

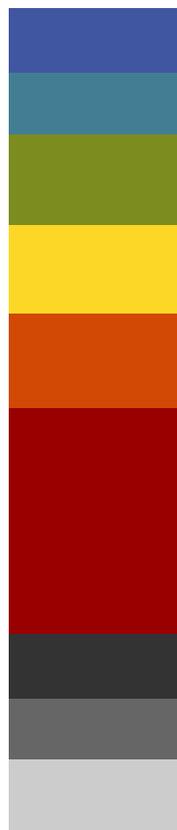
**NC STATE
UNIVERSITY**

STUDY ABROAD

FACULTY/STAFF HANDBOOK

Table of Contents

Quick Reference for Emergencies	3
Study Abroad Emergency Response	5
On-Site Program Administration (Health & Safety, Orientation, Course Enrollment, Evaluation)	9
On-Site Program Management (Communication, Conduct, Visitors, Incident Documentation)	19
Returning to NC State (Grades, Transcripts, Evaluations)	29
Emergency Response	33
Types of emergencies	35
Decision-making/General Procedures	39
Communication protocol	41
Managing Specific Emergencies	44
Sample Emergency Documentation Log	59
Insurance Information	61
Index	64



Quick Reference Sheet for Emergencies

NC State Emergency Numbers

Campus Police <i>and</i> Study Abroad Emergency Response Team	919.515.3000
Study Abroad Office	919.515.2087
NC State Counseling Center	919.515.2423
Sexual Assault Helpline	919.515.4444

Other Important Numbers

GeoBlue International Health Insurance
*For 365, 24/7 medical emergency assistance,
medical evacuation, schedule an appointment
or arrange direct pay, customer support*

Call collect 1.610.254.8771
Call toll free inside the U.S. +1.800.257.4823

Email: claims@geo-blue.com
www.geobluestudents.com

US Dept. of State Overseas Citizens Services

For emergency services to Americans abroad

From Abroad

From US

+1 919.515.2563

+1 888.407.4747

[911 Numbers Abroad for Every Country](https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

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

Howtocallabroad.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 Study Abroad, 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 Study Abroad Incident Document 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 Study Abroad as soon as you can to confirm the group is safe.

Principles Underlying Study Abroad Risk Management at NC State

The protocols contained in the NC State Study Abroad Office Emergency Response Plan and Program 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 program 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 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 GeoBlue 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 program director handbook.
- Requires all program 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 program 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 program personnel.

On-Site Program Administration

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.

Upon Arrival



Please contact Study Abroad upon your arrival abroad! As soon as possible after arrival it is important that you inform us of your arrival and to let us know if all students are present. Worried parents/friends/family usually call Study Abroad first in order to confirm that their student has arrived safely at their intended destination. Callers have often tracked down the Program Director overseas in order to get information about their loved one. Study Abroad 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.

All students will need to update their on-site / abroad address and cell phone number via the PackAbroad application. Program personnel will need to do the same so that Study Abroad will know the best way to reach you and be able to find you through our locator's search feature, should there be any emergency situation.

On-Site Health & Safety



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 Study Abroad) and their GeoBlue insurance card. They should also carry an GeoBlue 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.

On-Site Orientation



Program 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 NC State Code of Student Conduct, and NC State Study Abroad 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.

Program Evaluations



Study Abroad has implemented online course and program evaluations for group programs. Students will receive the course evaluation via the ClassEval system, just as they do for on-campus classes. Additionally, Study Abroad requires a program evaluation, which will be administered via Qualtrics to all students on all programs.

Your Study Abroad program coordinator will share the results of all evaluations through Qualtrics with program directors and department heads, as we have done with paper versions in the past. Study Abroad expects that all course instructors will share the results of the ClassEvals with the Study Abroad Office.

In certain cases we cannot administer the course evaluation via the ClassEval system. Exceptions to the online course evaluations via ClassEval include:
1) classes with fewer than five students and, 2) Special Topics courses, which are not able to be evaluated via ClassEval. In such cases, Study Abroad will work to administer a mirror image of the evaluation via a Qualtrics survey. Study Abroad will provide instructions if you must administer the evaluations on paper.

Study Abroad will align program evaluations via Qualtrics to be sent following completion of the program.

