Important Contact Information

International Programs & Services
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Emergencies
Monday–Friday (8AM–4:30PM CST): 218.726.8764
After hours: 218.310.6946

Cultural Insurance Services International (CISI)
Phone: 855.327.1411 (24-hour)
From outside the U.S., call collect: (01-312) 935-1703
medassist-usa@axa-assistance.com

Women’s Resource and Action Center (WRAC)
Phone: 218.726.6292
wrac@d.umn.edu

UMD Health Services
218.726.8155
umdhs@d.umn.edu

UMD Gay, Lesbian, Bisexual & Transgender Services
218.726.7300
anichols@d.umn.edu

UMD Disability Resources
218.726.6130
mcaskey@umn.edu

UMD Office of Cultural Diversity
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Study Abroad at the University of Minnesota Duluth

Study abroad is central to the University of Minnesota’s mission and goals. UMD Study Abroad strives to provide a variety of programs in countries all over the world that meet the needs of students, faculty, and staff. The structure of study abroad programs varies greatly in terms of length, destination, sponsor, academics, and organization. Collaborative partnerships between academic units and Study Abroad are critical to the University of Minnesota’s efforts to internationalize the campus.

Short-term programs fill a niche in the UMD study abroad program portfolio. They allow those students who may not be able to participate on a longer-term program the opportunity to learn in an international setting. In addition, programs led by UMD faculty and staff enrich the curriculum, open new doors for students, and provide assurances to other faculty, to the administration, and to parents that the program will be of quality comparable to on-campus academic courses. Faculty and staff who lead such programs usually return to the campus with deepened convictions about the value of international study as an essential component of education and are eager to do it again.

Departmental Programs
Departmental programs are faculty-led, credit-bearing or non-credit education abroad programs administered out of a college, school, or department. They frequently fulfill specific curricular objectives and allow the program leaders to specialize course pedagogy in an international setting. Programs can be open to both University of Minnesota and non-University of Minnesota undergraduate or graduate students according to departmental needs and prerequisites.

Roles & Responsibilities
The Study Abroad office is available to meet with interested colleges/schools/departments to discuss program proposals and services. In addition, Study Abroad staff can serve as a resource to the program leaders on pedagogy, travel advisories, cultural information, program promotion, pre-departure preparation, and overseas arrangements.

The principal drive and responsibility for a Departmental program should originate from the program leaders and the college/school/department; however, Study Abroad staff provides many services to assist with program administration. A general outline of the roles and responsibilities in respect to Departmental program management can be found below.

Study Abroad Staff Responsibilities
- Program design advice & resources
- Coordinate student registration & billing
- Coordinate financial aid services
- Online application & forms
- Online pre-departure orientation (students)
- Travel, health and security insurance (students & leader)
- Facilitation of University compliance
- Guidance on legal liability, health, & safety
- Program leader workshop
- Register students and program leaders with U.S. State Department's Smart Traveler Enrollment Program (STEP)

College/School/Department Responsibilities
- Appoint departmental contact to the Study Abroad office
- Program design & budget
- Program marketing
- Departmental communication for approvals
- International travel arrangements & contracting
- On-site arrangements, including travel, housing, & meals
- Program promotion & recruitment
- Application review & acceptance
- Program-specific pre-departure orientation
- On-site health, safety & emergency planning
- Academic content design & delivery
- Grade posting
Program Leader Workshop
All new and repeating program leaders must attend a program leader workshop prior to the departure of their program. The workshop will primarily cover important health, safety and liability information, such as FERPA guidelines, legal considerations, emergency planning, and crisis management. Program leaders in past workshops have also enjoyed the opportunity to meet with other leaders to discuss creative program designs, managing group dynamics, and handling student challenges. The Study Abroad staff contact will notify the campus of the workshop dates.

Program Design
Designing a short-term program takes some finesse due to the inherent time restraints, quick pace, and special dynamics of group travel. It is important to have clearly defined curricular goals, academic standards, and on-site logistics planned long before departure. Therefore, the dedication of the program leaders and academic college/school/department involved is necessary from the proposing stages, to overseas teaching, to return and post-program assessment.

Curriculum Components
Study abroad programs provide the unique opportunity for program leaders to teach students outside of their normal environment. Program leaders should capitalize on this opportunity by carefully developing a program curriculum that integrates the benefits of an international experience while maintaining the academic rigor of the University. UMD Study Abroad recommends that program leaders develop their course syllabus and program itinerary jointly to integrate the course materials with the daily activities as much as possible.

Experiential Education
Experiential education does not mean simply having experiences and learning from them. Carefully organizing excursions and field assignments is only half of the equation. Fully integrating experiential education is pedagogically challenging and requires real effort on the part of student and instructor alike.

Guiding principles:
Experiential learning is structured.
The instructor helps prepare students for the experience and should assure that they understand its intended learning outcomes (e.g., through advance discussion of what to look for in the field); the experience itself is often planned; and systematic processing occurs afterward.

Experience is brought into constant dialogue with theory.
- Classroom discussions are not divorced from more experiential components.
- Faculty consistently helps students establish bridges between academic knowledge and their experiences.
- Students try out theories as tools for understanding what they observe in the field; they use their field experiences to challenge theory when it does not seem to work; and they develop new hypotheses to explain what they see or hear. This is easy to say but hard to do. Achieving a theory-practice dialogue is perhaps the central challenge of experiential education.

Learning is documented and assessed.
Just as with more traditional classroom learning, experiential education includes vehicles for students to demonstrate what they have learned, and for faculty to assess the quality of that learning. Vehicles for doing so can include writing assignments, oral reports, class discussion, one-on-one conversations, etc. Because academic credit is involved, the program, individual classes, and assignments must be structured in a way that permits faculty to assign grades with some degree of comfort.

Contact Hours
Study abroad programs must have the same academic rigor as courses on campus. The University of Minnesota states, “45 hours of total effort is expected of the student per credit, and 15 of these must be direct contact hours.” Contact hours include any time the students are engaged in achieving course objectives such as attending lectures, participating in tours, and visiting museums.

Readings and other work assigned should be comparable to that assigned for an on-campus course of similar credit value. Program leaders can also decide to hold pre-session course sessions to cover some material before leaving the U.S. Be creative with limited time and resources. Plan a short quiz on the plane, assign pre-departure readings, have students report on sections of a textbook, or ask students to lead a researched site visit.
Program Syllabus & Itinerary
Your final syllabus should be a combination of syllabus and itinerary. A well-planned program will successfully wed academic content with daily or weekly excursions, lectures, and visits. Although the amount of work required of students must correspond to what would be expected of students on campus, keep in mind there may be limited access to computers, free or consistent Wi-Fi access, or research facilities. The syllabus should also clearly explain the course and material expectations, how students will be evaluated, and when they should expect their grades.

