include the following:

- Establishing mandatory requirements for attendance for each course scheduled. This also applies to all orientation meetings.
- Informing students of the course attendance policy at the initial orientation meeting
- Letting students know that they are responsible for understanding the attendance policy and for meeting those requirements
- Establishing that failure to meet the attendance requirements in a course may lower a grade
- Establishing the policy that for students who fail to attend pre-departure meetings may result in them being dropped from the program.
- Complying with financial aid regulations. Students receiving financial will need to prove attendance. Each student using financial aid must sign the financial aid agreement.

### **Pre- and Post-Travel Meetings**

Carefully planning the meetings that you have with student participants before and after the program is critical. Consider how pre- and post-travel meetings can add to the learning experience as well as set the stage for the experience. Thoughtfully planned pre-departure meetings stimulate learning about the destination before departure. In

some cases, APDs have organized informal gatherings such as barbecues in which students' family members have been welcomed to participate. Such gatherings are an excellent opportunity to get to know the students a bit more before you lead the group abroad. For a study abroad program that has been offered previously, students who have participated in the program in previous years can enliven pre-departure meetings by reporting on academic projects they completed in conjunction with the program. De-briefing sessions upon return to campus help students assimilate what they have experienced.

Pre-departure orientation meetings are required for all programs. These orientations cover general information such as paperwork, scholarship, etc. as well as specific information related to the program and its location(s). In some cases the program may require a weekly meeting, while others may need to meet only a few times prior to the departure dates.

## **Orientations**

You must prepare the students for the study abroad program by holding orientation sessions prior to departure and upon arrival at the study abroad site. Such orientations are required for all faculty-led programs.

Orientations set the program's tone, assist in developing a cooperative spirit, and help build the knowledge and attitude that will make the program an unforgettable, positive experience for the students and you. Orientations are also the foundation for sound health and safety practices.

When you make participant attendance at orientations mandatory because this policy communicates to students that faculty are serious about the program, diminishes the number of behavioral problems, emphasizes faculty expectations, increases sound health and safety practices, and reduces liability.

Schedule each orientation session for a specific date, take and document attendance (note students who are absent and obtain signatures of all present), summarize the session's content, and submit the summary and attendance record to the SAO. Summary notes of each orientation must also be provided to all students as well.

Orientation attendance is mandatory. For some programs, students who fail to attend one of the required orientations are immediately dropped from the program and replaced with other students from a waiting list of alternate students who have attended all orientations. It is recommended that students who miss more than one session be dropped from the program.

Be sure that each student has access to the same information and the opportunity to ask questions and receive answers. You may want to post the orientation information on TRACS or develop a comprehensive handout for those students who miss *one* session and for those who need to review a previous session.

During the orientation you will need to address topics such as housing; behavior and academic expectations; program logistics; health and safety issues; immigration requirements; and crisis management issues. The following is a list of topics that must be covered in orientations:

- Description of what the student stands to gain by participating in your study abroad program
- Emphasis that study abroad is a learning experience and not a travel-for-credit experience
- Benefits of students registering their trip through the U.S. Department of State website at [http://travel.state.gov/travel/tips/registration/registration\\_4789.html](http://travel.state.gov/travel/tips/registration/registration_4789.html)
- Required travel documents such as visas, passports, customs letters or other documents required.
- Physiological and psychological consequences of jet lag
- Effects of alcohol on long transoceanic flights
- Culture shock and adapting to a new environment and changes in diet
- Reasonable expectations regarding accommodations
- Explanation of living conditions
- Medical issues, including a review of the country's rules governing entering the country with prescription drugs
- The necessity for HTH insurance and the importance of students being familiar with HTH particulars, including how to file a claim, coverage, and exclusions
- Trip cancellation/interruption insurance, including the importance of students purchasing a comprehensive travel insurance policy before embarking on a study abroad program
- How to minimize the risk of being the victim of a crime, and how to distinguish between what is "safe" and "unsafe"
- Risk associated with engaging in local political activity, especially in locations known for political instability
- Contingency plans, such as an emergency meeting place; a communication tree for getting word that you and program participants are safe back to International SOS, families, and the SAO; and the potential need to remain in the hotel or dorm for an extended period of time in unstable conditions
- Cautions about alcohol and drug abuse, and a warning not to use, carry, buy, or sell illegal drugs
- Stress that even if drugs are legal at the program's destination, the university has a zero tolerance policy and students will be dismissed from the program if they are found to consume or possess drugs.
- In-country etiquette, especially if home stays are involved
- The need to be flexible about normal food preferences, and information that the study abroad program may not accommodate strict vegetarian diets, especially when students are staying with host families
- Be sure to remind students that they are to inform you of any individual travel plans they have during the time frame of the study abroad program.
- Arrival information
- Contact information

- Detailed itinerary
- What to pack
- Money handling
- Having a credit card available in case of an emergency

Most importantly, caution students that they are subject to local—not U.S.—laws while abroad and that little can be done by Texas State or the U.S. Embassy or Consulate to help those caught breaking the law. Be prepared to tell them how an arrest will be handled: their parents will be informed, possibly by the U.S. Department of State and not by the university, and the university will not be responsible for seeing that legal advice is provided beyond that given by International SOS representatives. Such an unfortunate situation is the responsibility of the student, parents, and to the extent permitted, of the U.S. Consulate in that country.

Include a representative from the Texas State SAO in your orientation to address information related to the enrollment process.

The SAO recommends that you invite former student participants to the orientations. Students tend to pay more attention to their peers. They can cover some of the topics you consider appropriate. Photos or videos help students visualize the program and are often enjoyable.

We also recommend that you invite the Office of the Dean of Students to address any issues related to student conduct and its consequences. Doing so builds a stronger connection for the program with the Texas State campus. The Counseling Center also offers a very open and informative presentation on alcohol, drugs and personal relationships. You may also want to invite the Financial Aid Office.

Consider inviting students' parents to an orientation. They often contribute with very good questions, and doing so builds a good rapport for any future communications that you may have with them. Also try to schedule an orientation in a computer lab, where you'll be able to guide your students on how to access information such as the Department of State, HTH, SOS, program provider on-line forms, etc.

## **ii. Logistics**

### **Customized Program Providers-For All New Programs**

All new faculty-led programs as of summer 2009 must use a third party provider. Third-party providers develop tailor-made study abroad programs in which Texas State retains the academic control for the program, but the provider makes all of the logistical arrangements, including housing, classrooms, daytrips, cultural and academic visits, and service learning and volunteering opportunities if they are requested and assumes the financial risk assuring fiscal stability for your program.