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 personnel 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 your programs budget specialist or program coordinator.

On-Site Budgeting



The Study Abroad Office strongly discourages on-site rebudgeting 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 your pre-departure budget meeting, we will discuss the specific details and amounts of your budget bottom line and your on-site funds. This is the time to make final edits and additions to your budget. Once your on-site funds are determined, those funds will be made available to you prior to departure.

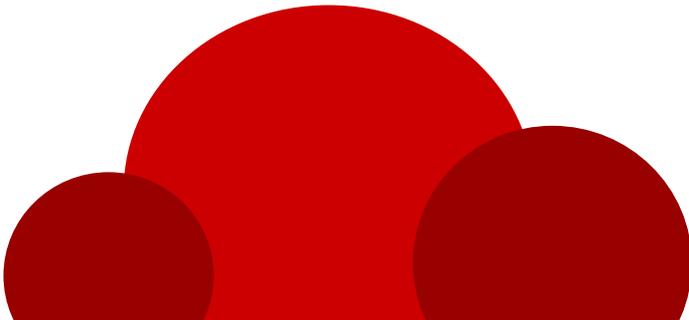
Exchange rate fluctuations, vendor payments, and last-minute student withdrawals may affect the amount of funds available in your budget. There is also the potential for unseen costs and circumstances at anytime throughout your program.

Please be aware that your program is limited to the funds that are available in your budget (with few exceptions in case of an emergency). Adding budget items without a detailed conversation or email exchange with your Program Coordinator or Budget Specialist could lead to expenses that the University will not be able to reimburse.

University PCards



Some program directors have Study Abroad purchasing cards due to the specific nature of their program. Program directors using a university-issued Study Abroad purchasing card (PCard) must remain aware of the University PCard billing and statement cycles. Receipts for purchases must be uploaded to the PCard system as soon as expenses are incurred in keeping with mandatory University deadlines.



Uploaded receipts should have an assigned identifying merchant that allows the Study Abroad office to match the receipts with expenses. Cardholders should also provide the date of expense, description, and business purpose. Once uploaded, the Study Abroad Office will reconcile the purchases. Receipts rendered in other languages should be translated either by-hand on the receipt, or via email to your program budget specialist.

Allowable Expenses ● ● ●

All program expenses should be planned for in the budget planning process, and accurately receipted in order to be covered. Expenses considered allowable may not be reimbursable if not included in the budget initially. See the Program Finances web pages for details.

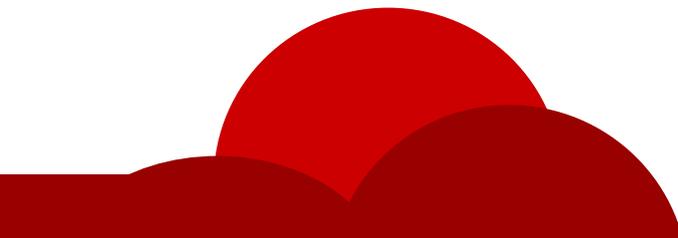
University Accounting and the Study Abroad Office will only approve allowable expenses, which include the following:

- Airfare and ground transportation for students and personnel (bus, metro, taxi, parking, tolls, etc.)
- Lodging for students and personnel
- Banking fees (transaction, conversion, currency exchanges, and service fees)
- Group meals: restaurant receipts should be itemized when possible. Program directors and assistants may be included in group meals with students. If so, the group meal will be deducted from the Per Diem allowance.
- Group excursion tickets: Please remember that all group opportunities must be made available to all students on the program.
- International calls and data: Program Directors must have access to a phone throughout the duration of the program for risk management purposes. Acceptable options include adding an international calling/data plan to your personal device, purchasing a local SIM or pre-paid card, or purchasing a basic, cost-effective cell phone on-site. Cell phones that are purchased on-site become the property of NC State University. Please note that the Study Abroad Office and Program Directors must adhere to the University Controller's Office policies on international phone charges, and are subject to change at any time. Please feel free to contact the Study Abroad Office if you have location-specific questions about your best phone and data options.

