

NC STATE

Study Abroad Faculty Director Handbook



STUDY ABROAD
make the world your classroom

Quick Reference Sheet for Emergencies

NC State Emergency Numbers:

1. **Campus Police *and* Study Abroad Emergency Response Team** (24 hours/day) **919-515-3000**
2. **Study Abroad Office** (M-F, 8am-5pm EST) **919-515-2087**
3. **NCSU Counseling Center** **919-515-2563**

Other Important Numbers:

1. **HTH Worldwide Global Assistance** **610-254-8771**
For 365/24/7 medical emergency assistance, medical evacuation.
2. **HTH Worldwide Global Assistance** **610-254-8769**
For non-emergency assistance
3. **US Dept. of State Overseas Citizens Services**
For emergency services to Americans abroad.
From Abroad **202-501-4444**
From US **888-407-4747**
4. **Nearest U.S. Embassy or Consulate** (*fill in*)
For lost passport, death, disappearance, arrest, or serious medical crisis.

When calling Campus Police, provide the following information:

- Name(s) of student(s) involved
- Details of the situation
- Telephone number where you can be contacted
- What, if any, immediate assistance is needed from NC State

Howtocallobroad.com can be a helpful resource in understanding how to make phone calls all over the world.

Study Abroad Emergency Response

Emergency Response

Step 1: Assess the emergency.

How many students are involved? Is extra help needed?

Step 2: Secure the students.

Remove anyone in the way of danger. Administer first aid.
Call for an ambulance/police, if needed.

Step 3: Communicate.

Contact the SAO, Campus Police, U.S. Embassy/Consulate,
and other authorities, as needed.

Step 4: Document the situation.

Keep a log of events, actions, and information.
Use the [SAO Incident Documentation Form](#).

In the event of any incident, please encourage students to contact a family member or other emergency contact at home.

In the event of a natural disaster or terrorist attack, please contact the SAO as soon as you can to confirm the group is safe.



Natural & Urban Landscapes 2014 Photo Contest Winner

by Dalton Langdon
Quito, Ecuador

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On the cover
People and Culture 2014 Photo Contest Winner
by Caridad Aguilar
Havana, Cuba

Principles Underlying Study Abroad Risk Management at NC State

The protocols contained in the NC State Study Abroad Office Emergency Response Plan and Faculty Director Handbook follow best practices recommended by the NAFSA: Association of International Educators *Health & Safety Guidelines for Study Abroad* and the Forum on Education Abroad *Standards of Good Practice*.

NC State adheres to the following practices:

- Monitors U.S. Department of State *Travel Warning and Advisories* regarding the health and safety conditions at NC State-sponsored or sanctioned education abroad program sites and in other programs in which NC State participants are enrolled.
- Does not send participants to locations abroad with political unrest, the threat of terrorism, and/or war or where a U.S. Department of State travel warning is in effect, unless the student has petitioned for and received special approval.
- Provides health and safety information to enable participants to make informed decisions concerning study abroad.
- Provides orientation and handbooks to faculty directors, program staff, and participants, including information on how to deal with health and safety issues, potential risks, and emergency response protocol.
- Requires all students participating on, and all faculty and staff leading, NC State study abroad programs to carry the UNC System-approved comprehensive international health insurance policy that includes coverage of illness or accidental injury, and emergency evacuation and repatriation. Insurance enrollment is managed by the Study Abroad Office.
- With the assistance of HTH insurance, conducts appropriate inquiries regarding available medical services at the education abroad sites and provides information to help participants obtain the services they may need.
- Communicates applicable codes of conduct and the consequences of non-compliance to participants and takes appropriate action when

participants violate codes of conduct.

- Consistent with all applicable laws, maintains good communication with all stakeholders who need to be informed in cases of serious health problems, injury, or other significant health and safety incidents.
- Requires all student participants to read the student handbook, and faculty directors and co-leaders to read the faculty director handbook.
- Requires all faculty directors of NC State programs to create a safety assessment of program location prior to departure.
- Offers all study abroad participants a pre-departure orientation to educate students about academic and cultural differences, as well as health and safety risks and how to mitigate those risk while abroad.
- Requires all faculty directors of NC State programs to provide participants an on-site orientation session; these sessions should cover information on local health services and guidelines for dealing with emergencies and natural disasters. address safety & security issues, and review overall expectations for behavior and participation.
- Requires all education abroad participants to participate in on-site orientation sessions in the host countries prior to beginning their experience abroad.
- Provides emergency protocol that enables program leaders abroad and study abroad participants to contact the NC State University Police on a 24-hour basis.
- Coordinates the on-campus action of the NC State Study Abroad Emergency Response Team (SAERT) in case of a crisis abroad involving study abroad participants or faculty directors.

On-Site Program Administration

There are administrative responsibilities that must be handled once on-site. These include health and safety, on-site orientation, managing course enrollment, finances, and program evaluations.

ON-SITE HEALTH & SAFETY

Please Contact the SAO Upon Your Arrival Abroad! As soon as possible after arrival it is important that you contact the SAO to inform us of your arrival and to let us know if all students are present. Worried parents/friends/family usually call the SAO first in order to confirm that their student has arrived safely at their intended destination. Callers have often tracked down the Faculty Director overseas in order to get information about their loved one. The SAO can help keep many of these phone calls from reaching you abroad if you contact us and keep us updated on the arrival status of your program.

If you did not do so in advance, immediately upon arrival, please contact the U.S. Embassy or Consulate with a list of program participants' names, home addresses, and telephone numbers, along with a telephone number where you can be reached, and a basic itinerary for your program.

It is also important to become familiar with nearby hospitals and their procedures. Some may take direct payment from the insurance company or allow credit card payments for services, but others may require immediate cash payment. This is one reason why contingency funds are included in your program budget.

You should remind and encourage students to complete and carry with them at all times their emergency contact card (provided by the SAO) and their HTH insurance card. They should also carry an HTH claim form whenever traveling, independently or with the group.

Full details on emergency planning that should be completed prior to your departure are discussed in the "Emergency Response" section of this manual.

ON-SITE ORIENTATION

Faculty directors or the on-site provider are expected to provide students with an on-site orientation upon arrival. The following is a list of suggested points to cover during the orientation:

- Conduct a walking tour of the area
- Show students how and where local transportation can be accessed (i.e. bus and train stations used to get to/from housing and class)
- Review your emergency response plan, designated emergency meeting place, and, communication plans in the event of an emergency
- Remind students they must adhere to local laws, the NCSU Code of Student Conduct, and the SAO Guidelines on alcohol use
- Remind students that when traveling on weekends, they are required to inform their director and update their itinerary in their study abroad application
- Remind students that you are available to help with any student services needs (cultural adjustment, grievance complaints for harassment/discrimination, reporting of assault/rape, etc.)
- Provide students (preferably in writing) with site-specific information about potential health and safety dangers
- Provide students with in-country emergency contact information (names and telephone numbers of medical emergency officials, law enforcement officials, U.S. Embassy/Consulate)
- Remind students to stay away from any demonstrations or protests. As foreigners, they are less likely to pick up on danger signals that are more obvious to people from the host culture, and they may even become a target. Remember that your presence with students in such a situation could make you responsible for harm that may occur, even if the students went to the high-risk location independently. The appropriate response is to instruct the students to leave the scene.



ON-SITE COURSE ENROLLMENT

The deadline for students to make changes to their course selections is one week after the program start date. Faculty directors must approve any changes, and students should not be allowed to make course changes after is date. If there are any changes in course selections (grade/credit, drop/add), please email these changes to the SAO within one week of the program’s course start date, so that changes can be made within the registration window. Any student taking a class to fulfill a General Education Program requirement must take the class for grade (not pass/fail). The SAO will provide you with a course roster in your Travel Packet that can be used to make sure all of your students are properly enrolled.

ON-SITE PROGRAM EVALUATIONS

Because the courses discussed in this handbook are approved for NC State credit, course evaluations must be completed. Evaluations are NOT competed on-line, rather the SAO will provide you with its standard course evaluation forms.

Evaluations should be administered as detailed below. Similar to on-campus course evaluations, confidentiality rules must be respected, and faculty may not read evaluations until after grades are submitted. If immediate feedback is needed, you may choose to create and administer your own evaluation forms *in addition to* the SAO evaluation.

- Administer the evaluations during the last group meeting of the program (or as close to it as possible). In the past, we have



requested that students submit their evaluations after they return home, but the extremely low rate of return creates an unbalanced and often undeservedly unfavorable view of the program.

