

Faculty Guidelines for Undergraduate Spring Term Abroad Programs



**Center for International Education
Washington and Lee University**

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INTRODUCTION

Any faculty member or university administrator involved in the growing market of sending or accompanying students abroad is faced with a number of compelling questions. Several of these are quite basic, having to do with the planning, implementation, and administration of any program conducted overseas. Others are more complex, assuming certain levels of institutional responsibility in areas governing not only the academic basis of a program but also the health, safety and security of our students while abroad.

In any study abroad activity undertaken by one of our students, W&L naturally assumes a certain level of responsibility in the advising of the student in assessing and selecting a study abroad program. If we offer credit for the program, we should have confidence in the instruction and academic experience being offered. The Center for International Education and the Committee on International Education assume important functions in this process, although departments and individual faculty members also play an integral role. If we approve the program, it should also be assumed that we are in some measure acknowledging its proper and conscientious management and its overall conformity to W&L's basic community and educational standards.

Internally administered programs, such as Spring Term Abroad courses, should meet our own Faculty's commitment to excellence in instruction and in the level of student support afforded -- and expected by our students. In planning a course which will be conducted abroad, areas of institutional responsibility necessarily expand. The faculty members teaching these classes accompany the students during the program, the travel components of which thus become even more critically linked to the home institution and to the individual faculty Program Director. Management of the students' curricular (and sometimes even non-curricular) activities may well fall within the general oversight of this Program Director, at least in the common practice that may be expected by some students and their families.

Of special concern to international educators and university administrators -- especially for those programs offered and administered internally -- is the central issue of what level and type of responsibility is borne by an individual faculty member, by the student, and/or by the institution *should something go wrong*. Central to this latter question is the concept and exercise of **reasonable care** when making decisions affecting the program -- a standard to which students, faculty and the institution should adhere during all phases of this activity

We should also be closely concerned with the critical evaluation of students' experiences upon their return to W&L and, to the extent possible, in the integration of those experiences into our own curricular and co-curricular activities. This often remains one of the most difficult challenges of the study abroad experience as many students find themselves segregating this experience from their normal on-campus life, intentionally or not. Faculty members may be able to play an important role in pulling these threads together from one side of the ocean to the other, helping students see both the complementariness and continuity of their various study experiences, at home and abroad.

PLANNING AND IMPLEMENTATION: REASONABLE CARE

Studying and traveling abroad can involve risks and W&L and our faculty involved in Spring Term Abroad or other sponsored programs overseas cannot insure the absolute safety of our students in every eventuality. Students are and must be responsible for their own actions and decisions. Nevertheless, there is basic planning and implementation strategies that we can undertake to further the overall goal of facilitating a program that is both academically rewarding and mindful of the health and safety of our students

Reasonable care is the basic standard against which the operation of any study abroad program may be judged. It is above all simply the self-conscious exercise of good judgment and common sense on the part of the institution and the Program Director(s) during the planning and implementation of a program. The effective exercise of this reasonable care standard will help create a successful and safe program.

There are several broad areas of concern to the institution and to faculty when including overseas study programs as a part of the curriculum. Each Program Director should review these and respond to the questions they suggest. Areas of most significance in this reasonable care review process include:

- *Academic Mission and Performance*
- *Program Administration*
- *Health and Safety*
- *Emergency Response Protocol*

Exercising reasonable care in each of these areas is important for any study abroad program for which a student may seek W&L credit for work performed off campus. This applies to externally offered courses of study – through U.S. based study abroad programs, through direct enrollment in a foreign institution, or by whatever means – as well as to our own course offerings abroad. It is with the programs that bear our own imprimatur, however, that we shoulder a higher level of responsibility.

Standards and Responsibilities

The oversight and management of a study abroad program is not solely the responsibility of any given faculty member who may serve as a Spring Term Abroad Program Director. The University as a whole, including all academic and administrative departments which may play a role in the proper functioning of any of these areas, must necessarily be involved in this process. At the same time, it is imperative that each individual Program Director conscientiously be engaged in reviewing all aspects of an off-campus course. This will help improve not only the quality of our programming but will also help demonstrate that the University is exercising reasonable care should this be necessary.

Establishing basic standards which may be followed by any W&L study abroad program and individually applied to a given program by the Program Director is a central function of the Committee on International Education. Each Program Director, however, must understand these

standards and see that they are properly applied. The level of responsibility assumed by a faculty member who takes on the role of overseas Program Director does not extend in most cases to an expanded legal exposure for that director or for other faculty involved. W&L as an institution accepts this role and will indemnify employees sued in their individual capacities for activities performed while conducting University business in furtherance of their University duties *as long as their conduct was not criminal or willful misconduct*.

Offered below are some basic guidelines which can be used by any Program Director in performing a basic reasonable care review to see that responsible standards are employed in the development and implementation of a University-sponsored study abroad program.

Academic Mission and Performance Standards

These ‘standards’ simply reflect the commitment made by the University to see that the educational experience afforded by a study abroad program will adhere to the same basic principles that govern the rest of our curriculum.

To be effective, study abroad programs should:

- 1) have a clearly defined and articulated purpose and a realistic set of primary and secondary goals;
- 2) follow a syllabus and a schedule appropriate to the credit hours offered;
- 3) offer a logical connection between the curriculum and the travel sites;
- 4) seek as much as possible to maximize students’ exposure to and understanding of the host culture;
- 5) begin with an appropriate orientation process, use appropriate assessment tools that will allow students and the faculty Program Director to measure progress and evaluate the course, and,
- 6) when possible, end with a post-course debriefing that offers a natural conclusion to the program.

The department offering a course and the Faculty Committee on International Education are the initial reviewers of a proposed Spring Term Abroad course. The Committee on Courses and Degrees and the full faculty must also approve any new course offering. It is ultimately the instructor’s responsibility to see that the course meets its stated goals.

At the end of the program, students should feel that they have been fully engaged in an academic process. This should imply an academic rigor similar to what they would expect had they been enrolled for a similar number of credits on campus; students should not feel that they have simply been on an interesting tour or vacation.

At the same time, however, students abroad are in many cases involved in the learning process throughout the day. There is an obvious recognition that the academic rigor and objectives of an overseas program are measured by much more than simply class hours and assigned readings. It is the appropriate balance achieved between *experience* and *academics* that defines a well-organized study abroad program.

Program Planning and Administration

In planning an overseas program, there are several basic principles that should be followed. Obvious among these are the simple rules that:

- 1) travel planning should be based upon achieving an appropriate balance between convenience, comfort and cost;
- 2) directions and instructions governing both curricular and extra-curricular activities on the program should be as clear, consistent, and complete as possible;
- 3) the duties and responsibilities of all parties (faculty, student, travel provider, host institution, and others) should be clearly and, when necessary or appropriate, contractually defined.

The administrative process for a W&L Spring Term Abroad course has numerous, well defined steps along the way. These begin nearly a year in advance with the initial presentation of the program to the Faculty Committee on International Education through the *Course Listing/Proposal Form*. They conclude with an end-of-program evaluation.

The Center for International Education will assume primary responsibility for the following key areas:

- 1) facilitating proposal submissions and review and other issues overseen by the Committee for International Education;
- 2) collection and distribution of student applications, all of which will be centrally collected by the Center for International Education and then distributed to program directors for selection;
- 3) coordination with and delivery of information to the W&L Financial Aid and Business offices;
- 4) collection of the initial deposit and signed *Agreement* forms;
- 5) collection of insurance information from each student to ensure that there is adequate insurance coverage;
- 6) general orientation of both students and faculty to the program;
- 7) monitoring of general program development and budget oversight, providing assistance to Program Directors where needed.