You determine which services you wish the third-party provider to provide and request a bid from the provider. Services might include group flight arrangements; housing and

food service arrangements; on-site logistics; securing classroom space, library access, and computer access; local travel or tour arrangements; guides; on-site staff; guest lecturers; etc. The per-student cost may be a bit higher, but the cost might be worth the time you save, the peace of mind of having one organization responsible for the program (and one contract), and the benefit of having the services of an on-site logistics coordinator provided by the organization. This process takes time, so plan to begin about eighteen months in advance of your departure. Contact the SAO for a list of companies that provide services for your destination. Note: Though the SAO has a list of customized program providers, the office does not endorse any particular provider.

For example, the provider may include the following:

- Flights and airport transfers
- Accommodation in home stays, hotels, apartments or dorms
- Classrooms
- On-site orientation, including welcome meal, orientation meeting, guided sightseeing, welcome packs with information, and maps
- Day excursions
- Overnight excursions
- Academic and cultural visits
- Service learning or volunteering
- Guest speakers or lectures
- Arrangement of tours
- Liability insurance naming the university as co-insured
- Pricing based on a minimum number of students with one faculty member, including the faculty member's flight, housing, and cultural activities
- Promotional materials and pre-departure information, as well as a staff member to assist the group upon arrival and on location

While the cost of such a third-party program may be slightly more than if you were to make arrangements on your own, the security of ground support and the provider's arrangements allows you to focus on the course content without the hassle, worry, and the liability with self-arranged programs.

### **Contracts**

University policies and procedures do not allow you to enter into a contract directly with a provider for services; the contract must be submitted in English to the SAO. Once reviewed by the SAO, the contract is then sent to the Vice President for Academic Affairs and then to the University Attorney, who reviews it and makes any needed adjustments or recommendations. If adjustments are made, the contract will then be returned to the vendor for review. If the vendor accepts it, the contract is then returned to the University Attorney for verification and subsequently forwarded to the Vice President for Financial and Support Services (VPFSS). The VPFSS is the only authorized signatory on all contracts associated with faculty-led study abroad programs. When working with vendors, inform them of the process and the importance of responding in a timely manner, so payment can be made in time for services. However,

because of the liability associated with self-developed programs, the use of providers will eliminate many of the problems encountered from contracts for services associated with self-developed programs.

Please allow a minimum of three weeks for all contracts to be reviewed and signed by the appropriate university offices. Though every effort will be made to process contracts as quickly as possible, keep in mind that several offices review contracts before they are signed. In some cases, there may be a request to alter a contract. So ample time is needed for review and possible changes. Also, be sure your budget includes sufficient funds to cover incidental costs such as courier services for contracts usually estimated at between \$50-\$100 per delivery depending on the weight and the destination.

### **Group Travel**

Group travel for any Texas State faculty-led program is not required and is usually *not recommended*. At your own discretion, you may decide if there will be group travel or independent travel to the study abroad site. If you opt for independent travel, students may make their own arrangements for travel to the study abroad site. You must provide information for students on how to get to the study abroad location, and you must include information about your travel arrangements for those students who want to accompany you and need to make identical travel plans. If you decide to require group travel because of the nature of the program, you must provide a brief justification for requiring that the group members travel together. If group travel is used, APDs should not financially commit to reservations before sufficient funds have been collected to cover the cost of such seats and the minimum number of students has been met.

### **Alternate Leaders**

The SAO recommends that each program has an alternate leader who can assume responsibilities in the event you are unable to lead the group or must return early, even one day early. Students must never be left alone while the program is in progress. Students and their parents pay their fees with the expectation that services are to be rendered as agreed upon. To avoid canceling a program—although doing so is not always possible—plan for a designated alternate to lead the group in your absence. This person must be either a Texas State faculty or staff member. Texas State is issuing credit, and this individual must be on the Texas State payroll, be involved in the basics of the program, and have attended all orientation sessions and prior meetings with study abroad personnel. If you are the APD and are also the instructor for the course(s), finding a replacement at the last minute may not be possible if you have not designated an alternate. In such a case, the program may be cancelled. Further discussion follows concerning support staff and additional faculty under the headings Program Assistants.

### **Contingency Planning**

In the event that you or another faculty member is unable to participate in the program, you should have a contingency plan for providing students the opportunity to take the course that the absent faculty member is assigned to teach. Such a plan may provide that the course(s) be offered either on campus or via distance learning.

### **Program Assistants**

Many APDs find that hiring a program assistant to help with the details of program management is beneficial. This assistant can be a Texas State student, another Texas State faculty member, or a person external to Texas State. Required approval forms must be completed and approved when hiring a program assistant.

The role of the program assistant may vary. The program assistant may be limited to recruiting efforts, or preparing information for the orientations, ensuring submission of documentation from students, make reservations for the group, etc.

Typically, travel expenses are covered for the assistant (airfare, lodging, meals, incidentals), while a stipend may be offered as well. Stipends may vary from program to program. If the assistant is currently employed at Texas State as a Graduate Assistant (GA), the stipend must follow policies and procedures regarding stipends for GAs.

APDs cannot hire students enrolled in the study abroad program as program assistants due to conflict of interest, unless the program assistant's responsibilities will be limited to duties before the beginning of the program (i.e. recruiting, planning, etc.)

### **Participation of Friends and Family**

A successful faculty-led study abroad program depends on the full attention and leadership of the APD and supporting faculty employed by the university. The primary responsibility of program faculty is to ensure a safe and high-quality educational experience for all students enrolled in the faculty-led program. There are many additional services that must be provided by study abroad programs, including services typically performed by student affairs experts. For this reason, when planning your program, you should carefully consider the inclusion in the program of your friends, family, or significant others who are not students, faculty, or program staff. If children accompany you or another faculty member, a spouse or legal guardian should be on the program's site to serve as caregiver and to take legal custody of the child in the event of an emergency, an accident, or the death of the faculty member. As APD, you must approve inclusion of all friends, family, children, or significant others who are not students, faculty, or program staff, and you must notify the SAO of their participation prior to departure by completing the required form. Please note that unofficial participants are fully responsible for their own lodging, food, transportation, and related expenses and are not covered by liability insurance. All submitted receipts will be carefully reviewed to ensure that only those expenses incurred by the APD, faculty, and staff are reimbursed.

### **Enrollment Minimums and Maximums**

The SAO recommends a minimum of ten students per faculty member. The maximum number of students recommended is fifteen per faculty member. An exception to this guideline is possible if you can demonstrate that there is sufficient ground support provided at the site by another institution or third-party provider to alleviate your program-management responsibilities, or that another faculty member is included.