- Explain that the evaluations will be *confidential*, exactly as they are for on-campus courses. That is, faculty are expressly forbidden to read the evaluations until after they have been submitted to the Study Abroad Office for review AND grades have been posted.
- Ask a trusted student to administer the evaluations while faculty are outside of the room.
- Every student must fill out a form. (If they refuse for some reason, ask them to write a brief statement across the top of the form, such as: "I choose not to offer feedback on this program").
- The student administrator will make note of the total number of evaluations enclosed and will record this number on the form that will be provided with the evaluations. The student will then put the form inside the envelope.
- The student administrator will then seal the envelope and sign their name across the seal.
- If additional evaluations are received late (for example, if some students were absent from the last group session), the late evaluations should be put into a separate envelope by the student administrator, sealed, and signed across the seal. Alternate student administrators may complete this process—the same student administrator need not assist each time additional evaluations are submitted.
- The sealed envelope must be returned unopened to the Study Abroad Office by mail or hand delivery as soon after return as possible. This may be done by a student administrator or the Faculty Director.
- After the SAO has reviewed the evaluations, the Faculty Director will be emailed the scanned evaluations. The evaluations will then be discussed between the Study Abroad Office and the Faculty Director to determine any changes that might be needed for next year's program. A copy of the evaluations will also be sent to the Faculty Director's Department Head.
- If the Faculty Director is found to have read the evaluations before submitting them to the SAO, appropriate sanctions will be determined by the Faculty Director's Department Head.

On-Site Finance Guide

This program finance guide is intended to assist you in managing the finances for your study abroad program while on-site. Details about program budget planning, the travel advance process, and faculty compensation are available on the [Program Finances section](#) of the Study Abroad Office website. All questions about on-site finances should be addressed with the Study Abroad Office (SAO) Assistant Director for Operations or your regional advisor.

ON-SITE REBUDGETING

The SAO *strongly discourages* on-site re-budgeting of your program. This refers to adding details such as excursions, meals, etc. to your program while the program is in progress and is often the result of a perceived surplus of funds at the time that your program is starting. During the spring budget meeting prior to your program start date, we will discuss the specific details and amounts of your budget bottom line and your travel advance (on-site funds). This is the time to make edits and additions to your travel advance. Once your on-site funds are determined your travel advance will be requested, and those funds will be made available to you prior to departure. However, after you leave the US vendor payments are still being made, and changes such as student drops are still possible which will effect the amount of funds available in your budget. There is also the potential for changes due to an unforeseen circumstance at any time throughout your program. Please be aware that **your program is limited to the funds that are available in your budget** (except in the case of an emergency). Adding budget items without a detailed conversation or email exchange with your regional advisor or budget manager could potentially lead to expenses that the SAO will not be able to reimburse.

ALLOWABLE EXPENSES

All program expenses should be planned for in the budget planning process, and accurately receipted in order to be covered. See the [Program Finances](#) webpages for details. University Accounting and the Study Abroad Office will only approve allowable expenses, which include the following:

- Airfare and ground transportation (bus, metro, taxi, etc. includes parking and tolls)
- Lodging
- Transaction, conversion, or service fees charged on currency exchanges
- Group meals: You may submit a group receipt that includes the director and student meals. No per diem will be allowed for this meal. If you choose to provide the students with a meal and **not** to participate in the meal yourself, you should disburse funds to the students for the meal on an individual basis using the group receipt form
- Group excursion tickets: Please remember that all group opportunities must be made available to all students on the program.
- Pre-paid phone cards or the purchase of a “pay as you go” phone are the preferred methods of on-site communication. Other methods may incur increased scrutiny from Accounting and should be used at your own risk.
- Laundry: This would not be an allowable expense if laundry service is provided with your hotel or apartment.

NON-ALLOWABLE EXPENSES

- Alcoholic beverages of any kind are not an allowable expense and will not be reimbursed under any circumstances. (SAO & NC State PRR - POL 04.20.2)
- Expenses of any kind for friends or family (SAO)
- Memorabilia/souvenirs (SAO) - This includes gifts for members of the Study Abroad Office staff.
- Car rental (SAO & University Risk Management)
- Individual student expenses (SAO) - For example: a specific over the counter medication that is needed by one student. This also includes payment to doctors or medical establishments.
- Reimbursement to students for lost or stolen items or for refunds of any on-site expenses. If you would like to request an exception, please contact the SAO upon your return. (SAO)

- Personal expenses - This includes clothing, grooming and hygiene items, personal entertainment, or anything else of a personal nature. In the past, Directors have requested and been denied reimbursement for jewelry, clothing, personal hygiene items, and haircuts. *If you aren't sure if an expense is personal, please check with the SAO before purchasing.* (SAO & NC State)
- Personal equipment - There is no expectation that FDs use their own equipment or electronics while on a program. SAO program funds cannot be used to repair or replace personal equipment that is broken or lost while on site. (SAO)
- Electronics - Electronics are usually large dollar items that are generally not an allowable expense. However, the SAO will consider written requests on an individual basis. If they are deemed allowable, once purchased the electronics become the property of NC State University. Please see the [Guidelines for Purchase of Electronic Equipment](#) for more information. (SAO)
- Specific research equipment with a cost of over \$50. (SAO)

INSTRUCTIONS FOR PREPARING RECEIPTS

Receipts should be organized into the following categories:

- | | |
|------------------|------------------------------------|
| • Food | • Phone/Supplies/
Miscellaneous |
| • Lodging | • Stipend/Guest Lecturers |
| • Excursions | |
| • Transportation | |

Receipts must contain the following information

- | | |
|--|---|
| • Type of service(s) from vendor | • Total amount paid |
| • Vendor name, address, and logo | • Date of payment |
| • Name of person(s) receiving service(s) | • Proof of payment (credit card number, balance due = 0, or cash amount on receipt) |
| • Date(s) of service(s) | |

The receipts must then be taped to one side of 8 ½ x 11 sheets of white paper. The receipts will be photocopied and scanned; therefore, please refrain from using staples, taping multiple receipts on top

of each other, writing on the back, or folding receipts that are larger than 8 ½ by 11. Please be careful when taping your receipts not to tape over any text. *Receipts that are not submitted following these guidelines will be returned to the faculty director for correction.*

REMINDERS FOR RECEIPTING PROGRAM EXPENSES

- Document receipts in the Receipt Log daily to stay organized more easily. Be sure to accurately fill out the description field of the log, especially if the receipt is in a foreign language.
- Use the Unreceipted Expense Form when a formal receipt is unavailable. (This may be the case with a street vendor or more common in certain cultures.) Be conservative in how often it's used. If abused or overused, Accounting may not allow use in the future.
- Separate activities and expenses require separate receipts. If you have lodging and meals at the same place, request separate receipts or document using the Unreceipted Expense Form, if necessary. Each activity is coded separately for accounting purposes.
- Whenever possible, submit one large receipt instead of 20-30 individual receipts. This may mean consolidating the receipts using the Student Group Receipt Form.
- When adding a tip to a bill write the amount and the word "tip" on the receipt; otherwise, the additional expense will not be reimbursable.
- Bring back proof of the exchange rate. Without written documentation of the rate you received while abroad, an internet rate will be used. This could cause you to lose a substantial amount of money. If you travel between countries, be sure to get a valid exchange rate receipt for each currency.



- If you purchase a personal item while also buying items for the program, recalculate a new total, including any applicable taxes.
- Do not cover any text on receipts with tape or highlighter. This can cause the ink to disappear and you may not be reimbursed.
- Do not share travel advance money with co-directors or program assistants. If your program has more than one director/assistant each should have his/her own travel advance.
- Do not lend/share travel advance money with **students** except in the case of a serious emergency and upon consultation with the SAO.

On-Site Program Management

In addition to managing administrative tasks for your program, you are responsible for coordinating the teaching component for your program's course(s), the tasks of additional on-site staff/faculty, and, any course related activities (i.e. excursions). These responsibilities may be undertaken independently or with the assistance of collaborating institutions or agencies.

As a Faculty Director, you will find that your responsibilities do not end in the classroom. Students will rely on you for various types of assistance as they adjust to a new and sometimes stressful environment. If you need assistance, especially related to student services on-site, please contact the SAO.

TELEPHONE COMMUNICATION

For your program's safety and to ensure you are accessible at all times, the SAO requires that you have a cell/satellite phone for the duration of your program. Many faculty have found their US phone does not work overseas, and the international phone cannot be used in subsequent years, so we recommend you lease or purchase an inexpensive cell phone suitable for your location upon arrival. (Please note the phone becomes the property of NC State, should only be used for program-related calls, and must be returned to the SAO at the end of the program.) The cost of your cell phone should be factored into your program budget during the budgeting phase.