The academic department sponsoring the course and faculty Program Director assume responsibility for the following:

- 1) academic content and *curricular planning* which latter should include longer range planning so that courses are offered in appropriate years and sequences;
- 2) familiarity and compliance with the program *timeline* established by the Center for International Education;
- 3) presenting the initial *course proposal* to the Committee for International Education by the due date in as clear and comprehensive a format as possible; it should include the proposed curriculum, travel sites and itinerary, means of travel, local housing arrangements, and where necessary a completed Courses and Degrees Committee form;
- 4) designating a *Program Director* (if more than one faculty involved) who will assume primary responsibility for the on-campus administration of the program (even where these duties may in fact be shared), especially with regard to the flow and maintenance of information and documents pertaining to the course;
- 5) preparing informative and accurate 'marketing' materials for students (catalog description,

brochures, web site, etc.); these should be offered to students as early in the year as possible and should include a preliminary syllabus as well as descriptive information on course content, housing arrangements during the program, and a proposed travel itinerary;

- 6) working diligently to *contain costs*; this should be a prime consideration in the planning of the program; this may involve working more aggressively through different travel operators and tour organizers, in which process the Office of International Education may be able to help;
- 7) presenting students with an *accurate budget estimate* on the approximate costs they can expect; this should include projected costs for meals, entertainment, and travel not covered in the program cost; in presenting a budget, you should be conservative, assume that any currency fluctuation will work against you, and *add a minimum of 5% over your best estimated cost* to set the actual fee; any funds left over from the program revert to the University and are not refunded to students, though some of these funds maybe available as ‘spending money’ on the program; usually, you are encouraged to prepare a program cost separate from the cost of air travel to the initial and final departure site(s) unless group travel arrangements are planned;
- 8) encouraging students to seek *financial aid* information from the Financial Aid office and if sought, to apply for these funds by the required deadline;
- 9) undertaking and completing contractual arrangements with travel operators or with overseas agencies or institutions; these should be negotiated and carried out in consultation with the Center for International Education which will forward them for review where necessary to the University’s General Counsel and/or the Provost; *it is imperative that all arrangements with a third party provider – travel vendor or academic host – be defined contractually*;
- 10) confirming and presenting as a part of your proposal *evidence of accreditation, credentialing, licensure, and/or insurance coverage* for the third party travel or academic providers which you are using;
- 11) providing an *effective orientation* to students prior to departure; among other things, an orientation should include information and resources on:
 - a) general issues of culture and culture shock;
 - b) cultural considerations specific to the host culture;
 - c) language considerations;
 - d) health preparedness;
 - e) visa information;
 - f) appropriate and necessary academic background for the learning experience;
 - g) academic outline, expectations, and assessment tools for the program,
 - h) general and specific rules for the program, and consequences for not following these;
 - i) alcohol and drug use and abuse;
 - j) sexual and other harassment and assault issues;
 - k) personal items and clothing;information on many of the various subjects mentioned here may be obtained (and where possible will be provided) from university offices, such as Student Health, Counseling Services, International Education, Dean of Students, etc;
- 12) reviewing carefully with students the ‘*Agreement of Responsible Travel*’; this outlines the expectations of the institution and the program director with regard to their participation in and behavior while on the program, and the consequences of failing to meet these;
- 13) providing a *completed and detailed itinerary* for the program to the Center for International Education and to student participants by the due date; information on housing should include contact addresses and phone numbers;

- 14) before departure, *registering your group with the appropriate U.S. embassy abroad* (this may be accomplished by faxing or emailing a roster of program participants and the travel itinerary);
- 15) *securing a cell phone*, or information on how a phone will be available to you immediately upon arrival, and ensuring that the CIE and student participants have this number; providing each student with *a list of critical emergency numbers* (provided by the CIE); these numbers should include local emergency numbers abroad including those of the closest U.S. consulate or embassy and local physicians or hospitals recommended for student use;
- 16) *following your stated schedule* and using the travel operators as described in the syllabus and program description; except when unavoidable, last minute changes should be avoided as they only cause confusion; if any change must be made, this should be reported immediately to the CIE.
- 17) being aware of and planning for *group dynamics* issues that may arise;
- 18) keeping clear and complete *program records* from beginning to end and providing a set of these along with a complete set of all materials distributed to students, including syllabi, orientation materials, etc to the Center for International Education.

However important its initial vision, in the end any program is only as good as its organization and implementation. Good program administration is ideally almost invisible but nonetheless critical to a successful outcome.

HEALTH AND SAFETY STANDARDS

No faculty member leading a program is expected to be an expert on all of the various health and safety issues which may occur during the course of a program. At the same time, students (and their parents) will expect that students are:

- 1) participating in a venture that is relatively free from predictable harm;
- 2) being informed of reasonable precautions, both prior to departure and during the course of a program;
- 3) receiving the necessary support and guidance should an unexpected illness or medical condition, a potentially threatening situation, or any other untoward event or circumstance arise.

Travel, housing and other arrangements should be made with the first of these in mind (“relatively free from predictable or foreseeable harm”), such that each Program Director is satisfied as to the relative security of the various portions of the trip. Whenever possible, transferring the bulk of this responsibility to an ‘expert’ in the field – a well-respected tour operator or someone with intimate knowledge of the region – is recommended to help ease the burden on and responsibility of the Program Director.

Both the Program Director and the students involved should be as fully informed as possible, both about current conditions in those sectors of the travel industry which they will be using and with regard to current conditions in their destination area(s). Also, the Program Director should be prepared to serve as a resource to students who may require medical care or who express concerns about their safety or security, seeking the assistance of qualified experts as soon as possible. Our University Health Services will be happy to help a faculty member prepare a basic *travel health kit*

to help deal with minor ailments.

Each faculty member should have formulated a plan as to how to respond to a medical or security problem, including use of the *Emergency Response Protocol* discussed below.

One of the most important but relatively easy steps that can be taken to help minimize possible threats to our students and to the program is to ensure that orientation programs include discussions on important topics such as:

- 1) health issues, perhaps with the participation of someone from the University Health Services; topics to cover should include some basic background about the medical system, pharmaceutical, and general health services offered at your destination, advising students to see that they have and understand their individual health insurance coverages, precautionary medications or inoculations which need to be obtained, information about alcohol and substance abuse laws in the country or countries you will be visiting, and advice on obtaining personal health items before departure;
- 2) travel advisories issued by the U.S. State Department or other agencies concerning the regions you will be visiting; these should be reviewed in your orientation and their implications explained;
- 3) basic tips on travel and personal security while on the program (transportation safety, local crime, gender issues, etc.);
- 4) clear instructions on how to respond to an emergency situation; each Program Director should know whether there is a member of the group with basic CPR training and should also know of any medical conditions of a participant which may require special attention or foreknowledge.

There is ample basic information easily available to Program Directors on many of these issues on the World Wide Web. Important sites to begin with are the U.S. State Department Travel Warnings & Consular Information Sheets (<http://travel.state.gov/>) and the Center for Disease Control Travel Information page (<http://wwwn.cdc.gov/travel/default.aspx>).

In addition to these general precautionary measures, the *Inter-Organizational Task Force on Health and Safety in Study Abroad* (a joint effort of the major international education professional associations CIEE, NAFSA, and the Association of International Education Administrators) has issued a much more comprehensive set of “**Guidelines for Program Sponsors**” (May 1997) which we endorse. The CIEE and W&L endorse these guidelines and has adopted them as a standard part of the orientation process for any overseas programming. It is important that all participants (students and faculty) understand and agree to abide by these “Guidelines” which are included as an appendix to this publication. You may wish to provide a copy of these *participant and parental guidelines* to your students and suggest that they share them with their parents.

INTERNATIONAL EDUCATION EMERGENCY RESPONSE PROTOCOL AND STANDARDS

Overview

An emergency response protocol (ERP) for international education is hereby established to provide basic guidelines and procedures which can be followed in the event of an unexpected or unusual situation and to designate the areas of official responsibility for following these procedures. This

ERP is to be viewed as a tool which may help to establish a *pattern of assessment and response*, assisting in both the proper evaluation and reaction to a given situation. By its nature it must remain flexible enough to provide an appropriate recourse in widely divergent circumstances, yet also formulaic enough to be easily initiated by those involved.

In practice, there is no way to predict all the types of unfortunate, unexpected or emergency events that could occur in the course of a study abroad or other international program. These might include, for instance:

- 1) a serious illness, injury to or the death of a member of the party;
- 2) an incident of sexual assault or other harassment;
- 3) exposure, involvement, or proximity to a terrorist, political or criminal act or natural disaster;
- 4) a serious behavioral disruption or evidence of psychological problem in a program participant;
- 5) a member of the program becomes missing;
- 6) an accident or event, even if not involving serious injury, but in which participants (or friends and family at home) may perceive danger and in which the W&L name could become involved;
- 7) an arrest or legal dispute involving a member of the group; or,
- 8) serious visa or travel complications.

An ‘emergency’ situation may be *real* (one of the cases mentioned above, for instance) in which an actual threat is at hand or it may simply be a *perceived emergency* in which there is the possibility for or an anxiety about a threat which has not yet occurred. In either case, certain measures should be undertaken to safeguard the well-being of all those involved.

The best ‘response’ to any such incident is to avoid it, if at all possible. The foregoing guidelines in this handbook are meant to help in this, but realizing that even with the best planning and oversight an emergency incident may still occur, the following is meant to provide general guidance for those involved.

