



FACULTY HANDBOOK FOR STUDY ABROAD

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PROGRAM DEVELOPMENT

FORWARD

This handbook was developed by the International Education Committee to provide Dalton State faculty and staff with basic guidelines and policies relating to the development, maintenance, and evaluation of study abroad programs. To prepare our students to meet the challenge in the era of globalization, Dalton State strives to promote international education by encouraging faculty members to strengthen the existing programs and develop new ones and by providing support to students to internationalize their academic learning experience by participating in faculty-led study abroad programs.

ROLES OF PROGRAM DIRECTOR

A program director must be a full-time faculty member who has an interest in developing a new study abroad program or leading an existing one. The program director is responsible for following all Dalton State and Board of Regents (BOR) policies, including those that do not specifically relate to the administration of study abroad programs.

Dalton State requires all study abroad programs sponsored by the institution or by any of its personnel to be submitted for approval by the International Education Committee. The proposal will be evaluated on the basis of the guidelines recommended by NAFSA for administering study abroad programs.

A successful program director must enjoy working with students and possess administrative skills. He or she must be comfortable providing student counseling and taking disciplinary action if necessary. Diplomatic skills are required to establish good relations with the host institution or organization abroad. In addition, the program director should be familiar with the host country and its culture.

The responsibilities of the program director include developing programs, recruiting students, selecting sites, securing department support, providing complete and accurate information to student applicants, conducting program orientation, developing a good relationship with the hosting institution, selecting and supervising participating faculty members, scheduling courses and activities, planning logistics, and ensuring safety of participating members.

TYPES OF FACULTY-LED PROGRAMS

Before starting work on program development, interested faculty should assess the amount of interest among the student population and types of study abroad program that are suitable to students. A faculty-led program is a type of study abroad experience that consists of one or more credit-bearing, study-travel courses along with a sequence of group activities, organized excursions, and cultural encounters. Faculty-led programs are led by college professors and usually last between one to eight weeks.

Dalton State is currently seeking to promote four particular types of faculty-led programs in the near term.

- **Short-term field/experiential study program.** These types of programs typically last one to two weeks and can be conducted during spring break or the summer. They may include a course of 3 or 4 hours of credits.
- **Summer Program.** These types of programs can last between three to six weeks and can be led by one or several faculty members, offering multiple courses. Students can take two or three credited courses.

- **Hybrid Program.** This type of program requires a short-term abroad field learning experience to supplement an existing on-campus course.
- **Consortium-sponsored Programs.** Dalton State will participate in the University System of Georgia (USG)'s World Regional Council-sponsored programs and seek collaborations with other institutions to build new programs.

The long term-goal of Dalton State is to establish semester-long programs, exchange programs, and other types of direct enrollment and matriculation programs through building partnership agreements with international higher education institutions.

SITE SELECTION

A program site selected should be based on academic interests and contact. Having contact at an institution, however, is not a sufficient reason to launch a study abroad program. Consider the following questions when choosing a program site:

- **Purpose:** Is there a valid reason for taking a group of students to a particular site?
- **Suitability:** Will the environment contribute something to the program's course offerings? In other words, does the location contribute to the learning experience in ways that could not be duplicated by the students who stayed at home?
- **Competitiveness:** Will the site compete with any existing Dalton State or University System programs?
- **Easy Access:** Does the city offer enough sites to occupy and enrich students' free time? Ideally, the city will provide convenient access to other sites of interest so that students may visit nearby cities.
- **Cost:** What is the cost of living? Sometimes staying in large cities is much more expensive for students than staying in small to medium size places. The expense of some countries in comparison to the U.S. can be extremely high and may deter students from participating.
- **Political Environment:** Are Americans welcome in the city/country? Is the region stable enough to insure the safety of the students? If a politically or otherwise volatile region is chosen for the site, extra attention must be paid to safety concerns. For the most current information regarding safety and security abroad, program directors should visit the Department of State—International Travel section: http://travel.state.gov/travel/cis_pa_tw/cis_pa_tw_1168.html

PROGRAM PROPOSALS AND APPROVALS

Any full-time faculty member can submit a study abroad program proposal to the International Education Committee for initial approval. The final approval will be made by the Vice President for Academic Affairs and the President. Existing programs must be reapproved annually by the Vice President for Academic Affairs and the President.

The procedures for obtaining Board of Regents' approval require a faculty member (program director) to prepare a formal proposal. The proposal must provide the following information:

- Purpose of the program
- Course description: number of credit hours and contact hours, course title and number, course-related activities and excursions, and levels (upper or lower level of undergraduate courses)

- Minimum/maximum number of students and faculty
- Projected cost for each student (tuition, program fees, room and board, etc.)
- Projected budget (non-instructional & instructional income, expenses assuming current exchange rate, amount and source of faculty compensation)
- Program affiliations
- Security and travel arrangements
- Countries and cities visited
- Insurance and risk management information
- Deadlines for deposits/payments and registration
- Agreements with the institution or organization abroad

After the program has been approved by Dalton State officials, the Director of the Center for International Education (CIE) will publicize the program information on campus and in the system-wide study abroad councils and committees. A copy of the approval will be forwarded to the Enrollment Services and the Office of Fiscal Affairs when completed.

ACADEMIC ISSUES

Program directors are responsible for maintaining the academic integrity of a study abroad program and ensuring it meets standard Dalton State academic policy in course design and delivery. The reputation of all study abroad programs is of great importance to a successful program operation. Please consider the following factors when developing and directing a program:

Courses taught abroad should have the same or more contact hours as on-campus courses. Program directors are advised to give students a course syllabus, required reading list, and the first homework assignment prior to departure, so they can prepare in advance. The contact hours should include adequate classroom teaching, field trips and excursions, or service learning.

Course evaluations must be completed for all courses taught overseas. Arrangements should be made to obtain a sufficient number of student evaluation forms for distribution upon the conclusion of each course. Completed forms should be collected by a student and placed in a sealed envelope signed by the student. Course evaluations should be forwarded to the faculty member's department chair.

Each director should conduct a program evaluation at the end of the program. The evaluation results should be reported to Director of the Center for International Education.

BUDGETING

Program directors must prepare an overall budget for the program which includes all expected revenue and expenditures.