STUDENT CONDUCT

Student Conduct & Behavioral Concerns

We recognize that students participating in NCSU programs legally are adults and responsible for their own behavior. They are also considered representatives of their home institution and country. It is your responsibility to advise students when they are offending the norms of the host country. Part of the pre-departure *and* on-site orientation for your program should include discussion of those norms and typical ways in which foreigners may unknowingly violate them. Students should be reminded that they are **subject both to the host country laws, the NC State Code of Student Conduct, and to the SAO policies and guidelines that are outlined in the Participant Agreement and Student Pre-Departure Handbook**. A copy of the Participant Agreement is included in each faculty director travel packet.

Please complete and submit the [Study Abroad Incident Report](#) as soon as possible after becoming aware of an incident (including behavioral, health-related, and crimes).

Each situation and program is different, but the SAO can often provide you with guidance based on our past experience and University policies. We can also assist you with ways to address unique student conduct issues to deter students from continuing disruptive or destructive behavior, including implementing a **conduct contract** to address specific behaviors and expectations.

In case of a serious violation which jeopardizes the safety or well-being of anyone involved in the program or members of the host country (i.e., instructors, home stay families, etc.), students should understand that *such behavior may result in dismissal from the program and an early return home at the student's expense, failure of courses, and loss of all program costs*. **You have the authority to remove a student from the program for inappropriate or dangerous behavior.** To ensure proper procedures are followed, please consult with the SAO if you encounter any case of student misconduct, **prior** to dismissing a student from the program.

In the event of a dismissal, it is important that we verify University procedures for handling the particular situation. In such cases, we consult regularly with other offices on campus, such as Student Con-

duct, Counseling Center, General Counsel, and Insurance and Risk Management to ensure that the proper steps are taken for the safety and well being of the student, the program staff, the SAO, and the University.

Alcohol Use & Abuse

Alcohol abuse among college age students is a huge problem nationwide and accounts for approximately 17,000 deaths, 600,000 injuries requiring treatment, 700,000 cases of assault by other students who have been drinking and approximately 100,000 cases of alcohol-related sexual assault or date rape *annually*. While NC State students drink less on average than most college students, a poll conducted by the Counseling Center showed that **90% of the NC State students reported they don't know how to drink responsibly.**

Many study abroad programs travel to locations where alcohol is consumed in a more social manner than in the U.S. **Students are subject to the local laws and norms regarding drinking; therefore, if they are of legal drinking age in their host country, despite being under 21, they are allowed to consume alcoholic beverages.** Please remind students that if students choose to drink alcohol, they should do so responsibly. Faculty may need to define that to mean consumption of alcohol and/or the results of such consumption should never compromise personal responsibility or accountability.

It is important for faculty directors to be familiar with the signs of alcohol abuse and be comfortable intervening. Faculty directors may ask students the following questions to help determine if drinking is becoming a problem:

- How often do you drink? How many drinks at a time?
- Do you drink until you have to stop?
- Have you ever had a blackout (i.e. can't remember the next day what happened) after having a few drinks?
- Have you become violent on more than one occasion when drinking?

Additionally, faculty directors may encourage students to complete the [Alcohol e-Check Up to Go \(e-CHUG\)](#) self assessment to determine if their drinking habits are becoming a problem. The Counseling Cen-

ter is available to support students and faculty directors with alcohol abuse.

Faculty are encouraged to intervene when they see students abusing alcohol. Tips for discussion include:

- Explain your concerns are out of care for the student.
- Use concrete examples of concerning behavior, and offer concrete suggestions.
- Use motivation techniques— identify student’s goals for program and point out discrepancy between their behavior and goal attainment
- Offer support and refer to support services
- Offer concrete suggestions— try to limit consumption to 2 days/week and no more than 2 drinks, for example; take a break from drinking; offer sober entertainment ideas

Sexual Harassment

As the Director, your role is to manage the incident should a sexual harassment complaint occur on-site, unless the complaint is against you directly. It is your responsibility to ensure the immediate safety of the student and to take corrective action to ensure the student’s long-term safety. This may require the dismissal of any offending students from the program and/or vendors or on-site faculty from their NCSU contract. Any sexual harassment complaints should be [reported to the SAO](#) immediately.

Directors and program staff themselves should be careful to avoid any behavior which could be misinterpreted as inappropriate between professor and student. All students and program staff are required to adhere to the NCSU policy on [Equal Opportunity and Non-Discrimination](#), as found on the NCSU Policies, Regulations & Rules (PRR) website (<http://policies.ncsu.edu/>).

Mental Health & Behavioral Implications

Stress is the number one cause of exacerbation of a pre-existing mental illness, and adjusting to another culture typically involves stress for any program participant. Even if unusual behavior is due to more transient culture shock, it is important to check in with the

student and offer support.

It is important, therefore, for faculty directors to be familiar with the warning signs of mental illness, and to seek help for the student as early as possible. **Behavioral warning signs of emotional distress** include, but are not limited to:

- an unusual or markedly changed pattern of interaction (such as totally avoiding participation);
- isolation or social withdrawal;
- dominating discussions when this was previously not the case);
- extreme behavior fluctuation within a relatively short time span;
- a depressed or lethargic mood;
- being excessively active and talkative (very rapid speech);
- an inability to communicate clearly;
- becoming excessively anxious when called upon;
- swollen or red eyes; a marked change in personal dress and hygiene;
- being sweaty (when the room is not hot); or,
- falling asleep inappropriately.

Evidence of **significant crisis** includes:

- self-injury (and efforts to cover it)
- disruptive behavior—hostility, aggression, impulsivity
- incoherence—garbled/slurred speech, disjointed thoughts
- poor reality testing—suspiciousness, irrationality, distorted beliefs
- panic attacks
- eating disorders
- serious substance abuse
- threats of any kind

The SAO expects that faculty directors will **review participants' health histories prior to departure**. If mental health concerns are disclosed in advance, request that the student go to his/her doctor to sign a release for medical records before their departure from the U.S. The student should then bring their medical records abroad with them. If desired, **HTH insurance can help identify a counselor abroad**

in advance, so that medical records can be released directly to the counselor. Upon arrival, the student can meet with the overseas doctor to become acquainted with her, so that a support system is in place if needed.

You should also, if at all possible, become familiar with host country laws about involuntary hospitalization, as well as the general cultural attitudes regarding mental illness. HTH has resources available on their website and can advise on this.

If a problem does arise, you should not attempt to make serious decisions alone, but should seek assistance by contacting the SAO. Additionally, the NC State Counseling Center is an excellent resource that is available to staff and students any time and can help coordinate a plan of action. ***The Counseling Center has staff on-call 24 hours a day, every day of the year. Faculty Directors and students can reach them by contacting Campus Police at (919) 515-3000.***

Finally, it is helpful to reduce the stigma of mental health concerns by talking openly with all participants about the importance of self-care and coping skills. By creating a culture of caring among the participants of your program, students will be more likely to seek assistance if they are struggling with a mental health issue.

DIRECTOR CONDUCT

Just as students must abide by NCSU conduct rules and SAO policies and guidelines while on the program, faculty directors and all program staff must adhere to NCSU policies as well.

Grievances have occasionally been filed by students against faculty directors or other program staff for inappropriate conduct. Unacceptable conduct can lead to demotion, suspension, or dismissal for any NCSU personnel. Examples of unacceptable conduct include, but are not limited to:

- Reporting to work under the influence of alcohol or illegal drugs, or using alcohol or illegal drugs on the job
- Stealing State property or funds, or knowingly misusing State property
- The willful violation of known or written work rules

- Jeopardizing the safety of persons or property
- Inappropriate relations with students

A note about alcohol: Faculty directors (and other program personnel) are responsible for the well being of their program participants. As employees of NC State, program personnel are accountable for their actions and the consequences. The consumption of alcohol and/or the results of such consumption should never compromise personal responsibility or accountability. Therefore, it is important that program staff keep their own alcohol consumption to a minimum, even during what is considered free time, so that their judgment is never compromised or impaired.

FAMILY OR VISITORS OF FACULTY DIRECTORS

The SAO recognizes that you will be away from home for an extended period of time and that family members may accompany you on the program. Any family members (spouses, partners, or children) and friends accompanying you who are **not** enrolled as full participants in a NCSU Study Abroad program are not considered participants of the program, nor representatives of the Study Abroad Office (or any member institution affiliated with the SAO). Accordingly, the following issues should be considered prior to the program.