The minimum and maximum recommendation is an effort to assure program fiscal viability and to meet health and safety guidelines as best as possible. All faculty-led study abroad programs managed through the SAO are budgeted according to the estimated number of students that faculty members determine will be accepted into their study abroad program.

Enrollment levels, including minimums and maximum, must be financially viable and meet health and safety standards.

Faculty travel, meals, and lodging allowances may be prorated if minimum enrollments are not achieved.

When enrollments are below the minimum established, the APD must determine if the number of students enrolled in the program is feasible before the program will be allowed to continue. A program deadline to determine that the program will continue must be established using the following criteria:

1. The confirmation deadline will be established prior to any vendor payments paid by the SAO.
2. Requests for deposits will not be accepted prior to the program confirmation deadline
3. The faculty member must inform students of the deadline for the confirmation of the program, and inform them to not make any purchases such as airline tickets prior to that date. The SAO will not be responsible for any expenses incurred by students or the faculty member prior to the deadline to confirm the program.
4. All students must be informed that the SAO reserves the right to change a program's location in the event of situations arising at the study abroad site that are deemed to be unsafe. Such situations include political unrest, disease, and natural disasters.
5. All students must be informed that a study abroad program may be cancelled due to events that are out of the control of Texas State. In such instances students will receive refunds in the largest amount possible, but not to result in loss of funds to the SAO. Thus, each student is advised to purchase trip cancellation/interruption/delayed insurance to cover such situations should they occur.
6. All students must have paid the required first installment on or before the program confirmation deadline. Any student who fails to make a payment by the confirmation deadline may result in the program being cancelled. Failure to have sufficient funds available will result in either a delay of payment or cancellation of the program.
7. If a vendor payment is to be made prior to any income being received in the SAO, arrangements must be made for that funding to be transferred from another source prior to the payment request. The funding provider should be informed that should the program fail to enroll the required number of students and/or be cancelled for any reason, they may not be reimbursed. Prior year over realized

income may not be used for this purpose.

If a student drops from a program after deposits for reservations have been paid resulting in a program deficit, one or more of the following options should be used to ensure that the program does not result in deficit spending:

1. Select a replacement student from a list of waitlisted participants. This must be done prior to the first pre-departure orientation, unless waitlisted participants have been directed to attend all pre-departure orientations. Proof of their attendance must be available before these participants will be permitted to enroll in the program, or the APD will accept to review the information from previous meetings individually with each new participant.

And/or

2. Indicate another funding source such as a college or department. Submit a transfer of funds signed by the appropriate account manager to have the funds transferred to the Study Abroad Student Travel Account indicating that the amount is to supplement the program's deficit due to a reduction in enrollments. Adjustments to the budget and the revised budget will need to be resubmitted to the SAO.

And/or

3. Reduce faculty stipends by the amount needed to support the program. This will result in less pay. If this option is selected, the SAO will need to be informed in writing and the budget amended to reflect this choice and allow for the recommended margin.

If additional funds are realized as a result of underestimated enrollments, it is not permitted to use the additional funding without previous approval from the SAO. The APD will be required to present a written request for those funds with a detailed explanation on how the additional programming can enhance the learning outcomes of the program.

### **Selecting Student Participants**

The process for selecting and accepting students into your study abroad program requires that you develop your acceptance guidelines at the time you submit your application packet. Though some APDs require a minimum GPA, many find that including more criteria in a student's application for acceptance into the program has many benefits in the long run. Not all students are prepared to study abroad. Having a well-defined screening process prior to accepting students into your program can prevent unnecessary conflict during the program.

The SAO recommends including the following components in your program screening criteria:

- *Minimum GPA requirement.* The SAO recommends establishing minimum GPA requirements for your program; for example, the minimum Texas State GPA for International Education Fee Scholarship (IEFS) applicants is 2.75 for undergraduate students and 3.25 for graduate students.
- *Recommendations or references.* The SAO suggests requiring at least two references to be contacted for recommendations. These references might be other faculty or university officials.
- *Verification of the student's discipline record.* Investigation into any previous misconduct is an essential step in preventing incidents of misconduct in your program. This information is included in the student's application for your review and consideration.
- *Interviews with potential student participants.* Personal interviews provide insights into an applicant's capabilities and commitment to study abroad not otherwise realized by processing that student's application paperwork.

Whatever criteria you choose to include in the screening process, you must make these criteria for acceptance into a program known to all students at the time they apply.

Non-Texas State students are welcome to participate in Texas State faculty-led programs. At your discretion, priority for acceptance may be given to Texas State students. Non-regular Texas State students must be admitted to Texas State before they may enroll in any of our programs. The most common admission status for prospective participants is "non-degree seeking student."

### **Program Planning and Preparation Assistance**

In planning your study abroad program, it is helpful to know what services are available to assist you from the SAO. The following is a listing of services that this office provides to APDs.

#### **Planning:**

- Provide information and guidance to faculty interested in developing a faculty-led study abroad program
- Assist faculty in developing the feasibility proposal
- Assist faculty in completing the Study-Abroad/Study-in-America/Off-Campus-Courses packet
- Collect, revise, and retain records of the Study-Abroad/Study-in-America/Off-Campus-Courses application forms

**Preparation:**

- Advertise study abroad programs through brochures, posters, memos, the SAO website, Facebook, Study Abroad Fairs, and information tables at university events (based upon staff and fund availability)
- Prepare flyers for each study abroad program for distribution to students
- Participate in orientation meetings
- Prepare program payment procedures and deadlines (The SAO exercises the right to charge a late fee to students who fail to meet payment deadlines.)
- Review and process approval of all contracts associated with study abroad program expenses
- Assist the APD with program-specific requirements (photos, housing assignments, forms, etc.)
- Process travel application forms for APDs and faculty
- Process travel-advance checks for APDs
- Provide copy cards to the APD upon request
- Collect and maintain study abroad contingency plans

**Administration:**

- Maintain a database of study abroad students
- Provide students with letters verifying enrollment in the study abroad program upon request
- Bill various organizations that provide financial assistance for students (Texas Tomorrow, DARS, etc.)
- Maintain program budgets (in-house accounting)
- Provide copies of student passports, emergency contacts, travel itinerary, and health information to APDs
- Maintain HTH Worldwide enrollment
- Pay invoices related to program expenses
- Manage ISOS
- Process paychecks for the APD
- Collect receipts and report travel expenses to the Accounting Office
- Provide study abroad evaluations to be completed by students and faculty
- Prepare the evaluation report for the APD and academic chair
- Manage program budgets
- Organize seminars and training

**Student Application and Enrollment:**

- Provide general information to prospective students
- Monitor student enrollments (minimums and maximums)
- Prepare program payment and cancellation forms
- Collect payments from students
- Distribute application packets to students
- Verify the completion of Verify Texas Success Initiative Program (TSIP) compliance
- Facilitate admission to Texas State as special students for non-Texas State participants

- Coordinate study abroad registration with the Registrars Office and Student Business Services
- Provide confirmation of student enrollment to the Texas State Financial Aid Office
- Process refunds for cancellations for each student

### **Publicity**

You will want to develop some items to publicize your program abroad. The SAO will provide a page on its website announcing your program. To see sample program listings, go to <http://www.studyabroad.txstate.edu/students/program-offerings.html>. The SAO also creates a one-page flyer to be available for all students who walk into the Study Abroad Library. Twice a year the Study Abroad Fair gives faculty and vendors an opportunity to talk to students about their programs. Texas State faculty may reserve a table free of charge.