Considering the range of such unlikely but possible events which might require an emergency response, it is very difficult to say if "this" happens, then “that” should be done – proper responses (i.e., good protocol) will naturally vary according to the nature of the event. Much will depend upon an immediate assessment of the situation and the following, logical first steps which should be taken. There are, however, several key steps involved in the use of any such protocol governing an emergency situation.

Immediate Action

Any immediate actions and/or expert advice deemed necessary to protect the safety or welfare of students or other program participants and to stabilize the situation should be undertaken without delay. In the event of an emergency situation, a program director or his/her agent should act without hesitation to insure the immediate well-being of anyone directly involved in the incident. Care should be taken to obtain proper information from any first responders – medical, legal, or other – both for effective on-going communication and also to ensure that any steps being taken are clearly

understood by all those involved in the incident. Immediate assistance to help manage the situation should be sought from any other faculty present or representatives of affiliated or sponsoring programs, institutions or agencies. As needed, the current location and/or situation of all members of the program should be verified and assessed and necessary steps taken.

Prompt Notification

The Director of International Education or a designated officer should be immediately notified and informed of the event and its circumstances by the person charged with the on-site administration of the program. The Director or his/her designate should coordinate all future communication between the program director and/or other field representative(s), the various campus and off-campus constituents who may become involved, singly or as members of a crisis response team assembled by the Director, and where appropriate or necessary, the family of the affected person. The Director and this crisis response team, referred to below as “the University,” should work with the program director and other the various constituencies involved to obtain and convey necessary information and to make decisions on appropriate actions. Members of a campus crisis response team may include, as needed or appropriate:

- 1) the *University Provost*; the University provost should be kept informed of any and all unusual situations which may arise concerning any university program, student, faculty or staff member, or other university interest abroad;
- 2) the *Executive Director for Communications and Public Affairs*; notification of this official by the Director of International Education should be immediate and automatic in any case involving serious accident or incident or other events which may require liaison with media sources;
- 3) the *Dean of Students*; notification of this official by the Director for International Education should be immediate and automatic in any case involving student illness, death, behavior, sexual assault, or other serious personal incident;
- 4) an *academic dean*;
- 5) the *Director of Security*;
- 6) the *University’s General Counsel*; notification of this official by the Director for International Education should be immediate and automatic in any case involving student arrest, sexual assault, or other serious incident ;
- 7) the *Director of Student Health/Counseling*; notification of this official by the Director for International Education should be immediate and automatic in any case involving student illness, death, sexual assault, or other health related incident;
- 8) the *Committee on International Education*;
- 9) the *academic department head* and/or other faculty of the affected program.

Non-campus involvement in the crisis response may be sought from:

- 10) representatives of the *U.S. State Department*, here or abroad;
- 11) *on-site legal or health officials*;
- 12) *representatives of affiliated programs* or educational institutions, here and/or abroad;
- 13) *families* of those involved.

All communication with off-campus representatives, however, should be coordinated through the

team management so that there is a consistent and proper liaison. It is important to remember that throughout this process, **confidentiality** of those involved should be respected and maintained at the highest appropriate level, both internally and externally. Regardless of the event or its circumstances, the key to good ERP management is quick and effective communication. Important in this is the gathering and delivery of accurate and detailed information. It is only with this that the necessary information may be obtained and appropriate instructions or decisions conveyed to the proper parties. To facilitate communication, each faculty member and student on a trip should receive a pocket-sized card containing important W&L contact information for the above university officials.

On-going Crisis Management

Appropriate responses should be carried out in the field by the program director or other most readily available responsible party. These responses should include:

- 1) a thorough assessment of the incident, with the gathering of as many facts as possible concerning all of those involved and the exact nature and circumstances of the event;
- 2) on-going attention to the situation through appropriate resources and agencies, whether medical, legal, or consular, and the collection of the names, phone and fax numbers, and email addresses of all those who are enlisted to assist or who become involved in the response to the incident;
- 3) establishment of a written record of the incident, in which all relevant events and personnel are recorded;
- 4) prompt and on-going communication with W&L, providing the relevant names and facts gathered above to the W&L Director of International Education or other designated crisis coordinator;
- 5) establishing with W&L a set of short term goals, a mutual *action plan*, and a time line for achieving these goals and for future communication;
- 6) avoiding contact with the media, at least until after consultations with the University and all parties involved have agreed upon a plan for communication and action; any necessary communication with the media can be handled from Lexington; in the event that you are approached by a member of the media, you may use the following statement: *My first responsibility is to the students on this trip, to their families, and to the university. I will be happy to discuss this matter with you after I have contacted those parties. Thank you for understanding.*
- 7) appropriate and on-going communication with the other members of the group not directly involved as to the nature of the event and the measures undertaken to resolve the situation.

Specific Protocols

1. *In the event of a 'perceived' emergency:*
 - a) ascertain the origins and nature of the threat or anxiety of a threat;
 - b) determine under what conditions or timeframe this perceived threat may become real;
 - c) offer advice on dealing with the situation and any necessary reassurance to those who may feel this threat;
 - d) communicate with the University to seek advice on a course of action or to determine that no

specific actions are required.

2.. *In the event of serious illness or injury:*

- a) to the extent possible, medical care should be sought from sources predetermined by the program director (such sources usually available through local U.,S consulates or embassy) to represent the best care readily available;
- b) any language barriers should be immediately overcome through the services of competent translators;
- c) a careful record should be made of all events and circumstances leading up to the injury or illness;
- d) in the case of hospitalization, it is imperative that a competent and responsible party from the program be available either in person or by phone at all times to ensure that proper measures and safeguards are being taken, until such time as this responsibility can be delegated to another by request of the university or the family of the affected person;
- e) insurance information, medical allergies, or other significant aspects of the affected person's medical history should be readily available; where this information is lacking, it should be sought as quickly as possible through the University or, secondarily, through the person's family;
- f) in the rare instance where medical evacuation may be required or advisable, it is imperative that the on-site coordinator work closely with both local and University officials to ascertain the best services and delivery available.

3. *In the event of participant death:*

- a) the program director should immediately contact the U.S. Embassy in the country where the incident has occurred and the University where relevant information will be obtained and passed on to the decedent's family by appropriate authorities;
- b) a careful record should be made of all events and circumstances leading up to the death;
- c) preparations for the repatriation of remains will be undertaken with the proper on-site authorities and U.S. consular officials and all information will be passed on promptly through University officials.

4. *In the event of sexual assault or other harassment:*

- a) appropriate medical and/or counseling care for the victim should be immediately sought;
- b) victims of a possible sexual assault should be instructed to follow basic sexual assault procedures, including not shower, eat or drink, smoke, douche, or change clothes or anything else which might destroy important physical evidence in the event of a prosecution (physical evidence may exist up to 72 hours after the assault, 24 hours for oral or anal penetration), and to take precautions to treat sexually transmitted diseases or to prevent pregnancy;
- c) if the incident represents a possible violent criminal act, assistance should be sought through the nearest U.S. consulate or embassy and through local authorities as appropriate;
- d) the University should be immediately informed of all circumstances surrounding the incident and consulted as to the appropriate actions to be taken;
- e) the victim's immediate security, real and perceived, should be evaluated and appropriate and on-going measures taken to safeguard against further attack, harassment or anxiety, including the victim's removal back to campus or home if desired;
- f) other members of the program will be informed of the event in a manner consistent with the

5. *In the event of political or social unrest or natural catastrophe:*
 - a) initial assessment of level of danger should be undertaken;
 - b) if danger level warrants, program participants should be gathered together as quickly as possible, informed of the situation, and removed to the safest possible location from which conditions can be assessed and immediate needs attended to;
 - c) all reliable sources of information (U.S. consular, local and international media, local government, law enforcement, and/or health officials, etc) should be monitored as to the developing situation and appropriate directives or guidance offered by these sources should be followed;
 - d) the University should be informed and consulted with as to the current situation and appropriate measures to be taken;
 - e) in the event an evacuation is ordered or deemed necessary, this should be pursued in as timely, orderly and carefully planned a manner as conditions permit.

6. *In the event of serious behavioral or psychological problem:*
 - a) The participant should immediately be accorded any necessary medical or counseling assistance which the situation may require;
 - b) if deemed advisable or necessary for the safety of the affected person or other members of the group, the affected person should be separated from the group until necessary measures can be taken;
 - c) the University should be informed of all circumstances surrounding the incident or situation and consulted with as to appropriate measures to be taken;
 - d) a careful record should be made of all events and circumstances leading up to the incident;
 - e) in the event of alcohol or serious substance abuse or serious behavioral disruption, the affected person should be immediately informed of the serious nature of the incident and that consultations will be undertaken with the University to determine an outcome;
 - f) in the event that the affected person must be permanently separated from the program, the program director or other responsible program officer should undertake to ensure that all proper measures are taken to ensure the supervision of the party until his/her safe and timely removal from the program can be accomplished.