Non-Allowable Expenses



- Alcoholic beverages of any kind are not an allowable expense and will not be reimbursed under any circumstances (NC State PRR – POL 04.20.2)
- Expenses of any kind for friends or family
- Memorabilia/souvenirs: this includes gifts for members of the Study Abroad Office staff.
- Car rental (Study Abroad Office & University Risk Management)
- Individual student expenses: 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 Study Abroad Office upon your return.
- Personal expenses: This includes clothing, laundry, grooming and hygiene items, personal entertainment, or anything else of a personal nature. If you aren't sure if an expense is personal, please check with the Study Abroad Office before purchasing.
- Electronics – With the exception of cell phones or SIM cards that are purchased on-site, electronics are generally not allowable expenses. If you have program-specific questions or purchasing requests, please reach out to your Program Coordinator or Budget Specialist. If deemed allowable, electronics that are purchased for program use become the property of NC State University.
- Specific research equipment exceeding \$50.



Receipting Program Expenses

Please be sure to follow the receipt submission guidelines according to the method of purchase (timely receipt submission for PCard purchases, other receipts taped on 8.5x11 paper and organized as follows).

- Lodging receipts should be itemized to convey the name(s) of guests, dates of stay, rate per night, room number, and proof of payment.
- The Study Abroad Receipt Form should be used when a formal receipt is unavailable. Please be conservative in the frequency of this form, and be sure to complete all lines on the form.
- Separate activities and expenses require separate receipts. If you have lodging and meals at the same place, please request separate receipts or document the distinction using the Study Abroad Receipt Form.
- Please avoid combining personal purchases with allowable program expenses. If you purchase a personal item while also buying items for the program, recalculate a new total, including any applicable taxes.
- Tips should be documented using the Receipt Form and signed by a program assistant/co-director, colleague, or program participant witness.

University Travel Advance

As arranged in the program budget and pre-departure meeting, travel advances are made available approximately one week prior to your departure dates. Remember to provide receipts and documentation for any currency exchange rates and fees. The Study Abroad Office advises against exchanging Travel Advance funds at an international airport.

- On-site management of Travel Advance funds should not be delegated to co-directors, program assistants, or students. If your program has more than one director/assistant each should each have his/her own Travel Advance.
- Program Directors may provide students, co-directors, and program assistants with funds to independently purchase meals or transportation to group excursions providing funds are made available to all participants on the program, and do not exceed Per Diem allowances.
- Distribution of funds for the purposes of meal or transportation to group excursions should be documented using the Group Receipt form, and signed by everyone who receives funds.

- Please reach out to your Study Abroad Program Coordinator or Budget Specialist with any questions regarding allowable distributions of Travel Advance funds.

Financial Reconciliation



As soon as possible, but no later than one week of your return, please submit all of your receipts, expense worksheets, and program expense summaries to the Study Abroad Office. Receipts for expenses that were paid using Travel Advance funds should be submitted to the Study Abroad Office according to the following stipulations:

- Receipts must be labeled according to the appropriate expense category (i.e. group meal, metro tickets, specific excursion information, etc.)
- Receipts must be translated to English if rendered in a different language.
- All receipts should be taped on 8.5 x 11 paper
- Do not layer receipts on-top of one another, or staple them to the paper. The receipts will be photocopied and scanned by various on-campus units. Receipts that are not submitted following these guidelines may be returned to Program Directors for correction.

Travel Advance expense reports are due to the University Controller's Office 30 days after the date of your return to the United States, but should be submitted to the Study Abroad Office within one week of your return. The Study Abroad office will need additional time to process the forms. Please note that the University has the legal right to garnish your payroll for the entire amount of a Travel Advance if your reconciliation is not received within the 30-day time period.

On-Site Program Management

On-Site Program Management

In addition to managing administrative tasks for your program, you are responsible for coordinating your program's course(s), the tasks of additional on-site personnel, 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 Program 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 your program coordinator.

Cell Phones & Data



For your program's safety and to ensure you are accessible at all times, NC State Study Abroad requires that you have a cell phone for the duration of your program. Acceptable options include adding an international calling/data plan to your personal device, purchasing a local SIM or pre-paid card, or purchasing a basic, cost-effective cell phone on-site. Cell phones that are purchased on-site become the property of NC State University. Please note that the Study Abroad Office and Program Directors must adhere to the University Controller's Office policies on international phone charges, and are subject to change at any time. Please feel free to contact the Study Abroad Office if you have location-specific questions about your best phone and data options.