Any additional publicity you may want is your responsibility, although if you have provided funds in your budget to cover those costs, they will be paid using those anticipated funds; if you prefer, you may cover the costs of additional publicity yourself and be reimbursed later. You must submit to the SAO all publicity that you develop prior to printing and distribution.

Perhaps the most effective strategy is to announce your program in class. You may also choose to hold informational meetings to talk to students about your program.

## E. Health and Safety

### i. US Embassies and Consulates

Registration with the Department of State makes your presence and whereabouts known, in case it is necessary for a consular officer to contact you in an emergency. Each individual must complete the registration online by going to [http://travel.state.gov/travel/tips/registration/registration\\_4789.html](http://travel.state.gov/travel/tips/registration/registration_4789.html).

You must also identify the following information prior to departure:

- Local police telephone number
- Nearest U.S. Embassy/Consulate telephone number
- Directions for operator-assisted dialing to the United States
- Telephone where you can be reached

Prior to departure you should also monitor travel advisories and consular information sheets available at the U.S. Department of State website at <http://travel.state.gov/>. The SAO suggests that you register for the automatic update service at <http://www.state.gov/misc/echannels/>

Consider the following list of travel information sites as well:

- United Kingdom: <http://www.fco.gov.uk/travel>
- Australia: <http://www.smartraveller.gov.au/zw-cqi/view/advice/>
- Canada: <http://www.voyage.gc.ca/>
- New Zealand: <http://www.safetravel.govt.nz/>

### ii. Travel Assistance

Promoting health and safety is paramount to Texas State. The SAO has engaged International SOS, a travel assistance company, to provide service coverage for Texas State faculty and students participating in faculty-led study abroad programs. Texas State's contract with International SOS enables faculty and students on Texas State faculty-led programs to obtain the most immediate assistance for emergency and health needs while abroad. International SOS is on call 24-7 to offer a wide variety of services.

A partial list of benefits to Texas State Study Abroad participants includes the following:

- Pre-trip information on travel health issues
- Emergency and routine medical services
- Medical expense guarantee and payment (to be repaid later by recipient of medical care)
- Medically-supervised repatriation
- Emergency evacuation
- Repatriation of mortal remains
- Legal referrals

- Emergency message transmission
- Lost document advice
- Emergency personal cash advances
- Security evacuation assistance
- Online travel security information
- Access to security crisis center

International SOS will assist in a variety of emergency situations from point of incident to point of care. Please note, however, International SOS is not health insurance; it is a travel assistance program.

Prior to program departure, the APD must obtain the International SOS membership card, which provides directions for requesting assistance for oneself, as well as cards for all other participating faculty members and students. You may obtain the card either from the SAO or online from the International SOS website (see below). In addition to the card, you may request a CD copy of the International SOS orientation from the SAO to review prior to your departure.

Visit the website at <http://internationalsos.com/en/> to use International SOS as a planning resource and to learn more about their services.

### **iii. Emergency Action Plan**

We consider the safety and security of our students, faculty, and staff to be of primary importance in developing and administering programs abroad. For this reason, the SAO does not support programs in areas of the world listed on the U.S. Department of State Travel Warning List. However, emergencies may arise while a program is abroad. For this reason, each program proposed should have an Emergency Action Plan, and participants should have a working knowledge of the services available through International SOS.

In the event that something should happen to you soon after the program begins and after students have arrived at the program site, it is important that either the alternate leader or program assistant be in constant contact with the SAO and the academic department or school to determine how best to handle the situation. As such a situation is unique, there are some basic plans that should be put into place to 1) assure the students' health and safety, and 2) find ways to assist students in completing their program and earning credit that is applied to their degree program.

### **iv. Health Insurance**

Effective summer 2009, all students participating in programs sponsored by the SAO will have group health insurance from HTH WorldWide. Students pay a fee based on the number of days abroad on the program. With the group policy they receive comprehensive health insurance at a deep discount.

As a faculty member, you have the option to be covered by HTH. That coverage in many cases is more comprehensive than BlueCard Worldwide Coverage. You should

view your personal situation and decide what coverage works best for you.

Contact the SAO for current rates.

### **HealthSelect Members: BlueCard Worldwide Coverage**

You are advised to review your current insurance policy to determine if 1) it meets your needs and 2) there are providers at your location. For information visit <http://www.bcbs.com/>. You may opt to purchase HTH if that provides better coverage. The APD will have the option to add the cost of HTH for faculty to the program budget.

### **International Teacher Identity Card**

Some faculty members find that the International Teacher Identity Card (ITIC) provides sufficient coverage. However, because one personal financial situation differs from another, you should consider carefully what coverage best fits your individual needs. In some cases, the ITIC may not provide the desired coverage or be appropriate for your international destination. To learn more about the ITIC, go to <http://www.statravel.com/teacher-discount-card.htm>

## **v. Local Transportation**

Texas State requires that local drivers be used anytime public transportation is not available. It is safer for those familiar with the local geography and traffic laws to transport program participants. Secure local drivers for all non-public transportation needs. If for any reason you elect to rent and/or drive a vehicle, you assume all personal responsibility including liability, cost, insurances, and other incidentals. Vehicle rental outside the United States is not a reimbursable expense.

## **vi. Cell Phones**

APDs and students have increasingly used cellular phones while abroad. Doing so allows students to contact parents and friends almost instantaneously. As the APD, your students and their parents expect to have ready access to you as well. The SAO will also need to have the ability to contact you readily. It is for these reasons that the SAO asks you to obtain a cell phone for the length of your program. There are several ways for you to obtain and use cell phones out of country.

Consider the following options:

1. Check with your cell phone provider to find out if your current phone can be used abroad in the country/countries your group will be visiting.
2. Check with your host country contact. He or she may be able to assist you with renting an international cell phone in country during your stay.  
Caution: Make sure that the phone you rent can make *and* receive international and local calls while abroad (the students will be calling you from within the country); not all phones have both capabilities. Also, make sure that you have the appropriate charging device for both your phone and the county's electrical system.