7. *In the event of a missing person:*
 - a) speak with all members of the group to see who may have information as to the missing person's whereabouts, last movements, travel plans, etc.;
 - b) contact the University immediately;
 - c) if it becomes apparent that there is no likely explanation for the person's absence, contact the U.S embassy or consulate nearest to your location who may then help you involve local law enforcement authorities.

8. *In the event that a member of the group is arrested or otherwise detained:*
 - a) the program director or other responsible party should seek immediate access to that person to see if there is assistance that can be given;
 - b) the nearest U.S. embassy or consulate should be contacted;

- c) information on legal assistance should be sought from the sponsoring local program, institution or agency, and/or from the U.S. embassy or consulate;
- d) the University should be contacted with full details of the event;
- e) a detailed log of the incident should be kept by the program director.

9. *In the event of serious travel or visa complications:*

- a) assistance should be sought from the coordinating agency or program; for visa or passport issues U.S. consular officials may be of assistance;
- b) the University should be informed immediately, particularly if this may cause delays or changes to the itinerary.

Debriefing

An essential part of effective crisis management is the debriefing and assessment which takes place after the event. The following steps should be taken to ensure its effectiveness:

- 1) all written logs and other materials from the event should be preserved and made available as part of the debriefing process;
- 2) statements from all those involved, both directly and indirectly, should be sought as part of this process;
- 3) input should be gathered from other members of the group involved as to the effectiveness of communication and the response to the situation;
- 4) a detailed summary of the event, the parties involved, and the actions taken should be compiled;
- 5) all members of the crisis management team should meet to review the event, assess the strengths and weaknesses of the response, and recommend changes or improvements for future responses.

CONCLUSION

If any of the above sounds daunting, it is only a measure of the responsibility which we undertake in extending our educational environment to include the world. There are, however, sufficient resources on campus and in the professional education and travel fields linked to W&L to provide the assistance and support needed, both by the institution and by any individual faculty member engaged in this type of activity. The challenge of creating a successful program abroad is more than equaled by the reward of its successful outcome.

Attached are copies of the forms which are used as part of the Spring Term Abroad program management and samples of itineraries and contracts for services with third parties. Please review these and direct any questions you may have about them to the Center for International Education.

Appendices:

- A. Responsible Study Abroad: Good Practices for Health and Safety, by the Inter-organizational Task Force on Safety and Responsibility in Study Abroad
- B. Course Proposal form
- C. Information for Students form
- D. Student Application form
- E. Agreement of Responsible Travel form
- F. Individual Student Expense budget form
- G. Health Insurance options for students
- H. Student Evaluation
- I. Sample Itinerary, showing types of information required
- J. Sample Contract with third party provider, showing types of information required
- K. Indemnification

A. RESPONSIBLE STUDY ABROAD: GOOD PRACTICES FOR HEALTH AND SAFETY

by the Inter-organizational Task Force on Safety and Responsibility in Study Abroad, a joint venture of AIEA, NAFSA, Council, NASPA other professional organizations, and a number of study abroad providers

Statement of Purpose

Because the health and safety of study abroad participants are primary concerns, these statements of good practice have been developed to provide guidance to institutions, participants (including faculty and staff), and parents/guardians/families. These statements are intended to be aspirational in nature. They address issues that merit attention and thoughtful consideration by everyone involved with study abroad. They are intentionally general; they are not intended to account for all the many variations in study abroad programs and actual health, safety and security cases that will inevitably occur. In dealing with any specific situation, those responsible must also rely upon their collective experience and judgment while considering their specific circumstances.

I. Responsibilities of Program Sponsors

The term "sponsors" refers to all the entities that together develop, offer, and administer study abroad programs. Sponsors include sending institutions, host institutions, program administrators, and placement organizations. To the extent reasonably possible, program sponsors should consider how these statements of good practice may apply. At the same time, it must be noted that the structure of study abroad programs varies widely. Study abroad is usually a cooperative venture that can involve multiple sponsors. Because the role of an organization in a study abroad program may vary considerably from case to case, it is not possible to specify a division of efforts that will be applicable to all cases. Each entity should apply these statements in ways consistent with its respective role.

In general, practices that relate to obtaining health, safety and security information apply to all parties consistent with their role and involvement in the study abroad program. Much of the basic information is readily available and can be conveyed to participants by distributing it and/or by referring them to, or utilizing materials from, recognized central sources. Statements of good practice that refer to the provision of information and the preparation of participants are intended for parties that advise, refer, nominate, admit, enroll, or place students. Statements of good practice that suggest operating procedures on site apply to entities that are directly involved in the operation of the overseas program.

It is understood that program sponsors that rely heavily on the collaboration of overseas institutions may exercise less direct control over specific program components. In such cases, sponsors are urged to work with their overseas partners to develop plans and procedures for implementing good practices.

The use of letters is provided for ease of reference only and does not imply priority.

Program sponsors should:

A. Conduct periodic assessments of health and safety conditions for their programs, and develop and maintain emergency preparedness processes and a crisis response plan.

B. Provide health and safety information for prospective participants so that they and their parents/guardians/families can make informed decisions concerning preparation, participation and behavior while on the program.

- C. Provide information concerning aspects of home campus services and conditions that cannot be replicated at overseas locations.
- D. Provide orientation to participants prior to the program and as needed on site, which includes information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country. In addition to dealing with health and safety issues, the orientation should address potential health and safety risks, and appropriate emergency response measures.
- E. Consider health and safety issues in evaluating the appropriateness of an individual's participation in a study abroad program.
- F. Determining criteria for an individual's removal from an overseas program taking into account participant behavior, health, and safety factors.
- G. Require that participants be insured. Either provide health and travel accident (emergency evacuation, repatriation) insurance to participants, or provide information about how to obtain such coverage.
- H. Conduct inquiries regarding the potential health, safety and security risks of the local environment of the program, including program-sponsored accommodation, events, excursions and other activities, prior to the program. Monitor possible changes in country conditions. Provide information about changes and advise participants and their parents/guardians/families as needed.
- I. Hire vendors and contractors (e.g. travel and tour agents) that have provided reputable services in the country in which the program takes place. Advise such vendors and contractors of the program sponsor's expectations with respect to their role in the health and safety of participants.
- J. Conduct appropriate inquiry regarding available medical and professional services. Provide information about these services for participants and their parents/guardians/ families, and help participants obtain the services they may need.
- K. Develop and provide health and safety training for program directors and staff, including guidelines with respect to intervention and referral that take into account the nature and location of the study abroad program.
- L. Develop codes of conduct for their programs; communicate codes of conduct and the consequences of noncompliance to participants. Take appropriate action when aware that participants are in violation.
- M. In cases of serious health problems, injury, or other significant health and safety circumstances, maintain good communication among all program sponsors and others who need to know.
- N. In the participant screening process, consider factors such as disciplinary history that may impact on the safety of the individual or the group.
- O. Provide information for participants and their parents/guardians/families regarding when and where the sponsor's responsibility ends and the range of aspects of participants' overseas experiences that are beyond the sponsor's control.

In particular, program sponsors generally:

- A. Cannot guarantee or assure the safety and/or security of participants or eliminate all risks from the study abroad environments.
- B. Cannot monitor or control all of the daily personal decisions, choices, and activities of participants.
- C. Cannot prevent participants from engaging in illegal, dangerous or unwise activities.

D. Cannot assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.

E. Cannot assume responsibility for actions or for events that are not part of the program, nor for those that are beyond the control of the sponsor and its subcontractors, or for situations that may arise due to the failure of a participant to disclose pertinent information.

F. Cannot assure that home-country cultural values and norms will apply in the host country.

II. Responsibilities of Participants

In study abroad, as in other settings, participants can have a major impact on their own health and safety through the decisions they make before and during their program and by their day-to-day choices and behaviors.

Participants should:

A. Assume responsibility for all the elements necessary for their personal preparation for the program and participate fully in orientations.

B. Read and carefully consider all materials issued by the sponsor that relate to safety, health, legal, environmental, political, cultural, and religious conditions in the host country(ies).

C. Conduct their own research on the country(ies) they plan to visit with particular emphasis on health and safety concerns, as well as the social, cultural, and political situations.

D. Consider their physical and mental health, and other personal circumstances when applying for or accepting a place in a program, and make available to the sponsor accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.

E. Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.