- **TUITION FEES**

All participants pay tuition. Tuition will vary depending on the number of credit hours taken and the tuition rate for each student.

Students are also responsible for paying technology and institutional fees. Other ancillary fees (health fee, athletic fee, etc.) are waived for participants in study abroad programs because they are not on campus to benefit from these services.

- PROGRAM FEES

Program fees include all fees that the program will pay on behalf of the students: classroom rental, administrative costs on site (such as telephone calls, faxes, postage, etc.), site visit(s), guest speakers, and staff on site. Students must pay for the mandatory coverage of emergency medical and accident insurance. The Director of the Center for International Education will provide the program directors with information on the system-contracted study abroad insurance information.

It is recommended that the current currency exchange rate should be used when calculating expenses. An additional 5% reserve fund should be included to account for fluctuations in exchange rates, to cover unexpected costs, and to ensure that the institution can meet reasonable contingencies that may arise. This reserve is recommended by the BOR for all programs and cannot exceed 20% over time. A program's budget must show that its revenues will be sufficient to cover all expenditures.

- FACULTY SALARIES & EXPENSES

Study abroad programs vary widely in terms of structure and method of operation. In general, the total tuition revenue for a specific program must be enough to cover all faculty expenses (salary, benefits, travel, etc). The Vice President for Academic Affairs may work with DSC Foundation in providing allowable faculty salaries and expenses.

ACCOUNTING FOR REVENUES AND EXPENSES

All study abroad programs must comply with the accounting procedures issued by the Board of Regents, approved by the Chancellor, and published by the University System Chief Fiscal Officer. Agency and Tuition Accounts will be established by the Dalton State's Office of Fiscal Affairs at the request of the Director of the Center of International Education. These accounts will be managed by the Office of Fiscal Affairs to ensure that they meet the Board of Regents financial guidelines.

Each program director shall maintain all financial records for at least seven years. All agency accounts should be reconciled no later than 30 days after the conclusion of the program. Reconciliation should provide verification that all revenues and expenditures were recorded in a timely manner to the correct accounts. Program directors may request verification of revenues and expenditures as needed.

- TUITION ACCOUNT

Tuition fund expenditures are subject to all of the purchasing laws, rules, and regulations normally governing state funds. The total tuition revenue for a specific program must be enough to cover all faculty expenses (salary, benefits, travel, etc).

- AGENCY ACCOUNT

Agency fund expenditures are subject to all of the purchasing laws, rules, and regulations normally governing state funds. All student-related expenses should be paid out of the Agency Account. Program directors are required to submit all of their recruitment expenses such as Study Abroad Fair registration fees, mileage, and any other travel related to the program and payments of invoices related to Study Abroad Program recruitment by filling out the Purchasing Requisition Form and submitting it to the Office of Fiscal Affairs for approval.

PAYMENT INFORMATION

- DALTON STATE STUDENT

Where to make payments? What types of payments do we accept?

Program participants must pay their program costs to the Office of the Bursar. Faculty directors should not collect funds directly from the participants, as this creates financial liability to the director/faculty member. The Bursar's Office accepts cash and check only. Participants can make payments online using a MasterCard, American Express, Discover card or e-check. If a participant is using a credit card, there will be an additional fee; however, no fee is charged for paying via e-check.

A current Dalton State student can pay by signing onto his/her MyDaltonState account. The participant must then click on "Student and Financial Aid Menu," then click "Student Account," and finally select the link "CashNet Online Payment."

- NON-DALTON STATE STUDENT

Program participants that are not Dalton State students will need to give the Bursar's Office the following information: name, social security number, address, birth date, phone number, email, and school. This information will be used to establish a Banner ID number for each participant. Once the participant has received his/her Banner ID he/she will have the ability to make on-line payments. Payments by check can be made payable to "Dalton State College" and should be mailed to 650 College Drive, Dalton, GA 30720. To pay by credit card or e-check, please click on the following link: **NON-DSC STUDENT LINK**

https://vader.daltonstate.edu:2001/pls/prod80/twbkwbis.P_WWWLogin

- CONTACT INFORMATION

Office of the Bursar: (706) 272-4435

Office of Accounting and Budgets: (706) 272-2565

- FINANCIAL AID

Many of the most common financial aid options, such as loans, scholarships and tuition waivers, may apply to "for credit" study abroad programs. In addition, there are other scholarships, some of which are awarded on the basis of financial need and others based on the student's academic qualifications. Please contact our Financial Aid Office for additional information at (706) 272-4545.

FINANCIAL MANAGEMENT OF STUDY ABROAD

It is important for program directors to following the following managerial procedures:

1. Create an agency account and send a request to the Office of the Bursar to create a detail code specific to the agency account. Recurring programs may use the same agency account provided that all of the previous year's operating revenues and expenses have been fully accounted for.
2. Submit an annual study abroad program budget for review and approval by Office of Fiscal Affairs. Also, provide total program cost per participant and application fee.
3. Providing the Office of the Bursar with listing of all program participants prior to initial payment deadline.
4. Obtain an annual report about the agency account at year end and when requested. All study abroad programs will be reconciled monthly by the Office of Fiscal Affairs.
5. Check per diem and other travel expenses before trip and utilize the Travel Log to document expenses. <http://www.gsa.gov/portal/category/100120>.

6. Provide sufficient documentation (original invoices from providers) for all expenditures made via wire transfers.
7. Utilize the Dalton State Missing Receipt Documentation form for any on-site expenses where a receipt cannot be generated.
8. Submit a completed reconciliation of all program expenses with receipts within 30 days upon their return. This includes any wire transfers, cash advances, and expenses to be reimbursed through the Expenses Self-Service Portal.