The pace of short-term programs can be exhausting for students and leaders. Schedule free time as well as frequent opportunities for students to debrief their observations and reactions to the cultures they are experiencing. Mindfully plan your site visits and the time needed to reach each destination. Avoid student burnout by minimizing long days and balancing activities; for example, do not plan three museum visits in one day.

Excursions
All Departmental programs should include some excursions related to the academic content of the program. Excursions may range in length from one or two hours to several days. Faculty leaders should keep in mind the budget and safety of the students when planning any excursion.

Some common excursions include:
- **Orientation excursions:** These usually occur during the first days of the program and are designed to help students adapt to their new surroundings. Examples include a guided walk around the immediate neighborhood of the program; a chartered bus trip to show students the location of clinics, post offices, Internet cafés, etc.; or guided small-group trips on public buses to different zones of the city.
- **Academic excursions:** Most excursions should take this form. They should be related to themes of the course and have a clear academic purpose, which should be communicated to students. The program leaders should accompany students to facilitate learning.
- **Recreational excursions:** These may be for pure tourism or for recreation. Inexpensive day trips may be built into the program budget; however, longer or more expensive options should generally be optional and at the student’s expense. It is recommended that the program budget reflect the required academic excursions only.

Field Assignments
In addition to excursions, program leaders should incorporate structured field assignments into their courses. Such assignments are one important variety of active learning, and therefore are pedagogically in keeping with what is known about effective teaching. The scale of the activity need not be the scale of the analysis. For example, each student might be asked to write an individual report on the same class excursion; or a team of students might write a report on patterns that emerge on the use of space in each of their host families’ homes. Similarly, the analysis of the experience may be individual (a written report), team (an oral report to the class), or by the class as a whole (group discussion, or a written report to which each student contributes one part).

Field assignments may be structured in many different ways:
- **Observation:** Visiting a neighborhood & trying to understand through simply looking & listening
- **Informal or structured conversation:** Asking a local resident about child-rearing practices
- **Listening to an explanation:** Being guided through a local business by its manager
- **Administering a survey questionnaire:** Polling locals about personal car vs. public transportation usage
- **Trying out a skill:** Haggling at a market using Chinese
- **Structured field research:** Classifying species in an Ecuadorian rainforest

Evaluative Site Visits
When developing a new program it can be helpful to conduct a site visit to evaluate host country services and on-site providers, as well as research ideas for possible excursions and international agreements. During your site visit, the primary focus should be on evaluating the on-site providers’ student services in regards to students’ health and safety abroad, transportation, and housing. As part of the evaluation you should review planned roads with the Association for Safe International Road Travel (ASIRT, www.asirt.org) and the U.S. Department of State (www.state.gov). As a rule, night transportation should be avoided. It is also equally important to evaluate the relative safety of the program housing in terms of its location, secure entrance/access, and fire safety.

A site visit can also be a great opportunity to collect materials for marketing and the Program-Specific Pre-Departure Orientation. Postcards, photos, brochures, clothing, and souvenirs can help bring the program to life for the students and help them to set more realistic expectations.
The funding for a site visit can come from the individual college/school/department; the Study Abroad staff will assist program leaders by providing international contacts and travel suggestions. Travel grants are also available from Global Programs and Strategy Alliance at the University of Minnesota (http://global.umn.edu).

**Pre-Departure Preparation**
A successful experience abroad depends on adequate preparation prior to departure, starting with information disseminated during the application process. In addition, program leaders should plan on meeting with program participants several times during the weeks leading up to the official program start date. These meetings allow the leader to cover important academic and logistical information related to the program, and students to have the opportunity to meet other program participants.

**Passports, Visas & Exit Taxes**
All students studying abroad will need a passport. It is important to notify students during the application process, so they have adequate time to obtain their passport before departure. Passport processing can take anywhere from six to eight weeks.

In addition to a passport, some countries may have additional visa or exit taxes. Visa regulations should be researched well in advance of the program start date to allow adequate processing time. It is important to determine if the program will organize the visa process or if students will be responsible for purchasing visas on their own. The cost should be factored into the student budgets. Please note that visa requirements differ by country of citizenship. UMD Study Abroad staff is available to provide visa processing agency information for students and program leaders. International students must speak with the International Student Services office (http://www.d.umn.edu/internationalstudents) to ensure they are able to re-enter the U.S. without difficulty.

**Online Pre-Departure Orientation**
University policy requires that all students studying abroad through the University of Minnesota complete an online pre-departure orientation. Study Abroad staff will track student participation and notify program leaders if there are participation issues.

**Program-Specific Pre-Departure Orientation**
Program leaders should plan to meet with participants several weeks prior to departure to provide the students with essential pre-departure information. Suggested topics include establishing group norms, attendance and participation expectations, travel plans, budgeting, on-site health and safety, etc. Please see the Site-Specific Pre-Departure Orientation section in the Resources section at the end of this handbook.

**The In-Country Experience**
As a Departmental program leader, your responsibilities extend far beyond teaching. You may find yourself wearing multiple hats including mediator, counselor, health care advisor, mentor, disciplinarian, travel agent, cultural informant, and many more! Program leaders working with on-site providers should have a clear understanding of the delineation of responsibilities.

**Faculty Role**
- **Teach**
- **Provide & shape course content**
- **Grading**
- **Ensure & monitor class participation**
- **Monitor & cultivate good student behavior**
- **Assist students with cross-cultural adjustment**
- **Inform students of scholarship opportunities**

**On-Site Provider Role**
- **Housing issues**
- **Health & safety (hospital visits)**
- **Arrange & provide classroom space**
- **Conduct on-site orientation**
- **Local expertise (guided tours/excursions, guest lecturers)**
- **Assist students with cross-cultural adjustment**

**On-Site Orientation**
The first impressions that students make abroad can skew their future experiences and are often long lasting. Students can also be especially sensitive when they first arrive abroad because they are usually tired, outside of their comfort zone, and may be experiencing culture shock. Therefore, the On-Site Orientation is an integral part of a successful study abroad program. If you are working with an on-site provider, they should organize part or all of your orientation; however, it is also important that program leaders talk with students about their personal expectations as well as those of the University. Emergency procedures, contingency plans, and contact information should also be distributed at this time. Before you leave, the Study Abroad office can assist you in providing health and safety information so that students can make informed decisions concerning preparation, participation, and behavior while they are on the program. See the In-Country Orientation Topics list in the Resources section at the end of this handbook.
Group Dynamics
Teaching a course abroad is very different than teaching it on campus. Not only are your students learning together, they are also living together and sharing an intense international experience with each other. Instructor-led programs are unique within study abroad programs because of the strong emphasis on the group. It is common to form strong bonds and make lifelong friends. Working together and relying on each other can lead to positive and successful study abroad experiences. Many instructor-led groups organize reunions long after the program has ended.