F. Inform parents/guardians/families and any others who may need to know about their participation in the study abroad program, provide them with emergency contact information, and keep them informed of their whereabouts and activities.

G. Understand and comply with the terms of participation, codes of conduct, and emergency procedures of the program.

H. Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals before and/or during the program.

I. Accept responsibility for their own decisions and actions.

J. Obey host-country laws.

K. Behave in a manner that is respectful of the rights and well being of others, and encourage others to behave in a similar manner.

L. Avoid illegal drugs and excessive or irresponsible consumption of alcohol.

M. Follow the program policies for keeping program staff informed of their whereabouts and well being.

N. Become familiar with the procedures for obtaining emergency health and legal system services in the host country.

III. Recommendations to Parents/Guardians/Families

In study abroad, as in other settings, parents, guardians, and families can play an important role in the health and safety of participants by helping them make decisions and by influencing their behavior overseas.

Parents/guardians/families should:

- A. Be informed about and involved in the decision of the participant to enroll in a particular program.
- B. Obtain and carefully evaluate participant program materials, as well as related health, safety and security information.
- C. Discuss with the participant any of his/her travel plans and activities that may be independent of the study abroad program.
- D. Engage the participant in a thorough discussion of safety and behavior issues, insurance needs, and emergency procedures related to living abroad.
- E. Be responsive to requests from the program sponsor for information regarding the participant.
- F. Keep in touch with the participant.
- G. Be aware that the participant rather than the program may most appropriately provide some information.

WASHINGTON AND LEE UNIVERSITY *W&L Spring Term Abroad Program 2010: Course Listing/Proposal*
Presented to Committee on International Education

DUE March 1, 2009 in International Education Office. Because of C&D requirements for approval of new 4-week ST courses, **late applications cannot be considered.** Grandfathered 6-week STA course are bound by the same deadlines.

Course Title and # _____

Program Director(s): _____

Primary country(ies)/site(s) of program: _____

Weeks on campus/weeks abroad _____

Sponsoring department: _____ # of credits offered: _____

The department has considered and approves in principle the course here proposed and the Program Director's absence from campus for the proposed period:

Department Head signature

Date

Dean signature

Date

I. Academic

Attach a draft syllabus: it is needed by the Committee on Courses and Degrees. Even if this course been offered previously, attach a syllabus and please update all of the following information as accurately as possible.

Brief course description. Please include program or departmental student learning objectives that will be met by the course. (Indicate if the course meets FDR or major requirements.)

Program dates and location(s). Please provide a brief, preliminary itinerary, week by week, of the international segment of the course.

Will **language instruction** be offered as part of the program? **Yes / No**

If **Yes**, at what level(s)?

If Yes, who provides language instruction?

If the course involves **affiliation with an institution** or organization abroad, provide the following in each case:

Institution
Primary contact person at that facility
Phone
Fax
E-mail information

How many weeks (and hours per week) of instruction will you provide? (Include all W&L faculty)

Briefly describe the formal projects (papers, exams, artworks, journals, etc.) required of all students, to be graded by you.

If others have direct responsibility for teaching, including guest speakers, provide their names, affiliation, and hours/weeks of instruction:

If a non-W&L faculty member is to evaluate students, explain his/her responsibility in terms of work product and method of assessment. Note also his/her credentials.

II. Travel

What will the accommodations for the program be (e.g., hotel, B&B, dorm) ?

Who will handle travel arrangements for the program? (Please list all particulars including names and contact details.)

What type of/how many orientation sessions will you offer prior to departure and on site?

III. Safety and Security

Briefly describe your emergency plan (e.g., contact person[s] should you be incapacitated):

What activities on the trip require unusual, rigorous physical activity for completion of required course components?

What experience does the Program Director have in the country(ies) to be visited?

What background does the Program Director have in the language of the host country(ies)? Will there be other language proficient participants in the program?

Are there any current or recent U.S. State Department Travel Advisories in effect for the country(ies) in which the program will travel?

What are the standard immunizations and other medical precautions necessary or advised by the CDC (www.cdc.gov/travel/index.htm) for the program destination(s)?

In case of medical emergency, what facilities will be used abroad? Please contact a U.S. embassy or consulate in the country for lists of hospitals, clinics, or physicians, if necessary (www.state.gov/links.html).

IV. Costs

Estimated total program fee per student: \$

Please estimate the following components of this fee.

	Included	Student responsibility
--	----------	------------------------

Airfare						
Ground transportation						
Group Meals						
Other Meals						
Accommodation	Materials	Fees	Other:	Other:	Other:	TOTAL

Optimum number of student participants sought:

Minimum number of students required to cover program costs (including your own):

Are you planning to have family members/significant others accompany you on the program? Please note policy on accompanying family members on the IEC website: URL to be added when new website is up.

ATTACH A DRAFT SYLLABUS BEFORE SUBMITTING THIS FORM.

Student Application

Course Title and # _____ Program Director

You may apply for up to two courses but must submit a separate application for each and must indicate here if the course listed on this application is your: (please circle one) **FIRST CHOICE** **SECOND CHOICE**
If accepted into first choice course, you are automatically deleted from second choice consideration.

Student Name & ID# _____ W&L Class _____ Major

W&L Address _____ E-mail _____ Tel

Permanent Address

Person to Notify in Case of Emergency and
Relationship _____

Address _____ E-mail _____ Tel _____

Your Nationality _____ Passport # and Expiration date

W&L Academic Advisor _____ Cum GPA ____ Most recent term GPA ____ Major GPA

Relevant Language Background (highest course level taken at W&L and/or level of proficiency)

Relevant Course Background (Include Prerequisite or Recommended Courses as Listed on *Information for Students*)

Names of Two Faculty References 1. _____ 2. _____

List Countries/Programs Where You Have Traveled or Studied Abroad, With Dates and Purposes of Visit

Have You Ever Been Subject to Disciplinary Action or Placed on Academic Probation while at W&L or Do You Have Any Such Action Pending? If Yes, Please Attach Explanation

Do You Have Any Medical or Mental Health Conditions Which May Affect Your Ability to Successfully Participate in this Program or of Which the Program Director or University Should Be Aware? If Yes, Please Attach Explanation

Please List Name and Tel# of Your Primary Care Physician

Study abroad health and accident insurance, medical evacuation, and repatriation benefits are included in program fee.

Please Attach to This Application:

- 1) A Copy of Your Advising Transcript (Please Do Not Request Official Transcript from Registrar's Office) You may access your academic history online at <http://webadvisor.wlu.edu>
 - 2) A Brief Statement of Purpose Which Explains Your Reasons for and Objectives In Applying for This Program
 - 3) Copy of your passport information page
 - 4) Follow Program Director's Instructions for Any Additional Application Requirements
- This form constitutes Part 1 of your application for this program and should be turned in to the CIE by 4 p.m. on October 23, 2008. Part 2 is the *Agreement of Responsible Travel* which must be submitted to the CIE along with a non-refundable deposit of \$250 no later than Dec. 2nd. Failure to do so may remove your name from the list. Note: The advertised price of the course will go up in the event of significant currency fluctuation.**

Appendix E.

**WASHINGTON AND LEE
University**

**CENTER FOR
International education**

**SPRING TERM ABROAD
Program**

Student Name: _____ **Program Director/s** _____

AGREEMENT OF RESPONSIBLE TRAVEL

Traveling overseas incurs a certain level of risk. These risks are minimized by the exercise of reasonable care, which includes a knowledge of and adherence to all appropriate health guidelines for the countries you are visiting, being aware of travel advisories issued by the U.S. State Department for the country or region in which you are traveling, and familiarizing yourself with other local conditions which may impact your travel. While studying abroad, you assume responsibility for your own health, safety, and academic performance. By asking W&L to grant credit for academic work performed abroad, you are agreeing to travel and to study responsibly. While studying overseas you also agree to represent W&L well in both your personal and academic conduct, to adhere to our Honor System, to obey the local laws and to be sensitive to the social customs of your host country. W&L generally will not approve or endorse a study abroad or research proposal that involves travel to or through a country for which there is a current U.S. State Department Travel Warning urging American citizens to defer travel to that region.

