UW PROGRAMS
DIRECTOR ON-SITE HANDBOOK

UW STUDY ABROAD
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On Call International: +1.603.328.1358
UW International Emergency Phone: +1.206.632.0153
1. Call the local emergency number in the country where you are located. See emergency contact sheet provided by your program manager.

2. For student health emergencies, contact On Call International Insurance at: +1.603.328.1358. Collect calls are accepted. (Students who received a waiver and purchased their own insurance—which is rare—should contact their individual insurance carrier.)

3. For faculty and staff emergencies, contact On Call International at: +1.603.328.1358. Collect calls are accepted.

4. Call the 24-hour UW International Emergency Phone at: +1.206.632.0153. This phone is answered by the UW police or the UW Global Travel Security Manager. The police will contact UW Global Travel Security who will then coordinate the various resources to assist you.

For non-emergency travel security & safety related questions or issues, you can also email UW Global Travel Security at travelemergency@uw.edu.

**UW STUDY ABROAD // OFFICE CONTACT INFORMATION**

Office Hours: Monday through Friday, 10am-4pm

1410 NE Campus Pkwy
459 Schmitz Hall Box 355815
Seattle, WA 98195-5815

phone: 206.221.4404 // fax: 206.685.3511
email: studyabroad@uw.edu

**EMERGENCY/NON-BUSINESS HOUR CONTACT INFORMATION**

Global Travel Security Manager

phone: +1.206.632.0153
email: travelemergency@uw.edu
ROLE OF U.S. EMBASSY/CONSULATE

Below is some basic information about what the U.S. embassy/consulate can and cannot do for a U.S. citizen. You can also visit the the following website for more information: https://travel.state.gov/content/studentsabroad/en/embassies.html

A U.S. EMBASSY/CONSULATE CAN:

- provide a list of attorneys who speak English if you require legal assistance.
- assist in contacting your family in the U.S.
- help you obtain money from your family in the U.S.
- monitor your health and welfare if you are in a hospital or in jail.
- if you are a victim of a crime, the embassy or consulate can replace a stolen passport; contact family friends, or employers; help you obtain appropriate medical care; provide information about the local criminal justice process and the case itself.

A U.S. EMBASSY/CONSULATE CANNOT:

- demand the immediate release of a U.S. citizen arrested abroad or cause a citizen to be released.
- represent a U.S. citizen at trial, give legal advice, or pay legal fees and/or fines with U.S. government funds.

INTERNATIONAL LAW AND ARRESTS

When you are in a foreign country, you are subject to its laws. If you are arrested, immediately ask to speak to a consular officer at the nearest U.S. embassy or consulate. Under international agreements, the U.S. government has a right to provide consular assistance to you upon your request.
To help prepare students for what to expect and ensure your program runs as smoothly as possible, provide students with all necessary contact information so they know what to do and who to contact once in-country. This will help ease their nerves and avoid some stressful situations throughout the program.

**DOWNLOAD EMERGENCY CONTACT CARD:**

To download UW’s emergency contact card, text “uwglobal” to 444-999 on your phone/device. This will add emergency assistance information to your phone or device contact list. Instruct your students to do so during one of your program orientation sessions.

**PROVIDE PROGRAM-SPECIFIC EMERGENCY CONTACT INFO:**

In addition to instructing students to download UW's emergency contact card, provide students with all necessary program-specific contact information including:

- Program directors’ in-country cell phone number
- Contact information for the Rome Center/Leon Center (if applicable)
- Address/contact information for student housing
- Local police/emergency number
- U.S. Embassy/Consulate (24 hr phone & address)
- Nearest hospital/clinic (phone & address)
- Name, address and time of first meeting location
- Encourage students to share their contact information with each other

In addition to providing students with this information, you should also collect students' contact information and flight itineraries so you can stay in touch with students regarding their arrivals and throughout the program.
Orienteering topics for program directors

Pre-departure orientation is a critical part of making sure students stay safe, healthy, and happy while abroad. Below are topics you must cover in your pre-departure orientations to ensure that students are well-prepared for their program. While you will cover most of these topics prior to departure, we have included them in the handbook because they are helpful to revisit with the students on-site. Note that you can also find this information on the UW Study Abroad website: http://www.washington.edu/studyabroad/faculty-staff/for-program-directors/preparing-to-depart/

Student orientation happens in several ways, which include a required pre-departure orientation facilitated by UW Study Abroad, as well as pre-departure and on-site orientations with you, the program director.