- **PAYMENTS**

1. Pay flight deposits/hotel deposits as necessary.
2. Request an invoice from the company they need to pay. This invoice **MUST** be sent on company letterhead.
3. Complete a Vendor Registration Form If the company has not been paid by Dalton State previously. It will take at least a week to process this form, so if your company is new to Dalton State, allow **additional time** beyond the required 15 days or additional weeks to process payment. This form can be found at <http://www.daltonstate.edu/purchasing/pdf/new-vendor-form.pdf>.
4. Submit the company invoice to the Director of the Center for International Education with a “Process Payments for Study Abroad Program” memo attached. The Director of the Center for International Education will give the approved invoice and memo to Accounts Payable to process payment.
5. Submit the “Request for Wire of Funds Form” for wire transfers, along with the “Process Payments” memo. The Office of Accounting and Budgets will provide a receipt of transfer

Note: It is important that no deposits on airline tickets or other payments are made by faculty until the application deadline has passed and the program has been determined to meet the required budget. Most bill paying will need to wait until Dalton State has received student payments in full.

Payments will take several weeks to complete from invoice to check. The Office of Accounting and Budgets, requests a **MINIMUM of 7-10 business days to process payments.

- **PRIOR TO DEPARTURE**

1. Submit all travel authorization forms. Final student payments are due by the deadline set by the program director and the Director of Center for International Education.
2. Finalize flight purchases.
3. Give stipend estimates to the Director of the Center for International Education and the Vice President for Academic Affairs for approval.
4. Verify that all students have registered and paid in full.
5. Purchase Study Abroad emergency, medical, and accidental insurance.
6. Give the Assistant Vice President for Fiscal Affairs a list of emergency contact information.

- **CASH ADVANCES & SALARIES**

1. Obtain cash advances. All requests for cash advances must be submitted a **MINIMUM of 12 business days** in advance of the day you want to have the cash available for pick-up.
2. Submit to the Director of the Center for International Education a faculty stipend request with faculty and course information, and the Director will submit final faculty stipend requests to the Vice President for Academic Affairs for approval.

- **WHILE AT DESTINATION**

Keep all receipts for reimbursement. **Receipts must be translated into English** along with the purpose, amount, and number of individuals covered. A currency conversion rate must be included (one rate can be used for all receipts).

- STATEWIDE TRAVEL REGULATIONS:

The Statewide Travel Regulations are available on the State Accounting Office's (SAO) and Dalton State's websites at the following addresses:

http://www2.sao.georgia.gov/vgn/images/portal/cit_1210/55/1/164649488travel%20regs%202011v3%20_FINAL_.pdf

<http://www.daltonstate.edu/accounting-and-budget/travel.html>

- CONTACT LIST FOR TRAVEL-RELATED QUESTIONS

Teresa James (Primary)
706-272-2547

Nick Henry (Secondary)
706-272-4418

Tamya Morris (Secondary)
706-272-2461

- CURRENCY

Addressing potential currency fluctuations is one of the difficult issues when developing the budget. They may greatly affect the feasibility of a program. Trends and projections can be used as a guide, but at the end of the day, things may be very different. If the behavior of the currency for your destination has been erratic, you may want to give yourself some room by providing the students an estimated cost and a date to set the final cost, or you may prefer to present a disclaimer related to the currency as part of the program promotional information.

- FORMS:

The following forms are available on the Dalton State Business Service's website.

Agency Deposit Form
Agency Request Form
Vendor Maintenance Form
Cash Advance Form
Expense Log
Travel Request Form
Request for Wire
Missing Receipt Form
Requisition Form
Waiver Form

TRAVEL ARRANGEMENTS

Program directors may choose to arrange a group flight for participant convenience. Lower fares are sometimes available for groups of 10 or more. Group travel arrangements can be arranged through a travel agency, a student travel discountor or consolidator, or an airline or bus company.

- TRAVEL AGENCIES

Travel agencies provide a full range of services such as flights, airport transfers, and hotel accommodations. Program directors should use reputable agents and check their references. Get price quotes from multiple agents before making final purchasing decisions. To reduce program cost, it may be necessary to use a travel agency overseas for the ground arrangements. There are many travel agencies that specialize in student travel. They make a profit by offering better rates through dealing in large volume. These agencies specialize in accommodations in youth hostels and dormitories and will provide information on travel or facilities in the budget category. However, one may encounter more restrictions and less flexibility, particularly in the areas of flights and deposits. Some examples are studentuniverse.com and statravel.com.

- WORKING DIRECTLY WITH AIRLINES

Airlines have group reservation departments that can be contacted directly. Group reservations have to be made several months in advance and often require a small deposit for the number of reservations made. Since the number of students recruited is unpredictable, there is a risk of losing the deposit should the enrollment figures fall below the reserved number of seats. Program directors should be aware that they will spend a significant amount of time doing administrative work related to arranging a group flight, especially if they work directly through an airline, since deviations, redeeming frequent flyer miles, and other related matters are normally the work that a travel agent does for a group.

Airlines or travel agents will sometimes offer “inspection” tickets to be used for a site visit or group leader tickets which are to be used by the program director.

STUDENT RECRUITMENT

IDEAS FOR EFFECTIVE RECRUITING

Recruiting for study abroad programs can be both challenging and fun. It takes great effort and energy to reach students. You must be creative and persistent.

1. **Class visits.** Ask faculty members to invite you to make a 10-15 minute presentation about your program. Handout a signup sheet for interested students. Do a follow up with each student or hold a group information session afterward. Solicit help from your colleagues. Make sure they have information about the program. One colleague in English had the students write a scholarship application for extra credit!
2. **Invite former student participants.** Ask students from the previous summer to speak about their experiences. Stay in touch with last year’s students. Have reunions on a continuing basis to keep them excited about their experiences.
3. **Visit student organizations** (dorm organization, honor societies, etc.). Find out if last year’s students are in such organizations and ask them to arrange your visit.
4. **Use a promotional video or films.** Show a movie every week that features scenes from the destination country. Show the movie and have information and a sign-up sheet on a table for anyone who wants more information. Perhaps even have a list of places featured in the movie

that they could visit if they went on the program. Use campus newspapers, local TV channels, dorm film channels, and e-mail list to announce films.