Acknowledgment of Risk and Statement of Responsibility. My participation in this study abroad program is voluntary. I acknowledge that there are risks inherent in traveling and living abroad and I agree to assume and accept all risks and responsibility for my health, safety, and property while participating in this program. Without reservation, and on behalf of myself, my heir, and my estate, I release Washington and Lee University ("the University"), its officers, trustees, agents, and employees, from any claim or liability of whatever nature arising out of, or in any way related to my participation in this program, including, but not limited to, injury, loss, damage, delay, medical or other expense from any cause whatsoever (including, but not limited to, sickness, accident, weather, war, quarantine, government restrictions, act or omission of a common carrier, hotel, restaurant or other agency). I understand that the University reserves the right to award or deny me academic credit for any study undertaken while abroad based on my academic performance and my adherence to the policies and guidelines established by the University for such study overseas, including attendance at all required orientation meetings and submission of a completed evaluation at the end of the program. I understand that the University reserves the right to make cancellations, schedule adjustments, fee changes or other changes/substitutions in the program as necessary given emergencies, changed conditions or tariffs/rates, or in the best interests of the group and/or program

I acknowledge that it is my responsibility to obtain and carry at all times a valid passport and any other travel documents deemed necessary by the program director or the institution in which I intend to enroll. I give my permission for the host institution or program abroad, the U.S. State Department or any other agency of the United States or other national or local government to release to W&L any information regarding my whereabouts, health, safety or well-being. I will comply with the University's policies and standards for student conduct, the host institution's or program's rules and guidelines, and the laws of the host country(ies) while participating in this program. I agree to follow the instructions and guidelines given to me by the Program Director. I understand that alcohol abuse or other substance abuse will be considered a serious offence against program protocol and will result in my immediate dismissal from the program. I understand and agree that if I violate any of these, or otherwise demonstrate behavior which is detrimental to the group or the program, I may be dismissed from the program and sent home at my own expense and that, in this case, may forfeit any rights to academic credit from the University for study performed while abroad.

(For non-U.S. citizens only). I acknowledge that I have considered the immigration and visa implications/risks of travel on this Spring Term Abroad program and have found no impediments to traveling out of the United States at that time.

Consent to Treatment I represent that I am physically able, with or without accommodation, to participate in this program and have obtained or will obtain the required immunizations. I have consulted with my primary care physician and/or mental health provider about my study abroad plans and they agree that there are no contraindications to my participation on this program. If I am currently under medical or mental health treatment or expect to be at the time of my study abroad, I understand that I must disclose this information as a part of this application process and attach a letter explaining my condition and treatment. I understand that it is my responsibility to have adequate health and accident insurance coverage at all times while participating in this program, either through the W&L student insurance policy or through a study abroad insurance policy, and that this coverage must be demonstrated to the Center for International Education. I agree to advance all necessary medical expenses. Should I require any medical treatment while on the program I grant the University (through any of its faculty representatives on the program) full authority to consent to whatever action they feel is warranted under the circumstances regarding my health and safety, including medical treatment or evacuation, all at my expense.

I further understand that I am solely responsible for any financial obligations entered into with regard to my study abroad program and assume responsibility for payment of any program or university fees. I further agree to immediately report any scholarships or grants awarded to me from any source to W&L's Office of Financial Aid and to work with that office in a timely manner and as instructed for the transfer of any W&L aid to cover costs associated with my study abroad program. I understand that the deposit and all payments are non-refundable and that as of January 15, I am responsible

for the full cost of the program, except in the event of medical emergency or program cancellation.
We ask that you please share this written agreement with your parent(s) or guardian(s).

Participant Signature

Date

Parent or Guardian Signature

Date

This form must be returned to the Center for International Education with a non-refundable deposit of \$250 by the deadline of Dec. 2nd, 2008.

Appendix F.

Appendix F

**Individual Student Expense Budget
Spring Term Abroad 2008-09**

Program _____

Program Director _____ W&L telephone # _____

Tuition: \$ _____

Room: \$ _____

Board: \$ _____

Fees: \$ _____

Transportation total: \$ _____

Airfare \$ _____
Other \$ _____

Books and Academic Supplies \$ _____

Miscellaneous Personal Expense Total \$ _____

Pocket Money \$ _____
Other \$ _____

Total Individual Cost per Student \$ _____

Note: Please provide costs in American dollars.

What is the length of your program? Weeks in Lexington _____
Weeks Abroad _____

Minimum number of students needed to go on your trip: _____

Health Insurance Options for Students Studying Abroad

Name of program/company	Eligibility	Coverage ¹	Approximate cost ²
<p>Washington and Lee Student Accident and Sickness Insurance³</p> <p>Administrated and underwritten by Markel Insurance.</p> <p>www.markel.com</p>	<p>All enrolled students attending Washington and Lee University.</p>	<p>*Separate benefit structure for the first \$1,000 of expenses for accidents and sickness.</p> <p>*After \$1,000 of basic benefits plan, pay 80% to \$199,000 after a \$25 deductible per accident.</p> <p>* Medical evacuation up to \$10,000 and repatriation up to \$7,500.</p> <p>* Worldwide coverage.</p>	<p>Enrollment annually.</p> <p>*Annual = \$699/yr (08/15/04 – 08/14/05).</p>
<p style="text-align: center;">PREFERRED HEALTH OVERSEAS</p> <p>Administered by HTH Worldwide Insurance Services. Underwritten by CAN.</p> <p>www.hthstudent.com/voluntary.cfm</p>	<p>All enrolled students and scholars attending Washington and Lee University, whose primary domicile is outside of the United States.</p>	<p>*Maximum of \$250,000 for accident/illness.</p> <p>*\$100 deductible for each accident/illness.</p> <p>*Eligible medical expenses paid at 100% to first \$25,000, and at 80% from \$25,001 to \$225,000.</p> <p>*Medical evacuation up to \$50,000 and repatriation up to \$15,000.</p>	<p>Premium cost depends upon age.</p> <p>*Aged 19 to 23 years = \$46 per month.</p> <p>*Aged less than 19 years = \$40 per month.</p>
<p style="text-align: center;">US STUDY ABROAD HEALTH PLAN</p> <p>Administered by HTH Worldwide Insurance Services. Underwritten by CAN.</p> <p>www.hthstudent.com/voluntary.cfm</p>	<p>All enrolled students and scholars attending Washington and Lee University, <u>aged no more than 30 years.</u></p>	<p>*Maximum of \$100,000 for each accident/illness.</p> <p>*\$50 deductible for each accident/illness.</p> <p>*Eligible medical expenses paid at 100% to first \$10,000, and at 80% from 10,001 to \$70,000.</p> <p>*Medical evacuation up to \$50,000, and repatriation up to \$15,000.</p>	<p>\$36 per month</p>
<p>International Student Identity Card (ISIC)</p> <p>Available from the Center for International Education, Washington and Lee University</p> <p>www.myisisc.com</p>	<p>All full-time students.</p>	<p>*\$100/day sickness/hospital benefit (for a maximum of 60 days).</p> <p>*\$3,000 for accident medical expenses (no deductibles or daily limit).</p> <p>*\$5,000 for air-related accidental death or dismemberment.</p> <p>*\$1,000 for non-air related accidental death or dismemberment.</p> <p>*Emergency medical evacuation up to \$25,000 and repatriation up to \$7,500.</p>	<p>\$22 per annum</p>
<p>Washington and Lee University Medical Evacuation and Repatriation Program</p> <p>Assistance and Service by MEDEX. Brokered by Haylor, Freyer and Coon Inc.</p> <p>www.medexassist.com</p>	<p>All Washington and Lee University students and professors, and their dependants.</p>	<p>*Medical evacuation and repatriation.</p> <p>*Return of dependent children from scene to place of residence if left unattended as a result of covered person's accident or illness.</p> <p>*Return airfare for one person to join the covered person if (s)he is hospitalized and alone for more than 7 days following MEDEX evacuation.</p>	<p>Enrolment annually or monthly.</p> <p>*Annual = \$25 per month</p> <p>*Monthly = \$3 per month</p>

¹ Outline of benefits; see brochures/certificates at the Center for International Education for complete details of coverage.

² Prices as of August 2004

³ To obtain a brochure for this plan, contact Sarah Bennell, x8590.

Student Evaluation

Please fill out the information below and return it to your instructor. Your evaluation will be placed in an envelope which will remain sealed until it is returned to the Office of International Education after the end of the term. A copy of it will then be forwarded to the instructor for review after the submission of final grades. Your frank and thorough review of this program will be very helpful in the planning of future programs.

Student Evaluation for W&L Spring Term Study Abroad

Program/Course Title:

Instructor(s):

Program Dates:

Country/City in which program was based:

Other countries/cities visited as part of program:

Major academic focus of program:

Did the program/curriculum follow the description you were given? If not, how did it differ and was this positive or negative?

Did the program make appropriate and sufficient use of the site in which it was offered? If so, how? and if not, how could this have been different?

Approximately how much time per day did you spend engaged in the academic component of this course (site visits, classroom, discussion, etc)? Was this an appropriate amount of time?