You play a crucial role in ensuring that your students are oriented and organized prior to departure and that they have a positive experience once your program begins. It is also an opportunity to establish reasonable student expectations and manage those expectations. We encourage you to review the information below so that you are familiar with what is required of students.

It is important to cover all of the information below in your pre-departure and on-site orientations with students. Please invite a program manager from the Study Abroad Team to attend one of your pre-departure meetings so that we can help answer students’ general questions.

Required pre-departure orientations (2 types)

1. Mandatory Pre-Departure Session: UW Study Abroad

UW Study Abroad student orientation covers important health, safety, and cultural adjustment issues. This session also covers administrative information such as enrollment and credits. This prepares students for their program and provides them the opportunity to meet with others going abroad. Multiple orientation dates are offered each quarter; students must attend one orientation prior to departure. Orientations are approximately 90 minutes in length.

2. Mandatory Program Specific and On-site Orientations

Part of your job as program director is to orient students to the culture of the host country and counsel them on a range of social, academic, and other practical issues. Students must attend your orientations!

Meet with your students at least three times during the quarter prior to departure to discuss your program, answer questions, make preparations for departure, and allow students to get to know each other. Use your pre-departure meetings to lay the groundwork for a positive and enriching study experience.
abroad experience, collect necessary paperwork (emergency contact information, flight itineraries, etc.), and plan emergency procedures for the duration of the course.

WHAT TO DO AS SOON AS POSSIBLE

1. Schedule pre-departure meetings with your students. Invite a program manager from UW Study Abroad to attend one of your pre-departure meetings.

2. See check list on the following pages. Prepare and cover the necessary pre-departure information with your students at your meetings.

3. Contact your program manager if you have any questions or would like help preparing appropriate orientation information or sessions with your students.

4. Contact the Global Travel Security Manager if you have questions regarding health, safety, and security abroad or would like help preparing appropriate emergency planning.

PRE-DEPARTURE ORIENTATION TOPICS

We cover all of the following topics with your students before the program begins.

ACADEMICS

ACADEMIC EXPECTATIONS

- Provide and go over syllabus and program itinerary with students, answer questions, and discuss “what to expect” related to workload, travel, group work, learning outcomes, etc. It’s required that you provide a syllabus prior to departure.

- Discuss in detail your academic expectations of students. Explain grading and evaluation criteria.

- Grading for study abroad is often based on non-traditional course “work.” Make sure students are aware of expectations and how their participation will be determined. To avoid confusion and conflict, put it in writing.

- Establish the expectation that students are to participate in every required activity and class session scheduled during the program.
REFLEXIVITY

CREATING TIME AND SPACE FOR REFLECTION

- Discuss that there will be opportunity for reflection.
- Be sure to reserve this time and list it in your syllabus and daily schedule.
- Introduce this component of the program and its importance during orientation.
- Travel Ethics - cover the concept that part of reflection is being a responsible and ethical observer:
  - Taking photos - when is it appropriate
  - Witnessing without negative criticism
  - Stressing the need to put host country in context

SUGGESTED REFLEXIVE EXERCISES & RESOURCES

- Write postcards to themselves, before, during, and after - ask students to succinctly describe and explain what they see on the postcard
- Journaling or blog assignment options:
  - Blog Post: each student responsible for one day - compiled into collective program blog.
  - Describe an experience in-country:
    - First, describe it objectively - what happened?
    - Second, describe how it make you feel?
    - Third, try to put the event context. Are there social, political, economic, culture reasons for what you experience?
  - Grade these assignments so there is some incentive - even if it’s not a numerical grade, rather C/IC, +/-, etc.
**LOGISTICS**

**PRE-DEPARTURE ORIENTATION TOPICS (continued)**

### PASSPORTS AND VISAS

- Students are responsible for having all necessary travel documents or visas for the program. UW Study Abroad does not provide assistance with travel documents or visas, but we can offer limited guidance and verification letters.