5. **Offer incentives.** Use food to entice students to interest meetings. The program director may compensate such recruiting cost based on availability of program funds.
6. **Effective communication.** Think about creative ways to communicate with tech-savvy students. Use websites, face book, twitter, text messaging, or podcasting to get the information out.
7. **Have a marketing plan.** Approach recruitment like marketing: you are selling a product and you have to do it enthusiastically if you are to convince the “customers” that they want, need, and must have your product. Many programs have struggled or failed due to lack of sufficient marketing. It is critical that each program develop a marketing plan, start as early as possible (beginning in Fall Semester for summer programs), and use all means of communication.
8. **Cultivate campus media.** Get regular news articles and feature stories into the paper. Advertise, if monies are available, and get public service announcements.
9. **Distribute flyers, brochures.** Provide handouts to classes at which you present. If possible, use slides or photographs faculty members or students have taken at program sites. Use the program videos at fairs, in classes, and elsewhere. Make sure that the program information is prominently displayed and accessible in student unions, departmental offices, student hang-outs, cafeterias, and library or learning resource centers.

STUDENT APPLICATION PACKETS

Each program can develop its own application package. It should contain the following items:

- Application Form
- Confidential Medical and Consent for Care Form
- Agreement and Release of Liability Form
- Student Discipline Policy Form

STUDENTS WITH DISABILITIES

Students with documented disabilities who are considering overseas studies should consult with the Coordinator of Disability Support Service before leaving. Students with disabilities participating in the Study Abroad program are eligible for accommodations through Disability Support Services. Students are encouraged to contact the Disability Support Service Coordinator as soon as possible to inquire about accommodations. Please keep in mind that accommodations provided off campus or in other countries require longer time to arrange. The **student** must contact Disability Support Services and complete the eligibility process to receive accommodations.

Contact information:

Andrea Roberson, Coordinator

Pope Student Center, lower level

Phone: 706-272-2524

Email: aroberson@daltonstate.edu

APPLICATION REVIEW / ACCEPTANCE

Students will return their complete application to the appropriate program directors. Program directors will then make acceptance decisions based on applicants' merits. Program directors should inform all applicants once decisions have been made.

Students will be enrolled in classes based on the course equivalency and provide the program directors with proof of course registration.

PROGRAM ADMINISTRATION

RESPONSIBILITY OF PROGRAM DIRECTORS

- Program directors should utilize partner institutions, the State Department, Embassies, the CDC, other responsible government agencies and non-governmental Organizations (NGOs) contacts to constantly monitor and evaluate local and international environment.
- Visit local health care facilities and have local emergency contact information for the police/hospital.
- Conduct a comprehensive pre-departure orientation that includes detailed discussion about the types of things that can go wrong and how students should respond, as well as what they can do to prevent such problems from arising. Collect information from students regarding any dietary restrictions, allergies, medications and health concerns. Invite/involve parents/significant others in orientations so that they are aware of possible dangers involved and appropriate protocols in case of emergency.
- Communicate applicable codes of conduct and consequences of non-compliance. Have a process for warning/dismissal of students in the event of disruptive/dangerous conduct.
- Establish clear, strong, effective lines of communication/decision making with host/partner institutions, home campuses, students, and families.
- Have an Emergency Contact list:
 - ✓ On-site local contacts/administrators
 - ✓ U.S. campus administrators (Include International Office, Campus Security, Student Life, Business Office, Legal Council, Media Relations, Upper administration)
 - ✓ Have home phone/cell phone for the Center for International Education
 - ✓ Student emergency contacts/medical information/passport numbers
 - ✓ Insurance providers
 - ✓ 911 equivalent information

PROGRAM ORIENTATION

Program orientation should be mandatory for any study abroad program operated by or through the college. Attendance should be mandatory for all participating students and faculty members. The orientation should be scheduled at least **four weeks** before the departure date to enable students' adequate time to assimilate the information and to make adjustments for preparation. The objectives of an orientation are the following:

1. to discuss important logistical information, including passport and visa requirements, travel arrangements, communications, and financial aid.
2. to explain the components of the program, including study and grading requirements.
3. to discuss expectations for the experience.
4. to develop an intercultural and personal cultural awareness.
5. to understand safety, security, and healthcare issues abroad.

One of the best ways to ensure the safety of students and minimize the occurrence of litigation over negligence is to provide a thorough orientation. The orientation should include the following topics:

1. Cautions about alcohol and drug abuse and a warning not to carry, buy, or sell illegal drugs.
2. A warning that students are subject to local—not U.S.—laws and that little can be done by the program or the U.S. Embassy to help students who are caught breaking the law.

3. Region-specific health information such as the nature, prevention, and treatment of region-specific diseases; required and recommended vaccinations; water and food risks; and description of persistent and epidemic diseases. Advice to students to prepare a customized medical kit including prescription medications in labeled bottles, generic prescriptions for refills, and an extra pair of eyeglasses (if needed).
4. Information about the physiological and psychological consequences of jet lag, culture shock, homesickness, loneliness, changes in diet, lack of exercise, and so on.
5. General instructions for emergency medical situations—using an emergency telephone system (like 911), calling an ambulance, a hospital or doctor, or an embassy or consular office.
6. Prudent advice on how to minimize the possibility of being the victim of crime.
7. Advice to avoid political activity.
8. How to locate routine and emergency professional medical help.
9. Facts on local crime and the political situation. You may wish to distribute the State Department's Travel Advisories and Consular Information Sheets.

Students should be made aware of the potential risks associated with studying abroad. While Dalton State will make all reasonable efforts to ensure the safety of students involved in its study abroad programs, participating students and their parents must be aware that the institution cannot promise any of the following:

1. Guarantee the safety of participants.
2. Assure that risks will not be greater than at home.
3. Monitor the daily personal decisions, choices, and activities of individual participants.
4. Stand in loco parentis.
5. Prevent participants from engaging in illegal, dangerous, or unwise activities.
6. Represent the interest of participants accused of illegal activities.
7. Assume responsibility for the actions of persons not employed by or otherwise engaged by the institution.
8. Assume responsibility for events that are beyond the control of the institution and its subcontractors.
9. Assure that participants will be accepted only to sites that are appropriate to their personal limitations.
10. Assume responsibility for situations which arise due to the failure of a participant to make full disclosure of pertinent information prior to departure.
11. Assure the adherence to U.S. norms of appropriate and acceptable behavior in matters of due process, individual rights, and sensitivity; relationships between the sexes; and relationships among diverse racial, cultural, and ethnic groups.