Student Conduct



Student Conduct & Behavioral Concerns

We recognize that students participating in NC State 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 not only to the host country laws, but also the NC State Code of Student Conduct, and the NC State Study Abroad 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 program director travel packet.

Please complete and submit the Study Abroad Incident Report, go.ncsu.edu/studyabroadincident, as soon as possible after becoming aware of an incident (including behavioral, health-related, and crimes).

Each situation and program is different, but Study Abroad 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, homestay 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 Study Abroad Office 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 Conduct, 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, Study Abroad, 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. Directors 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 program personnel to be familiar with the signs of alcohol abuse and be comfortable intervening. Program directors or staff 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, program 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 Center is available to support students and Program directors with alcohol abuse.

Program directors 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 personnel from their NC State contract. Any sexual harassment complaints should be reported to the Study Abroad Office immediately. Study Abroad will connect with Title IX and campus resources.

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 NC State policy on Equal Opportunity and Non-Discrimination, as found on the NC State 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 program 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)
- 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

NC State Study Abroad expects that program 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, **GeoBlue 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 him or 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. GeoBlue 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 Study Abroad to help coordinate a plan of action. Additionally, **the Counseling Center provides emergency support through a crisis hotline, available 24 hours a day, 365 days a year. Program personnel and students can reach them directly by calling the Counseling Center at +1 919.515.2423 or by contacting Campus Police at +1 919.515.3000.**

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.

Personnel Conduct ● ● ●

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

Grievances filed by students against program directors, including those shared via the regular program evaluation process, will be looked into by the Study Abroad director or associate director. The program director will be informed of any follow-up conducted by Study Abroad. The program director's department head may be involved, depending on the circumstances. Unacceptable conduct can lead to demotion, suspension, or dismissal for any NC State 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: Program 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

Visitors of Students

Visitors of *program participants* are not permitted to participate in NC State study abroad program activities. Participation in the program and its associated benefits (accommodations, meals, transportation, excursions, events, insurance, etc.) are limited to participants. Due to the short and intensive nature of summer and short-term study abroad group programs, and for risk management and liability purposes, visitors are not permitted to accompany a participant on the program. This further allows the University to maintain the academic integrity of the program, and ensure the safety of the student participant cohort.

Visitors of Program Personnel

NC State Study Abroad recognizes that faculty and staff may be away from home for an extended period of time, thus immediate family members (spouses/partners or minor children) may accompany you on the program, if discussed in advance with the Study Abroad Office. Non-immediate family and all other visitors are strongly discouraged. Family members accompanying personnel are not considered participants of the program (unless accepted to the program and enrolled as full participants the program), nor representatives of the Study Abroad Office (or any member institution affiliated with Study Abroad). Accordingly, the following issues should be considered prior to the program.

Program-related duties

Family members of program personnel will not have any official duties (i.e., program assistant) unless such a role is approved by Study Abroad in advance, the specific responsibilities are documented, and the individual is vetted by the university.

Program Restrictions

Although visitors 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 detract from the quality of the program or the experience of the participants, and that their involvement in group activities may be curtailed by the program director or Study Abroad Office, if necessary. Visitors are not protected by the university liability

policy 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.

Minors

Children under the age of 13 must be under the supervision of a parent or guardian other than the Program 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 program personnel.

Medical insurance

Family members accompanying program personnel must have medical insurance coverage for the period of the study abroad program. In the event of an injury or illness, NC State will not cover any medical costs incurred.

Preparation

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

Expenses

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

University Accounting will only cover lodging expenses for the program personnel with an official 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.

Incident Documentation & Crime Reporting



In the event that an incident occurs involving a student, such as a robbery, lost passport, sexual harassment, student injury, illness or behavioral/conduct concern, it is important to document the incident properly and notify Study Abroad as soon as possible, <https://go.ncsu.edu/studyabroadincident>.

