



Faculty-Led Program Guide

Study Abroad & Away



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Introduction

Thank you for your interest in developing a study abroad/away program. Study Abroad & Away (SAA) programs require a lot of time, energy, and commitment. Your leadership and preparation for the program abroad will provide students abroad experiences that will enrich their lives and help them prepare for their professional careers.

This guide has been developed for faculty who are interested in taking students abroad on a JU faculty-led study abroad/away program. It will help you plan and lead your program, guiding you from your initial idea through the end of the program. It provides information about preparing a program proposal; recruitment and marketing; academic and logistical planning; finances; pre-departure orientation; and planning for health, safety, and security.

Faculty-Led Programs (FLPs) Abroad & Away

A faculty-led program (FLP) abroad or away is a program in which JU faculty teach a JU course or courses abroad or in an off campus setting. These programs are typically offered during Spring Break or Summer sessions, but can also be offered during the Fall. Group programs are typically short-term and last, on average, from two to eight weeks. Longer programs can also be proposed. If possible, in order to increase recruitment by minimizing scheduling conflicts, it is wise to follow the JU academic calendar when determining dates for a program so that students have greater flexibility in combining a study abroad/away program with courses at JU.

The Study Abroad & Away (SAA) staff will assist you in developing a study abroad/away program and a marketing strategy. If you have taken over responsibility for an existing program, it is critical that you discuss the program with previous leaders. If you are new to leading a program, SAA will be an important resource for you and will assist you in program planning and marketing. Faculty leaders should discuss program ideas and considerations with Study Abroad & Away prior to submitting a formal proposal for a program.

The Study Abroad & Away (SAA) Office and faculty work together from the very beginning of the process. SAA Staff will meet with faculty to discuss program ideas and to review essential elements in planning for and proposing a new program.

This discussion will include:

- JU FLP proposal documents, requirements, and deadlines
- JU Experiential Learning requirement (Undergraduate programs only)
- Policy regarding salary, family members, and graduate assistants
- SAA responsibilities
- Faculty leader(s) responsibilities on campus and abroad/away
- Creating a program budget, faculty expenses, enrollment minimum and maximum
- Student recruitment, marketing strategy, and materials
- Student applications, registration, and insurance
- Emergency planning and preparedness, risk management, and safety
- Student pre-departure sessions (mandatory)
- Faculty preparation sessions prior to departure (mandatory)
- Evaluation and assessment of courses and programs

Policies & Guidelines for Establishing a Faculty Led Program (FLP)

Faculty participation in Study Abroad/Away programs is open to all full time tenured and tenure-track faculty, as well as instructors, as determined by departments, and contingent upon approval from the Dean of the appropriate college and Academic Affairs. If the program is to offer courses in more than one department, approval must be obtained from the appropriate departments and colleges. Signatures from all departments and colleges involved must be procured by the faculty member(s) preparing the proposal. Proposals are considered incomplete without appropriate departmental or college signatures. Proposals must include an academic section (syllabus) and budget. (See Department/Division Chair/Dean Approval Form)

JU requires a minimum of two leaders to support a student group abroad. The leaders must be JU employees (two faculty or one faculty and one staff).

Exceptions:

1. One faculty may lead a student group alone when contracted with an international education organization (third party provider/vendor) that has on-site staff to provide support and assistance, or
2. One faculty may lead a student group alone when there is an approved site coordinator on-site hired to provide support and assistance, or
3. A Graduate Assistant, enrolled in the course, may serve as an assistant to the program leader.

Courses

Courses must meet the standards of any other course taught at JU. Each three-hour course must demonstrate a minimum of 45 instructional contact hours in order to equal the contact hours associated with a three-credit course. On-campus instruction (prior or post travel) as well as excursions and site visits while abroad/away that directly relate to the course curriculum can be included in the 45 contact hours.

Program leaders must consult with their department concerning the appropriate course numbers that should be used for the program. Faculty often use course numbers associated with special topics or the core curriculum.

Prerequisites must be considered when creating courses for study abroad/away. All prerequisites should be clearly stated on the program proposal and in all marketing and recruitment information.

An independent Study Abroad or Away class is available to students for the opportunity to study abroad/away and use financial aid. The same number, 144 or 544, will be used by all departments with their department designation, i.e. ENGL 144, BIOL 144, or EDU 544. This model is used for students taking a Spring or Fall course and program related travel in the Summer. (i.e., JU 103 Freshman Experience Abroad)

The XXX 144 and XXX 544 class:

- The XXX 144 and XXX 544 classes will be associated with a JU Fall or Spring class as a co-requisite, but will be taught and graded independently.
- Students will register for the JU catalog class and the XXX 144 or XXX 544 classes at the same time.
- May be repeated for credit when the topic changes.
- May be offered as Pass/Fail or for a letter grade. The instructor will include the grading type when submitting the XXX 144 or XXX 544 class to the Registrar's Office for scheduling.
- Will be variable credits (0-4).
- The 3 or 4 credit XXX 144 class must meet the University's approval for Experiential Learning.

More information on this specific course model can be found in the JU Academic Catalog.

Experiential Learning Requirement

Jacksonville University requires all traditional undergraduate students to complete the three (3) credit hour experiential learning requirement. The University is committed to preparing each student for post-graduate success through promoting development of skills in critical thinking,

communication, diversity and teamwork. Study Abroad/Away programs will fulfill this requirement as long as a student successfully completes a three (3) credit hour course, with a grade of "C"/2.0 or better.

Students will be registered for the regular three (3) hour course taught by faculty, as well as a co-requisite of JU 409. The JU 409 course will require faculty to submit a Pass/Fail grade, indicating that the EL requirement has been fulfilled.

Additional information about Experiential Learning can be found in the JU Academic Catalog.

Additional Items to Consider for Program Proposal

Approval for a faculty-led study abroad/away program is based on the conceptualization of the program proposal, the availability of funds to support faculty compensation, and how the course or program fits with the topics, schedules, and geographic locations of other potential courses or programs.

Please consider this list of items carefully when you are conceptualizing your study abroad/away course or program:

Is Study Abroad/Away Necessary for the Course or Program?

1. Please consider why a study abroad/away component for the course is necessary. How will the study abroad/away component enhance the class in ways that are not available on campus at JU? How will students benefit academically from being abroad/away?