Students possess certain responsibilities that will not be assumed by Dalton State. These obligations include, but are not limited to, the following:

1. Making available to the institution complete health, psychological information and any other information that will be useful in planning for the participant's study abroad experience.
2. Reading and carefully evaluating all material issued by the institution that relate to safety, health, legal, environmental, political, cultural, and religious conditions at the site.
3. Making personal decisions and conducting his/her private life in an intelligent, prudent fashion, paying particular attention to local conditions as outlined by the institution and as observed by the participant.
4. Assuming responsibility for the consequences of his/her own decisions and actions.
5. Abiding by the student Code of Conduct provided by the institution. Violation of the Code will be reported to Dalton State's Office of Student Life.

Parents and guardians should be made aware of their responsibilities for a student enrolled in a study abroad program. These obligations include, but are not limited to, the following:

1. Obtaining and evaluating safety information concerning the study abroad location.

2. Providing counsel in the decision of a student to participate in a particular program.
3. Engaging the participant in a thorough discussion of safety and behavioral issues related to the program overseas.

RISK-CRISIS MANAGEMENT

In all study abroad programs administered by Dalton State, students are expected to act in a mature and responsible manner as guests of another country. The same discipline and academic integrity policies remain in effect as apply on campus. The laws of the host country may override certain college policies in individual cases. It is the responsibility of the student to behave reasonably in all situations.

In the event that a problem occurs with one of the program participants, program directors are required to inform the Director of the Center for International Education or the Office of Academic Affairs and complete an incident report (see appendix). This report must accurately record the names of students involved, a full description of the incident, and what action was taken by the program director.

- **SAFETY AND TORT LIABILITY ISSUES**

In general, the program directors cannot be held legally responsible for specific students' actions either in the U.S. or abroad. It is the responsibility of the directors to act in a responsible manner in administering the program. The directors should take special care to ascertain that the rules set forth by the college and the programs are publicized to students to ensure a safe educational environment is maintained.

The directors, as employees of a USG institution, are covered by either the State of Georgia's self-insurance fund, which provides a defense for any officer or employee for any act, or insurance fund, which provides a defense for any officer or employee for any act or omission arising out of and in the course of the performance of his or her duties, or the Georgia Tort Claims Act.

Tort law covers civil suits involving wrongful acts that result in injury, loss, or damage, and negligence is the most common tort litigation. In study abroad, the most common example of negligence is a failure to counsel students sufficiently about risks and dangers—natural, social, political, cultural, and legal—inherent in living in a foreign environment.

A legal judgment of negligence must prove duty, breach of duty, proximate cause, and actual injury. Duty is defined as an obligation recognized by the law. A duty is determined when the risk in question is deemed to be foreseeable through the objective eyes of "a reasonably prudent person in a similar situation." Once a duty has been determined to exist, a standard of care is established. Disregard of this standard of care is a breach of duty and can result in a lawsuit. For example, a program director who takes a group of students into a known war zone has breached his or her duty.

With a breach of duty established, a litigant must determine proximate cause. Proximate cause is proof that the breach of duty resulted in the injury, loss, or damage in question. Finally, successful litigation requires proof that an actual injury, physical or mental, occurred.

It is important to note that the standard of care in study abroad programs is higher than at the home campus because students are in unfamiliar environments without the support networks they are accustomed to. In addition, students may be operating in non-English speaking populations. You must be conscious of this fact during pre-departure preparations and on-site management of your program.

Contractual liability stems from not providing the services or quality of services that are promised. In order to avoid contractual litigation, you should do the following:

- Be honest about travel, prices, housing, food, etc.

- Include disclaimers, e.g. prices may vary; services may change in program literature. For example, "all costs are subject to change because of unanticipated increases in airfares or other program elements or fluctuations in monetary exchange rates."
- Provide equivalent services when changes are made.
- Obtain clear, written contracts with service providers that include services, costs, and a refund or alternate plan if first-choice services cannot be provided.

- **PROGRAM AND SITE FAMILIARITY**

Program directors must be thoroughly familiar with the program; providers of services; and the cultural, political, and social conditions of the site. Investigate the security of all accommodations and the safety record of all transportation providers. Research the security of all destinations and the areas through which the group will travel using ground transportation. Monitor State Department Travel Advisories and Consular Information Sheets available at www.stolaLedu/network/travel-advisories.html. A site visit/planning trip well before the program begins is absolutely necessary if the program directors are unfamiliar with the site.

- **SUPERVISION AND BACKUP**

Make sure that someone is always in charge. An assistant director or leader must be available in case the director is unable to function. Students should always be accompanied during group travel. Someone (site director, co-director, faculty member, host institution staff, or student leader) should be available to handle emergency situations at all times.

- **INSURANCE**

Students going abroad should obtain information from their regular health insurance on how to seek medical care and how to submit claims. The program must purchase an emergency medical and accidental insurance for study abroad from either a contracted insurance agency with the Board of Regents or similar insurance with a trusted insurance agency.

- **READY ACCESS TO EMERGENCY INFORMATION**

It is a good idea to provide students, once they are on the program site, with identification cards that they can carry with them that include daytime and evening telephone numbers and addresses for the program and local emergency telephone numbers.

- **KEEPING BASIC INFORMATION ON STUDENTS**

Program directors should have on-site, photocopied information pages from the passports of every student and participating faculty member in case passports are lost or stolen or individual persons have to be identified. Recognizable photographs of program participants should also be on file.

- **CRISIS MANAGEMENT**

All of the crisis management protocols below require that you contact Academic Affairs Office, Dalton State College, at (706) 272-4420

When handling any crisis, DOCUMENT YOUR ACTIONS!

- **MEDICAL EMERGENCIES**

Before departure you should learn about the general attitudes toward health care in the culture, e.g. do doctors hesitate to use potent drugs and take a wait-and-see approach or do they aggressively treat problems? This information will be invaluable in dealing with medical emergencies.