In comparing this course to one on a similar subject you might have taken on campus (and for a similar number of credits), do you think it was MORE CHALLENGING ABOUT THE SAME LESS CHALLENGING (please circle one).

What were the academic strengths/weaknesses of the program and what suggestions for improvement could you offer?

How much language training (in the language of the country in which the program was based) had you had prior to your study abroad experience? Was this sufficient?

What language instruction was offered as a part of the course? If so, was this sufficient? If not offered, should it be?

Did the instructor seem knowledgeable and well prepared in both the academic instruction of the course and knowledge of the locale? If not, in what area(s)?

How many students were in the program? Was this an appropriate number? Could the program easily

accommodate more or should it have fewer students?

Did the program seem well organized and managed? If not, please cite specific examples where improvement is needed:

Was the instructor or other program representative accessible to you during the program when you needed his/her assistance or advice?

Do you feel that the cost of the course was appropriate for the travel, accommodation, and other services which you received? If not, please cite specific examples:

Did the pre-departure orientations offer you adequate and appropriate preparation for the program?

What were the strengths/weaknesses of this orientation and what suggestions for improvement could you offer?

What were the overall strengths of this program and the instructor(s)?

What were the overall weakness of this program and the instructor(s), if any?

Would you recommend this program to another W & L student? Why?

How would you rate your spring term study abroad experience in the following categories:

	Very Dissatisfied		Moderately Satisfied				Very Satisfied	Outstanding		
	1	2	3	4	5	6	7	8	9	10
Overall Academic Quality:	1	2	3	4	5	6	7	8	9	10
Overall Quality of Instruction:	1	2	3	4	5	6	7	8	9	10
Quality/Usefulness of Guest Instructors (if applicable):	1	2	3	4	5	6	7	8	9	10
Quality/Usefulness of Site Visits/Tours:	1	2	3	4	5	6	7	8	9	10
Quality of Language Instruction (if applicable):	1	2	3	4	5	6	7	8	9	10
Housing/Living Arrangements:	1	2	3	4	5	6	7	8	9	10
Meal/Food Arrangement/Allowance:		1	2	3	4	5	6	7	8	9
										10
General Travel Arrangements:	1	2	3	4	5	6	7	8	9	10
Classroom Facilities:	1	2	3	4	5	6	7	8	9	10
Program Organization and Management:	1	2	3	4	5	6	7	8	9	10

Sample Itinerary

Course Plan: Calendar (from 1/12/05) Week One

Day	Date	Time	Plan
Fri	04/29		Arrive San Jose. Overnight Hotel 1915 in Alajuela.
Sat	04/30	8:00A 11:45A	Lv Alajuela Ar Arenal via chartered mini-bus Night visit Baldi Hot Springs Resort
Sun	05/01	7:00A-11:00 12:00N 5:00P 7:00P	Trek to La Fortuna waterfall Lv Arenal (private microbús) Ar Nicoya Concert in the Park, "Town Square"
Mon	05/02	9:00A-11:00A 1:00P- 5:00P	Walking Tour of Nicoya Classes
Tue	05/03	9:00A-12:00N 1:00P- 5:00P	Volunteer or Partners Program Classes
Wed	05/04	8:00A-12:00N 1:00P- 5:00P 7:00P- 9:00P	<i>Excursion to Samara Beach</i> Classes Latin dance class with soft drinks, wine, and snacks.
Thu	05/05	10:30A-12:00N 1:00P-3:30P	Classes Classes
Fri	05/06	1:00P-5:00P 5:00P-6:00P 7:00P-9:00P	Classes Visit the farmer's market Dinner & fiesta celebrating Chester's graduation
Sat	05/07	9:00A- 5:00P	Samara Beach. Available activities include snorkeling, kayaking, horseback riding, and ATV's.
Sun	05/08	8:45A-4:30P 7:00P	Palo Verde National Park. A Canopy tour in the morning, followed by a buffet lunch, then an afternoon riverboat trip through the jungles of Palo Verde. Wildlife include howler and white face monkeys, coatimundi, giant iguanas, reptiles, and the largest crocodiles in the Americas Concert in the Park "Town Square"

Week Two

Day	Date	Time	Plan
-----	------	------	------

Mon	05/09	8:00A-12:00N	Classes Afternoon Free
Tue	05/10	8:00A-12:00P 2:00P-4:00P	Classes Volunteer or Partners Program
Wed	05/11	8:00A-12:00N 5:00P-7:00P	Classes Latin Dance Class
Thu	05/12	8:00A-12:00N 2:00P-4:00P	Classes Volunteer or Partners Program
Fri	05/13	8:00A-12:00N 12:00N-4:00P	Classes Horseback riding in the mountains <i>Group A</i>
Sat	05/14	9:00A-5:00P	Diria National Park. Our newest and now closest national park. Was dedicated this year. A two hour hike to the spectacular water walls.
Sun	05/15	10:00A-3:00P 7:00P	Excursion to San Vicente in the Guaitil area, an artisan village, where Chorotega pottery is handcrafted. Lunch at a nearby farmhouse. Student will have the opportunity to practice making pottery. Concert in the Park "Town Square"

Week Three

Mon	05/16	8:00A-12:00N	Classes
Tue	05/17	8:00A-12:00P 2:00P-4:00P	Classes Volunteer or Partners Program
Wed	05/18	8:00A-12:00N 5:00P-7:00P	Classes Latin Dance Class
Thu	05/19	8:00A-12:00N 12:00P-4:00P	Classes Horseback riding in the mountains. <i>Group B</i>
Fri	05/20	8:00A-10:00N 10:00A- 2:00P 2:00P	Classes Town Meeting & Lunch in Nosarita Lv Nosarita Ar Samara Beach
Sat	05/21		Samara Activities include snorkeling, diving, surfing, ATV's, horseback riding, fishing.
Sun	05/22		Samara. Full day of leisure.

Week Four

Mon	05/23	8:00A-12:00N	Samara. Classes Afternoon free.
Tue	05/24	8:00A-12:00P 12:00P-4:00P	Classes at Playa Carrillo. Picnic and afternoon at Carrillo

Wed	05/25	8:00A-12:00N 5:00P-7:00P	Classes Latin Dance Class
Thu	05/26	8:00A-12:00N 2:00P-3:00P	Classes Workshop History of Costa Rica
Fri	05/27	8:00A-12:00N 7:00P-9:00P	Classes at Río Buena Vista, under the forest canopy where howler monkeys are a common site and birds are abundant. Afternoon free Banquet Dinner, music, dancing, and presentation of diplomas.
Sat	05/28	8:00A 2:00P	Lv Samara (via intercity bus) Ar San Jose (Alajuela) Evening free
Sun	05/29		Lv San Jose Ar U.S.A.

Sample Contract

Contract of Agreement Washington and Lee University Department of Romance Languages

January 27, 2005

The following stands as an agreement between Washington and Lee University's Spring Term Abroad Program in Costa Rica (attn: W&L representative), and name of agency or school (attn. agency/school representative) in that **twelve students** of Washington and Lee University accompanied by (W&L agent) will enroll in the Institute's "immersion program" for four weeks from **Friday, April 29th to Friday, May 27th, 2005**. For the proposed standard and optional services Washington and Lee agrees to remunerate (name of agency/school) a **sum total of \$22,756**—based on the itemization below—and will make payment in the form of a wire transfer to the Institute's Bank of America account in the U.S. (routing number and account number forthcoming from the Institute). 50% -- or \$11,378.00—is due on or before **March 15**, and the remainder is due on or before **April 15**. In return El Instituto Guancasteco agrees to provide the following standard and optional services.