Assessing Student Interest and Determining Program Prerequisites

1. Will there be enough student interest in such a program? Have you measured the potential interest in such a program? How many students on campus would qualify to enroll in the course? Evidence of program viability is essential for administrative approval.

2. What kinds of students do you want to participate? Do you want to establish any limits (restrict to class standing, majors, etc.)? Is there a need for a pre-screening process (interviews, letters of recommendation, essay writing, grade point averages, ability to speak the language of the host country, etc.)?

Determining Study Abroad/Away Course or Program Costs

1. Please note that study abroad/away programs must be largely self-supporting. Grants and additional funding may be available, but you should not count on such additional funds.

2. Will the course or program be affordable to students? Please also consider that JU students frequently are self-supporting and may face difficulties in financing study abroad/away and/or arranging their work schedules to accommodate a program. Please also remember that currently students are not eligible to utilize any JU institutional Financial Aid. (Aid for Honors,

Academic, Leadership, Athletics, VA, etc.) Students can utilize Federal/State financial aid as well as educational loans they may have. SAA will also provide students with information and assistance regarding national and regional scholarships.

Please consult with SAA to discuss the dates of your course or program and the availability of financial aid for students. The JU Financial Aid office may be able to work with financial aid recipients on a case-by-case basis.

Faculty Experience, Participation, and Compensation

1. Will you be leading the program? If yes, have you visited or lived in the host country/region? Have you thought about the potential need to help counsel students as they adjust to living and studying abroad/away? Are you fluent in the language of the host country/region? If you are not leading the program yourself, does the program leader have these skills?
2. Are you planning to lead or teach the program with other faculty members? Please remember the level of compensation for the faculty members involved in the program in contingent upon student enrollment.

Course or Program Location and Risk Management and Assessment

1. Will there be any difficulties in traveling to the host site? Will there be any special entrance requirements such as a visa for the host site?
2. What is the political and social environment of the host country/region? Could students be afraid to travel to the host country/region? What is the level of crime and violence in the host country/region? Has the host country/region been in the news lately and has this news been good or bad?
3. Has the U.S. State Department issued any warnings about traveling to the host country/region? Are there health issues that might pose problems for the students and the successful running of the program? NOTE: JU does not allow students to participate in study abroad/away programs where there is a U.S. State Department Travel Warning of 3 or 4. (See Faculty Risk & Liability Form)
4. What kind of challenges do you foresee in organizing the program's activities, excursions, etc.? Have you investigated the access to health care in the host country/region?
5. Have you thought about how you would handle a potential emergency in the host country/region? Are you equipping to properly handle medical emergencies and mental health emergencies?

Required Vendor/On-site Support

In keeping with best practices within International Education and University risk management, all faculty-led courses and programs must either contract with a third-party provider or an already established JU partner institution (ex: Sant'Anna Institute in Italy) with 24/7 on-site emergency and logistical support to help develop and manage the course and potential emergencies on site. For a list of pre-approved third party providers, please contact the Study Abroad Office.

Note: Third-party providers must hold liability insurance of at least 5 million dollars.

For a list of pre-approved vendors, please contact Study Abroad & Away.

Vetting a Vendor

If utilizing a vendor that is not currently on JU's pre-approved vendor list, the following criteria should be met by the proposed new vendor:

- All vendors must provide liability insurance as follows:
 - Liability insurance shall be provided by the approved vendor. The approved vendor shall handle and manage all arrangements. A vendor shall provide a valid certificate of insurance for each program naming the University as additional insured with a single limit of liability of not less than \$5,000,000, with evidence that the policy covers the world wide exposures of the travel study program. The contractor shall also provide a hold harmless agreement in a form determined by the University. The certificate shall be submitted to SAA prior to commencement of the program.
- Vendors should make arrangements for all medical and hospital care that may be required.
- Vendors should have staffed offices or on-site support staff accompanying the program and be readily accessible in the host location.
- Vendors should provide references for their programs, and faculty should speak with or obtain feedback from those on the reference list.
- Vendors should provide to the faculty information regarding their regulations and requirements. In particular, information regarding safety issues and an Emergency Action Plan should be provided.
- Vendors should provide information about how they handle students with special needs, disabilities (whether they have a formal policy or handle needs on a case by case basis)
- Vendors will provide a W-9 or W8 BEN (international vendors only) in order to process program related payments through Jacksonville University.

Duration of the Program

Program dates are critical for student recruitment, flight arrangements, and logistical reservations. Program dates should not overlap with on-campus classes and finals offered

during the regular academic term. Most faculty-led programs run in the summer, so it is important to consider when on-campus summer courses are scheduled. Programs do not need to run concurrent with summer terms, but it is recommended to avoid scheduling abroad/away programs that extend into or between terms.

A tentative itinerary must be included in your proposal that includes departure date, return date, first and last day of class, travel days, and excursions.

Program Enrollment

A minimum and maximum number of students must be established for each program. The minimum number of participants is 6 students per faculty member. Exceptions to the minimum are possible, but must be discussed with and approved by the respective college Dean(s), Academic Affairs, and SAA. The maximum number of students is determined by a number of factors that may include departmental requirements and/or restrictions, lodging and transportation limitations while abroad/away, and the number of students that can be managed effectively abroad/away.

Set realistic enrollment targets when creating the budget (the recommendation is that budgets be set according to 10 participants). The result will be a more attractive program fee and a realistic budget for the program.

Compensation for Faculty Leaders

Please note that faculty compensation is determined by the respective Dean(s) of the colleges involved and the Experiential Learning Director.

Pending approval from the respective Dean of the college, faculty members may be able to count a study abroad/away course as part of their academic teaching load.

- If offering a Summer course, load can be deferred to Fall or Spring
- This requires written Department and Dean approval

Summer courses for which load is not deferred to Fall or Spring may be eligible for overload pay. In these cases:

- Compensation for the course is paid by the home department/division/unit's budget
- Compensation reflects number of students in the course
 - For courses with 6-9 students, a single faculty member is funded to travel and will be paid a \$2,500 stipend
 - For courses with 10-19 students, a single faculty member is funded to travel and will be paid a \$4,000 stipend
 - For courses with 20 or more students, up to two faculty members are funded to travel and each will be paid a \$4,000 stipend

Enrollment Considerations for Compensation

0-5 students - Program Cancelled

6-9+ students - Program Runs

- Faculty compensated per rates noted above, or Department and Dean provide written approval of whether the course counts as part of academic teaching load.
- Program related expenses are covered. Includes airfare, lodging for faculty, and per diem.