Program Restrictions

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

Minor Children

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

Preparation

Family members or visitors of faculty will not be reflected on the pro-

gram participants' list, and therefore will not receive program mailings. Faculty Directors are encouraged to share information with the family members or visitors about the country, anticipated activities, and the risks involved. Faculty family members or visitors are encouraged to attend the program's on-site orientation session so that students are introduced and fully aware of their connection to the program. In whatever way possible, family members and visitors should investigate the safety issues related to the trip.

Expenses

Family members or visitors of faculty are responsible for paying all expenses incurred overseas. The program budget will not cover any portion of family or visitor expenses. If the family member or visitor attends a class or excursion with the program participants, s/he must be prepared to pay any associated fees or expenses. Family members or visitors may only attend classes or excursions on a space-available basis, and with the permission of the instructor and Faculty Director.

University Accounting will only cover lodging expenses for the faculty director and other program staff with a role on the program. Multiple rooms to accommodate family can not be covered by the program budget, and double occupancy rooms will be reimbursed at the single-occupancy rate.

Program-related duties

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

Medical insurance.

Visitors or family members of faculty must have medical insurance coverage for the period of the SAO program. In the event of an injury or illness, the SAO will not cover medical costs incurred by visitors or family members in a foreign country.



INCIDENT DOCUMENTATION & CRIME REPORTING

In the event that an incident occurs involving a student, such as a robbery, lost passport, student injury, illness or behavioral/conduct concern, it is important to **document the incident properly and notify the SAO as soon as possible.**

You may submit the [Incident Documentation Form via the Study Abroad website](#) (under the Emergency Contact tab and For Faculty —> Forms & Information tab). It is an on-line form and will be routed automatically to your advisor. Paper versions of the form are also included in your Travel Packet. These can be scanned & email or faxed to the SAO. The online or paper form should be submitted to the SAO for any incident that occurs overseas.

By notifying the SAO, we can help you in a several ways. First, we can speak with worried family members. Often, the student calls home to tell loved ones about an incident, which in turn leads to a call to the SAO with questions and concern. By informing the SAO, the staff can assist the family and give you more time to assist the student on-site, and resume teaching and program activities more quickly.

Additionally, depending on the incident, the involvement of other University offices may be necessary. If a student has disregarded the NCSU Code of Student Conduct in some way it may be necessary to coordinate with the Office of Student Conduct to arrange for a proper due process hearing. By notifying the SAO, we can coordinate any necessary communication or paperwork with other University and State offices. Or, if your program's funds are stolen, proper paperwork must be filed with the State Bureau of Investigation (SBI).

Not only is it important to notify the SAO of an incident, and document the incident properly so that we all have a record of the events that occurred, it is also required by federal law that *certain* crimes be reported. **All study abroad program faculty directors are Campus Security Authorities (CSA)**, and as such, are **obligated to report crimes** in locations that are owned or controlled by the University. All faculty directors are required to attend an annual CSA training prior to leading a group overseas in order to understand the reporting obligations associated with the **Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act.**

Legal action suits are increasingly likely in the aftermath of a serious incident or emergency. The effects of litigation can be lessened if one demonstrates one has been reasonable and prudent by documenting incidents and reporting crimes in a timely manner.

If you are unsure if the incident should be documented, it is best to be safe and document it anyway. When in doubt, report it!

Returning to NC State

Upon return to the United States, the Faculty Director is responsible for submitting grades, student evaluations, and expense receipts in a timely manner.

GRADES/TRANSCRIPTS

Upon return, you must submit grades for all students. On-line submission of grades is strongly preferred, but is only available for a limited time (ends in early August). It is therefore important to submit grades as soon as possible. Once you enter all the grades in the system, please notify the SAO, as we will request and mail out transcripts to all non-NC State participants.

STUDENT EVALUATIONS

You should personally submit or verify that the student administrator mailed or delivered the sealed envelope of evaluations to the SAO at the end of your program. The SAO will review student evaluations, provide you with a copy via email after grades are submitted, and carry out follow-up discussions with you as needed. Evaluations are also shared with Department Heads who oversee particular courses.

FINAL FINANCES

As soon as possible, but within 20 days of your return, please submit all of your receipts, expense worksheets, and program expense summaries to the SAO. If applicable, please submit your refund check for any unused portion of your travel advance. Please refer to the On-Site Finance Guide section of this handbook for details on final receipt submission.

MEET WITH THE SAO FOR POST-PROGRAM DEBRIEFING

Please remember that reports are due to University Accounting 30 days after the date of your return to the U.S. The SAO will need additional time to process the forms. The University has the legal right to garnish your payroll for the entire amount of the travel advance if they do not receive your reconciliation for any non-allowable or non-approved expenses within the 30-day time period.

Within two weeks of your return, you should schedule a meeting with your SAO Regional Advisor to review your program and to discuss any needed changes for the following year.

Generally, a post-program discussion will cover the following:

- Overview of program's successes and challenges
- Student Evaluations
- Budget issues, if any
- Housing
- On-site transportation
- Excursions
- Crime incidents
- Alcohol and/or conduct incidents
- Future program plans

This information can then be used to start the program planning for the next year, if the program will be renewed.

Program Renewals & New Program Proposals

The renewal deadline for programs is August 1st for summer and spring break programs, and January 15th for fall and winter break programs.

The deadline for submitting new program proposals for the following academic year is May 1st for summer and spring break programs, and November 1st for fall and winter break programs.

Emergency Response



Emergency Response

Because student safety is our top priority, your first responsibility in an emergency is to safeguard the well being of program participants. In order to effectively do so, you should thoroughly read and become familiar with the NCSU SAO Crisis Management Plan for Faculty-Led Study Abroad Programs, which is covered in this handbook. You should bring this handbook with you overseas.

The key during a crisis is to remain calm. Do not panic. You must help the students get through any difficult time. The SAO has experience dealing with crises and is here to assist you in any way before, during, and after a crisis. We will call upon our campus resources to offer any assistance you or a student may need.

Emergencies are, almost by definition, varied, unexpected, and traumatic for those both directly and indirectly involved. Emergencies can include, but are not limited to: illness, criminal assault, rape, missing participant, incarceration or deportation, fire, natural disaster, military coup, terrorist activity, transportation crisis, economic crisis, and even death. Whatever happens, it is critical to be prepared and to have procedures in place for everyone involved.

As the Faculty Director, we rely upon you to manage whatever emergencies occur on your program. Should you be rendered unable to carry out your duties, you will need a deputy. Please designate one in advance, and inform the SAO of that persons' name and contact information.

Obviously, one cannot plan for every eventuality. Many decisions will be made on the spot, in light of the particulars of the emergencies that occur.

Further information about crisis management can be found on the website for the Center for Global Education (www.globaled.us/peacecorps/).



TYPES OF EMERGENCIES

In order to be prepared for any emergency, you must first understand the types of emergencies and their severity.

Major Emergencies, including but not limited to:

- Natural disaster (hurricane, earthquake, etc.)
- Major sickness or injury (car accident, epidemics, death, etc.)
- Assault or rape
- Missing person
- Arrest
- Hostage situation
- Socio-political situation (riot, military coup, terrorist attack)
- Behavior of the director or students causing or threatening harm to themselves or others

Routine Emergencies are usually not as severe, but are more frequent, than a disaster or crisis. Routine emergencies include:

- Minor sickness or injury (cold, flu, broken arm, etc.)
- Lost passport
- Minor theft (purse, wallet, laptop)
- Family emergency back home (family illness or death)
- Blackout / power failure

Perceived Emergencies - Distinguishing between a real emergency and a perceived emergency is a crucial first step. Often family and friends at home will become alarmed by a perceived emergency. Such situations can be as disturbing to program participants and their family members and require serious and prompt action on your part. Due to media attention and incomplete information, situations abroad may be perceived in the U.S. as more dangerous than they actually are. For example, though your program in Beijing may be over 700 hundreds of miles away, U.S. media coverage of an earthquake in Hangzhou, China may result in the family of a student interpreting a false sense of danger.

In the event of an emergency, please contact the U.S. Embassy/ Consulate, and the SAO (or Campus Police 24 hrs./day). The Study Abroad Emergency Response Team (SAERT) will give strongest consideration to the on-site Faculty Director's judgment.