In cases of serious medical situations, you should do the following:

1. Take the person to a hospital/clinic, verify the nature of the emergency with a doctor, inform health care personnel about chronic medical conditions, and assist with medical insurance paperwork.
2. Obtain the medical help indicated.
3. Contact Dalton State with nature of the medical emergency and keep in regular contact with Dalton State until the emergency has passed. Advise the College if the student does NOT want the emergency contact notified.
4. Have the student call the emergency contact. If the student is not able to communicate, Dalton State will call the contact.
5. If the student has not signed authorization for you to obtain medical treatment, seek authorization from the student's contact person. Remember, you are not the student's legal guardian, but you should try your best to get medical attention for her/him.
6. The following is a list of information you should obtain to assess the situation:
 - 1) the student's name.
 - 2) Date of accident or commencement of illness.
 - 3) Details of injuries, symptoms, present condition, including temperature.
 - 4) Name and telephone number of attending physician.
 - 5) Name, address, and number of hospital or clinic, if applicable.
 - 6) Drugs administered.
 - 7) X-rays taken and results and surgery proposed and type of anesthesia used. Wait for authorization if necessary and possible (work with doctors).

○ NATURAL DISASTERS AND GROUP ACCIDENTS

In the case of earthquake, flood, avalanche, epidemic, bus crash etc., do the following:

1. See to the safety of all group members.
2. Communicate immediately with Dalton State as to the safety and state of health of all group members, the group's location, plans, and when you will contact Dalton State again.
3. Communicate the same information to the nearest American Embassy or Consulate. Diplomatic channels are an alternative way to get information to Dalton State if public communication systems fail.
4. Consult with the American Embassy/Consulate, local police, local sponsors, etc. for advice on how to respond to the situation.
5. Discuss plans with group members. This may include change of location, change in program schedule, cancellation of the program, or a shift in emphasis in the program.
6. Some students may decide to return home immediately. Of course, this is their prerogative, and you should assist in making arrangements.
7. Keep in touch with Dalton State.

○ CIVIL DISTURBANCE

1. Be aware of situations and locations which can be potentially dangerous. Warn students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at particularly sensitive political meetings, rallies, or other sizable gatherings.
2. Keep the American Embassy notified of your location at all times if you suspect problems are likely to erupt. Make sure you fully understand evacuation procedures to be followed in case it becomes necessary.
3. Keep Dalton State informed of developments and follow instructions issued by the American Embassy.
4. Contact Dalton State as soon as possible in the event of a coup, assassination, riot, revolution, etc. so parents who call may be fully informed.

○ MISSING PROGRAM PARTICIPANT

1. Inquire with friends and associates of the missing participant about her or his whereabouts.
2. Notify the American Embassy, local police, and local sponsor(s) and give them your telephone number.
3. Notify Dalton State at once. Dalton State will notify the student's emergency contact. Be sure to provide Dalton State with as many details as possible regarding what happened and what is being done.
4. Check with authorities daily, and inform Dalton State of any new developments.

○ STUDENT ARRESTED

1. Call local law enforcement agency.
2. Visit the student in jail and determine what happened.
3. Have the student call emergency contact. If a student is unable to make call, Dalton State will call the contact.
4. Report situation to the American Embassy or Consulate.
5. Assist the student in obtaining funds for bail if possible.
6. Notify Dalton State about the incident.

○ DEATH OF A STUDENT OR FACULTY MEMBER

If a student or faculty member dies while participating in the program, record all available facts accurately. The atmosphere surrounding the program will be emotionally charged, and it is very important that the tasks below are handled promptly and effectively.

Take the following steps if a student or faculty member dies.

1. If word comes by phone, obtain the identity of the person giving the information.
2. Determine the cause of death: if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.
3. Find out time and place of death.
4. Get name and address of undertaker, if available.
5. Find out participant's religion. If Catholic, check if last rites have been administered. If Jewish, contact a local Rabbi immediately. For those of other religions, wait until you have heard from the family as to their wishes.
6. If the participant died in an accident, inquire about the local laws regarding autopsy.
7. Find out if anyone has contacted the participant's family.
8. Contact Dalton State regarding insurance coverage and procedures for repatriation of remains.
9. **Reporting the Information.**
10. Inform Dalton State immediately. Dalton State will then inform the participant's family personally.
11. Notify the U.S. Embassy or Consulate.

EMERGENCY CONTACT NUMBER

Should you experience an emergency while overseas, please contact one of the following members as soon as possible. In most cases, when dialing from overseas, you will first dial 00 + 1 + area code + number.

Dr. Baogang Guo
Director, Center for International Education
Office Phone: 706-272-2678
E-mail: bguo@daltonstate.edu

Dr. Sandra Stone
Vice President for Academic Affairs
Office Phone: 706-272-4420
E-mail: sstone@daltonstate.edu

Billy Gee
Director, Public Safety
Office Phone: 706-272-4461
E-mail: bgee@daltonstate.edu

FINANCIAL AID

Financial aid may be available to eligible students for participation in a Dalton State study abroad program. The Dalton State Foundation offers Study Abroad Scholarships annually. Application forms are available in October, and award decisions will be made in January of the next year. Eligible students who receive HOPE grants, federal grants/loans, and other forms of aid administered by the Office of Financial Aid can use these funds towards participation in a study abroad program.

Most types of financial aid cannot be awarded until 10 business days before the first day of classes, and some aid cannot be disbursed until after Dalton State's new fiscal year. Thus, program directors should be prepared for students to ask for payment deferments. If and how much of payments can be deferred varies because of the different financial situations of each study abroad program. Each Program Director should evaluate, based on available funds and on payment deadlines to airlines, institutions, hotels, etc., whether or not the program will be able to defer any payments.

PROGRAM CONCLUSION

EVALUATIONS

All participants should complete an evaluation of the study abroad program. Evaluations help continuously improve programs, help assure that the quality of all services and facilities remains high, and can be used in marketing for the following year(s).

A sample evaluation is included in Appendix #6 of this manual. For the highest rate of return, evaluations should be completed on the last day of class or on the last occasion that all students are together. Evaluations can be completed once students return to campus; however, return rates are normally very low in these circumstances.

PREPARING FOR THE RETURN

On the plane, passengers will be handed a customs declaration form; everything acquired abroad must be reported at the price paid, including gifts. Failing to declare or understating the value of items can result in penalties. Do not take any unwise risks to save money. It is possible that a customs officer will search one's luggage and person on arrival in the United States.