Program Cancellation Date

If a proposed program has not met minimum enrollment by the application deadlines below, the program will be canceled:

- Summer Programs - March 1st or 75 days prior to departure
- Spring Break Programs - December 1st or 75 days prior to departure
- Fall Programs - September 1st or 75 days prior to departure

NOTE: If a program has reached 75% of the minimum enrollment by the census date, the deadline may be extended, if all parties (JU and third party/on-site vendors) are able to extend the deadline without incurring financial penalties.

Excursions

Do not plan any activities or excursions that involve a high degree of risk such as bungee jumping, parachuting, hang gliding, etc. Do not endorse, encourage, or facilitate independent student activities that involve a high degree of risk. Most insurance policies will not cover the cost for treatment involving such activities.

Note: Under JU's current insurance policy, injury or illness resulting from SCUBA diving is not covered. Marine Science programs wishing to SCUBA must purchase additional insurance.

Cell Phone Policy

Program leaders are required to have a cell phone available at all times while abroad/away with students, and the cost of the cell phone (if outside the US) should be calculated into your budget. There are many ways to obtain international cell phone service.

- 1) You can find your own provider through on-site contacts or internet search
- 2) You can add international service to your personal cell phone for the times and locations while you are abroad
- 3) You can rent or purchase a cell phone or sim card upon arrival
- 4) You can purchase a plan through a provider in advance of the program departure

5) You can purchase a SIM card for your personal phone (if your phone is unlocked) and get a local number

If you have a local number, it is essential that you communicate this number to SAA as soon as you obtain it to ensure open lines of communication. Your program budget should include reasonable estimated expenses for program related cell phone activity. Detailed receipts will be necessary for reimbursement.

Proposals and Program Approval

The Faculty Led Program (FLP) Proposal contains several documents used to propose and develop new study abroad/away programs. Repeating or existing programs use the same documents on an annual basis to update and/or amend information and propose to continue the program. The proposal document is available upon request from SAA. The annual proposal deadline is March 1 for programs planned for the following academic year.

The proposal is comprised of three sections: academic, budgetary, and risk.

Academic Content

- Program Summary Form
- Course information (A provisional syllabus that includes course title, number(s), objectives, materials and texts, and means of assessment)
- Experiential Learning Student Learning Outcomes Form (undergraduate programs only)
- Duration and itinerary (as complete as possible at the time of submission)
- Department/Division/Dean Approval Form

Budgetary Content

- Student costs (housing, meals, transportation, airfare, entrance fees, insurance, etc.)
- Program leader(s) expenses (housing, meals, transportation, airfare, entrance fees, etc.)
- Program overhead (instructional space while abroad, bank fees, supplies, emergency fund, cell phone, tips, and other fees)
- Vendor Proposal*
* Vendor Proposals typically include the majority of student costs, program leader expenses and program overhead. Anything additional required for the program should be discussed with SAA for inclusion in the program budget.

NOTE: All program expenses as outlined in the budget will be paid through the Jacksonville University Controller's Office. Under no circumstances should faculty utilize personal funds to pay for program related expenses.

Risk Content

- Risk and Liability Form
- Faculty Leader Expectations Form
- Proof of liability insurance of at least \$5 million
- Emergency Action Plan
- Health Care Facilities
- General Safety Checklist

Most of the above information will be provided by the vendor/provider in the program proposal by request. All proposals must go through the appropriate academic and college for approvals prior to their submission to SAA by March 1.

Once received, all items will be shared with the appropriate committees for review. New programs will be vetted by EL Curriculum Committee and Dr. Sherri Jackson for Risk & Liability.

Basis for Course/Program Approval

In addition to Study Abroad/Away (SAA) staff, the [Experiential Learning \(EL\) Curriculum Committee](#) will review the program proposal and assess the likely viability of the course. SAA and Academic Affairs will review the proposal for risk management and liability concerns. SAA, EL Committee or Academic Affairs may request changes to the itinerary or proposal before approval. After review, the decision from the EL Committee and SAA will be provided within two-weeks of receiving the proposal. Faculty will be notified of program approval via email by EL Committee Chair, Dr. Sherri Jackson.

After approval is secured, the faculty may request a contract from the third party provider. The contract must be approved by the faculty leader, reviewed by the SAA, and signed by the provost.

Proficiency in the language(s) at the location(s) is not required, but faculty should state in their proposals, if applicable, how widespread English is as a language of communication and transactions at the location(s).

Timeline of Deadlines and Events

TASK	DEADLINE
Proposal Due to Study Abroad & Away (SAA)	March 1
EL Curriculum Committee Review	March 1-15
Risk & Liability Review	March 15 - 30
Faculty Notified of Program Approval	April
Faculty Request Final Contract from Vendor/Provider	April
Contract Signed by Faculty Member)	April - May
Programs Posted to Study Abroad & Away Website and Online Applications Opened	May
Marketing & Recruitment	May - December 1 (Spring Break) May - March 1 (Summer) May - September 1 (Fall)
Study Abroad & Away Fair	Mid-September to Early October

Marketing and Recruitment

The creation of program materials and information is contingent upon approval of the program proposal. Marketing materials will be based on content in the program proposal. Marketing for the program is a collaborative effort between the faculty leader(s) and SAA.

SAA will post all faculty led programs on the ju.edu/studyabroad website. SAA will also use a standard template, in compliance with JU Brand guidelines, for all faculty led programs to be used for recruitment.

Keys to a Successful Programs

1. Give great attention to detail in all aspects of planning your program. Consider carefully your program locations and daily activities.
2. Students pick programs based on coursework and location. Make sure your program is in a location that excites students and the coursework is exciting and essential to a large pool of students.
3. Communicate regularly with SAA and other faculty who have led courses and programs for assistance and guidance.
4. Keep in mind that all student applications do not convert to student participants. Always expect some applicants to drop from the program.