EMERGENCY PREPARATION

Both prior to your departure and immediately upon arrival, all Faculty Directors are required to review and implement the following policies in order to ensure student safety:

- Submit your Program Location Safety Assessment to the SAO before your departure. In your assessment, please address any safety issues and precautions that will be taken for your program. [Comprehensive guidelines](#) for this assessment are available via your program proposal/renewal page.
- Register all students and staff with the local U.S. Embassy/Consulate in your program location through the Smart Traveler Enrollment Program (STEP) : <http://travelregistration.state.gov>
- Maintain periodic contact with the U.S. Embassy/Consulate officials and local police. Such contact will help lines of communication, should an emergency occur.
- Know how to access and communicate with multiple resources during a crisis. This can be included in your Safety Assessment. These include:
 - U.S. Embassy/Consulate and pertinent embassies/consulates for all students on the program
 - British and Canadian Embassies/Consulates in case the U.S. is unavailable
 - Airport authorities
 - Hospitals, clinics, and health/counseling professionals
 - International Red Cross Offices
 - Transportation authorities (local train station, bus terminal, etc.)
 - Telephone and other utility companies
 - Other U.S. Study Abroad Programs/Organizations
 - Volunteer agencies
 - HTH – Insurance provider for UNC system
 - SAERT (Study Abroad Emergency Response Team) Members
 - Local government officials and ministries
 - Local police and fire departments
 - Other local universities/colleges
- Keep copies of student’s Emergency Contact forms and Health

History forms with you on-site. Copies are also accessible on the SAO website, via login to your applicant homepage.

- Prepare a contingency plan that addresses procedures in case of absence or incapacity of the program's Director. Any Assistant Director or local coordinator should inform the SAO before making decisions on emergency matters, if possible.
- Create an emergency evacuation plan that includes at least one alternative site that will accommodate housing for the group. Students should be made aware of a meeting point during your on-site orientation, so that they know immediately where to go during an emergency.
- Provide your cell phone number to all program participants and the SAO.
- Develop a rapid communication system to reach students once on-site, such as a phone tree. Develop a contingency plan in the event that students cannot be reached or are traveling.
- Provide the SAO with an itinerary and telephone numbers for each accommodation site.
- Provide participants with site-specific information about potential health and safety dangers, preferably in writing.
- Provide participants with in-country emergency contact information (names and telephone numbers of medical emergency officials, law enforcement officials, U.S. Embassy/Consulate).
- Have multiple methods of accessing funds (credit card, ATM, travelers checks, wire transfer, etc.). Research these in advance. For example, find out whether an in-country bank has a direct relationship with a U.S. bank, as this would facilitate wire transfers.
- Know how to contact the SAO staff or Study Abroad Emergency Response Team. Carry the Emergency Contact Card with you at all times.
- Become familiar with the student health insurance policy through HTH. Know how to access medical assistance or evacuation, how to file claims, and which conditions are excluded. Prior to your departure, print and keep a copy of HTH

doctors in your program's location. These doctors all speak English and are familiar with the HTH system. This list can be printed from the HTH website or the SAO can provide you with a print out. (www.HTHstudents.com; Username: ncstatesa, Password: studyabroad1)

- Be familiar with the extensive personal liability insurance provided by the University to its employees.
- Report any verbal/other abuse of a racist/anti-US nature to the local police. Report any attacks or other offences involving your students to the local police, and the SAO.
- Choose a travel agent at your overseas site that could potentially help you make travel arrangements in an emergency.
- If hiring a bus or contracting with a local travel agency, be informed about their insurance coverage. Ideally and whenever possible, this information should be obtained in advance, so that NC State Insurance and Risk Management can review it.

DECISION MAKING DURING AN EMERGENCY – GENERAL PROCEDURES FOR ALL EMERGENCIES

There are four steps to be taken during any emergency. These include **1)** assessment, **2)** securing student(s), **3)** communication, and **4)** documentation (remember: ASCD). Depending on the emergency, each of these steps may vary in degree. In general:

1. Assessment

Is this a routine emergency or major emergency? How serious is the emergency? Do you need to administer first aid immediately? Is one student involved or multiple? Do you need to call an ambulance, police, or embassy? Is the emergency real or perceived? What steps must be taken to secure the environment? The answers to these questions will determine your next step of action.

2. Securing Students

Secure students and the environment, if possible. Make sure the students are safe and feel safe. Remove students from any immediate danger. This may require immediate evacuation from the area. If needed, administer CPR. Call for medical/consulate/police help, if

deemed necessary. If they have been threatened, determine the availability of medical supplies, food, water, shelter, and transportation.

If there is time, consultation with the SAO is recommended. In the event that you are not able to reach the SAO for consultation, the Faculty Director has the authority to close their program and evacuate the students.

3. Communication

After the students' safety is secured, please contact the SAO directly or via Campus Police. If direct communication is not possible, try to reach the SAO through the U.S. Embassy/Consulate or, if advisable, through the government of the host country. You should be prepared to provide the SAO with as much information as possible:

- Name of caller and victim, if any.
- Brief description of accident, injuries, and/or emergency.
- Status of any victims, and status of all students/staff.
- Location of caller – street, city, and country.
- Location of accident or emergency – how close is it to students and staff.
- Phone and fax number where the caller is located.
- Has rescue squad, local law enforcement, U.S. Embassy/Consulate been called. What is their advice.
- Any information released to media thus far.
- What impact, if any, did the emergency have on availability of food, water, shelter, and medical supplies.
- What/who was the target of unrest, if the event was political.
- What is the intensity of the emergency.
- Are there military or emergency personnel at the site of emergency.
- Is continuation of the program possible.
- How able are students/staff to travel in the country.



Remember that HTH Insurance can help with international medical needs, and may be able to provide more immediate medical assistance than the U.S. Embassy.

4. Documentation

If a crisis should occur, **keep a written record of all steps taken (both during and after the crisis)**. The [SAO Incident Documentation Form](#) can be used for any crisis. It is vital that information is passed promptly, accurately, and completely at each communication link.

Avoid releasing information directly to the media. NC State News Service will coordinate any media contact for a major crisis.

Each staff person on-site should keep chronological logs of the crisis on-site. The SAO will also keep a chronological log. The logs should detail what happened, steps taken, when they were taken, with whom staff members talked, and any follow up actions. The person keeping the log should note the time of each event as carefully as possible as well as the time at which the notes were taken. A sample log is included at the final pages of this handbook (pg. 54).

The SAO/SAERT will:

- Make certain that written accounts are obtained as soon as possible from all witnesses and affected students and staff/faculty.
- Prepare a detailed and factual report within 7 days, including preliminary recommendations without any judgments, conjecture, analysis, or conclusions.
- Submit the report to legal counsel for review and revision.
- After review of the report by the Vice Chancellor and Dean for Division of Academic and Student Affairs, decide on:
 - The need, if any, for further in-house or outside review or investigation, and the specific tasks of any review body established
 - The most appropriate distribution and dissemination of the reports

IMPORTANT EMERGENCY COMMUNICATION INFORMATION

Please note that under the Buckley Amendment **it is not legal for University employees, including Faculty Directors, to contact a student's parent or guardian without permission from the student regarding medical conditions or emergencies if the student is over 18.** If a student on your program is involved in a medical or other emergency, you should urge the student to contact their parents or emergency contact if possible; or, ask them to allow you or the SAO to contact them. **Check the student's Emergency Contact Form to confirm who the student has allowed you to contact, or as the SAO to do so for you.** (This information is provided to you in your Travel Packet and made available in a report that is available by logging in to our website.)

Faculty Director Communication Responsibilities

Once you have secured all students/staff and contacted the appropriate local medical emergency officials, law enforcement officials, U.S. Embassy/Consulate and the SAO, you are responsible for maintaining contact with these representatives, if possible. In political crises or natural disasters, gather as much information as possible from local sources.

You should maintain contact with the SAO to coordinate issues of:

- Group location/activities
- Health & safety
- Legal liability
- Financial concern, particularly in the case of program cancellation or evacuation
- Academic concern, including plans to complete coursework after the crisis

If all of your students are not involved in the emergency, notify all students of the situation. Lack of information or discussion is likely to create rumors and panic among students. Hold a group meeting to inform and reassure students, and to quell rumors. Be careful not to appear to be blaming the victim of a distressing incident. Encourage students to call home to assure family members of their safety. Please note, however, that a panicked telephone call or email message may heighten emotions. You can and should discuss with students the absolute necessity for them to communicate in a way that

does not cause undue panic. The tone in *your* response will be reflected in the tone of *their* response. You must maintain a level head and assume a forceful but reasonable tone.

Please do not make any statements to the media before consulting the SAO and NC State News Service.

SAO Communication Responsibilities

If you are able to notify the SAO of the emergency, the SAO staff will manage all stateside communications. This includes U.S. media, Study Abroad Emergency Response Team (SAERT), parents (if necessary), and NCSU staff. The SAO will not make any statements to the press before designation of a spokesperson and consultation with NC State News Service.

The SAO will contact and assemble the SAERT members to develop a plan of action.