Another characteristic of a successful group is encouraging the interaction of its members. Good groups find the strengths of each person and encourage them to use these strengths to complete tasks, support each other in difficult moments, and overcome challenges.

Keys to maintaining healthy group dynamics:
• Ask program participants to be flexible, respectful, & open to the host country & each other
• Keep lines of communication open with the participants
• Work to fix problems as soon as possible
• Notify Study Abroad staff of any issues as soon as possible
• Be proactive in managing group dynamics
• Clearly explain your expectations & those outlined in the University of Minnesota Student Code of Conduct, as well as Study Abroad policies

Diversity
Program participants today bring a variety of personal, cultural, ethnic, and social dimensions to their education abroad experience. As a result, they may engage in very personal struggles and challenges during their education abroad experience and may feel that they do not fit in with the other program participants. It is helpful to meet with program participants who may appear distant, frustrated, or depressed to see if they are facing unique adjustment challenges and help them adjust to the realities of the host culture.

Cultural Adjustment or “That’s Weird!”
As program leaders, one of your roles is to facilitate the intercultural growth of your students by incorporating cultural understanding when looking at local cultural practices. You can help students cultivate their understanding by encouraging questions and personal investigation throughout the program. Remember that all students do not come with the same flexibility toward diversity and some may be hesitant to understand cultural differences or quick to justify their actions with stereotypes. For some students, participation on your program might be their first time outside of the U.S.; other students might be seasoned travelers.

Utilizing your own understanding as well as that of local people helps students to work through frustrations and stereotypes. Having access to cultural informants is important for students’ intercultural development. Cultural informants could be on-site staff, academic counterparts, and yourself; if you have intimate knowledge of the country. The results not only benefit the students, but also help you as the faculty leader to assess the outcomes of your program.

Re-Entry
As program leaders, you play an important role in your students’ re-entry experience. The same care that went into pre-departure orientations should also go into their return to the U.S. It is important to continue to maintain contact with program alumni because they serve as strong ambassadors for your program and study abroad on campus.

Reverse Culture Shock
Many students find their return to the U.S. is as challenging as their initial adjustment to the host country. “Reverse culture shock” refers to the feelings of frustration and longing that many students feel upon returning home after their time abroad. Reverse culture shock is often not anticipated by students returning home and is therefore all the more jarring. Prior to the end of the program, it is valuable to engage students in reflective activities that can help them prepare for their re-entry. You may wish to organize a program reunion to share pictures and stories. Resources and activities are available on the Study Abroad website.

Program Evaluation
Study Abroad staff will send students a post-program evaluation. The results of this evaluation will be shared with the program leaders in a post-program follow-up discussion. Please note that the Study Abroad office acts only as an adviser on the development and design of Departmental programs.
Health & Safety

Safety is a serious concern for everyone involved—students, their families, faculty/staff leaders and associated faculty/staff, partners’ abroad, the Study Abroad office and the University. Evidence suggests that in general, students abroad are as safe as, or safer than, they are on U.S. campuses. However, there are particular risks that may occur overseas. The fact that students are far from home and in an unfamiliar culture may make any safety issue that arises more traumatic than it would be in the U.S. By following the procedures listed here, program leaders can avoid many problems and learn how to handle an overseas emergency. Study Abroad staff wishes all participants and directors a safe learning experience abroad and we stand ready to assist if any problems arise.

University Policies

Planning for the health and safety of yourself and your students’ abroad is critical. Program leaders should familiarize themselves with the University of Minnesota policy: “Student Travel and Education Abroad: Health and Safety” at www.policy.umn.edu/policies/education/student/edabroad.html. Though UMD Study Abroad will facilitate compliance with the students’ requirements under the policy, the relevant College or Department ultimately sponsors Departmental programs. Thus, the College or Department is responsible for compliance with the Unit requirements included in the policy.

Participants on Departmental programs are also required by the University to complete a Release and Waiver form and a Student Health Information form. Both forms facilitate the pre-departure planning and educational process. When handling an emergency overseas, the forms are essential from both a legal and safety standpoint. In time-sensitive decisions, it is important for program leaders to have the appropriate background information on the student as well as the power to act in their best interest. Students participating in Departmental programs will complete the forms as part of the application process. The Study Abroad office will facilitate the review of Health Forms and provide guidance to the faculty leader with regard to best practices.

Minnesota State Law

On May 20, 2014, a law was passed by the State of Minnesota that seeks greater transparency about the health and safety records of credit-bearing education abroad programs in which degree-seeking students enrolled at Minnesota universities and colleges participate.

The governor of Minnesota signed the law on May 20, 2014. It is important to note that the law defines “program” as a “study abroad program offered or approved for credit by a Minnesota college or university in which program participants travel outside of the United States in connection with an educational experience.”

The law requires Minnesota postsecondary institutions offering credit for study abroad programs to report the number of deaths, as well as accidents and illnesses requiring hospitalization, which occurred during and as a result of program participation each year. This law also requires the Minnesota Secretary of State’s office to publish the best available information by country on sexual assaults and other criminal acts affecting study abroad program participants during program participation. For more detailed information about this new law, please see this report compiled by the Forum on Education Abroad: http://www.forumea.org/wp-content/uploads/2014/10/Minnesota-Legislation-Oct-13.pdf.

To comply with this law, you must report to the Study Abroad office providing details of any UMD student deaths or hospital visits during their time in your program. Please report this information via phone or email as soon as possible once you are made aware of an incident.

U.S. Department of State Registration

UMD Study Abroad will register U.S. citizen program leaders and students. It is important that all program leaders and students are registered with the U.S. Department of State (USDOS) through its Smart Traveler Enrollment Program (STEP). By registering with the Smart Traveler Enrollment Program, the USDOS is better able to assist U.S. citizens in an emergency.