- If you have undocumented students on your program, please put them in touch with your program manager as soon as possible.

- Make sure all students allow adequate time to apply for and receive their passports: [http://travel.state.gov/passport/passport_1738.html](http://travel.state.gov/passport/passport_1738.html).

- Be sure to check all entry requirements for your destinations. Some countries require visas. Many countries require passports to be valid for up to 6 months after departure from the country. For more info: [http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html).

- Non-U.S. citizens participating in your program may have different entry requirements, so these students need to check with the destination consulate/embassy to verify what additional documents (if any) they need for entry/travel in the host country. Failure to do so early may impact a student’s ability to obtain a visa.


- Address in-country weather conditions and suggest items to pack. Discuss appropriate attire, both with regards to climate and cultural expectations.

### BASIC NEEDS: HOUSING AND FOOD

- Provide info about housing arrangements, regulations, etc. Establish clear expectations for students regarding housing, policies, property damage, etc.

- If students are staying in homestays, discuss specific cultural norms and practical issues. Address concerns and encourage dialogue if problems arise on site.

- Discuss dining and food options, costs, local customs, and food risks.

- Discuss local drug/alcohol laws and culture, as well as the risks associated with excessive drinking.
PRE-DEPARTURE ORIENTATION TOPICS (continued)

FLIGHTS AND CONTACT INFO

- In orientation, suggest students coordinate flights to the program site.

- Organize a meeting place for all students at the start of the program. This may be en-route to the final destination, the group hotel, classroom site, etc. Make sure students have very clear directions (in English and the local language) and a good idea of how to get there.

- Collect flight itinerary information from students.

- The program director should be available and easy to contact on site prior to students’ designated arrival dates (unless traveling with students). Make sure students have your on-site contact information and a back-up plan.

- Set out clear guidelines ahead of time for what students should do if they do not arrive at the initial meeting place as planned. Address how to access money and any other logistical issues related to traveling to the meeting point.

COMMUNICATIONS, BANKING, AND MONEY

- Highlight facilities for and access to mail, internet and telephones. Set expectations for frequency of access to phone and internet. Encourage students to set communication frequency expectations with family and loved ones before they leave.

- Laptops and cell phones: to bring or not to bring? Discuss this in relation to required coursework. Note that Rome Center programs require cell phones.

- Explain options and any barriers to managing money on-site (ATMs, banks, exchange rates, cash, travelers checks, credit cards). Help students plan how much money of their own they will need during the program.

- Consider procedures for financial emergencies. Remind students of what they are responsible for (personal spending, health, food, shopping, communications, etc).
SAFETY

HEALTH SCREENING, VACCINATIONS, AND INSURANCE

- Basic health and safety issues are covered in the mandatory student orientation. Make students aware of any country and/or site specific health concerns and possible risks/exposure. Provide resources for more information, but avoid dispensing specific medical advice!

- Students must complete an on-line self-disclosure health survey that will be available to them through the study abroad website. This must be completed by the enrollment deadline. Many conditions require more planning and preparation. Contact your students early and ask if they have any physical or mental issues that might need special accommodation.

- The Travel Clinic at Hall Health is a great resource for students traveling to locations outside of the United States. The center offers pre-travel counseling, advice on needed prescriptions, vaccinations (fee-for-service), etc. Vaccinations may be necessary for travel to certain locations, and a health professional is the best person to give these recommendations. Students and faculty should check with their domestic insurance providers to see if a trip to the Travel Clinic would be covered. Students may use their free visit to Hall Health for a Travel Clinic visit during a quarter in which they are enrolled.

- Additional international health information can be obtained at the CDC website: http://wwwnc.cdc.gov/travel/.

- The University of Washington requires study abroad participants to purchase the UW Student Abroad Insurance unless they have comparable coverage. Information regarding this policy can be found on the Study Abroad website: www.washington.edu/studyabroad.