In the event of a death, robbery, or missing person, the SAO may contact the Overseas Citizen Services (division of the U.S. Department of State). The SAO may also contact other U.S. study abroad offices that have students in the emergency location to compare information and develop a common plan of action, if necessary.

SAERT Communication Responsibilities

The Study Abroad Emergency Response Team (SAERT) serves to advise and support the SAO in establishing emergency protocols and in managing a crisis situation. SAERT is the primary vehicle to ensure campus resources and expertise are utilized effectively in managing crises for internationally-based academic programs. In the event of an emergency, SAERT will meet as a group and will address the current situation, based on information provided by the Faculty Director and the SAO. The SAERT will help determine:

- Any immediate action that has been taken and any additional steps that need to be taken to maintain the security and health of participants and staff
- Other issues of health, safety, academic concerns, financial aid, public relations, and legal liability
- Whether a program should be cancelled or interrupted. Whether and under what conditions it might be re-instated after interruption

- Any additional steps to be taken abroad, such as:
 - Addressing student panic
 - Recommending appropriate student behaviors
 - Creating a written action plan, if necessary
 - Asking students to write an account of events and information received
- Assistance with an evacuation plan, if necessary, considering:
 - Safety of various modes and routes of travel
 - Evacuation costs and means for meeting those costs
 - Methods of reducing the threat, such as dispersing students in small groups to reconvene later in another location
 - Availability of in-country resources
 - Assistance with any necessary communication
 - Once the important facts have been collected, the SAERT should follow the guidelines in the NC State University "Crisis Communication Plan". In summary:
 - Designate a spokesperson, usually a) the Director of News Services, or b) the person with the most direct knowledge of the crisis, acting under the advice of News Services, or c) the Chancellor or other high ranking University official, if warranted by the scope of the crisis.
 - Draft a fact sheet, including a summary statement that can be released to the media. Consult with General Counsel regarding the public's right to know and concerns for privacy and security.
 - Notify key constituencies. Assign members of the SAERT to communicate the facts to relevant areas and groups. Depending on the magnitude of the emergency, include the Chancellor and Trustees, faculty, staff, and students on the home campus; parents and family of students abroad; the UNC System administration; state representatives and legislators.
 - Alert the media. Establish a dedicated call-in line for media use, if appropriate.
 - Develop a daily communication plan. Include the University switchboard. Provide rotation for phone relief in the SAO or other points of heavy communication contact.
 - Assess the impact of the event and document all actions taken in a written report.

ADDITIONAL SAO RESPONSIBILITIES IN A CRISIS

The SAO will:

- Consider having the staff/faculty member who has firsthand knowledge of the accident or illness make a follow-up call to the next of kin.
- Consider having a University representative visit the family at their home. (Normal advance travel clearances must be obtained).
- Arrange for others (trustees, other staff, SAERT members) to reinforce the SAO's communications. It is helpful for the family to have support or information from a source in addition to the SAO.
- Contact parents of other students on the program, if appropriate.
- If appropriate, stay in touch with the Director of News Services, university legal counsel, the travel agency, the insurance representative, and the next of kin of the victim.

MANAGING SPECIFIC EMERGENCIES

Every emergency will be different and will require different management along the way. In every case, the four main steps listed previously (ASCD) should be followed. Below are examples of possible emergencies and additional procedures to follow.

Crime

Crimes against property are fairly common all over the world. During your on-site orientation, you need to discuss local crimes and how students can take steps to avoid them.

Prior to departure, please remind students of the following important points:

- Make copies of your passport; leave a copy at home with someone you trust and pack an additional copy separate from the originals (suggest packing a copy in their suitcase). Students can also scan their passport and email it to themselves.
- Write down international telephone numbers for credit cards and banks. Write down account numbers and pack them in a separate place from the originals.

- Be sure that someone at home will accept a collect call from you in case you lose the numbers.
- Remember that toll free numbers generally do not work from overseas. Call providers (credit card companies, phone card companies, etc.) before departure and get local and/or international numbers to use in an emergency.
- Read the Pre-Departure Student Handbook.
- Report any crime to local authorities as soon as possible after the event.
- Report any crime incidents to the Study Abroad Office via the [Incident Documentation Form](#).

Note that any crime against any property or funds of the University requires an immediate report to the SAO in order to file the necessary paperwork with the State Bureau of Investigation (SBI). This paperwork often requires documentation from local authorities on the crime, as well as a copy of the official police report.

If funds from the travel advance are part of the crime, these monies require a SBI report and overseas police report in order for you to be reimbursed by the University.

Fire

If possible, you should ensure that all student housing has fire extinguishers and smoke detectors. Help students to think about what to do in case of a fire, whether they are in their residence or traveling independently. Be sure students know local emergency numbers to call in case of a fire. (This information is available in a report the HTH website, under Health & Safety, City Health Profiles.) Be sure to also address fire safety issues with housing and classroom providers.

Serious Illness & Injury

In the event of an emergency, work with area medical personnel to determine if the level of care available is appropriate. HTH personnel will be a key resource if you need assistance or if a transfer of a student is determined to be in their best interest. A decision to move a student is ideally the result of an accord between local medical personnel, HTH consultants, the student (if it is possible for him/her to participate in the decision), the student's family, and you. Ultimately,

your judgment will weigh heavily since you are the professional contact on-site. If feasible, you or another program faculty member should accompany the student when transferred. If it is not feasible, you must ensure that the student is in good hands. If it becomes necessary for the student's family to join him/her, you will need to make every effort to facilitate their travel and support them upon arrival.

Report any serious illness or injury to the Study Abroad Office via the [Incident Documentation Form](#).

Assault or Rape

Questions for assessment (same as "Serious Illness" above, but also include):

- What are the major details of the incident?
- Is counseling available? In English?
- Has appropriate local law enforcement been notified?
- Were there witnesses?
- Does the victim want to return to the U.S.?
- What are the likely academic and financial consequences of returning to the U.S.?
- Are the victim and the counselor aware of these consequences?

Sexual assault victims do not always inform someone of the incident immediately after it occurs. However, they may tell you at a later date, or you may notice incident-related symptoms (i.e. anxiety, depression, pregnancy, STD). Individuals (men and women) who report that they have been sexually assaulted should be treated in a compassionate, non-judgmental manner.

In the event of an assault or rape, encourage the student to go to a



hospital/clinic as soon as possible after the assault. Students reporting rape should be asked not to urinate, defecate, rinse their mouths, bathe, or clean under their fingernails before examination, if possible. Inform the student that such

a request is made to help obtain evidence that might later be used in court and is not recommended for medical reasons.

The attending doctor should tend, first and foremost, to the student's well-being. The student should not be left alone and should be taken to a comfortable, safe area. The student may prefer to be accompanied by a friend. Consent from the student must be given before examination and treatment.

Remember to keep the victim's name confidential. The victim's name should be protected to the maximum extent possible. The victim must authorize, in writing, the release of confidential medical information or notification of his/her condition to family members.

Once you have been notified of an assault or rape (actual or attempted), as the Director, you must:

- Not leave victim alone
- Provide support to the victim
- Ensure other students are safe
- Notify the SAO. Report any assault or rape to the Study Abroad Office via the [Incident Documentation Form](#).
- Encourage victim to go to the doctor (who can then treat injuries, give examination, provide pregnancy and STD protection, recommend a counselor, etc.)
- Arrange for medical treatment or evacuation
- Maintain medical confidentiality
- Provide and/or arrange psychological support
- Document everything: type of assault, date and time, location, whether assault was related to the program, whether assailant is known, number of assailants, if weapons were involved, and all steps taken after the incident was reported to you.

NCSU counseling personnel can be very helpful to you and to the students over the telephone. (Available via Campus Police 24-hours, 919-515-3000).

Much of the information in this handbook is derived from the Center for Global Education "Rape Response Handbook". The full handbook can be found on their website <http://globaled.us/peacecorps/rape-response-handbook.asp>

Missing Person

Questions for assessment:

- How would you describe the student (height, weight, eye color, hair color, hair length, gender, race, other distinguishing factors, clothing at time of disappearance)?
- When and where was the person last seen or heard from?
- Did the person tell anyone of plans to be absent?
- Does anyone know where the person may have gone?
- How was the person traveling (i.e. alone or in a group, on foot or by train, etc.)?
- If the person left and was expected to return at a specific time, what was the date and time of the expected return?
- Are reliable search and rescue departments available on-site? Have they been initiated? Should they be initiated?
- Do you have the student's passport number?
- Have the local missing persons officials been notified?
- What is the agency and case number for this incident?
- Has the U.S. State Department been contacted?
- Who is the contact at the State Department (name, title, phone)?
- Has the State Department initiated a Welfare and Whereabouts check? For which countries?