Insurance

University policy requires that every student who participates in a learning abroad program have international travel, health, and security insurance. All students and program leaders on Departmental programs are insured through the same policy, which includes evacuation benefits and a 24-hour international emergency service phone number. The cost of the insurance is approximately $30.00 per month, per person, and is in addition to the Study Abroad fee. Be sure Study Abroad staff knows about all program leaders and
students so that everyone who needs the insurance receives it.

It is important that you and the students understand how the travel, health, and security insurance operates so that you are familiar with how to handle a medical emergency. Details will be provided to participants and faculty and can be viewed at [https://studyabroad.wp.d.umn.edu/resources/health-safety/insurance/](https://studyabroad.wp.d.umn.edu/resources/health-safety/insurance/)

If students select to travel independently before or after their study abroad program it is recommended that they enroll in additional coverage directly with CISI.

Communication
Maintaining good communication between the program leaders and students is a key component to promoting on-site safety. Once you arrive in country, you are advised to rent or purchase a cell phone for the duration of your program. This makes it possible to communicate at times when you may not have access to a public phone. Ensure that students understand how to operate local payphones to make both local and international calls. Inform the students as well as the housing management personnel where the students are staying, that they are required to notify you immediately if there is an emergency involving a student, and make sure that they have your contact information.

Provide your students with the following contact information (address and phone number):

- **Program leaders**
- **On-site provider (if applicable)**
- **Local equivalent of “911”**
- **Local U.S. embassy or consulate**

If you will be away from the program site during the weekends, you should provide students with a way to contact you. Additionally, if students will be traveling independently during the program, they must inform you of their plans and provide you with a copy of their itinerary.

**Emergency Communication**
It is very important that you carry all of the necessary contact names and numbers in case of an emergency. Each program participant must give the name of a person for emergency contact at the time he/she fills out the Study Abroad online application. The Study Abroad staff will provide program leaders with this information and they should leave a copy of the students’ emergency numbers with their department or college. Program leaders should always have access to the following emergency contact information:

- **Students’ emergency contact**
- **School/college/department contact**
- **Study Abroad office & emergency contact**
- **On-site provider**

It is required to set up an emergency plan with students in case of an emergency where access to normal communication channels is obstructed or unavailable. Designate two meeting points where members of the group can meet up in case of an emergency. One should include the students’ housing or school location and the other should be a well-known location in a different part of the city. Study Abroad staff will provide an **Emergency Plan form** for leaders to complete prior to departure.

**Emergency Response Protocol**
Program leaders must be prepared to handle any emergency, either perceived or real, before leaving the U.S. As part of this process, the University requires that all program leaders complete and submit the Emergency Plan Form to their department and to the Study Abroad office prior to departure. This form can be found online at: [https://studyabroad.wp.d.umn.edu/faculty-staff/before-you-go-faculty-staff/](https://studyabroad.wp.d.umn.edu/faculty-staff/before-you-go-faculty-staff/)

**Is This an Emergency?**
Emergencies can be both perceived and real. As program leaders, you must be prepared to handle both while abroad. Sometimes a perceived emergency that is ignored can be as detrimental to a student’s experience as a real emergency. It is important for program leaders to take students’ concerns seriously and take steps to address them. An emergency on a learning abroad program is any event that poses a genuine risk to, or has already endangered, the safety and well being of program participants and/or the leader. This includes (but is not limited to) the following types of incidents:

- **Serious accident or injury**
- **Serious illness, whether physical or emotional**
- **Hospitalization for any reason**
- **Physical assault**
- **Sexual assault or rape**
- **Robbery or mugging**
- **Disappearance of a student**
- **Local or national political crisis that could threaten the students’ safety/well-being**
- **Terrorist threat or attack**
- **Arrest or questioning by police or other local security force**
- **Any legal action (lawsuit, trial, etc.) involving a student**
Emergency Response
If you believe there is a health or safety risk to your students, contact the Study Abroad office and your school/Departmental contact(s) to decide upon the appropriate action. Study Abroad staff has extensive experience dealing with crises and is ready to help you during and after any event. In the event of an emergency, use the following emergency response protocol:

1. Safeguard the program participants: You must do whatever is necessary to ensure this, whether it involves obtaining prompt medical attention, police protection, or seeking the intervention of the U.S. Embassy.

2. Keep everyone (including yourself) calm: Students count on you to take charge and get them through the crisis, and they take their behavioral cues from you.

3. Contact with the On-site Provider, UMD Study Abroad, and your school/college/department contact: The resources of the University will be activated to assist you and the school/college/department contact will then notify the students’ emergency contacts in accordance with FERPA guidelines.

4. Contact the insurance provider: If you are dealing with a medical emergency, they will help coordinate the necessary arrangements. You and your students are given insurance cards with a worldwide, 24-hour, toll free number to call for assistance.

5. Notify the local police: If you are dealing with a non-medical emergency, follow the procedures that may be required by local law. NOTE: In the case of a sexual assault, University policy requires that the victim/survivor make the choice whether police will be contacted. No student will be required to report a crime to police. Please see the Aurora Center website for more information: http://www1.umn.edu/aurora/.

6. Create a log: If possible, program leaders should maintain a log of events and share this information with the appropriate authorities.

7. Maintain communication with the University: It is important to keep Study Abroad staff and your school/college/department contact abreast of the emergency and subsequent activities.

If there is a political or health crisis and the U.S. Department of State (USDOS) issues a public announcement, worldwide caution, or a specific travel warning for the country of your program, UMD Study Abroad will contact program leaders with this information. In the case of an issuance of a USDOS travel warning or other indicators of a serious health or safety threat, the situation will be reviewed by the International Travel Risk Assessment and Advisory Committee (ITRAAC), which will make a determination whether a program can continue and what steps must be taken to ensure the safety of students and faculty. For more information about this committee and its responsibilities, visit: http://global.umn.edu/travel/approval/index.html.

It is unlikely that you would need to evacuate program participants from a site abroad. However, if a deteriorating situation were to make this necessary, the Study Abroad office will work with departments, the insurance provider, and the U.S. embassy to facilitate a safe return of students and faculty.

Conduct
While on your program, students are subject to the University of Minnesota Student Code of Conduct, as well as Study Abroad policies, because the program is considered a continuation of their University degree. Any violations of the Codes may have impacts back on campus. We ask you to remind your students that both policies apply to them while they are on a study abroad program. These policies can be found at UMabroad.umn.edu/students/policies/rightsresponsibilities.php

During the application process, Study Abroad staff will facilitate review of all students with pre-existing records in the Office for Student Conduct. If any of your program participants have a base behavioral incident on file that has potential to impact their success on the program, Study Abroad staff will work with you regarding next steps. The program leaders (with the assistance of Study Abroad staff, if requested) may contact students with a pre-existing record with follow-up questions or requirements.