You may submit the online Incident Documentation Form via the Study Abroad website (under the Emergency Contact tab and For Program —> Forms & Information tab), and it will be routed automatically to your program coordinator. Alternatively, paper versions of the form are also included in your Travel Packet. These can be scanned and email or faxed to Study Abroad

By notifying Study Abroad 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 Study Abroad with questions and concern. By informing Study Abroad, 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 NC State 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 Study Abroad Office, 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 Study Abroad of an incident and document the incident properly, it is also required by federal law that certain crimes be reported. **All study abroad program program 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 program 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

Returning to NC State

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

Grades | Transcripts ● ● ●

Upon return, program directors and faculty must submit grades for all NC State courses through myPack. The deadlines to submit grades are available on the Academic Calendars provided by Registration and Records following the 5 or 10-week section as scheduled for your courses. Program directors of 10-week scheduled courses must wait until the conclusion of the session to post grades.

Courses offered by a host institution where the instructor has not been credentialled and listed as the NC State Instructor of Record will be offered as transfer credit. For those courses, student transcripts must be submitted to Study Abroad upon completion of the program for each student within one week of return or according to the grade submission timeline for NC State courses, whichever is first. The Study Abroad Office will help to facilitate the transfer credit process with Registration and Records.

Financial Reconciliation ● ● ●

As soon as possible, but no later than one week of your return, submit all of your receipts, expense worksheets, and program expense summaries to the Study Abroad Office. Receipts for expenses that were paid using Travel Advance funds should be submitted to the Study Abroad Office according to the reconciliation process listed above in the Financial section (p. 18).

Meet with Study Abroad for Post-Program Debriefing ● ● ●

Within two weeks of your return, you should schedule a meeting with your Study Abroad program coordinator 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 May 1 for spring break, August 1st for summer, and January 15 for fall and winter break programs.

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

Emergency Response

Emergency Response

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, physical or sexual 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.

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 protocols 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 Study Abroad Office 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.

As the Program 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 Study Abroad of that persons' name and contact information via the safety assessment.

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/).

Type 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:

- Arrest
- Assault or rape
- Behavior of the students, program staff, or director causing or threatening harm to themselves or others

- Hostage situation
- Major sickness or injury (car accident, epidemics, death, etc.)
- Missing Person
- Natural disaster (hurricane, earthquake, etc.)
- Socio-political situation (riot, military coup, terrorist attack)

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 Study Abroad (or Campus Police 24 hours/day, + 1 919.515.3000). The Study Abroad Emergency Response Team (SAERT) will give strongest consideration to the on-site Program Director's judgment.

Emergency Preparation ● ● ●

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

- Submit the Comprehensive Safety Assessment to your program coordinator at least three weeks before your departure. In your assessment, please address any safety issues and precautions that will be taken for your program, <https://studyabroad.ncsu.edu/risk-management-for-group-programs/>.
- Prepare a contingency plan that addresses procedures in case of absence or incapacity of the program's director. Any program assistant or local coordinator should inform Study Abroad 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 informed of a meeting point during your on-site orientation, so that they know immediately where to go during an emergency.
- Provide Study Abroad with an itinerary and telephone numbers for each accommodation site.
- 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.
- Register all students and staff with the local U.S. Embassy/ Consulate in your program location through the SmartTraveler Enrollment Program (STEP): <http://travelregistration.state.gov>
- Know how to access and communicate with multiple resources during a crisis. This can be included in your Safety Assessment and in the final program details questionnaire. 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
- GeoBlue—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 Study Abroad website, via login to your applicant homepage (note: forms must be returned to Study Abroad upon program completion to be shredded).
- Maintain periodic contact with the U.S. Embassy/Consulate officials and local police. Such contact will help lines of communication, should an emergency occur.
- Provide your cell phone number to all program participants and Study Abroad.
- 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. Note: All students are required to provide independent travel itinerary through their application.
- 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, cash on-hand, 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 Study Abroad Office or Study Abroad Emergency Response Team (Campus Police + 1 919.515.3000). Carry the Emergency Contact Card with you at all times.
- Become familiar with the student health insurance policy through GeoBlue. Know how to access medical assistance or evacuation, how to file claims, and which conditions are excluded. Prior to your departure, download the GeoBlue app and keep a printed copy of GeoBlue doctors from the safety assessment. These doctors all speak English and are familiar with the GeoBlue system.
- 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 offenses involving your students to the local police, and the Study Abroad Office.
- Identify a partner institution, travel agent or other entity at your overseas site that could potentially help you make travel arrangements in an emergency.