Course Program: (from 1/20/2005 University Washington Program 2005-C.doc)

- Airport meet & assist in San Jose and transfer to hotel in Alajuela.
- Transportation via chartered microbus from Alajuela to Arenal and then on to Nicoya.
- Classes, 4 weeks, 20 actual class days, 4 hours each class day, with 6 teachers dedicated to the program. (**Note, one student has requested extra instructional hours in lieu of the volunteer program. Any difference in the balance will be paid by the student directly to the Institute.*)
- Daily morning coffee with fresh tropical juice and fruit.
- Student homestay while in Nicoya with daily breakfast and dinner, and laundry, with private room, shared bath.
- Student lodging in Samara, 8 nights hotel (double occupancy accommodations) with daily breakfast.
- Return to San Jose by intercity reserved seat scheduled bus.
- Local volunteer program.
- All course materials.
- Excursion to Samara Beach on Wednesday, May 4.
- Boat excursion to Palo Verde National Park.
- Town meeting in Nosarita with lunch.
- Transportation from Nosarita to Samara.
- Excursion to San Vicente pottery village with lunch.
- Dinner, dance and music for the presentation of diplomas.
- All federal and local taxes.
- Afternoon activities as shown on the program itinerary.
- Morning classes and transportation to and from Carrillo Beach and Río Buena Vista while in Samara.
- Picnic lunch at Carrillo Beach.
- Complimentary: Professor's homestay, Arenal excursion (with minimum of 12 students), and other professor's tours

In addition to the above standard amenities, the W&L program will also include the "optional services" listed below **for all 12 students**. The costs—cited for each separately here—are totaled and itemized separately under "Billable Costs". Likewise, all are cited on the revised (1/20/05) week-by-week calendar. (*red italics are Gary's notes from 1/20; unless indicated as jcb*)

- Excursion from Alajuela to Arenal: \$ 110 per student; complimentary for professor
- Fully escorted by Alberto, using private micro bus. Overnight hotel accommodations at a first class hotel, double occupancy rooms (single room for Jeff), entrance to Baldi Hot Springs resort, entrance to Fortuna waterfall, and transportation to Baldi Resort and Fortuna waterfall. Meals (D,B,L) are not included. Breakfast and lunch will cost about \$4 each, dinner about \$6, a total of \$14. Incidental expenses are not included. (this was revised showing chartered mini bus from Alajuela to Arenal instead of public bus but with no price increase, and more specific information about transportation while in Arenal, and also we are now using Baldi Resort, not Tabacon)
- Horseback Trip to the mountains of Quiriman: \$ 25 per student; complimentary for professor
- Transportation, fully escorted, a two hour horseback trip through the nearby mountains of Quiriman, a typical Costa Rican farm lunch is included, and refreshments.
- Samara Beach Excursion: \$ 10 per student; complimentary for professor
- Saturday day trip (May 7th) to Samara, transportation included by private micro bus. Meals (L) not included, \$6
- Canopy Tour in Palo Verde National Park: \$ 55 per student; complimentary for professor
- Sunday day trip, transportation included, fully escorted two hour boat trip, and full buffet lunch included. This tour is taken in conjunction with and the same day as the Palo Verde boat tour. The Canopy tour is normally taken in the morning, then after lunch is the boat trip.
- Diria National Park: \$55 per student; complimentary for professor
Saturday day trip, transportation included, and fully escorted.
- Hotel in Alajuela: \$ 20 per student double or triple occupancy
(cost revised down from original cost estimate) (note, I have told the students that although the return trip to San Jose via intercity bus is included in the program fee; return lodging is not. If one decides to spend the night in Alajuela before his/her trip home, he/she should budget in an extra \$20 and may pay the Institute before arriving in Alajuela, jcb)
- Professor lodging: Hotel in Alajuela, two nights single room for professor, or \$76 (\$38 a night)
(note, while the payment includes only one night of pre-paid lodging for students, the payment includes two nights of single room for professor's lodging. See "Billable Costs" itemization, jcb.)
- Hotel in Samara, eight nights single room for professor, or \$360

Not included in payment: professor's and students' airfare, students' and professor's daily lunch in Nicoya, students' and professor's lunch and dinner in Samara, students' final night in Alajuela, cell phone rental.

Insurance:

The Institute acknowledges that it is insured with I.N.S., the national insurance company for liability. The Palo Verde National Park / Canopy tour is authorized and certified by the Costa Rican Tourist Board (ICT). The Institute will assure that all drivers, vehicles or other means of transportation will be properly insured and licensed, and that coverage will be of high standard. The Institute also acknowledges that it has a standing referral agreement with a bi-lingual doctor at a private clinic, that there is a full service public hospital in Nicoya and a pharmacy and medical clinic in Samara. Washington and Lee acknowledges that all students are required before leaving campus to show proof of medical insurance, including any supplemental policy, to cover hospitalization, repatriation, and emergency evacuation.

Itemization of Billable Costs

List of Students:

Accinelli, Benjamin A	Ben
Adamson, Kirkpatrick P	Kirk
Behmerwohld, Sara B	
Clarke, James R	Robbie
Dodson, Stephanie M	
Gregory, Briana L	
Lamb, Steven G	Steve
Lowenfield, Luke T	
Sargent, James W	Jim
Sberna, Emily E	
Sharpe, Katherine A	Casey
Wilson, William S	Shane

The institute will email the placement exam and desired information for student profile to (W&L representative) in February. Students will return the placement exam, profile, and picture to the Institute by email.

To agree to the terms of this contract you may simply email your approval and I will submit your reply and the contract to the Center for International Education.

Sincerely,

(W&L representative)

(W&L representative may be either the Director of International Education or the faculty Program Director)

Indemnification

From The Charter of the University, Ch. V, 8. Indemnification

The Corporation shall indemnify each Trustee and Officer and may indemnify any other employee or agent of the Corporation against liabilities (including judgments and fines and reasonable attorneys' fees, costs, and expenses) incurred by him or her in connection with any actual or threatened action, suit, or proceeding, including a proceeding brought by or in the right of the Corporation, to which he or she may be made a party by reason of being or having been a Trustee, Officer, employee, or agent of the Corporation or any affiliated corporation (any of which actual or threatened actions, suits, or proceedings are hereinafter referred to collectively as a "proceeding"), except in relation to any proceeding in which he or she has been adjudged liable because of willful misconduct or a knowing violation of the criminal law or where a Trustee or Officer has been adjudged liable to the Corporation (such behavior is hereinafter referred to collectively as "misfeasance").

For Trustees and Officers, in the event of the payment of a judgment or fine in any proceeding in which no determination of misfeasance has been made, or in the event of a settlement or other disposition of a proceeding, the Corporation shall indemnify each Trustee or Officer against any payments made or obligations incurred by him or her (including reasonable attorneys' fees, costs, and expenses), provided that such indemnity shall be conditioned upon a prior determination made (i) by the Board of Trustees by a majority vote of a quorum consisting of Trustees who were not parties to such proceeding, or (ii) if such a quorum is not obtainable by a majority vote of a committee duly designated by the Trustees to consist of two or more Trustees who were not parties to such proceeding; or (iii) if a quorum of disinterested Trustees so directs, by independent legal counsel, with the Board, committee, or counsel to find that the Trustee or Officer has no liability by reason of misfeasance and that such payment or obligation was reasonable. Moreover, the Corporation shall indemnify a Trustee who has entirely prevailed in defense of a proceeding to which he or she was a party because of being a Trustee.

For other employees or agents, in the event of the payment of a judgment or fine in any proceeding in which no determination of misfeasance has been made, or in the event of a settlement or other disposition of a proceeding, the Corporation may indemnify such employees or agents against any payments made or obligations incurred by him or her (including reasonable attorneys' fees, costs, and expenses), provided that such indemnity shall be conditioned upon a prior determination made in the same manner as the determination that indemnification is permissible and expenses reasonable for Trustees and Officers as set forth above.

The Corporation shall pay for or reimburse the reasonable expenses incurred by any Trustee or Officer, and may pay for or reimburse the expenses incurred by any other employee or agent, who is a party to a proceeding in advance of final disposition of the proceeding if a determination is made that the facts then known to those making the determination would not preclude indemnification, and if the Trustee, Officer, employee, or agent has advised the Corporation in writing that he or she believes in good faith that he or she has not engaged in misfeasance, that he or she believed his or her conduct was in the best interests of the corporation, and that he or she will repay the advance if misfeasance or failure to meet the standard of conduct prescribed by Va. Code 13.1-878, as amended, on his or her part should ultimately be determined.Ⓔ

The Corporation may further indemnify any Trustee, Officer, employee, or agent in any other manner permitted by law and shall indemnify them if so directed by the Board of Trustees and permitted by law. The right of indemnification hereby provided shall be administered consistently with Section 13.1-875, et seq of the 1950 Code of Virginia, as it may be amended from time to time, and shall not preclude any other rights to which any Trustee, Officer, employee, or agent may be entitled pursuant to applicable law.

CENTER FOR INTERNATIONAL EDUCATION
21 UNIVERSITY PLACE
WASHINGTON AND LEE UNIVERSITY
LEXINGTON, VA 24450
540-458-8145
Fax 540-458-8179
lboetsch@wlu.edu

Washington and Lee University does not discriminate on the basis of race, color, religion, national or ethnic origin, sex, age, disability, or veteran's status in its educational programs and activities or with regard to employment. Inquiries may be directed to the Director of Personnel Services, Washington and Lee University, Lexington, Virginia 24450-0303, (540) 463-8920.