Mental Health
In the U.S., students with conditions impacting their mental health are entering colleges and universities in unprecedented numbers and as a result, there will be students on your program who have or develop mental health conditions while abroad. As with the case of physical illnesses, Study Abroad staff will follow up with the program leaders regarding students who disclose a mental health situation on their Health Information form and determine if on-site resources are necessary. The international travel, health, and security insurance plan will assist with medical costs related to mental health including, if necessary, return to the U.S.
The University of Minnesota recently developed a web resource at [www.mentalhealth.umn.edu](http://www.mentalhealth.umn.edu). On-site providers and program leaders can benefit from the resources found in the section labeled “Information for: Faculty & Staff.” The website includes a training module that allows you to consider what behaviors a student with a mental health issue might exhibit and tips for supporting the student.

Please contact Study Abroad staff and your school/college/department with any concerns about the mental health of participants. Your Departmental Program contact will work with the services of the University to provide program leaders with advice.

**Accommodation**

The University of Minnesota adheres to the policy that it will do its best to provide reasonable academic accommodations to program participants with disabilities. UMD Study Abroad sends students with disabilities abroad every year and continues to see successful accommodations being made for students. Some common disability requests may include:

- Extra time on tests
- Regular medical visits (with an appropriate English-speaking physician)
- Access to a psychiatrist or psychologist
- Readings in Braille or large print
- Sign language interpreter
- Personal assistant to help with mobility

Not every education abroad site can accommodate all types of needs. Program participants are required to disclose their accommodation needs well in advance so that the program leaders, Study Abroad staff, and the College/Department can work with overseas staff to determine what kinds of accommodations are possible. If a student discloses a disability once onsite, the program leaders should consult with Study Abroad staff. If it is evident that the accommodation cannot be made without a significant change to the program structure or facilities, the program leaders should consider whether the student should remain on the program. Additional information on types of disabilities and typical accommodation arrangements can be found at [https://studyabroad.wp.d.umn.edu/students-with-disabilities/](https://studyabroad.wp.d.umn.edu/students-with-disabilities/).

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**Program Administration Fundamentals**

**Proposing a Program**

Faculty and staff members are encouraged to contact the Study Abroad office to discuss program ideas. The professional staff can help you determine the feasibility of your ideas for a study abroad program, whether the timeline is feasible, and whether there will likely be sufficient interest in the program. To propose a Departmental program, you must meet with the Dean or Department Head of your college or department to receive approval. Once you have the approval of your college or department, you should schedule a meeting with the Study Abroad office to continue with the planning.

After the initial meeting with the Study Abroad office, program leaders must complete the following:

- **Departmental Short-Term Program Agreement**: This application form outlines the course information, financial details and other specific items related to your program.
- **Program Leader Acknowledgement**: This form outlines program leader acknowledgement of international travel risks and responsibilities.
- **Departmental Program Budget**: The program budget is required before any program fee deposit or fee billing can occur and should be completed by or in consultation with your departmental fiscal officer. The Study Abroad office provides a budget template.

Your Study Abroad contact will provide you with the forms or with the website where you can download them.

**Repeating Programs**

Paperwork for repeating Departmental programs, including updated contracts, must be submitted to the Study Abroad office each year.

**Program Logistics & On-Site Providers**

University policy requires that faculty/staff-led programs have two program leaders who are adequately trained to support the student program. At least one of the program leaders must be a University faculty member. The second program leader can be University Professional & Administrative (P&A) staff or faculty. Where the program is supported throughout by a trusted and contracted University affiliate, the affiliate may serve as the second
program leader if they explicitly accept the role. The second program leader must be able to assume the responsibilities of the first program leader should the situation require. While this may increase the program costs, it is important to have additional support in situations where a leader may be incapacitated or where one leader needs to deal with a student emergency.

One strategy to keep costs down is to base the program out of one location and limit the number of excursions. It is important to balance time spent on courses with transportation. Extensive travel can fatigue students and over-complicate program planning. Excessive transportation can also raise the costs, which can increase the difficulty in recruiting students.

The Study Abroad office recommends program leaders work with their departmental staff to contract with a reputable on-site vendor/provider to provide all logistical and administrative support for the program. Some providers will arrange everything from the international flights to the final dinner before returning to the U.S., while others may arrange only certain components of a program. Therefore, you should think carefully about what logistical and administrative assistance will enhance your program while keeping the costs as low as possible for the students. Note that University policy (http://www.policies.umn.edu/Policies/Education/Student/EDABROAD_PROC03.html) requires units organizing or promoting student travel abroad complete a due diligence review of all programs before promoting them to students and ensure appropriate contracting with partners. For a list of UMD-approved program providers available to assist program leaders with on-site logistics contact the Study Abroad office or visit the website (https://studyabroad.wp.d.umn.edu/faculty-staff/enriching-our-portfolio/faculty-led-programs/). While the following is not an exhaustive checklist, it will assist you during your initial conversations with on-site providers.

### On-Site Program Development Checklist:

**Travel**
- International flight arrangements
- Entry/exit requirements (visas, passports, or exit fees)
- Arrival/departure assistance (transportation, pick-up/drop-off)

**Academic support services**
- Local Experts/Guest Lecturers
- Relevant Field Trips & Excursions
- Student Facilities & Services
- Email/Internet & Wi-Fi access
- Computer Lab
- Classroom Space

### Related Support Services
- On-site Orientation
- Health & Safety
- Housing
- Meals
- Transportation
- Classroom Space
- Additional Fees (excursions, activities)
- 24-hour Emergency Contact

In some cases, you, or a representative from your college/school/department, will need to complete the bidding procedure steps established by University of Minnesota Purchasing Services (http://regents.umn.edu/sites/regents.umn.edu/files/policies/Purchasing.pdf) before any arrangements can be confirmed. In other cases, you may contract with a provider that has been pre-approved and therefore qualify for an exemption from the bidding process. More information about the vendor selection process follows in the Financial Section of this handbook.

### Marketing & Promotion

The promotion of the Departmental program is the responsibility of the program leaders. There are many ways that schools/colleges/departments can promote their programs on campus. Successful program promotion targets specific students through a variety of channels. In addition to contacting students directly, it is equally important you connect with other faculty who might be teaching courses that relate to your program as well as academic advisors of students enrolled in specific degree programs.