Top Marketing Tips for Faculty Leaders

1. **Recruitment Window:** Begin recruiting early. Be prepared to begin as soon as your program has been approved. The most successful programs have long and loud recruitment windows!
2. **Mythbusting:** Make sure students and campus colleagues have the facts and help bust study abroad/away myths. Keep communication positive and don't apologize for things like cost—your program, effort, and experience are valuable!
3. **Reimagine Info Sessions:** Free food, convenient times, and pretty photos don't cut it - students aren't going to hear about your program if they've already told themselves they can't go. Use myth busting to drive attendance, then talk about specifics.
4. **Piggyback:** Don't reinvent the wheel! Attend campus events such as Major Fairs, class visits, Welcome Week, Study Abroad/Away fairs, etc. to promote your program and save time on event planning.
5. **Department Support:** Ask your department to advertise your program on their website, social media and in other materials! Talk to colleagues, teaching assistants, and academic advisers. Let them know about your program and ask them to promote it. Speak about your program in your classes and ask other faculty if it would be possible to speak briefly about your program in their classes.
6. **List of Students:** Keep lists of students who are interested in your program and email them with information regarding meetings, deadlines, or interesting details about the location(s) of your program and its academic focus.
7. **Alumni:** Is this a repeat program? As much as possible, use past participants to help you recruit. Prospective students are very interested in hearing another student's perspective. The testimony of past participants may be the most effective tool for recruiting.
8. **Rule of Seven:** In marketing, many believe it takes 7 "touches" before someone makes a big purchase or decision. Communicate frequently and diversify your outreach through various means! As a means of helping you meet the rule of 7, consider submitting an ad for your program to the Student Involvement email newsletter, having it posted on the exercise equipment screens in the gym and the electronic board in front of the Kinne Center, or making a flyer to post on the poster boards around campus. All ad materials need to be in line with the JU Brand. Please visit ju.edu/brand for an explanation of brand policies from our Marketing and Communications office.
9. **Conversion Rate:** Keep in mind that all student applications do not equal student participants. Always expect some applicants to drop from the program.

Preparing to Go Abroad

Determination of Viability of the Program

Program viability is determined by confirmed enrollment (whether or not the minimum enrollment was met for the budget to be feasible for the program)

- In the event a minimum enrollment was not met, the faculty leader must meet with SAA to review the program budget and determine if adjustments can be made to make the program financially viable.
- The respective Dean(s) of the college(s) involved will have final say about the viability of program.

NOTE: See Enrollment Considerations for Compensation section above.

Faculty Workshops

SAA will conduct a mandatory Faculty Workshop with faculty leaders just prior to departure.

This workshop will include the following:

- Policy
- Handling emergencies
- Student behavior and issues
- US State Department
- Health insurance
- When to contact SAA
- Finances and money matters
- Appropriate record keeping and incident reporting
- Reimbursement policies and procedures

Required Documents Prior to Departure

Faculty leaders are required to furnish SAA with all pertinent contact information while abroad/away for each faculty member and/or program assistant traveling with the program. All JU employees traveling abroad/away on University programs must provide a copy of their passport (or driver's license if in US), program itinerary with housing addresses and contact information, and emergency contact information.

Pre-Departure Orientation

SAA and faculty leaders will coordinate a mandatory pre-departure orientation for all students participating in a study abroad/away program.

Orientation should include, but is not limited to, the following information:

- Country/Region specific information
- Daily agenda and departure information
- Academic and behavior expectations
- Safety and security

- Location specific risks and considerations as identified by the US State Department and CDC
- Insurance
- Communication Expectations
- Phone numbers and addresses for program leader, SAA Emergency line, on-site supports, in-country emergency line, nearest hospitals and police stations
- Cultural norms and practices in the program location(s)
- What to pack and what to leave at home
- Information to leave with parents/guardians/significant others
- Group dynamics, flexibility, and cooperation

Questions Regarding Medications/Immunizations

Students/parents may pose questions regarding medications, vaccines, immunizations, or over-the-counter medications. Students should be referred to a qualified health professional. Students and parents can also obtain information from reputable sources such as the Centers for Disease Control (CDC) and the World Health Organization (WHO), etc. SAA can also help guide students, parents, or faculty on these issues. In general, unless required for entry into a specific country/region, SAA cannot require students or faculty leaders to receive immunizations.

Managing Contact with Family Members

As the faculty leader, you may have parents, family members, spouses, and/or significant others contact you regarding multiple parts of the program. The student should be the one communicating directly with the family member. However, we are aware that students do not always give complete information. Reassuring family members and providing them with information is helpful and allows the family members to be active supporters of the students and their plans to study abroad/away. Be careful, however, to respect FERPA restrictions whenever communicating with family members. If there are questions you are not comfortable answering, please refer them to SAA.

SAA should be contacted immediately regarding any critical incidents involving the student or the program. SAA and/or the Dean of Students will manage communication with the students' emergency contact when necessary. If a student is ill or injured, contact SAA as soon as possible so that we are informed in case a family member should contact our office. Any issue involving a student should be reported to SAA immediately. Additionally, any time a student leaves the program for any reason, please inform the SAA prior to his/her departure from the program.

Guidelines for Accompanying Family Members of Faculty

Faculty leaders of a study abroad/away programs wear many hats: professor, chaperone, academic advisor, counselor, and even, at times, parent. The workload for programs

abroad/away is very different, and often more demanding, than that of teaching a similar course on campus. Because of this, family members are discouraged from accompanying faculty during their official duties including leading excursions and teaching classes or laboratories. Often it is best when family/companions join the faculty member at the conclusion of the program. Faculty leaders must remember their first priority is to be available to their students in any potential emergency (or perceived emergency) 24/7 for the duration of the program.

Members of the immediate family of the faculty leader may, with approval from both Study Abroad/Away and Academic Affairs, accompany the group. Although family members are not participants in the program, they are expected to abide by the program policies. Family members should be aware that their personal behavior must not affect the quality of the program or the experience of the participants. Unless they are a paying participant, their involvement in group activities is prohibited.

1. **Employment:** As a general rule, family members of the faculty leader may not be hired to perform duties if those duties are under the general supervision/direction of the faculty leader. (i.e. spouse/partner as second program leader or on-site support staff)
2. **Liability:** Family members and dependent children must sign an assumption of risk and release form to have on file with SAA. Family members and dependent children must be enrolled in the university international medical and emergency insurance coverage at their own expense.
3. **Accommodations:** Faculty leader family members may share accommodations, as long as sharing is allowed by the housing provider. Faculty accommodations are included in student program fees. Accommodations vary depending on program itinerary. Program price will always be based on the cost for each faculty leader. (i.e. 1 bedroom apartment or single rate for hotel/hostel if rates are determined per person)
Family member expenses are the sole responsibility of the faculty leader, not JU or its affiliates. Additional expenses for larger apartments/accommodations will be the sole responsibility of the faculty leader. The program budget cannot cover housing expenses for family members. Thus, in cases where a faculty member requires larger accommodations, the faculty member will pay the difference between the standard 1-bed accommodation and the larger room/accommodations.