3. You may want to investigate other cell phone provider options.

There are many international cell phone services available. Find the one that best meets your needs. If you find a service that you like or if you find a service that is not satisfactory, please let the SAO know so that we may let others know.

Once you have selected your cell phone service, please be sure to do the following:

1. Provide the SAO with the phone number. Upon arrival at your study abroad location, call our office and have a staff person call you back to confirm the phone works. Be mindful to give the exact number someone would dial from the United States to reach your cell phone abroad, including country codes and area codes.
2. Provide your students with the cell phone number as soon as you have it, so they can share it with someone at home. Should there be an emergency, the student's home contact will have a way to get in touch. Most students will have their own cell phones, but a second number provides a greater sense of security.
3. Do not forget to budget for your cell phone.

## III. On-Site Program Administration

### A. Program Administration Responsibilities

In assuming the role of APD/study abroad faculty (SAF), you must understand and agree to accept responsibility to do the following:

#### I. On-site Student Support

On-site support is essential to the success of all study abroad programs. Preplanning will help to ensure the success of the study abroad program and of the APD and SAF.

- The APD is responsible for organizing pre-departure meetings and developing program logistics with host institution personnel. The APD and SAF are responsible for determining the academic development of the course/program, as well as overseeing services provided by the host institution. The APD will continue to coordinate all program logistics, such as scheduling and itinerary, including any field trips and housing arrangements. Assuring that students will be accommodated as previously anticipated is but one of several examples of the APD's responsibilities.
- The APD and SAF are expected to participate in all activities that are part of the program. If the APD and SAF are unable to participate in some of the activities due to other responsibilities related to the program, s/he will assign another faculty member when possible and/or inform the students where s/he is to be reached in case of an emergency.
- The APD is expected to resolve problems or conflicts, as provided through the Texas State Code of Student Conduct, which may emerge between or among individuals within the study abroad group, and to notify the Study Abroad Office (SAO) of any student behavior problems. Examples of such situations may include, but are not limited to, making an effort to resolve any strained relationships that may cause group tension, addressing evidence of harassment, identifying behavior that may compromise the group's safety, or investigating any student complaints.
- Within 24 hours of arrival at the destination, if information is not available prior to departure, the APD must inform the participants as well as the SAO of the phone and fax numbers, mailing address, and/or e-mail address where s/he can be contacted during the dates of the program.
- In case of an emergency, it is recommended that the APDs follow the procedures specified in the Texas State Crisis Management Plan, which can be found at <http://www.txstate.edu/effective/upps/upps-05-04-03.html>.
- The APD will remain accessible to students during the entire program period and ensure that other program faculty members remain accessible to students as well.
- The APD serves as the point of contact for students, the host university or third-party

provider, Texas State staff, and parents and/or spouses of program participants.

- The APD and SAF will organize and provide leadership on field trips away from the host site.
- The APD is expected to ensure that students know when and where they are to meet upon arrival at the program destination and for any excursions that take place during the program.
- The APD will develop a plan for the group in case a flight or other form of transportation is missed.
- The APD will provide the students and faculty with the local police telephone number, the U.S. Embassy telephone number, the U.S. Consulate telephone number, and directions for operator-assisted dialing to the United States.
- The APD is expected to monitor travel advisories and consular information sheets at <http://travel.state.gov/>.
- The APD and SAF provide leadership and model behavior that is consistent with the Texas State University-San Marcos Faculty Handbook guidelines.
- The APD will contact the SAO as often as necessary during the program to provide updates about the group.
- The APD will arrange to have a functioning cell phone for the duration of the program.
- The APD is expected to provide direction for any problems or crisis that occur, and to keep in communication with the SAO regarding them.
- The APD will designate a local person on whom the participants can rely if incapacitated.
- In keeping with Southern Association of Colleges and Schools rules and regulations, the APD and SAF will encourage that student evaluations are submitted to the SAO.
- The APD will distribute HTH Worldwide insurance and ISOS ID cards to students as needed and ensure that students know how to contact these services.
- The APD and SAF are expected to provide assistance in emergency situations and contact HTH and/or ISOS as the situation requires. The APD and SAF need to confirm HTH physicians/providers who are available at the study abroad location prior to departure.
- The APD must notify students of any immigration requirements and inform students of the possibility that the host country authorities have the right to deny entry to any traveler; Texas State has no control in these decisions, so the participants have the ultimate responsibility to carry all documentation that may be required for immigration purposes.

## II. Student Behavior

- The APD has the authority to penalize or expel any student from the program whose behavior violates the Texas State Code of Student Conduct or whose behavior endangers the student or the group. However, before imposing a disciplinary sanction, the APD will (1) notify the student of the violation that he or she has committed and (2) give the student an opportunity to rebut the allegations. A copy of the incident report form can be found at <http://www.studyabroad.txstate.edu/faculty/student-misconduct.html>.
- The APD is responsible for immediately notifying the SAO of any significant problems related to student behavior.
- The APD is responsible for establishing behavioral expectations at the orientation meetings.

## III. Grades

The class attendance policy in the program is to be consistent with Texas State attendance policy and financial aid regulations. The University expects students to attend every scheduled class meeting. General requirements include:

- Establish mandatory requirements for attendance for each course.
- Inform students of the course attendance policy during the orientation meetings.
- Let students know that they are responsible for understanding the attendance policy and for meeting those requirements.
- Establish that failure to meet the attendance requirements in a course may lower a grade and may affect financial aid compliance.
- Inform students of their grades for all completed work at the end of the program. Giving students this information will help avoid any conflict that may arise after the program is ended and when the APD and SAF may not be easily contacted for clarification.
- Report grades using the Texas State grading scale of A, B, C, D and F, and report them to the Registrars Office through Banner as soon as available after the end of the program, and following the instructions provided by the SAO. A copy of the grade report must be submitted to the SAO right after grades are reported.
- As stated in PPS 4.07, Grades and Change of Grades, the "I" grade is a temporary grade used when students fail to complete a vital portion (final examination, paper, etc.) of the course due to conditions beyond their control. In the event that an "I" is issued in a study abroad program, it is the responsibility of the faculty member to observe the policies and procedures of the department, college, and academic affairs.

- The procedures and policies for a change of grade used on campus apply to study abroad programs. The APD and SAF must send a copy of the change of grade form to the SAO.

#### **IV. Travel funds**

- A month prior to departure, the APD must request any required travel advance. These funds will be issued as a direct deposit in US dollars to the APD/SAF, unless otherwise indicated. The APD/SAF will be responsible for determining how best to handle these funds: purchase travelers' checks, purchase local currency, or employ any method determined to be the most efficient and secure.