#### Some ideas for promotional materials include:
- Website
- Program brochures & handouts
- Photos
- Pamphlets & brochures from the host country
- Slideshow or video footage

#### Some ideas for promotional activities include:
- Study Abroad Fair (fall)
- Information Sessions/alumni panel
- Classroom & student group visits
- Program alumni to visit classes
- Faculty & Department meetings
- Targeted emails
Application & Admissions
The Departmental program application and admissions process requires communication between the program leaders and the Study Abroad staff. The program leaders should submit the appropriate program paperwork to Study Abroad office approximately 8–12 months in advance to ensure program promotion, billing, and application processes can be set up.

Application
Once your Study Abroad Departmental program contact has received the program details from you and your contract has been approved, they will create a program track in the study abroad application system for your program. Students will access the online application and required forms through the Study Abroad web page. The Study Abroad staff will provide regular updates to the program leaders regarding new students, cancellations, etc.

The following forms are part of the application and admissions process:

Required Forms
- **Study Abroad On-line Application form:** This form pulls information from the central student information system and contains general information including student's major, contact information, GPA, etc.
- **Confirmation form:** This form authorizes Study Abroad office to bill the student’s account for the confirmation deposit. In addition, the form serves as the student’s written commitment to participate and pay for their study abroad program and acknowledges that they have read and understand the Cancellation Policy.
- **Release & Waiver form:** The University requires that all students who participate on learning abroad programs sign a Release and Waiver form approved by the Office of the General Counsel.
- **Student Health Information form:** This form asks students to disclose information about physical and mental health, including current prescriptions. Although most health issues will not preclude students from participating in a learning abroad program, some students with medication or students requiring accommodation will require follow-up.

Acceptance
The college/school/department makes final admissions decisions and then notifies the Study Abroad office about the program status approximately three months before the start of the program. Study Abroad staff should also be notified of any changes involving the program participants so it can maintain its records and notify the international travel, health, and security insurance provider.

The University of Minnesota has designated some eligibility requirements for learning abroad programs. Students interested in participating in a study abroad program must be in good standing with the University. Study Abroad staff will notify the program leaders if any of the program applicants have a pre-existing record with the university. Individual schools/colleges/departments may set additional requirements to fit the specific needs of their Departmental program. This could include academic level, course prerequisites, additional application materials, or higher GPA requirements.

Student Cancellation
Students must notify the program leaders in writing of their intent to withdraw from the program. If the Study Abroad office has received the student’s signed Confirmation and Payment Agreement, the program leaders must determine the financial liability and the student’s account will be adjusted. See the Study Abroad Cancellation Policy, [https://studyabroad.wp.d.umn.edu/resources/policies-procedures/cancellation-refund-policy/](https://studyabroad.wp.d.umn.edu/resources/policies-procedures/cancellation-refund-policy/).

Course Creation & Registration
(credit-bearing programs only)
Departmental program course creation and student registration, like admission and acceptance, require partnership between the school/college/department and UMD Study Abroad. Course approval and designation is the responsibility of the school/college/department, whereas the Study Abroad office is responsible for requesting the course section number and managing student registration.

Course Creation
Each Departmental program must have a departmental course number attached to it. You should work with your school/college/department to determine the most appropriate course title and number. Many programs use a topics course number while others have created specific course numbers for learning abroad programs, particularly if they will be offered on a regular basis.

Study Abroad staff will request a special study abroad section for the course using the departmental course number. **Your school/college/department should not request a section number for the course, and it should not be included in your course listing.** The study abroad
section of your course is a special section that does not generate on-campus tuition because the students will be charged a program fee in place of tuition.

Registration
Study Abroad staff will work with the Registrar’s office to register students for the study abroad course. Being properly registered ensures that students maintain their student status and financial aid eligibility. The Study Abroad office will also process registration requests for all non-University of Minnesota participants. When appropriate, notify the Study Abroad office of any course registration changes before the program begins.

Grades
Program leaders are required to submit grades for the program course(s) to your department as instructed by the Office of the Registrar.

Program Budgets
Creating a budget early in the process for your program is a critical step in the planning for your program. The budget process will help you determine the financial viability of the program and the student program fee. The program fee must cover all the expenses of the program. With this information, you will be able to create a budget for your program as early in the process as possible (the Study Abroad office will provide you with a budget template).

Your program budget will include both fixed costs and per-student costs. To determine the financial feasibility of your program, you should create the budget using several different numbers of anticipated students to see what the impact of a differing number of students will have on the budget. This will provide guidance as to how many students you will need to make the program viable.

Fixed Costs
The fixed costs of the program primarily include the program leaders’ salary and expenses. Be sure to also include expenses of a co-leader or teaching assistant, if applicable.

- **Program Leader Salary:** With your school/college/department, you must determine your salary for leading the program and if this salary will be funded through the student program fee or absorbed by your college or department.
- **Program Leader International Health Insurance:** The Study Abroad office will enroll and bill the program leader for international travel, health, and security insurance.
- **Program Leader Expenses:** You must determine what the leader expenses will be, such as housing costs, on-site meal allowance, and international travel costs.
- Generally speaking, the University discourages spouses, partners, or dependents accompanying leaders during the program. It increases risk to the University and can be distracting to program participants. If your spouse, partner, or dependent is travelling with you, all expenses related to spouses/partners/dependents (airfare, meals, housing, excursions, etc.) will be your financial responsibility. Additionally, you should inform the Study Abroad office, department, and on-site provider so that the necessary on-site arrangements, including insurance coverage, can be made.
- **Graduate/Teaching Assistants:** If you decide to have a graduate or teaching assistant accompany you on the program, you must include an hourly wage, the required insurance, and other expenses as agreed upon into the budget.
- **Emergency funds:** You may choose to create a small contingency fund that the program leaders may use at their discretion in case unforeseen events intrude on the program itinerary.

Variable (Per-Student) Costs
The per-student cost will include on-site travel and housing costs, international health insurance costs, Study Abroad PAAC (Administrative Fee), and international airfare (if the international flight is to be included in the program fee).