TRANSPORTATION

- Discuss the availability and use of local transportation. Point out which modes of transportation are preferred, those recognized as unsafe, general costs associated, and how to purchase tickets.

- Discuss hitchhiking, motorcycles, and other tempting yet unsafe ways to get around.
## REVIEW OF MEDICAL AND HEALTH FACILITIES

- Go over how to download the Emergency Contact e-Card. Students receive these instructions at the mandatory Study Abroad Orientation. Outline local medical facilities and norms for patient care in country.
- Encourage students to take charge of their own health while abroad. For routine medical issues, students should visit the nearest and most reliable medical facility for treatment. Directors should obviously help ill students, but need not be fully responsible for basic health maintenance.
- Discuss the importance of having some emergency funds available in case a student needs to visit a clinic that will not arrange for payment with On Call.
- Remind students that they are required to purchase the Student Abroad Insurance through On Call (or insurance with comparable coverage) in order to participate in the program.
- Discuss with students that certain medications may not be legal and/or they can only transport a certain amount. It is their responsibility to determine this prior to the trip.
- Remind students to bring all necessary medication for pre-existing conditions.
- Discuss the stressors of study abroad. Pre-existing physical and mental health issues are often more challenging or are made worse in a new environment.

## SAFETY

Discuss country-specific safety concerns in as much detail as possible.

- Areas, neighborhoods, types of transportation to avoid.
- Common crimes of concern, and tricks used to dupe foreigners.
- Common gender roles, customs, and any specific safety concerns for women.
- Alcohol and drug use (local norms, laws, program expectations).
- Political and social issues, including local attitudes towards foreigners.
- Traveling alone.
- Water/food safety.
- Sex-related risks (harassment, assault, STI’s, etc.).
- Establish a common code for group safety/watching out for each other.
EMERGENCY PLANNING

- Review what to do, where to go, and who to contact in case of emergency. Make sure students know how to get a hold of program directors and other key local contacts.*
- Inform students of the local 911 number and remind them of the UW emergency phone number listed on their emergency cards: +1.206.632.0153.
- Distribute emergency contact information to all students and UW Study Abroad. Consider making this information available on your course website as well or any way that will make it readily available. Consider multiple means of communicating during an emergency such as social media and email.
- Ask students to make you aware of their personal medical/health considerations, so that you can help facilitate appropriate care as needed. If you are concerned about a student’s health condition, immediately consult with UW Study Abroad. UW Study Abroad will provide you with a list of concerns or conditions that students have voluntarily self-disclosed prior to your departure. This does not preclude having a conversation with your students about health issues early on.
- If a student is ill or hospitalized, the priority of the faculty member or program director is the ill/hospitalized student. Program activities may have to be rescheduled or cancelled. Do not leave a student in the hospital or in a city without a UW staff person.

*For Rome Center programs, inform students that they are required to have a cell phone and review options to obtain a cell phone in Italy.
COMMUNITY

- Provide a general introduction to the community and its physical surroundings. Give details about living and traveling conditions with as much detail as possible to avoid “surprises” and student concerns.
- Discuss what it will be like to live and travel as a large group for the term. Address apprehensions about privacy, personal time, etc. Students will need to share, cooperate, sometimes sacrifice individual needs, and look after the group.

CULTURAL BEHAVIOR

- Remind students of their important role as ambassadors of the UW and US while abroad. Discuss what it means to be a student/traveler in an international context.
- Address cultural norms, traditions, communication styles, etc. of host country and provide information and/or connect students with resources navigating their identities abroad (i.e. gender, sexual orientation, race, ethnicity, nationality, disability, socioeconomic status etc.)
- Remind students that cultural adjustment is a normal part of many students’ experience abroad. Help to normalize the feelings that your students may encounter. Mention common aspects of cultural adjustment and let students know they can and should come to you if they are having trouble at any time throughout the trip.