- The APD and SAF are to obtain a personal log for all expenses from the SAO. The APD/SAF must maintain the log during the study abroad program and keep all receipts for expenses incurred during the program. (In cases in which receipts cannot be obtained in the country of study, it becomes even more important to maintain an accurate account in the personal log). Below are examples of some of the expenses that are NOT allowable:

- j. Expenses of faculty's family members
- k. Personal travel before, during or after the program
- l. Consumption of alcoholic beverages by Texas State students and faculty
- m. If the APD and SAF decide to cancel their participation in the program they will be responsible for all their expenses related to the cancellation such as airline ticket, housing reservations, etc.
- n. All vehicle rentals abroad
- o. Personal items (including personal hygiene)
- p. Medical bills for students or faculty
- q. Tips
- r. Expenses associated to students' personal circumstances, i.e. special housing accommodations, expenses associated with flight changes, and other non-emergency circumstances.
- s.

- The SAO will request faculty stipends be paid at the completion of the program. Stipends will be processed following the deadlines established by the Texas State Payroll Office. The SAO will make every effort in meeting the closest payroll deadline, but since several offices are involved in this process, the SAO cannot guarantee that this deadline will be met.

- APDs are fiscally responsible for their study abroad programs. They, along with the Texas SAO staff, and the department chair, shall develop a program budget. This shall be done prior to submitting the study abroad proposal. Any expense overage will need to have a plan for recovery of those expenses for future programs. This plan should be worked out with the SAO and shall be done at the end of the program but before the new proposal is submitted. By the same token, all unused funds are returned to the SAO and are not considered to be part of the program for future use.

- Any equipment or special purchases for a program are property of that program are transferred from one APD to the next. Should a program be discontinued, all property is returned to the SAO, for use in other programs.
- The APD/SAF must complete and submit program expenses within five days of their return date. Program reconciliations not received within that time will be reported to the department chair, college dean, associate vice president for academic affairs and the Travel Office. Following University policies any travel advance will become taxable after 30 days from the date when the faculty member returns from abroad.
- Meet with SAO and Travel Office staff as needed to reconcile the program expenditures.

## **V. Other Responsibilities**

- The APD is a representative of Texas State at the study abroad location.
- If the opportunity presents itself, the APD should offer to give a presentation to promote Texas State at the study abroad location.
- Submit the faculty evaluation, which includes information on all aspects of the program and suggestions for improvement.
- APDs and SFAs are not allowed to drive vehicles with student passengers outside the US. Local drivers must be secured for all non-public transportation needs. If for any reason an APD or SAF elects to rent and/or drive a vehicle, s/he assumes all personal responsibility including costs, insurances, and other incidentals. Vehicle rental outside the US is not a reimbursable expense. However, it is recognized that in some instances, it may be necessary to rent and drive a vehicle outside the US. In such instances, presidential approval must be obtained and presented prior to program departure.
- The APD and SAF must follow all policies and procedures established by the SAO.
- The APD and SAF must attend all mandatory meetings.

### **i. Housing Issues**

Housing officers and host families will expect the APD and other faculty 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 the housing, attempt to correct the situation. Reassignment of housing, however, should not be abused. You should use your judgment in determining whether or not housing needs to be reassigned. Students must notify you if they change housing on their own.

In the event of a severe infraction of housing regulations, Texas State personnel, in

consultation with the SAO and local university faculty members or staff, will determine whether or not the student should be expelled from the facility and/or face other consequences. A student misconduct form is available online at <http://www.studyabroad.txstate.edu/faculty/student-misconduct.html>. This document serves as documentation and a warning to those students whose behavior is deemed inappropriate by the APD. The second form found here is to be used in the case of student termination due to inappropriate conduct.

If it is agreed that the behavior does not warrant immediate dismissal, but instead warrants a warning, you should notify the student in writing that a repeated offense or other infraction of the housing rules and regulations as established by the local facilities will result in expulsion from housing and dismissal from the study abroad program.

If an agreement is made to dismiss a student from housing but permit continued participation in the program, the student will be responsible for locating and paying for the alternative housing.

If alternative housing cannot be found, the student must return home and forfeit academic credit and any financial refund.

## **ii. Course Evaluations**

In keeping with SACS rules and regulations, program evaluations are distributed electronically by the SAO at the end of each program. Feedback from participating students is very important; the APD is expected to encourage students to submit their evaluations. If the group has access to a computer lab on-site, the APD may schedule a time for the completion of the evaluations. A report will be prepared by the SAO and copies will be sent to the APD and the department chair.

## **B. Student Behavior**

Appropriate student behavior is paramount to learning and program health and safety. Though students on your program may be over eighteen, they are still subject to your program rules and regulations and to those set by the university. It is unacceptable for any student to disregard your authority as the APD because they are “of legal age.” As you are responsible for them, so are they responsible to adhere to the rules and regulations that you have set. Study abroad is an elected choice, and because students are perceived as representatives of Texas State while abroad, you have the obligation and the right to set behavioral expectations and standards.

You, as APD, have the authority to penalize or expel any student from the program whose behavior violates the Texas State Code of Student Conduct or whose behavior endangers himself/herself or the group. However, before imposing a disciplinary sanction, the APD will

- 1) notify the student of the violation that he/ she has committed, and (see student misconduct reports online at <http://www.studyabroad.txstate.edu/faculty/student->

misconduct.html.

2) give the student an opportunity to rebut the allegations.

You are responsible for immediately notifying the SAO of any significant problems related to student behavior. The SAO will in turn notify the Dean of Students office.

### **i. Minor Behavior Problems**

Minor behavior problems are not serious enough to warrant immediate dismissal from a program but have a negative effect on the program. In addition, such behavior, if allowed to continue, may affect the atmosphere and morale of the entire group. Minor problems may escalate into major problems if not addressed early on in the program or as they occur.

Examples of minor behavior problems include

- excessive tardiness to class or class activities,
- personality conflicts among program participants, and
- indifferent or rude behavior towards guests/guest speakers.

Situations that require conflict resolution may include, but are not limited to, making an effort to resolve any strained relationships that cause group tension, addressing evidence of harassment or bullying, and investigating any student complaints.

Depending on the circumstances, you may wish to discuss the problem individually with the student or students, or to allow it to be openly discussed during a general debriefing session. You also may wish to consider having one, a few, or all students sign a contract. If you are unsure as to how to address certain problems, feel free to contact the SAO to discuss your concerns.