Prior to departure, be sure to remind students that if they travel on weekends, they are required to leave a copy of their itinerary with you. Also arrange for students to notify you by phone if they change their travel plans and will not be back by the time they had declared. Ensure that students know how to get in touch with you (using local phone systems). Inform them that if they are over 24 hours late without notification, you will try to determine their whereabouts. Depending on the circumstances (where the student went, with whom, special circumstances, etc.), you may notify their family and relevant authorities.

Report missing student(s) to the Study Abroad Office via the [Incident Documentation Form](#).

Arrest

Questions for assessment:

- Has the student been detained?
- Has the U.S. Embassy been notified?
- What was the Embassy's response and advice?
- What agency made the arrest?
- Have charges been filed?
- What are the charges?
- Were there witnesses? What are the names, addresses, and phone numbers of the arresting authorities?
- What is the case number?
- What rights have been granted?
- Is the student entitled to place a phone call?
- Does an attorney represent the student?
- What is the name, address, and phone number of the attorney?

If a student is arrested on your program, be sure to get the answers to the above questions and then [contact the SAO](#). Members of the SAERT will then likely meet to determine a course of action depending on the severity of the charge.

Political Emergency or Natural/Man-Made Disaster

Questions for assessment (see "Serious Injury" if needed):

- Has the U.S. Embassy advised participants to take appropriate action?
- Have all participants/staff been made aware of these precautions, and have you documented the situation?
- Are all participants/staff following these precautions?
- Have local authorities imposed a curfew?
- Is travel in or out of the country being restricted in any way?



- Is the group in danger?
- Who or what is the target of the unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security/public safety personnel are present? Are they unusually visible?
- How is the military behaving with respect to the civilian populations?
- Is airlift a desirable and viable action?

Terrorism or Anti-American Sentiment (Student Focus)

In general, advise students to do the following:

- Avoid American hangouts or U.S.-based businesses that might be targets for terrorists (such as clubs, restaurants, or the embassy/consulate)
- Avoid speaking loudly in English when walking with groups of other Americans
- Avoid dressing in ways that identify them readily as Americans (university t-shirt, baseball hat, etc.)
- Exercise care in how much information they give to strangers. Be skeptical of new acquaintances
- Be alert to any danger signs such as the presence of suspicious-looking strangers or unidentified packages
- Keep abreast of local news through TV, radio, and newspapers
- In airports, bus terminals, and train stations, do not linger at ticket counters; proceed immediately to the departure area after conducting your business
- Do not drive someone else's car, especially across national borders
- Do not borrow suitcases from anyone. Do not agree to monitor or carry any luggage or package
- Remove all luggage tags or other external items that provide identification. Keep your ID inside your bags.
- Stay in touch with families and/or SAO staff so that they know students are safe and where to reach them in case of an

- Make a rapid communication plan, such as a phone tree. Practice it to see that it works.
- Ask students to give you detailed travel plans or, if necessary, details of their schedules on a daily basis. Cancel travel plans as necessary.
- Control access to the program site

Hostage Situation

Questions for assessment (same as “Missing Persons” and “Political Emergency”), but include:

- Has the U.S. Embassy in the country been notified?
- What is the Embassy’s response and advice?
- Who is the contact person at the Embassy (name, title, and phone)?
- Who is the contact person at the U.S. State Department in Washington (name, title, and phone)?
- Have the kidnappers made contact?
- Have the kidnappers identified themselves?
- Who are they and what do they want?
- Is negotiation support available onsite?
- Note that NCSU will not provide ransom in the case of a hostage situation

Death

University employees who become aware of the death of an NC State student should complete the Notification of Student Death form as soon as possible. You should also notify the SAO immediately.

In the event of a fatality, you should, if at all possible, make a positive identification of the body. Wait for legal authorization (usually the local authorities) before moving the body. Arrange for photographs before the body is moved. You will most likely need to make the on-site arrangements with the Embassy and HTH for repatriation.

The responsibility for supporting other students will fall heavily on you. NCSU counseling personnel can be very helpful to you and to the students over the telephone. (Available via campus police 24-

hours, 919-515-3000). Do not fail to utilize their resources. Explore the possibility of utilizing local trauma counselors, if you deem it necessary. In a major crisis, it may be possible to send a counselor to the site of the emergency.

Family Notification

If a death occurs overseas while on an NCSU study abroad program, the Director of Study Abroad and the Vice Chancellor and Dean for the Division of Academic and Student Affairs will confer before any action is taken to notify the family.

Standard notification guidelines will most likely be followed. Specifically, student affairs will make the initial contact with the family. The SAO will make a follow-up call or visit to provide details of the incident.

The Vice Chancellor's and Chancellor's offices would, in most cases, also contact the family to offer additional information and support.

Each occurrence will have unique circumstances, but the following are some general guidelines to be followed by the SAO:

- Sensitivity to the feelings of the family is the foremost consideration.
- Think through what you will say before you make contact.
- Have your facts organized and accurate.
- Be sure to convey whatever personal condolences might be appropriate.
- Remember that the next of kin have a right to all factual information pertaining to a serious accident, but as the initial notification will be received with surprise and shock, don't expect to convey many details until a follow-up call.
- Be conscious of the timing of your call and try to think through what the recipient might be doing—at work, eating, sleeping, etc. Try to anticipate possible responses and prepare yourself accordingly.
- Promptness is the next rule of thumb; delays will almost certainly lead to suspicions or other bad feelings.

- Consider inviting a family representative to travel to the University or the program location at the University's expense. This requires advance approval of the Vice Chancellor for Business Affairs.

Emergency Evacuation

Depending on the level of the emergency, you and your students may need to evacuate from your program location. Questions for consideration include:

- Is there imminent, persistent danger to the students?
- Have you consulted with the US Department of State/Embassy/Consulate office?
- Have you consulted with HTH? (they provide DRUM coverage for evacuation)?
- What steps have been taken?
- Have those steps been effective?
- Are any additional possible steps necessary?
- Can you re-ticket the students?
- What is the cost of re-ticketing?
- What is the implication of returning to the U.S.? Refunds?
- What is the financial impact on participants – including financial aid?
- What is your preference? How safe do you feel?
- What is the students' preference? How safe do they feel?
- Is counseling necessary before students return to the U.S.? After?
- Is the evacuation plan safe?
- What are the routes and modes of transportation?
- What are the advantages/disadvantages of separating into smaller groups?

Should such an emergency occur, the Faculty Director should be prepared to either continue the program at an alternative site or close the program altogether. In deciding whether to move or close a program and evacuate students, the physical safety of the students must



be the highest priority.

The decision to terminate a program or evacuate the students will be made by the SAERT in consultation with the Faculty Director, who should have the best understanding of the local conditions. When there is

an inability to reach the SAO for consultation, the Faculty Director has the authority to close a program and evacuate the students.

It is imperative that the Faculty Director plans for such a crisis prior to departure and has a pre-arranged plan in place for evacuation. During an emergency requiring evacuation, the preference is to get the students back to the U.S., if at all possible. If this is not possible, the emergency evacuation plan should include at least one alternative site that will accommodate housing for the group. For example, if the program is in London and an evacuation that does not allow for a safe return to the U.S., the group could possibly meet up with another NCSU program in Europe. Depending on the situation, it may be safer to disperse students in small groups (while accompanied by a Program Assistant Director) to reconvene later in the other location.

Students should be told of a meeting point and a back up meeting point during your on-site orientation, so they immediately know where to go in an emergency.

At the time of the emergency, the Faculty Director should contact the nearest U.S. Embassy/Consulate to discuss the need for evacuation and any measures the U.S. is taking to evacuate its citizens. A member of the SAERT will contact the State Department for the same information. The SAERT will also contact other institutions with programs in that location to discuss actions they are taking. The SAO Director will convene the SAERT to decide the best course of action, make a decision about evacuation, and determine evacuation costs and the means required for meeting those costs.

Once a decision has been made to evacuate, the faculty director should notify students and other staff of the evacuation plan in writ-

ing and have students and staff sign the plan agreeing to the course of action. NCSU cannot be responsible for the safety of any student or staff member that does not sign the plan of action or who refuses to comply with the evacuation procedures arranged by the SAO.

The SAO Director will issue guidelines to staff about communicating with families. At the outset of a crisis, students should be cautioned to avoid unnecessarily alarming their families and others at home with panicked phone calls or emails. You can and should discuss with students the absolute necessity of communicating in a way that does not cause undue panic. You must maintain a level head and assume a forceful but reasonable manner. Level heads abroad and at home are the best way to ensure rational, carefully-considered procedures.