- **On-site per-student cost:** You must determine on-site costs for students. This will typically include housing, some meals, and ground transportation from the airport to the program site, excursions, and on-site administrative costs. If you are working with an on-site provider, they will provide you with the on-site per-student fee.
- **International travel, health, and security insurance:** The approximate cost is $30/month per student.
- **Study Abroad PAAC:**
  - $300 for departmental for-credit programs
  - $160 for departmental non-credit programs
- **International airfare:** You must determine if you will make the international flight included in the student program fee.
University Tuition & Fees
Programs running through the Study Abroad office will be charged a comprehensive program fee that covers educational expenses in lieu of tuition. Students will register for a special study abroad section of your course that does not generate tuition, and participants are granted a waiver from student service fees. Instructional costs should be incorporated by the school/college/department into the study abroad program fee.

Financial Responsibility & Oversight
The program leaders, in consultation with the department/school/college, are responsible for creating a program budget and assume all financial risk associated with the Departmental program. To ensure that funds flow into the appropriate account, the program leaders are required to submit Departmental financial information on the Departmental Short-Term Program Agreement form.

It is also required to include a copy of the Program Budget (using the Study Abroad office template) to the Study Abroad office early in the program development process. Program leaders should be diligent in working with their departmental finance officer to track revenue and expenses and reconcile all documents internally.

The school/college/department will be responsible for completing procedures established by Purchasing for bids and contracts; processing all program-related payments; and handling all overseas budget matters, including but not limited to on-site instructional costs, on-site contracts and program expenses, all payroll documents for program leaders and any other persons receiving compensation from the program, travel documents, University of Minnesota fees, and Study Abroad fees. The Study Abroad office/International Programs & Services does not assume any responsibility for any debt or emergency expenses on behalf of the program.

The financial arrangements are a critical part of the success of a Departmental program. It is extremely important to work with the department or college financial officer to assure that contracts, payments, etc. are all in compliance with the University of Minnesota audit requirements.

University Purchasing Requirements

University Policy
(http://regents.umn.edu/sites/regents.umn.edu/files/policies/Purchasing.pdf) requires that vendors shall be selected by a competitive process for purchases above a dollar threshold determined by the administration. If you will be using one provider for all services, you are subject to the University’s “Professional Services” requirements. Study abroad program providers are an exemption from the bid process for program costs over $50,000 (completion of appropriate paperwork is still required). If you will be using several different vendors (e.g., one for travel arrangements, one for hotel, one for ground transportation, etc.), you are subject to the “Standard Service” requirements for vendor selection and may be required to take bids if costs exceed $50,000. Contact the International Programs and Service's study abroad staff for more information.

Contracts for Services
The Study Abroad office recommends you work with an UMD-approved program provider for all logistical and administrative support for the program. All UMD-approved program providers have been extensively vetted and evaluated. In addition, the contracting process is often much faster and easier with approved providers because the University will have already completed part of the contract negotiation process. If you wish to work with an UMD-approved program provider, please contact Study Abroad staff for referral to the appropriate contact at the program provider.

If you do not choose to work with an UMD-approved program provider, the college or department must ensure appropriate vetting and contracting with a program provider
(http://www.policy.umn.edu/Policies/Education/Student/EDABROAD_PROC03.html), including working with the Global Programs and Strategy Alliance, Purchasing/Travel Services, and the Office of the General Counsel (OGC) to prepare a Contract for Professional Services. Contracts for Professional Services are required when working with vendors to provide services whether the vendor is an individual or a business/organization. The college or department must fill in the purchasing details, draft a scope of work including required services and total costs, ensure the contractor agrees to the standard terms and conditions, and obtain the contractor signature. It is imperative that you plan ahead because contract approval from Purchasing Services can take up to six weeks, before which no program should begin and no payments can be made.
Making Payments Abroad

You must work with the financial officer in your college or department to determine if and how program expenses will be paid on site. There are legal implications for how a program is set up and how individuals are paid in country, including the faculty leader or any other staff participating in the delivery of the program on-site.

As noted above, the Study Abroad office recommends contracting with a single reputable vendor/provider that has met all the in-country business requirements and can provide the level of service needed for your particular program. You can proceed with a Contract for Services and assume that they will make all the appropriate payments to their local government and subcontractors since the responsibility rests with them.

Travel Advances

Although the University discourages large travel advances, there are times when the only option to make miscellaneous small payments (museum entrances, taxis, etc.) is for the faculty leader to carry the funds. If a travel advance is granted, the person is required to thoroughly document all expenses and submit a travel reimbursement form within 15 days of the end of travel. We suggest that all arrangements be made with the local provider, which would include a fund for miscellaneous expenses as part of the agreement.

Program leaders may be given a travel advance for program as well as personal expenses. Work with your department’s financial officer to determine the best course of action for filing the expense report.

Student Finances

One of the most important factors in deciding to study abroad is total program cost. Students look for this information early on, and it is important to be as accurate as possible in the cost estimates. Providing figures that are too low in an effort to make the program more attractive to students will only lead to financial hardships once abroad. In addition, it is important to explain the billing procedures to students during your pre-departure meetings to minimize confusion and misunderstanding.

Student Budget

In addition to creating an overall program budget, you will also need to create a student budget that reflects the entire cost of participating in the program. The student budget will include the per-student program fee as well as estimated additional expenses. Estimated additional expenses are costs that a student might incur in addition to the program fee, and might include additional meals, textbooks, ground transportation, UMD internet/email access fee per credit etc.

The Study Abroad office will then create the documentation for the Study Abroad Cost Estimate (SACE) needed by students in credit-bearing programs for financial aid purposes. Direct students to the “Financial Information” section on the Study Abroad website for further information on scholarships and financial aid: https://studyabroad.wp.d.umn.edu/finances/financial-aid/.

Billing for Non-Credit Programs

The student is billed a processing fee plus the cost of international health, security and travel insurance once it has received the Confirmation of Participation and the student’s application is marked “Confirmed.” The insurance fee for program leaders is billed directly to the department.

Billing & Payments
— for Departmental Credit-Bearing Programs

The Study Abroad office bills a deposit to the student’s account once it has received the Confirmation of Participation form and the student’s application is marked “Confirmed.” Once the student is registered for the course, the University will charge the program fee for the appropriate study term billing dates. This typically occurs in late May for May/Summer and Fall semester programs, and in early January for Spring Semester (including winter and spring break) programs.

The revenue from the program fees (less the deposit) is reflected in the department’s account string within one week after each billing has occurred, not when the student pays the University. The deposit amount is directed to the Study Abroad office and will cover the administrative fee and international insurance. Any remaining funds are transferred back to the department.