NON-PROGRAM PERSONAL TRAVEL

- Discuss non-program-related travel: When is it okay and when is it not okay? Are there destinations students should avoid?
- Students must inform program director of travel plans, and if possible, leave contact addresses and/or phone numbers for use in emergency situations.
- Faculty are responsible for students even when they are traveling away from the program site. Be sure to communicate your limited ability to assist students if they encounter difficulties off-site.
- Students should be aware of medical procedures in countries/locations they are traveling to independently and should review On Call insurance procedures and contacts.
For overseas emergencies call the 24-hour International Emergency Phone:

+1.206.632.0153

**BEHAVIORAL EXPECTATIONS**

- Discuss expectations (yours and your students’) for living, studying, traveling, and functioning as individuals and as a group. Consider creating a group “code of conduct” for the program. This can facilitate discussion and be a tool you can refer to if/when behavior issues arise.
- Explain what the roles of the program director, staff, and local coordinator are and are not.
- Remind students that they are bound by the UW Student Code of Conduct, the Study Abroad Standards of Conduct, and all local laws (which may be very different from U.S. laws) at all times during the program. Discuss with students how you will handle behavioral and disciplinary issues during the program.
- Discuss local laws concerning drug and alcohol use, political activism, and other risky behavior, etc.
- Students may need to discuss and process the things they are experiencing on the program. Plan time for (and encourage) reflection and feedback between you and the students from the start of the program. Plan to check in with students at least halfway through the program in one-on-one sessions.
- Encourage your students to consult with their study abroad program manager to discuss any issues, fears, or concerns that may come up in the health screening survey or in orientations.

**PRE-DEPARTURE EXERCISE: CREATE A SET OF COMMUNITY STANDARDS**

- Divide the program into five groups and ask each group to write the collective expectations in each of the five categories:
  - In Class
  - At Home
  - On the Town
  - Program Directors’ Expectations of the Students
  - Students’ Expectations of Program Directors
- Bring the group back together
- Have each report their standards, write them on a board
- Discuss
- Turn the group’s discussion into a document, agreed upon by the group
- Publish in the syllabus or on the program website
FIELD ADVANCE CARD NOT WORKING

We hope you are able to use the Western Union field advance debit card without incident, but if you have a problem, consult the following table for possible solutions.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible solution/troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insufficient Funds</td>
<td>Check your balance online or by phone to ensure you have sufficient funds. If you do not have sufficient funds, contact UW Study Abroad F&amp;A (206-685-1438 / <a href="mailto:uwsafa@uw.edu">uwsafa@uw.edu</a>) to discuss additional funding.</td>
</tr>
<tr>
<td>Over Maximum Withdrawal or Spending Limit</td>
<td>There is a maximum cash withdrawal of $500 USD per day and a $2,500 USD point-of-sale per day. Cash withdrawal limits may be lower in certain countries/banks/ATMs. Please check and plan accordingly.</td>
</tr>
<tr>
<td>Chip Enabled Machines</td>
<td>The Western Union debit card is NOT chip enabled. Do not insert the card into a machine that is not an ATM. Your card may be frozen and will need to be unlocked by customer service. If a merchant is charging your card, ask them to swipe the card. This also applies to ATM machines. Use ATM machines owned by large banks to have better success withdrawing cash.</td>
</tr>
<tr>
<td>PIN Not Working</td>
<td>Swipe and sign for the purchase instead. Reset your PIN after your purchase online or by phone</td>
</tr>
<tr>
<td>Error message: “Unable to process your trans-</td>
<td>The ATM may be offline or out of cash; try another ATM. In some locations you may be unable to use ATM's on religious holidays; try to withdraw funds the next day.</td>
</tr>
<tr>
<td>action at this time.”</td>
<td></td>
</tr>
<tr>
<td>Contact Western Union Customer Service</td>
<td>1+604-639-1704. Be prepared to give them the transaction type you were trying to make, the date, transaction amount, location, and any error message you receive.</td>
</tr>
</tbody>
</table>
FIELD ADVANCE CARD NOT WORKING (continued)

FURTHER TROUBLESHOOTING

If you cannot resolve issues with your Western Union card before payment must be made, use the following payment methods in this order:

1. Use field advance cash if available
2. If the SAFA office is open, contact us to charge our card by phone.
3. Last option, pay with your personal cash. Submit the receipt along with the reimbursement form and SAFA will process the reimbursement through Ariba. Note: Please do not enter any expenses paid with personal funds on your field advance expenditure spreadsheet. They are handled separately.