Decision Making During An Emergency

General Procedures for All Emergencies



There are four basic 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 NC State Study Abroad is recommended. In the event that you are not able to reach Study Abroad for consultation, the Program Director has the authority to close their program and evacuate the students.

3. Communication

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

4. Documentation

If a crisis should occur, **keep a written record of all steps taken (both during and after the crisis)**. The Study Abroad Incident Documentation Form, go.ncsu.edu/studyabroadincident, 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 Study Abroad Office 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. 59).

NC State Study Abroad/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.

- 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 Program 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. Check the student's Emergency Contact Form to confirm who the student has allowed you to contact, which is included in the travel packet. **The Study Abroad Office can contact emergency individuals so on behalf of the program, so that you can focus on on-site aspects.** 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.

Program 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 Study Abroad, 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 Study Abroad 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 Study Abroad Office and NC State News Services.

NC State Study Abroad Communication Responsibilities

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

Study Abroad will contact and assemble the SAERT members to develop a plan of action.

In the event of a death, robbery, or missing person, Study Abroad may contact the Overseas Citizen Services (division of the U.S. Department of State). The Study Abroad Office 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 Study Abroad 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 Program Director and Study Abroad. 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 canceled 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 Study Abroad Office or other points of heavy communication contact.
- Assess the impact of the event and document all actions taken in a written report.

Additional Study Abroad Office Responsibilities in A Crisis ●

The NC State Study Abroad 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 Study Abroad's communications. It is helpful for the family to have support or information from a source in addition to Study Abroad.
- 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 (Assess, Secure, Communicate, Document - 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, including avoiding areas or being on high alert in certain areas.

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 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 Study Abroad Office 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. Discuss with students 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 on the GeoBlue 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, assist getting the student to emergency medical care. Contact GeoBlue to open a case and seek assistance and then contact Study Abroad if additional assistance is needed. GeoBlue 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, GeoBlue 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 staff member should accompany the student to the hospital and again if 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, the Study Abroad Office will work with GeoBlue to help facilitate their travel.

Report any serious illness or injury to the Study Abroad Office via the Incident Documentation Form.

Assault or Rape

Advocates are available on campus to provide crisis intervention, emotional support, and referrals to any students affected by sexual assault, dating or domestic violence, and stalking. Students may reach the 24-hour Sexual Assault Helpline at +1.919.515.4444.

Sexual assault survivors 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). 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 survivor's name confidential. The survivor's name should be protected to the maximum extent possible. The survivor 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 survivor alone
- Provide support to the survivor
- Ensure other students are safe
- Notify Study Abroad. Report any assault or rape to the Study Abroad Office via the Incident Documentation Form. The Study Abroad Office will report to Title IX coordinator to initiate campus support services.
- Encourage the survivor 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 through GeoBlue or evacuation
- Maintain medical confidentiality
- Arrange psychological support (through GeoBlue), if requested
- 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.

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 survivor want to return to the U.S.?
- What are the likely academic and financial consequences of returning to the U.S.?
- Are the survivor and the counselor aware of these consequences?

NC State counseling personnel can be very helpful to you and to the students over the telephone. (Available 24-hours, 919-515-2423).

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://gloaled.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? (It should be in their study abroad application).
- 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 independent from the group, they are required to leave a copy of their itinerary with you and enter their travel itinerary into their study abroad application. 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 be required to report their missing status due to federal law (Jeanne Clery Act). 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 Study Abroad Office. 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 any 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?
- Report any emergency to Study Abroad via incident report form, go.ncsu.edu/studyabroadincident. Study Abroad will contact the Program Director to discuss appropriate next steps. Study Abroad will contact the contracted insurance company regarding evacuation advice.

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 oneself readily as Americans (university t-shirt, baseball hat, etc.).
- Exercise care in how much information is given 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 Study Abroad staff so that they know students are safe and where to reach them in case of an emergency.
- 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” & “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 on-site?
- Note that NC State 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 Study Abroad Office 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 GeoBlue for repatriation.