Under no circumstances should faculty or faculty family members share accommodations with students (unless the student is a family member, enrolled in the program, earning credit) or graduate assistants.

4. **Excursion/Travel:** A faculty member may request, in writing, for a spouse/partner to attend a program. Family members must pay the guest fee (program expenses less academic credit) or program fee, as outlined by vendor or on-site partner, prior to program departure.

Adult Family Members (ages 18 and above) may not participate in group related excursions, transportation, events, etc. unless they have paid the guest fee or program fee prior to program departure (and signed all necessary paperwork and documents.)

5. **Group meals:** Program money cannot be used to buy meals for accompanying family members (unless family member paid guest fee/program fee prior to departure). If participating in group meals and a separate bill cannot be obtained, the faculty leader must reimburse the program for any expenses incurred by family members.
6. **Minor children:** Minor children are not permitted to participate or attend scheduled class lectures or group excursions. The presence of minor children or other family members should not disrupt or alter the study abroad/away program in any way. Minor children accompanying program leaders must be adequately supervised at all times and have a caregiver who is not a program leader. No minor children are permitted on programs of 2 weeks or less.

Health Insurance for Faculty and Students

Prior to departure, JU faculty leaders and students are advised to reach out to their individual insurance provider to determine if their current health policy provides international coverage.

In addition, Jacksonville University is a member of FICURMA (Florida Independent Colleges and Universities Risk Management Association.) As a member of FICURMA, JU faculty and enrolled students, traveling outside the US in connection with an educational activity and only for the official duration of that education activity abroad, receive travel insurance coverage. This policy provided by the ACE American Insurance Company. For additional information about this policy, please contact SAA or Financial Affairs.

Airfare

Faculty leaders should include an estimated airfare in their budget, but student airfare will generally not be covered in the program fee the students pay. (Fall and Spring Break programs are the exception) Ask your vendor if they are able to arrange a group flight and include it in their program proposal. If not, SAA can provide guidance and recommendations of local travel agencies that can assist.

Faculty airfare is always included in the program budget. Faculty leaders can ask the vendor to include faculty flights in the program proposal. SAA can facilitate the purchase of your ticket abroad/away, or faculty can purchase their own flight and obtain reimbursement from the program budget. Per JU travel guidelines, program leaders cannot use program funds to purchase first class flights. If they wish to upgrade their seat, they must do so at their own expense.

For Fall/Spring Break and JU 103 programs, group travel is always arranged. Program leaders are required to travel with students.

SAA will assist students who are purchasing their own airfare individually. Information regarding arrival/departure times will be sent to all enrolled students. When possible, faculty leaders should plan to fly over and return with students.

Students will be responsible for purchasing their own tickets and should either use the itinerary provided by the faculty leader or arrange to arrive at a similar time. All students are required to provide detailed travel itineraries to SAA prior to departure.

Students who do not fly on the established itinerary are responsible for meeting up with the group at a pre-established date, place, and time.

Housing Policies

Under no circumstances should faculty or faculty family members share accommodations with students (unless the student is a family member, enrolled in the program, earning credit) or graduate assistant.

Program itineraries and budgets are based on shared accommodations, which means each student will be guaranteed their own bed, in a shared bedroom with other students of the same gender. Single rooms are available, upon request, and subject to additional fees.

If a student requests assistance with housing arrangements, either before or after the program dates, you can provide contact information, but do not make specific arrangements for them outside of the official program dates.

Passports

Take the time to check the validity of your passport and make sure the expiration date is not approaching or that the passport has not already expired. Your passport must be valid the entire period of your travel abroad and up to 90 days beyond your scheduled return. If you need to renew your passport, please make sure to do so within the appropriate time frame. The cost for a new passport or for renewing your passport is your own expense. For the latest information on passport rates and application procedures, please visit www.travel.state.gov.

Remember to make copies of all important documents, such as your passport, visa, and airline ticket and to leave them with a family member. You are required to submit a copy of these documents to SAA prior to departure.

Visas

It is the responsibility of the faculty leader and students participating in a program to inquire about visa requirements for all countries to be visited, including those before and after the study abroad program that students and faculty may visit. Consult with the consular office for the country concerned or check the visa entry requirements that can be found on the Department of State website.

Travelers may be denied entry into, or be deported from, a country for which a required visa has not been obtained. For some countries, certain medical requirements must be met before a visa will be issued. A valid passport is required for all visa applications. Additionally, you must be able to send your passport along with the visa application to the appropriate consular office or expeditor. Remember to include the cost of your visa (if applicable) in the faculty cost section of your budget proposal.

Visa requirements may be different for non U.S. citizens. International students enrolling in a faculty-led program are responsible for obtaining their visa in a timely manner. If a student is unable to obtain a visa in time and has to withdraw from a program, the standard financial penalties will apply.

Website Resources

The websites below may be helpful to you as you plan and conduct your study abroad/away program.

JU Study Abroad & Away: www.ju.edu/studyabroad

Department of State: <http://travel.state.gov>

Overseas Security Advisory Council (OSAC): <http://www.osac.org>

Centers for Disease Control: <http://www.cdc.gov>

World Health Organization: <http://www.who.int>

Student Procedures and Policies

Students must complete and submit a completed application for JU faculty-led programs by the announced deadline.

The approval process consists of a review of the student's academic performance and judicial record. Faculty leaders have discretion in the approval process, but must substantiate their reasons for rejection.

Students from Other Institutions

Students from other institutions may participate in JU facilitated programs, but their final eligibility will be determined in consultation with the faculty leader and SAA. JU students will have first priority for participation in a JU program.

If a student from another institution is allowed to participate, he/she must meet JU's GPA requirement, complete the non-degree application and be admitted to the University as a non-degree seeking student and must satisfactorily complete all pre-departure activities and documents required of all students.