Some items cannot be brought into the United States and will be seized upon entry. Other penalties may be imposed as well. Here is partial listing of such items: biological materials, unauthorized reprints of copyrighted books, liquor-filled candy, firearms and ammunition, fruits, plants, vegetables, goods from North Korea or Cuba, hazardous articles like fireworks, narcotics, pornography, pets, and switchblade knives.

APPENDIX LIST

1. Dalton State College Guidelines for Study Abroad Program Proposals
2. Dalton State College Study Abroad Program Approval Form
3. Study Abroad Medical Profile and Consent for Care
4. Study Abroad Incident Report Form
5. University System of Georgia Terms and Conditions of Participation
6. University System of Georgia Transportation Waiver
7. Sample Program Student Evaluation
8. Sample Course Student Evaluation

*This handbook uses materials from *USG Handbook for Developing and Maintaining Study Abroad Programs* from the Board of Regents, *Study Abroad Handbook* from North Georgia College and State University, and European Council's and Asia Council's Summer Programs.

APPENDIX

DALTON STATE COLLEGE

GUIDELINES FOR STUDY ABROAD PROGRAM PROPOSALS

In preparing a proposal for a study abroad program, a description of the program in accord with the following guidelines is required.

I. TITLE OF STUDY ABROAD PROGRAM

II. SPONSORING COLLEGE AND DEPARTMENT

III. PROGRAM DIRECTOR--NAME, TITLE

IV. GOALS AND OBJECTIVES OF THE PROGRAM

Discuss the purpose of the program, what you hope to achieve, what the students will do and how they will benefit from the program.

V. RELATIONSHIP OF PROGRAM TO DALTON STATE COLLEGE'S STRATEGIC PLAN

VI. RELATIONSHIP TO DALTON STATE'S DEPARTMENT/MAJOR

How does the program facilitate the work of the department, its curricula and scholarship?

VII. COURSE NUMBER(S) AND TITLE(S)

A. Title of course(s): _____

B. Corresponding numbers

C. Credit hours to be granted

D. Course prerequisites

E. Course description/requirements

Describe the course, its objectives and activities for students, and how it meets the standards for courses offered on the Dalton State campus.

F. Quality of course content

Describe how the course content is reflective of the knowledge of the subject matter available from contemporary sources.

G. Description of the course evaluation plan

How will the instructor be evaluated and how will the content of the course be appraised?

H. Instructional arrangements

I. Attach a copy of the syllabus/class schedule

1. Identify classroom/facilities available

2. Identify library and other resources available

VIII. PARTICIPANTS

A. Number of program applicants expected

B. Level of education required for enrollment

C. Prerequisites required

IX. SITE VISIT

Describe your site visit and the pertinent information gathered in preparation for this program.

X. TRAVEL ARRANGEMENTS AND LOGISTICS

A. Country (ies) to be visited

B. Tentative Schedule

1. Dates for the program

- 2. Itinerary (attach daily schedule)
- C. International and/or domestic airline(s)
- D. Ground transportation arrangements
- E. Housing arrangements
Describe facility and include address, contact person, telephone number, fax number, etc.
- F. Security/safety plan, as determined in the site visit

XI. FACULTY

- A. Qualifications of Dalton State faculty teaching in the program
- B. Qualifications of international faculty teaching in the program

XII. BUDGET

Attach Budget Worksheet

XIII. RECRUITMENT

How will you recruit qualified applicants?

XIV. PREDEPARTURE ORIENTATION

Describe plan for pre-departure orientation

XV. EVALUATION PLAN

How will you know whether the overall program goals have been achieved? What kinds of evidence will you present to substantiate your appraisal?

XVI. AFFILIATED OR CO-SPONSORING INTERNATIONAL INSTITUTION

Describe the co-sponsor, if any, and assess the benefits and liabilities of such an affiliation for Dalton State.

DALTON STATE COLLEGE STUDY ABROAD PROGRAMS

New and Existing Approval Form:

(Please Type)

Program Title: _____

Countries Included in Program: _____

Program Coordinator: _____

Telephone: _____ Fax: _____ E-mail: _____

Dates of Program: _____

Sponsoring College and Department: _____

Office Responsible for Budget: _____

Check One: Credit/Non-Credit/Both: _____

Number of Credits CEU's: _____

Signatures:

Program Director: _____ Date: _____

Department Chair: _____ Date: _____

International Education Coordinator: _____ Date: _____

Vice President for Academic Affairs: _____ Date: _____

President: _____ Date: _____

**Please submit this form annually to the director of the Center for International Education*

DALTON STATE COLLEGE'S STUDY ABROAD PROGRAMS PROJECTED BUDGET

Title of Study Abroad Program: _____

Country (ies) to be visited: _____

Sponsoring College: _____

Program Director: _____

Dates of Program: _____

Projected No. of Participants: _____

Cost per Participant:

Airfare: _____

Ground Transportation: _____

Meals (if included): _____

Accommodations: _____

Mandatory Insurance: _____

Guest Speakers/Instructors: _____

Dalton State Tuition: _____

(May include in program cost or not)

Excursions: _____

Administrative Fees: _____

Incidental Expenses: _____

Total: _____

Program Director's Expenses: (To be built into participant cost of program)

Airfare: _____

Per Diem (food & housing): _____

Recruitment: _____

Brochures: _____

Layout: _____

(Printing, paper, postage, etc.) _____

Currency Fluctuation (12-15%) _____

Total: _____

Total Cost Per Participant: _____

TRAVEL ABROAD MEDICAL PROFILE AND CONSENT FOR CARE

CONFIDENTIAL

After completion, give sealed envelope containing the form to trip leader. Include up-to-date copy of immunizations history.