- The responsibility for supporting other students will fall heavily on you. NC State counseling personnel can be very helpful to you and to the students over the telephone. (Call Campus police, +1.919-515-3000). 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 NC State 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 Study Abroad Office 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 Study Abroad Office:

- 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 GeoBlue? (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 Program 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 Program Director, who should have the best understanding of the local conditions. When there is an inability to reach Study Abroad for consultation, the Program Director has the authority to close a program and evacuate the students.

It is imperative that the Program 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 NC State program in Europe. Depending on the situation, it may be safer to disperse students in small groups (while accompanied by a program assistant) 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 Program 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 Study Abroad 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 program director should notify students and other staff of the evacuation plan in writing and have students and staff sign the plan agreeing to the course of action. NC State 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 Study Abroad.

The Study Abroad 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 canceled. 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 Program 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 canceled, but an individual student feels uncomfortable about going abroad or remaining on-site, they should be allowed to withdraw. The Study Abroad Office 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 Program 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 Study Abroad Office 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 Study Abroad contingency funds, Study Abroad will decide with the SAERT which University resources will be used.
- Stress reduction: Study Abroad, in collaboration with the Program 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 Program Director should assess the physical and emotional needs of the students and staff, and refer to Study Abroad as needed. Directors should remind students of appropriate behaviors.
- Communication/Legal: Study Abroad 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. When ever 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 information to the media. According to the NC State 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 Study Abroad Director or Program Director to release information to the press, and/or s/he is designated as the spokesperson according to the NC State Crisis Communication Plan, s/he should be sure to follow the polices below:

Restrictions

No one, including the Program Director or Study Abroad 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 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 Study Abroad 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 victim, 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 NC State 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 Study Abroad: Program Director

Who in Study Abroad Took the Call: Program Coordinator – via email with completed Incident Documentation Form

Follow up to be Done: Program 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.

GeoBlue Worldwide Insurance Information

For 24/7 emergency assistance, evacuation, and all other services:

- Call collect +1.610.254.8771
- Call toll free inside the U.S. 1.800.257.4823
- globalhealth@geo-blue.com

Use the GeoBlue App to:

- Access a list of doctors and hospitals
- Identify medical and prescription translations
- View city security and health profiles
- Make an appointment with GeoBlue provider
- Request direct payment (avoid out-of-pocket expense)
- Download at www.geo-blue.com/mobileapp
You must register on their website once enrolled in your insurance cover-age to log in and access these resources.

Program and Claims:

Visit www.geobluestudents.com or download the GeoBlue app to submit claims conveniently and electronically.

Choose "Claims" in the app or "File an eClaim" section of the Member Hub.

Email: claims@geo-blue.com

Fax: +1.610.482.9623

Postal mail: GeoBlue, Attn: Claims, 100 Matsonford Road, one Radnor Corporate Center, Suite 100, Radnor, PA 19087

Index

Arrest, 48
Assault, 35, 45
Conduct, 21, 25, 28
Conduct contract, 22
Course evaluation, 13
Crime, 27, 44
Death, 50
Documentation, 4, 17, 22, 27, 59
Emergencies
 Quick Reference, 3
 Emergency evacuation, 52
 Emergency preparation, 37
 Emergency Response, 3, 35, 42
Emergency Response Team
 (SAERT), 3, 36, 40, 42, 52
Expenses, 14
 Allowable, 15
 Non-Allowable, 16
Finances, 14
Fire, 45
Grades, 31
Health & Safety, 11, 44
Hostage situation, 50
GeoBlue Insurance, 3, 61
Illness & Injury, 45-50
Incident form, 28, 40, 45, 60
Insurance, 11, 22, 25, 62
Media communications, 55
Mental Health, 24, 35
Natural disaster, 35, 49
New program proposals, 32
Orientation (on-site), 12
Political emergency, 49
Program cancellation, 53
Program evaluations, 13
Program renewals, 32
Quick reference for emergencies, 3
Rape, 35, 45
Receipts, 17
Resuming a canceled program, 54
Safety assessment, 37
Sexual harassment, 23
Terrorism, 49
Transcripts, 31
Travel advance, 17
Visitors, 26

STUDY ABROAD

make the world your classroom

315 Holmes Hall
Campus Box 7344
2751 Cates Ave. Raleigh,
NC 27695-7344

919.515.2087 (phone)
919.515.6021 (fax)
study_abroad@ncsu.edu
<http://studyabroad.ncsu.edu>