Whether the behavioral problems are minor or significant, we recommend you make a written record of your observations and discussions with the student. There is truth in the statement that "Your pen is your power." Let a misbehaving student know you are documenting his/her exact words. Doing so can be especially effective if the student is using foul language or making accusations. Asking the student to repeat the words while you are writing it down can often be an effective way to prevent future verbal confrontations.

Should the behavior persist, the SAO and the Division of Student Affairs will continue to work with you on assessing the situation and, if necessary, will facilitate the dismissal of a student from a program.

Please note that even though you may disapprove of certain behavior (such as student romantic involvement with local people), if the behavior is during the student's personal time and does not disrupt the group learning process, you are not liable. If such behavior violates program rules (such as a requirement to stay in program

accommodations or a rule against traveling alone at night), then it may be appropriate for you to address the issue with the student.

## **ii. Major behavior problems**

Texas State expects study abroad participants to abide by the laws, regulations, and customs of the host country, community, institution, and program. There are certain areas under which the APD has the authority to immediately dismiss a student from a study abroad program.

The following behaviors are among those that should result in immediate dismissal from the program:

- Conduct that violates Texas State's General Student Regulations
- Violation of the laws, rules and regulations, or customs of the host country, community, institution, or program
- Behavior that is disruptive and detrimental to the group learning process and academic success of the program
- Conduct that damages or destroys the property of another person, institution, or organization
- Behavior that gives the APD and the SAO reasonable cause to believe that the continued presence of the student in the program constitutes a danger to the health or safety of the student or of other persons; constitutes a danger to property; or threatens the future viability of the program
- Repeated offenses or severe infractions of the housing rules and regulations as established by the local facilities
- Alcohol abuse (as defined under "Alcohol and Drug Use")
- Physical or sexual assault
- Harassment
- Possession, use, or distribution of illegal drugs
- Setting a fire or possessing explosives
- Possession of a weapon, including BB guns and knives
- Theft
- Repeated bad behavior for which the student has been warned in writing

## **iii. Alcohol and Drug Use**

Texas State has a zero-tolerance policy regarding the possession, use, manufacture, production, sale, exchange, or distribution of illegal drugs by students participating in any Texas State study abroad program. It is illegal for a student to possess, consume, furnish, manufacture, sell, exchange, or otherwise distribute any alcoholic beverages except as permitted by host country laws and local institutional regulations. Alcohol misuse and abuse are not tolerated anywhere in the world and will not be tolerated on Texas State study abroad programs. Violation of local laws and/or Texas State regulations or policies may result in immediate dismissal from the program and disciplinary action upon return to campus.

Students are expected to observe the laws of the host country. The legal drinking age and the laws governing the availability and public consumption of alcohol, along with other drinking laws, may vary depending on the country in which your program is located. You, other faculty members, and students should be aware that many countries have laws regarding alcohol and other drug use that can be far more severe than laws in the United States. Be knowledgeable of the country's laws and regulations with regard to alcohol and drug use and encourage your students to make themselves aware. The U.S. Department of State's "Living Abroad" website at [http://travel.state.gov/travel/living/drugs/drugs\\_1237.html](http://travel.state.gov/travel/living/drugs/drugs_1237.html) has valuable information, and we encourage you to read it prior to your orientation.

You and your students are representing Texas State University-San Marcos, the State of Texas, and the United States of America. Encourage other faculty and your students to be sensible, safe, aware, and responsible.

The following provides guidelines for responsible alcohol use. This message should be emphasized during your program orientation. Responsible use of alcohol should be discussed at the on-site orientation as well.

Alcohol misuse is defined as any use that is harmful or potentially harmful to self or others.

Alcohol abuse is planned, systematic misuse of alcohol.

### **What constitutes "alcohol misuse"?**

Alcohol misuse is present when a student

- misses any scheduled event because of the effects of alcohol consumption;
- becomes ill due to the effects of alcohol consumption;
- is disrespectful of others sharing the same housing, and congregates with loud groups for social purposes;
- engages in inappropriate behavior toward other individuals as a result of alcohol consumption;
- engages in destructive behavior toward property as a result of alcohol consumption; does not abide by the laws of the country in which he or she is staying as a result of alcohol consumption;
- engages in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption;
- as part of a group, facilitates, encourages, or ignores a fellow student who is misusing or abusing alcohol; or
- transports quantities of alcohol to a program site with the intent of sharing the alcohol with members of the group.

You may choose to report the above behaviors for judicial action through Texas State Office of Student Justice. If you or another faculty member files a formal complaint, Student Justice will contact the student once he/she returns to campus, and the judicial process will begin. If the student is found responsible for violating university policy, the

complaint and its resolution will become a formal part of the student's Texas State record and could be available to both internal and external offices on a need-to-know basis.

Alcohol misuse and abuse will not be tolerated on Texas State study abroad programs. Students are encouraged to use good judgment if consuming alcohol at private homes or other venues during non-program hours. If members of the group are abusing alcohol, students are encouraged to discuss these issues with the APD.

Peers should look out for each other and keep each other safe. If a student becomes incapacitated due to alcohol overuse, or if he/she is in need of medical attention, others are strongly encouraged to contact a local emergency medical service and/or the APD immediately, in order to protect the health and well-being of the affected student. Students may be referred for assistance in addressing issues of chemical use/abuse. Peers are encouraged to make the responsible choice to notify program or emergency personnel quickly. Any persons who ask for assistance in such a situation will not be subject to disciplinary action.

This policy also includes APDs and participating faculty members. A recent audit has established that no Texas State 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 both you and the students. While you are not ultimately responsible for an individual student's drunkenness, you can be liable if shown to encourage consumption. As an APD, you are in a position of authority and responsibility, and you must be capable of addressing an emergency should it arise. As a result, it is strongly advised that you do not consume alcohol at group functions. Participating in or accompanying students to social events that involve excessive consumption of alcohol implies that drunkenness is acceptable and sends a contradictory message regarding responsible drinking.

#### **iv. Sexual Harassment**

Texas State believes that members of the university community have the right to learn, work and live in a civil, supportive, and professional atmosphere. This includes programs and courses offered off campus and abroad. Sexual harassment violates this right. It creates a formidable barrier to the free exchange of ideas; damages the integrity of the work place; and deprives the institution of productivity, a sense of community, and a positive image.

Sexual harassment takes many forms and may involve a staff or faculty member, administrator, contract employee, or student. Staff and faculty in positions of authority need to be sensitive to the potential for sexual harassment as well as conflicts of interest in personal relationships with subordinate faculty and staff members or with students. A study abroad program is not an exception to this guideline. As the APD, it is your responsibility to address any concerns about sexual harassment should they occur on your program. A brochure providing thorough information and examples of sexual harassment is available from the Office of Equity and Access.