ADVANCE PAYMENTS NOT RECEIVED

If you arrive at your destination and your vendor says they have not received your advance payment, here are some steps you can take to check on or confirm payment:

ITINERARY AND CONTACT INFORMATION

• Check your email to see you received a wire initiation email from SAFA. This email provides wire tracking information that you can show to your vendor.
• Contact SAFA to check on the progress of the wire payment; they may be able to pay by card over the phone if wire payment has not already been sent.
• Make a payment with your field advance card or cash (follow up with SAFA to have additional funds added to your card as needed)
• Contact the Global Travel Security Manager (Call 001-206-632-0153).

NEED MORE CASH

If you are in a situation that requires you to make a substantial unforeseen or emergency payment, please see the following.

• Make a payment with your field advance card or cash (follow up with SAFA to have additional funds added to your card as needed).
• Call the UW Global Emergency line at 001-206-632-0153.
• Please note that any medical care or supplies students receive during the program CANNOT be paid for with program funds. If the student is unable to pay at the time of treatment, call the UW Global Emergency line (phone number above), and they can help with emergency funds.
FINAL PAYMENTS BY SAFA

If SAFA made a deposit payment for you and needs to make a final payment, please be sure to send an up to date invoice when you would like the second payment to be made. With the volume of transactions SAFA makes, we are unable to keep track of your payment deadlines.

FIELD ADVANCE GUIDELINES

ALLOWABLE/NON-ALLOWABLE FIELD ADVANCE EXPENSES

Field advance funds are meant to be used in the field to pay for goods and services that could not be paid for in advance by Study Abroad F&A. The following is a list of allowable and unallowable uses of field advance funds.

• Allowable: Activities, group meals, program-related supplies, honoraria to non-U.S. citizens, tips for services, taxis, cash meal or activity allowances for students, faculty/staff ground transportation to and from airports.
• Not Allowable: Alcohol, gifts, payments to U.S. citizens or UW employees, staff or student medical expenses, lodging (some short-term lodging expenses may be pre-approved by Study Abroad F&A).

WHEN YOU RETURN: FIELD ADVANCE RECONCILIATION

The completed Field Advance Reconciliation Spreadsheet and ALL accompanying documentation are due to F&A within 30 days after the end of your program. Please note that prompt delivery of your field advance documentation will result in more expedient finalization of your program budget and balance.

Documentation to be Included:
• Your field advance debit card(s).
• An electronic copy of your expenditure worksheet in Excel that lists all expenses in chronological order to match your receipts.
• Receipts for your expenses taped to 8 ½ x 11” size paper.
  • There should be one receipt per line item (no staples). One student meal/activity sheet will count as one item.
  • For gallery/museum tickets or bus passes purchased on the same day for the same fee, only one copy of the receipt needs to be included with a quantity indicated (ex. 20 students x $10 = $200).
  • Please do not tape over any of the printing on the receipt as it can cause the ink to fade.
  • Multiple receipts can be taped to one page of paper, as long as the entire receipt is visible. Please only tape receipts to one side of the paper.
  • Please number your receipts to match the items on your expenditure worksheet.
If it was necessary for you to pay for goods or services with your personal funds, please send a completed reimbursement form (find the form on its own tab in your field advance tracking spreadsheet or request from SAFA) and your original receipts to Study Abroad F&A for reimbursement within six months after the end of your program. You may also wish to include a copy of your bank statement that shows the exact amount in USD charged.

**REIMBURSEMENTS**

Documentation to be Included: (cont)

- A signed perjury statement (if applicable). If you are missing receipts for any of your expenses, please list them on a perjury statement with numbers corresponding to the item numbers on the expenditure worksheet. Sign the perjury statement and send it with your receipts.
- All ATM withdrawal slips (when possible)

**MEAL PER DIEM ADVANCE RECONCILIATION**

If you received a meal per diem allowance as an advance before your program began, Study Abroad F&A must submit a reconciliation of your meal per diem to Ariba. This attests that you spent all of the funds that were advanced to you. Please watch your email for an approval request from Ariba and approved it as soon as possible.