After Approval of Student Application

After students are approved to participate in the program, they will receive instructions about next steps. SAA will collect pertinent information from students via their application. Acceptance is contingent on submission of all required documents and payments. Faculty leaders will also receive notification of approval and contact information for the student. Communication with approved students soon after approval to welcome them to the program is encouraged. This contact can also contribute to better prepared and more committed students.

Student Application Denial/Revocation

Students who are not approved to participate will be notified in writing by SAA.

Late Applications

Students may apply after the deadline, but their approval to participate will depend on the number of students already intending to participate in the program and on whether enough time exists to readjust the budget and the bookings for the group.

Cancellation and Refund Policy

A cancellation of a previously approved program depends on varying factors:

If the program is cancelled due to low enrollment, student deposits are refundable by the application deadline.

If a student withdraws from the program after the application and deposit deadline, but before full payment is due, only the deposit will be retained. All other program fees will be removed from the student's account.

If a student withdraws after the application deadline and after program payment is due, the student is subject to the refund policy of the contracted vendor and their ability to recoup any fees, if possible.

In the event of a natural disaster, epidemic outbreak, or political crisis, SAA and Academic Affairs will meet to determine the viability of the program.

While Abroad/Away

Faculty Leader Responsibilities While Abroad/Away

A faculty leader fulfills many roles while abroad/away and has responsibilities that are integral to the success of the program. Responsibilities include, but are not limited to, the following:

- Teaching (if applicable).
- Providing and shaping course content (if applicable).
- Grading (if applicable)
- Conducting on-site orientation.
- Enforcing attendance policy.
- Documenting incidents regarding student behavior, health, safety, and security. This includes failure to attend scheduled events, trips, or classes.
- Being available to students via emergency contact number / cell phone 24/7.
- Making adjustments to itineraries (as needed) and coordination of events.
- Working with students and host institutions to resolve any housing issues, whether host family, hotel, dormitory, etc.
- Monitoring class and excursion participation.
- Assisting students with cross-cultural adjustment.
- Keeping up with receipts and program related expenses.
- Communicating closely with SAA concerning any matters related to student safety and well-being, behavior, or other issues that arise involving students.
- Administering program evaluations and assessments.

On-Site Orientation

Once you arrive on site it is very important to conduct an orientation to familiarize students with safety and security on-site, housing rules, local transportation, the daily itinerary, and behavioral and emergency protocol while abroad/away. This orientation may also include your on-site support through your contracted vendor or host institution.

Remind students that they are required to inform you of the following: any medical issue, whether physical or psychological; any travel plans away from the group to include itinerary and contact information; any issues regarding housing.

The on-site orientation should include the following:

- Review program itinerary.
- Share contact information between faculty leaders/on-site staff and students. Decide on how to share information as a group (facebook, whatsapp, etc), whether students purchase cell phones in advance or on-site, make sure you have their cell phone number in the event the student needs to be contacted.

- Establish any community “rules” or preferences (i.e. quiet hours at 10 pm, no guests in accommodations, etc.). Review University Code of Conduct and grounds for dismissal.
- Provide students with your cell phone number, the emergency number of the on-site support, and the local telephone number for emergencies (the equivalent of 911), and be certain that they know how to operate local payphones.
- Review Emergency Procedures - (in the event of an emergency, where are the meeting points? what important numbers should the students have on hand? in which situations should students call you? do the students know the emergency line?)
- Reiterate to students that they are required to inform you about any emergency. For medical emergencies, please ask them to review insurance information about available coverage from their primary provider and from the coverage provided through JU.
- Discuss potential crisis that could occur in your area.
- Discuss preventable accidents with students, emphasizing such things as local traffic patterns, pub and drinking culture, drug laws, unsafe swimming, and the types of things that can happen when walking down a street alone at night in an unfamiliar city/region/country. It is also very good to be very specific about safe and unsafe behaviors.
- Ask students to use common sense and caution when divulging information to strangers about themselves, the program, their itinerary, and their fellow students.
- Reiterate to students that if they are traveling away from the group on a "free" day or weekend that they are required to inform you of their plans and of their itinerary.

Managing Group Dynamics

Teaching a course abroad/away is very different than teaching it on campus. Not only are your students learning and traveling together, but they are either living together or with host families and sharing an intense international/off campus experience with each other.

Faculty-led programs are unique within study abroad/away programs because of the strong emphasis on the group. It is common for strong bonds to be formed among participants, sometimes resulting in lifelong friendships. Working together and relying on one another can lead to positive and successful study abroad/away experiences. Encouraging flexibility and patience among students when encountering or dealing with the stresses and challenges of travel can be helpful.

As the faculty leader, it is advisable that you help cultivate in students some basic principles of living and studying together. Respect for each other's differences is intrinsic to living and studying in a group successfully. While some differences can be obvious, others such as social

class, may not be. Encourage students to be open-minded and respectful to the differences of other personalities and cultures.

Cultural Adjustment and Culture Shock

As the faculty leader, one of your roles will be helping students to understand local cultural practices. You can help students cultivate their understanding by encouraging questions and personal investigation throughout the program. Not all students come with the same flexibility towards diversity, and some may be hesitant or have difficulty understanding cultural differences. For some students, participation in your program may be their first time abroad or away, while others may be seasoned travelers and have a greater comfort level with the differences in culture. Utilize your own, as well as your on-site support staff's understanding of the culture to give students a greater understanding of their observations regarding differences in culture.

Be aware of possible indicators of culture shock such as: compulsive eating or lack of appetite; feelings of helplessness; irritability; loneliness; homesickness; sleeping more than usual; feeling depressed; getting angry easily; decline in flexibility and spontaneity; stereotyping of host country/culture; increase in physical ailments or pains; inability to work effectively; boredom; or unexplainable crying. Most study abroad/away students will experience some form of initial culture shock. However, some might experience it only after only two days in the host country/region, or towards the end of the program, or not at all. In addition, the indicators of culture shock can vary from individual to individual.

Encourage students to take care of their health and eat well to help them through these stages. If your students display one or more of these behaviors, it is likely they are going through the culture shock phase of cross-cultural adjustment.

Also, please note that walking is much more common abroad or in major urban areas of the US. Prepare your students for the amount of walking they will presumably be doing. Advise your students to acquire good, comfortable shoes with good support. Also encourage your students to increase their walking before departure in order to prepare for the frequent walking while on-site. Students often complain about walking and sore feet, so anything you can do to help students prepare for more walking will be good.