PROGRAM CANCELLATION

In the event of a terrorist attack, natural disaster, or other event that jeopardizes the health and safety of program participants, it is possible that a program may need to be cancelled. If appropriate and feasible, moving the group to a different site may be an alternative to cancellation. The decision will be made by the SAERT, in conjunction with the Faculty Director, and the Dean and Department Head of the academic unit sponsoring the program courses.

If the cancellation occurs before or soon after the program begins, every effort will be made to refund recoverable costs to the participants. If the emergency occurs toward the middle or end of the program, it may be best to evacuate the group back to the U.S., but to make arrangements to continue the coursework through a form of

independent study, rather than cancel the program altogether.



If a program is not cancelled, but an individual student feels uncomfortable about going abroad or remaining on-site, they should be allowed to withdraw. The SAO would not be obligated by policy to offer a refund in this situation, but would, in practice, reimburse any recoverable costs.

The Chancellor of NC State has expressed his willingness to provide assistance when possible in a crisis situation, so that students will not be unduly penalized either academically or financially. The exact extent of the University's support would be determined by the nature and circumstances of the situation itself.

Resuming an Interrupted Program After a Crisis

A decision to resume a program after a crisis and consequent evacuation will be made by the SAERT after a review of the situation, input from the Faculty Director, and consultation with the U.S. State Department and U.S. Embassy/Consulate in the country.

After a Crisis

- Discuss possible safe ways/options to proceed with the program.
- Terminate the program, only as a last resort. Individual students should not be coerced to remain on-site after a crisis.
- Financial Policies: If individuals choose to withdraw from the program after a crisis, the SAO will decide whether to offer a full or partial refund of the program cost. If offering a refund results in a significant financial loss that cannot be covered by SAO contingency funds, the SAO will decide with the SAERT which University resources will be used.
- Stress reduction: The SAO, in collaboration with the Faculty Director and appropriate members of SAERT, will reassess planned activities for the program and adjust, if necessary, to avoid subjecting students and staff to unwarranted stress. The Faculty Director should assess the physical and emotional needs of the students and staff, and refer to the SAO as needed. Directors should remind students of appropriate behaviors.
- Communication/Legal: The SAO will work to consult with legal and U.S. authorities.

MEDIA COMMUNICATIONS

The first actions taken following an accident, death, or emergency may well determine whether a situation is contained or leads to panic or rumor mongering. **Whenever feasible, statements to the press should be made exclusively through the NC State News Service.** Many difficulties may arise when more than one source releases infor-

mation to the media. According to the NCSU Crisis Communication Plan:

In cases of significant crisis, the Chancellor or the highest ranking University official must take the lead in conveying the administration's response to the crisis, showing that the University has control of the situation, calming public concern and setting an example for the entire campus.

Public information spokespersons (those dealing most directly with day-to-day media inquiries) may also include the Associate Vice Chancellor for Public Affairs or News Services Director. Communications spokespeople from specific areas may also be designated (i.e. Sports Information Director).

If it becomes absolutely necessary for the SAO Director or Faculty Director to release information to the press, and/or s/he is designated as the spokesperson according to the NCSU Crisis Communication Plan, s/he should be sure to follow the policies below:

Restrictions

No one, including the Faculty Director or SAO Director, will release any information that identifies responsibility for an accident without first consulting the Office of General Counsel. Particular problems arise when:

- Assessment of fault or criticism of conduct, school policy, or equipment is made public without a full explanation of the circumstances of the accident developed through the complete NC State/SAO investigatory process
- Information regarding the nature of the injury or illness is released prior to diagnosis by a licensed medical physician
- Names of victims are revealed prior to notification of next-of-kin
- Estimates of property damage are released

Responsibilities

The Director of News Services or the assigned spokesperson will:

- Stay in touch with the SAO Director for up-to-date information
- After consultation with General Counsel and the Vice Chancellor

and Dean for the Division of Academic and Student Affairs, prepare statements for the press

- Communicate the statement (after clearance from University Legal Counsel and the Vice Chancellor for Student Affairs) to the wire services, Associated Press, and United Press International
- Set up a system for handling telephone inquiries
- Provide accurate and full disclosure of the facts and cooperate to every extent possible with the news media
- When information cannot be released, explain why (next-of-kin have not yet been notified, doctor's orders prohibit interview of survivor, etc.).
- IMPORTANT NOTE: Withholding the NAMES of victims, pending notification of next-of-kin, is appropriate and will be respected by the press. However, no one should deny that the incident itself occurred.
- Refrain from any speculation when the answer to a query is not known.
- Provide the media with background material on Study Abroad's safety record, if appropriate.
- Make certain all media reporters have equal access to information.
- In the event that erroneous information has been given to the media, provide correct information as soon as possible.
- When given conflicting information by her/his sources, determine which version is accurate before releasing it.
- Keep the appropriate offices informed of any developments that might involve liability or may reflect adversely on the University.

Communications

General Guidelines for media communications:

- Refer to the NC State Crisis Communication Plan for media relations policies (www.ncsu.edu/policies).
- Ideally, the media should be dealt with straightforwardly and with facts. Consideration for next-of-kin, protection of the injured, and good taste is advised.

- From a public relations point of view, the objective is to have a one-day story and to avoid a continuing series of headlines and features dragged out over a period of days or weeks. To this end, the University should provide the news media with as much detail as possible, as early as possible.
- Most dealings with the news media will take place over the phone. Rather than reading a “canned story” to the caller, the spokesperson should have a written list of key points for reference, and tell the story in her/his own words.
- A concerned and caring image projected by the spokesperson may have an important effect on the eventual tone of the story that appears. It is important to impress on the media any kind of humanitarian and thoughtful acts taken by the University (Director visits family, etc.).

MEDIA RELATIONS REMINDERS
(APPENDIX D OF NCSU CRISIS COMMUNICATIONS PLAN)

- Always return media calls. The more cooperative you appear, the better.
- Communicate with the media—talk to them as well as listen to them. During crisis time, you may learn a great deal from the media that can be useful to you in further dealing with the crisis.
- Avoid antagonizing the media. A short tone during a press conference, during a phone call, or elsewhere can affect your future relationship with an individual or other media who may hear the conversation.
- Consider establishing a dedicated call-in phone line that will offer information to media or others. Information on news conferences, rumor control information, newly acquired information, can be placed on a tape that can be updated. This is particularly useful when regular phone lines are tied up with calls.
- Consider how information you release to the media may affect other agencies, businesses, or individuals. If you say things that may result in the media calling other agencies, call those agencies first to warn them of impending calls.
- When talking to the media, be sure to give credit to other agencies, and groups or individuals working on the crisis,

Sample Emergency Documentation Log

Date and Time of Event: 6/12/13 3:30pm Italy time

Date and Time of Log: 6/13/13 8:00am Italy time

What Happened: Student, Susie Smith, hit by motorcycle in Florence, Italy while on group tour crossing street.

Steps Taken: Director verified student's safety. No initial injuries. Gave ice for bruised arm. Student turned down recommendation to have doctor check up. Director called police to accident site and filed police report.

When Steps Taken: 6/12/13: Immediately after accident.

Who Contacted SAO: Faculty Director

Who in SAO Took the Call: SAO Regional Coordinator – via email with completed Incident Documentation Form

Follow up to be Done: Faculty Director will check on student daily for at least the next week to ensure there are no hidden injuries. Also, Director recommended to student she should contact parents and notify them of the accident.



HTH Worldwide Insurance Information

For medical evacuation and other 24/7 emergency assistance:

- Outside US: 1.610.254.8771 (Can call collect)
- Within US: 1.800.257.4823
- globalhealth@hthworldwide.com

To seek non-emergency medical assistance, follow these steps:

- Make an appointment with HTH provider*
- Request direct payment (avoid out-of-pocket expense)*
- Provide HTH ID Card name

Customer Service and Other Questions:

- Outside US: 1.610.254.8769
- Within US: 866.243.2358
- studentinfo@hthworldwide.com

To access a list of doctors and hospitals, drug and medical translations, and health and security city profiles, visit:

- <http://www.hthstudents.com>

You must register on their website once enrolled in your insurance coverage to log in and access these resources.

* Can be completed using HTH app, mPassport

Download it! <https://www.hthstudents.com/mobileapp/>

Program and Claims Administration by:

HTH Worldwide Insurance Services
One Radnor Corporate Center
Suite 100
Radnor, PA 19087 USA

1.877.424.4325 | 1.610.254.8700 | 1.610.293.3529 (Fax)

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