Name: _____

M ___ F ___

Home Phone: _____

Address: _____

Date of Birth: _____

Social Security Number: _____

In Case of Emergency Notify:

1. Name: _____

Relationship to you: _____

Phone: _____

2. Name: _____

Relationship to you: _____

Phone: _____

Personal Physician:

Name: _____

Phone: _____

Address: _____

Health Insurance:

Company: _____

Policy #: _____

Group #: _____

Phone: _____

Address: _____

Blood Type (if known) _____

Allergies and Drug Reactions:

(Describe type of reaction)

Current Medications:

(Include exact dosage and reason for medication)

Current Medical Problems or Health concerns:

(List ALL problems whether or not they affect your activity)

Past Illness/Hospitalizations/Surgery:

(List ALL significant past illness, and all hospitalizations and surgeries; give dates)

Have you ever had chickenpox? _____ Yes _____ No

Signature

Date

Printed Name

Co-Signature of parent or guardian

if student is under 18 years of age

INCIDENT REPORT FORM

The program director should complete this report immediately after the incident. If the incident is witnessed by more than one of the above persons, all of them should submit separate reports.

Today's Date: _____

Name(s) of Student(s) Involved: _____

Student ID #: _____

Date and Time of Incident: _____

Location of Incident: _____

Faculty/Staff Person Completing Report and Contact Information: _____

Program Name: _____

Others Involved: _____

Please check the appropriate box to indicate the nature of the incident:

- Alcohol/Drugs Theft Assault of Student
- Injury/Illness Arrest of Student
- Other, please specify: _____

Please describe the incident. Be as specific as possible, including all details. Use additional sheets if necessary. _____

Action(s) Taken If Any: _____

Signature of Reporting Person

Date

UNIVERSITY SYSTEM OF GEORGIA
TERMS AND CONDITIONS OF PARTICIPATION

WHEREAS, I, _____, wish to participate in the Study Abroad Program at _____

_____ (institution) to take place from _____

(date)

through _____ (date) located in _____ (City & Country) and,

WHEREAS,

I therefore acknowledge and attest to the following statements and I agree to abide by the following terms and conditions at all times during my participation in the Program:

I understand that I am subject to the laws of the country or state where I am studying as well as the rules and regulations of my Host and Home Institutions. I also understand that it is my responsibility to be informed about the laws of the country or state and to conduct myself in a manner that complies with those laws.

I will follow the student code of conduct as described in _____ (institution) student handbook at all times during my participation in the Program.

I assume full responsibility for any personal activities in which I participate that are outside the scope of required course work and for my personal conduct while participating in my required course work activities.

I have been informed of all State Department warnings pertaining to the country (ies) of my destination. I understand that I am responsible for my personal property and will not hold the institution responsible should damage occur.

I am aware that there are inherent risks in travel and work in international settings, particularly in developing countries. I understand that the political and environmental and cultural situations in these countries differ from those in my own country and my home institution environment. I understand that these situations are unpredictable and may become volatile and dangerous often within a very short period of time. I understand that in such circumstances evacuation may prove difficult or impossible. To the best of my knowledge, I am in good health and suffer no disability or condition that, even with reasonable accommodation, would render my participation medically inadvisable.

I understand that I am required to carry health or accident insurance that will cover me while I am abroad, and that I will be responsible for any expenses associated with injuries or illnesses that may occur including cost of medical evacuation and repatriation of remains. In case of emergency, I authorize faculty/staff to obtain necessary treatment on my behalf.

The _____ (institution) strongly discourages students owning or operating vehicles while participating in study abroad programs. Traffic congestion and different traffic laws and regulations, civil and criminal, can make driving motor vehicles in foreign countries extremely hazardous. Insurance requirements, or other financial responsibility laws, vary from country to country. If, however, a participant is determined to operate a motor vehicle while abroad, he or she recognizes that the _____ (institution) assumes no financial responsibility for legal aid, or for the care of the participant should he/she be involved in an accident while operating a motor vehicle.

I have weighed the dangers inherent in foreign travel and work, the risks presented to my own health and well being, and my personal desire to further my educational experiences by traveling and working in foreign countries. I have had the opportunity to ask questions which have been answered to my satisfaction. Nonetheless, I acknowledge that there may be additional factors that may not have been brought to my attention. I have concluded that the risks are acceptable and are outweighed by my desire to participate.

I understand that my participation in this program is voluntary and that I voluntarily assume all risks of injury to myself or damage to my property and agree to hold harmless _____(institution), its officers, directors, employees and authorized agents from any and all liability, claims, or causes of action arising out of my participation in study abroad activities or transportation to and from.

By signing below, I acknowledge that I have read, understand, and agree to abide by this agreement.

Signature of Participant _____ Date: _____

Name (Please print): _____ Telephone No. _____

Signature of Parent or guardian: _____ Date: _____
(If participant is less than 18 years of age)

UNIVERSITY SYSTEM OF GEORGIA TRANSPORTATION WAIVER

It is the understanding of _____ (institution) that you have alternative transportation arrangements and will not participate in travel arrangements made by _____ (institution) as part of the course entitled " _____ ".

It is therefore understood that ALTERNATIVE you accept full responsibility for travel arrangements and the associated costs. Further, the _____ (institution) is not responsible for any bodily injury or property damage which may arise out of these alternative arrangements.

Please affirm your understanding by reading and signing the statement below:

I understand that transportation arrangements to and from _____ are available to me and I have elected to decline these arrangements. I accept full responsibility for making my own arrangements. I will not hold the _____ (institution), its trustees, agents, or employees responsible for any bodily injury, property damage, or other incident which may arise out of my alternative travel arrangements.

Name (please print)

Date

(Signature)

Signature of parent or guardian
(if participant is under 18 years of age)

(Date)

ON-SITE PROGRAM

1. Please comment on the living accommodations and meal arrangements. Would you suggest any changes or improvements?
2. Please comment on the services provided by the host institution (computer use, Internet availability, classroom facilities, etc.). Would you suggest any changes or improvement?
3. Please comment on the helpfulness and assistance of the program staff, the faculty members, and staff at the host institution in responding to your questions, resolving problems, etc. Did you receive help when you needed it?
4. What was most enjoyable part of your experience in this program?
5. What advice would you offer to fellow students about participating in a similar program in the future?

SAMPLE STUDENT COURSE EVALUATION

1. Were the lectures and class sessions well organized and motivating for you?
2. Were field trips and excursion well integrated with the class sessions?
3. Was the level and amount of work appropriate for the course setting?
4. Were the expectations of the teacher made clear to you?
5. Do you think you are being evaluated fairly? Why and why not?
6. In general, was the course successful? Why and why not? Would you recommend it to future program participants?