Health and Safety While Abroad

Safety is of primary concern to all who are involved in study abroad/away programs. Evidence suggests that in general, students abroad are as safe as, or safer than, they are on U.S. campuses. However, there are particular risks that may occur overseas, and when any safety issue arises, the fact that students are far from home and in an unfamiliar culture may make the experience seem more traumatic than it would be in the U.S.

All JU faculty leading or teaching on a JU program abroad/away are required to meet with SAA to prepare them for handling emergencies, risk management, and health and safety abroad.

Parents have concerns regarding the safety of their student and those students may communicate with faculty and SAA. It is reasonable to assure parents of the safety and security of a program by providing them with the measures and practices that are standard operating procedure for all study abroad/away programs.

Practices and procedures that are in place include:

1. Daily monitoring of international events
2. Having an established Emergency Action Plan (EAP) to manage crisis events abroad and communicating this plan to students
3. Training for all faculty leaders concerning emergency response
4. Faculty leaders are required to carry an international-capable cell phone to facilitate emergency communications
5. Insurance coverage for faculty and students that includes emergency evacuation coverage and repatriation of remains (basic coverage provided to faculty and students for the dates of the program; see explanation above)
6. SAA requires that every student and faculty member register with the US State Department travel registry (or its equivalent) prior to departure.
7. Pre-departure and on-site student orientation to discuss safety practices, preventative measure, and emergency procedures.

Maintaining good communication between faculty and students is a key component for promoting safety while on-site.

What is an Emergency?

For the purpose of a study abroad/away program, an emergency is any circumstance that poses a genuine risk to, or has already disturbed, the safety and well-being of program participants.

Emergencies may include incidents that are newsworthy and reach US news agencies, causing alarm to parents, participants, and colleagues.

The most common inconveniences student participants face are:

- Minor theft
- Lost or stolen passport and/or credit cards
- Minor illness
- Disagreement between roommates
- Housing issues
- Flight delays
- Student behavioral issues

Other more serious, but less common emergencies can include:

- Physical assault
- Disappearance, hostage taking, or kidnapping of a student
- Robbery
- Sexual assault or rape
- Serious illness, physical, or emotional
- Threat of, or attempted suicide
- Significant accident and/or injury
- Hospitalization for any reason or length of time
- Terrorist threat or attack
- Local political, natural, or man-made disaster/crisis in the vicinity of student accommodations or instructional spaces that could affect the students' safety or well being
- Arrest or questioning by the police or other security forces
- Any legal action involving a student
- Death of a student

Emergency Procedures

SAA has developed guidelines for faculty leaders to follow for incidents and emergency situations. It is the responsibility of faculty leaders to complete the [Emergency Action Plan \(EAP\) worksheet](#). The contracted vendor or host institution should supply some of necessary information for the EAP worksheet. On this document, faculty leaders provide contact information for lodging facilities, embassies and consulates, hospitals, etc. Faculty leaders must follow these guidelines and keep the Emergency Action Plan available for reference while abroad/away.

In an emergency, your first responsibility is to safeguard the safety and well-being of program participants. SAA is prepared to assist faculty, parents, and students during times of emergency. Timely and clear communication between faculty and SAA is necessary to effectively manage the emergency at hand.

If you believe there is a health or safety risk to your students, contact SAA to decide upon the appropriate action. In the event of a crisis, encourage students not to panic or overreact. Students will count on you to take charge and get them through the crisis, and they take their behavioral cues from you. Remain calm, keep in contact with SAA, and handle the emergency using the guidelines below. SAA is ready to help you during and after any event.

1. If an emergency occurs, your first responsibility is to safeguard program participants. Contact local police authorities and medical professionals as needed.
2. In the event of an emergency, always contact SAA as soon as you can.
3. If it is a medical emergency requiring medical attention, assist the student (if possible) to contact medical insurance providers and receive medical attention. The faculty leader

should not leave the student alone at the hospital without permission from JU. If the group needs to change location, the on-site program coordinator should continue with the group while the faculty leader manages the emergency. If the student's hospitalization extends beyond the program end date, the faculty member will be required to stay with the student until the situation is resolved.

4. In the event a student needs medical care, any out of pocket expenses are the responsibility of the student. Under no circumstances should faculty leaders pay for student care with personal or university funds.
5. In a non-medical emergency, notify the local police and then follow the procedures that may be required by local law.
6. If there is an ongoing risk to students and yourself (for example, a natural disaster), have an authorized US consular or embassy officer advise you on a regular basis about the development of the crisis and how you and the students are to respond.
7. If there is a political or health crisis and the US State Department issues a public announcement, world caution, or a specific travel warning for the country of your program, SAA will contact the faculty leader with the information. In the case of a travel warning or other indicators of serious health or safety threat, SAA will review and consult with you to make a determination as to whether a program can continue and what steps need to be taken to ensure the safety of students and faculty.
8. It is highly unlikely that you would need to evacuate students from a site abroad/away. However, if a deteriorating situation were to make this necessary, SAA will assist in facilitating a safe a return of students and faculty.

Faculty leaders are not allowed to disclose confidential information about students to the rest of the group. Please ensure you are doing your best to maintain student confidentiality while managing on-site crises. Contact SAA if you have any questions about how to move forward.

Behavior Policies and Issues

Students are expected to abide by host country/regional laws and regulations as well as the JU Code of Student Conduct and judicial policies. A review of the expectations for behavior should be conducted during pre-departure and on-site orientations.

Minor Behavior Problems

Minor behavior problems may not be serious enough to warrant dismissal from the program, but can have a negative effect on the overall program. Set behavioral expectations ahead of time. Behavior problems that are ignored or allowed to continue may affect the atmosphere and morale of the entire group, and can potentially escalate into a major problem. Examples of minor behavior problems could include excessive tardiness to class or class activities, personality conflicts between group participants, or rude behavior.

Maintain a written record of your observations and discussions with a student, whether it is a major or minor behavioral issue. The student may take the conversation more seriously if they

know the issue is being documented from beginning to end. Documentation also provides you and SAA with a written record should the behavioral issues persist or worsen to the point where dismissal from the program is considered. An [Incident Report](#) should be used for documenting and reporting any issues or incidents. Please be thorough in your documentation of any incidents; the more thorough the documentation, the more protected we are if the situation escalates.