It is a violation of university policy to disregard, fail to investigate, or delay investigation of allegations of sexual harassment.

## IV. Student Registration

### A. Application Process

Students participating in Texas State study abroad programs must enroll through the SAO. The process of enrollment is as follows:

#### i. Registration

All students, regardless of whether the program is offered via extension or resident credit, must follow the same procedure. A student must be admitted to the program by completing the Study Abroad Application packet (often referred as the “pink form”). This packet consists of a series of forms that each student must complete:

- Welcome letter
- Check list
- Application
- Acceptance, release and waiver, which must be signed by the applicant
- Participation approvals, which are completed by obtaining three separate signatures. First, the Dean of Students signs as verification of any reported discipline problems; second, the academic advisor, who reports the student’s status and approves the courses the student may enroll in, signs; and third, the APD signs as indication that the student is approved and accepted into the program. The APD should not sign this form before all other approvals have been obtained; otherwise a student who may not be acceptable for participation in the program may end up being approved by the APD.
- General release
- Request for health information
- International health insurance coverage
- Request for emergency contact information
- Financial aid policies acknowledgement (must be completed by all students)

The Study Abroad Application, often referred to as the “pink form,” must be submitted to the SAO along with proof of the first payment. All study abroad program payments can be made using either of the following two options:

A) Online payments: Go to [http://uweb.txstate.edu/gao/study\\_abroad/](http://uweb.txstate.edu/gao/study_abroad/)

B) Cash and check payments are accepted at Student Business Services, located on the first floor of the JC Kellam Administration Building. Students must bring their Texas State ID number with them, and indicate to the cashier that you are paying for a Study Abroad Program.

Please note that:

- All study abroad registrations must be made in the SAO located at Thornton International House, 1<sup>st</sup> floor.
- After making the first payment, students are required to submit their study abroad application packet to the SAO on or before the next business day.

Payments will not be accepted without a completed application, nor will applications be accepted without the proof of payment.

Students must complete course registration via CATS Web following Texas State calendar.

To fulfill registration requirements, students must complete all paperwork.

## **ii. Accepting Non-Texas State Participants**

Non-Texas State students are welcome to participate in Texas State faculty-led programs. At the APD's discretion, priority for acceptance may be given to Texas State students.

All non-regular Texas State students must be admitted to Texas State before they may enroll in any of our programs. The most common admission status for prospective participants is "non-degree seeking student". It is important to mention that each student is responsible for obtaining the necessary approvals from her/his home university and ensuring that the credits that are earned will transfer. These students also must have pre-departure orientation.

## **iii. Students with Disabilities**

For many students with physical disabilities, study abroad can be daunting, and in some instances, it is impossible for them to participate. However, there are many disabilities that may not prevent a student from participating in a study abroad program if the program makes some accommodations. In many cases, accommodations for students with learning disabilities can be made on study abroad programs. It is very important that any student who has a disability is registered with the Office of Disability Services and makes the request for accommodations well in advance of the program's departure, so the requests can be met.

## **iv. Financial Assistance for Students**

Students may receive financial assistance to study abroad. Texas State undergraduate students with a GPA of 2.75 or higher and Texas State graduate students with a GPA of 3.25 or higher may apply for the International Education Fee Scholarship (IEFS).

Application deadlines may be found at

<http://www.studyabroad.txstate.edu/students/financial-assistance/iefs.html>. Applications and information on locating other financial aid sources can be found at

<http://www.studyabroad.txstate.edu/students/financial-assistance.html>.

No IEFS applicant is guaranteed financial assistance. Increasingly, awards are becoming more competitive, especially for summer programs.

## **B. Grades**

Because of the urgency to report grades during summer programs, it is best to inform students of their grades for all completed work at the end of the program. By giving students this information, you will be more likely to avoid any conflict that may arise after the program ends, when you may not be easily contacted for clarification.

The class attendance policy in the program is to be consistent with the Texas State attendance policy. The University expects students to attend every scheduled class meeting. General requirements include:

- Establishing mandatory requirements for attendance for each course
- Informing students of the course attendance policy at the initial orientation meeting.
- Letting students know that they are responsible for understanding the attendance policy and for meeting those requirements.
- Establishing that failure to meet the attendance requirements in a course may lower a grade and may affect financial aid compliance.

The APD is to report grades using the Texas State grading scale of A, B, C, D, and F and submit them to the Registrars Office as usually done for on-campus courses, during the dates announced by the SAO. As soon as practicable after the completion of the program. A copy of the grade report must be submitted to the SAO.

As stated in PPS 4.07 Grades and Change of Grades, the "I" grade is a temporary grade used when students fail to complete a vital portion (final examination,, paper, etc.) of the course due to conditions beyond their control.

The procedures and policies for a change of grade used on campus apply to study abroad programs. The APD must send a copy of the change of grade form to the SAO.

## V. Contact Information

In many instances there will be a five-hour or more time difference between your location and the Texas State campus. In such cases, depending on the nature of your call, it may be better for you to contact the University Police Department or International SOS directly.

Texas State University-San Marcos  
Study Abroad Office  
601 University Drive  
San Marcos, TX 78666

Phone: 512-245-1967 (Monday through Friday 8 a.m. to 5 p.m. Central Time)

FAX: 512-245-1644

Email: [studyabroad@txstate.edu](mailto:studyabroad@txstate.edu)

URL: <http://www.studyabroad.txstate.edu/>

Texas State University Police Department: 512-245-2805

Email: [police@txstate.edu](mailto:police@txstate.edu)

In some cases the University Police may not handle your situation directly. They may seek an additional contact name, call this person, and then return your call. If you call the University Police Department, be sure to leave a contact number and tell them how long you can be reached at that number. If possible, leave an additional number in case your call is returned after the time you have given them.

	<b>Campus Phone</b>	<b>E-mail Address</b>
University Police Department	512-245-2890	<a href="mailto:police@txstate.edu">police@txstate.edu</a>
University Information	512-245-2111	
Isis de la O, Assistant Director	512-245-1967 or 512-245-2729	<a href="mailto:ig02@txstate.edu">ig02@txstate.edu</a>
April Castro, Administrative Assistant	512-245-1967 or 512-245-1933	<a href="mailto:ap29@txstate.edu">ap29@txstate.edu</a>

**International SOS:**

- Philadelphia: +1-215.942-8226
- London - +44 20 8762 8008
- Singapore - +65 6338 7800
- Be prepared to give your name and your Scholastic Group Comprehensive Service Number (located on your International SOS card)

**URL:** <http://internationalsos.com/en/index.htm>

**HTH Worldwide**

1.800.257.4823

Outside the US:

1.610.254.8771

**URL**

www.hthstudents.com

# NOTES