All students must be billed in the student finance billing system for their deposits and program fees for credit-bearing programs. No checks or cash are to be received by the department(s) from the students. Payment by the student is usually due within two to three weeks. Student payments to the University are due according to the published schedule on One Stop: http://onestop.umn.edu/finances/pay/where_when_how/index.html.
Financial Aid

— for Departmental Credit-Bearing Programs
Financial aid is available to current University of Minnesota students enrolled in a degree-seeking or eligible certificate program and who are eligible for financial aid. However, it is important to know that for May or summer programs, undergraduate students must be registered for 6 credits to be eligible for financial aid. Students wishing to use financial aid should obtain a Study Abroad Cost Estimate (SACE) from the Study Abroad office and then work with the Office of Student Finance to adjust their financial aid. The program deposit will be due before financial aid is released and may not be deferred.

If students have concerns about participation in the program due to financial reasons, they may contact One Stop staff to discuss their financial aid options prior to submitting a non-refundable deposit. It is also important for students to remember that aid is disbursed according to the regular University calendar and they need to budget accordingly for up-front program costs.

Scholarships
— for Departmental Credit-Bearing Programs
There are a variety of funding options for students, including scholarships administered by the Study Abroad office. The Study Abroad website offers hints, tips, and information about UMD and outside funding at https://studyabroad.wp.d.umn.edu/finances/scholarships. Inform students about these opportunities.

Liability & Responsibility
The school/college/department assumes full responsibility for the success or failure of the program. The Study Abroad office does not assume any liability for the on-site program or any liability for expenses incurred on behalf of the program by the department. The Study Abroad office’s role is simply in facilitating and providing guidance to the school/college/department/program leaders.

Cancellation & Refund Policy
The department is responsible for establishing a refund and cancellation policy in consultation with the Study Abroad staff six months prior to departure. This policy would include the minimum number of students needed to proceed with the program and would establish a program cancellation date in case of inadequate enrollment or unusual circumstances. The Cancellation and Refund Policy found on the Study Abroad website is https://studyabroad.wp.d.umn.edu/resources/policies-procedures/cancellation-refund-policy/.

The department must notify the Study Abroad office of all student cancellations and whether refunds will or will not be processed, since registration must also be adjusted. The Study Abroad office will retain the non-refundable PAAC once it has been charged to the school/college/department for any student canceling, unless there are extenuating circumstances. The international health insurance is also non-refundable after the student has departed the U.S. The Study Abroad office will adjust student billings according to the school/college/department’s refund policy, provided that the student submitted written notification of cancellation to the program leaders.

The Study Abroad office and/or the school/college/department must adjust any scholarships awarded by them due to student withdrawal from the program.

If the department cancels the program due to low enrollment or other extenuating circumstances prior to program departure dates, the Study Abroad office will not receive any portion of the program fee.

Resources
The following section contains forms and documents that program leaders will utilize during planning or implementation. All are available electronically from the Study Abroad website.

- Site-Specific Pre-Departure Orientation Topics (next page)
- In-Country Orientation Topics (next page)
- International Travel, Health, & Security Policy: global.umn.edu/travel/insurance/outgoing.html
- Emergency Planning Form—Departmental Programs: https://studyabroad.wp.d.umn.edu/faculty-staff/before-you-go-faculty-staff/
- Departmental Program Budget Template: https://studyabroad.wp.d.umn.edu/faculty-staff/departmental-short-term-program/
- Policy on Student Conduct in Education Abroad Opportunities: UMinabroad.umn.edu/students/policies/rightsresponsibilities
- Program Cancellation Policy: https://studyabroad.wp.d.umn.edu/resources/policies-procedures/cancellation-refund-policy/
Site-Specific Pre-Departure Orientation Topics

Academics
- Expectations—participation, attendance, syllabus
- Materials—textbooks, course packets
- Course registration

Basics
- Flight & arrival information
- Passport & visa reminders
- Getting acquainted with the host country
- Communication—telephone, internet/Wi-fi, mail, & local transportation
- Housing & meals/room assignments
- Program leader & student roles—program policies, office hours, & student meetings

Culture
- Description of host country culture—local drinking culture, food, traditions, beliefs, & values
- Culture shock (see Program Leader Handbook)
- Major areas of cultural difference—etiquette, discrimination, sex, & religion
- Advice—how to blend in with the host culture
- Language resources (where applicable)
- Packing
- Appropriate attire—modesty, blending in, weather, outerwear, & dress attire for special events
- What not to pack—immigration, customs, luggage size, & weight restrictions

Health & Safety
- Health care, hospitals, emergency procedures, & insurance
- Emergency Action/Contingency Plan
- Medication—doctor’s notes, prescription drugs, regulations
- Personal safety in host country—locations to avoid, demonstrations, driving, traveling in pairs, etc.
- Night clubs & drinking—increased danger in late/evening/early morning, & buddy system

Legal
- Overview of host country’s major laws
- Laws for illegal substances & substance abuse
- The University of Minnesota’s & Study Abroad student codes of conduct (see Program Leader Handbook)

Finances
- Safe handling of money & valuables
  —ATMs, backup plan, banking, exchange rates, & bringing money from home

In-Country Orientation Topics

Academic
- Facilities—classroom, computer labs, Internet/Wi-fi
- Expectations—academics & participation

Basics
- General introduction to the community & environment
- Communication—phone, Internet, mail, & local transport
- Housing information—explanation of policies
- Introduction of local program staff, key host institution administrators, & faculty
- Program leader & student roles—program policies, office hours, & student meetings

Culture
- Culture shock & adjustment issues
  (see Program Leader Handbook)
- Food, Drinking & pub culture
- Personal hygiene—differing cultural notions of hygiene
- Appropriate attire—modesty, blending in, weather, outerwear, & attire for special events
- Common language phrases (where applicable)
- Cultural norms & faux pas
- Attitudes in the host country regarding discrimination against certain populations (where applicable)
- Respectful photography & restrictions

Health & Safety
- Medical facilities—doctors, hospitals, local “911”
- Emergency Action/Contingency Plan
- National healthcare system (where applicable)
- Procedures for dealing with illness—insurance
- Safety—locations to avoid, traveling in pairs, etc.
- Reminder to avoid driving cars, mopeds, motorcycles, or any other type of vehicle abroad
- Directions to U.S. consulate or other appropriate consulates

Legal
- Explanation of major host country laws, especially those differing from the U.S. laws
- The University of Minnesota’s & Study Abroad student codes of conduct (see Program Leader Handbook)
- Regulations related to illegal substances, political activism by foreigners, etc.
- Safely storing & handling money—pickpockets, concealing valuables & large amounts of cash
- Arrangements for accessing money—backup plan