Major Behavior Problems

JU expects study abroad/away participants to abide by the laws, regulations, and customs of the host country/region, community, institution, and program. There are certain behaviors that warrant immediate dismissal from a program by the faculty leader with the approval of the SAA director:

- Conduct that violates the [Code of Conduct](#).
- Violation of the laws, rules and regulations, or customs of the host country/region, community, institution, and program.
- Behavior that is disruptive and detrimental to the group learning process and academic success of the program.
- Conduct that damages or destroys property of another person, institution, or organization.
- Behavior that gives the faculty leader or SAA reasonable cause to believe that the continued presence of the student in the program constitutes a danger to the health and safety of that student, or other persons or property, or threatens the future viability of the program.
- Repeated offenses or severe infractions of housing rules and regulations as established by on-site facilities.
- Alcohol misuse or abuse.
- Physical or sexual assault.
- Harassment.
- Possession, use, or distribution of illegal drugs.
- Setting a fire, or possession of explosives.
- Possession of a weapon, including BB guns and knives (other than pocket knives and the like).
- Theft.
- Repeated poor behavior for which the student has been warned in writing.

JU Harassment Policy

Harassment of any kind will not be tolerated. JU policies concerning harassment are applicable to all study abroad/away programs.

Drug Use and Alcohol Abuse and Misuse

JU has a zero tolerance policy regarding the possession, use, manufacture, production, sale, exchange or distribution of illegal drugs by students participating in JU study abroad/away programs.

The most common issue is alcohol misuse and abuse. Violation of local laws and/or JU regulations or policies on illegal drug use and/or alcohol misuse and abuse may result in 1) immediate dismissal from the program; 2) academic withdrawal from the University for the semester in progress; and 3) disciplinary action upon return to campus.

The following provides guidelines for responsible alcohol use. This message should be reinforced during both pre-departure and on-site orientations.

Alcohol misuse is defined as any use that is harmful or potentially harmful to self or others. Alcohol abuse is the systematic misuse of alcohol.

What is alcohol misuse? Alcohol misuse is present when:

1. A student misses any scheduled event because of the effects of alcohol consumption;
2. A student shows up for a class or for any group function or activity in a state of inebriation or semi-inebriation.
3. A student becomes ill due to the effects of alcohol consumption.
4. A student is disrespectful of others sharing the same housing for reasons related to alcohol consumption.
5. A student congregates with loud, boisterous groups related to alcohol consumption.
6. A student engages in inappropriate behavior toward other individuals as a result of alcohol consumption.
7. A student engages in destructive behavior toward property as a result of alcohol consumption.
8. A student does not abide by the laws of the country in which he/she is staying that govern alcohol possession and consumption.
9. A student engages in behavior that causes embarrassment to the other members of the group, the faculty leader(s) or in the in-country host(s) as a result of alcohol consumption.

Faculty leaders are required to complete an [Incident Report](#) should the behavior of a student merit a private discussion concerning behavioral violations. The incident report serves in establishing a written record of incidents and notifies the student of behavior that could potentially cause their dismissal from the program.

Students should be encouraged to use good judgment if consuming alcohol at private homes or other accommodations during non-program hours. If members of the group are abusing alcohol,

students should be encouraged to discuss these issues with the faculty leader. Encourage students to look out for each other and keep each other safe.

If a student becomes incapacitated due to alcohol overuse, or if a student is in need of medical attention, encourage students to contact the faculty leader immediately in order to protect the health and well being of the student concerned. The faculty leader and/or on-site support staff should immediately take the student to the nearest medical facility for treatment.

No JU funds may be used to purchase alcohol. As a faculty leader, you are in a position of responsibility and you must be capable of addressing an emergency should it arise. As a result, you are strongly encouraged to use moderation that is appropriate to the host culture and its laws when consuming alcohol at group functions.

Participation in and/or accompanying students to social events that involve excessive consumption of alcohol implies that drunkenness is acceptable and sends a contradictory message to students regarding responsible drinking.

Dismissals and Withdrawals

If a student has committed a violation that requires immediate dismissal from the program, contact SAA immediately to review the case and determine the course of action to be taken. If dismissed from the program, all expenses related to last-minute travel and arrangements will be charged to the student and not the responsibility of the institution.

If a student needs to withdraw from the program for health or medical related concerns, contact SAA immediately. Students may be eligible for benefits through their travel insurance to offset some of the costs associated with returning home.

Occasionally, a student arrives at a program and decides they want to return home. Try to determine whether or not there is an issue or concern that led the student to want to go home and if a solution exists to correct the issue. If there is no solution contact SAA for guidance. A student who voluntarily withdraws from a program once abroad/away is normally not eligible for a refund. Refunds will be evaluated on a case by case basis.

Responsibilities/Procedures at End of Program

- Students are sent a program evaluation form via email. Faculty should stress to students the importance of completing a program evaluation. Student insights are critical for program evaluation and improvements for future years.
- Faculty leaders must ensure that students have vacated housing by announced time and date.

- Faculty leaders, if applicable, should meet with vendor or host institution to make tentative plans for the following year and discuss any issues that occurred during the program.
- Faculty are to submit grades. Faculty are notified both prior to departure and while abroad/away of grade submission deadlines and procedures.
- Disputes regarding grades should follow established JU protocol for resolution.
- If course registration errors occur, contact SAA immediately. SAA will coordinate with the Office of the Registrar to make the needed correction.
- Faculty leaders are responsible for completing and submitting expense reports with the necessary and appropriate receipts to SAA.
- Complete program evaluation and debrief meeting for SAA.

Returning Home

Once you have returned, you will have many tasks to wrap up the program, as listed above. It is also a time for review and reflection regarding the program and to identify what components can be improved, need revision, or worked well for your program.

It is also a good time to identify students who could recruit and promote for your program in the future. Seek out students who have excellent public speaking skills and have a desire to share their experiences. Ask students for any photos or other media that would be helpful for future recruitment and encourage them to submit those photos and videos to the SAA.

Finally, take time to reflect upon how the experience of living and learning with students abroad/away has influenced you, your classroom, and your interaction with students. Do not be surprised if some of those students communicate with you for years to come. You have led some of these students on a life changing journey, and possibly yourself as well. Thank you.