**PROGRAM EXPENSES DEADLINE**

If you received a meal per diem allowance as an advance before your program began, Study Abroad F&A must submit a reconciliation of your meal per diem to Ariba. This attests that you spent all of the funds that were advanced to you. Please watch your email for an approval request from Ariba and approved it as soon as possible.

**PROGRAM BALANCE**

Once your field advance has been reconciled and all program expenses have been posted to your budget, Study Abroad F&A will audit all costs put on your budget for your program and supply you with your final program balance. This balance will be applied to the next iteration of your program, whether it is a surplus or a deficit.

Be advised that any funds over a $10,000 surplus will be transferred to the Office of Global Affairs Bridge Fund and cannot be applied to your next program. Any significant deficits will be reported to your Program Manager so they can work with you to formulate a plan to make up the deficit.

Please note that Rome Center administrative and facility fees are not processed until 3-6 months after the end of a quarter, and thus delay the finalizing of your program balance.
GUIDELINES FOR PROGRAM DIRECTORS TO RESPOND TO STUDENT MEDICAL PROBLEMS WHILE ABROAD

**RED LEVEL**

- student needs immediate medical attention (e.g. serious car accident)
- Call local “911” type number for emergency response, if possible. Alternatively, call On Call for medical resources.
- If you haven’t done so already, report the incident to UW Global Travel Security at the earliest opportunity.

**ORANGE LEVEL**

- student needs to be seen by healthcare provider (e.g. persistent high fever)
- If a local treatment is needed, call On Call for name of the nearest clinic that provides care by English speakers
- NOTE: report the incident to UW Global Travel Security if you think the situation may worsen.

**YELLOW LEVEL**

- student should self-treat problem (e.g. infection, stomach problem)
- During the pre-trip orientation in the U.S., advise students to bring medications from home to treat common problems or instruct students how to access these resources once abroad.
- Suggest to your students that they should consult online health resources such as the On Call website.
BEST PRACTICES FOR GLOBAL TRAVEL

INFORMATION AND PREPARATION

• Research Destination Country and Culture
  • travel.state.gov
  • osac.gov
  • studentsabroad.state.gov (Students)

• Research Health and Medical Conditions
  cdc.gov/travel; who.int/countries (may be less up to date than the CDC)

• Check for Department of State Travel Warnings & Travel Alerts
  travel.state.gov

• Secure Medical & Evacuation Insurance
  oncallinternational.com (Faculty & Staff)
  oncallinternational.com (Students)

• Register with U.S. Embassy Smart Traveler Enrollment Program (STEP)
  http://step.state.gov/step/

ITINERARY AND CONTACT INFORMATION

• Give your itinerary and contact information to family or a friend.
• Make two photocopies of passport, visa, airline ticket, driver's license, and credit cards. Leave one copy with family or friend at home. Pack one copy separate from original documents.
• Though it may carry security risk, some travelers also email copies of their scanned passport to themselves and those they trust.

HOST COUNTRY LEGAL SYSTEM

You are subject to the laws of the country you are visiting. For country-specific information, please visit the State Department’s Country Specific Information portal at http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html.
PRACTICAL SAFETY

- Check road and traffic conditions.
- Know the safest mode of transportation.
- Avoid all demonstrations and large crowds.
- Know what you can safely and legally eat and drink.
- Follow Department of State travel warnings and alerts and pay attention to new warnings and alerts as they are issued.

U.S. EMBASSY ASSISTANCE

Contact the U.S. Embassy if:

- you are the victim of a crime
- you have been arrested / detained
- you lost your passport
- you will be traveling extensively in and out of the country

HAVE AN EMERGENCY PLAN

- Know who to call - reference the downloadable emergency contact card.
- Know where to go (find a safe place once you arrive).
- Let your students know the plan.
- Share your plan with UW Global Travel Security at travelemergency@uw.edu.

UW 24-hour International Emergency Phone: +1.206.632.0153
For more information visit the UW Global Travel Security website: http://www.washington.edu/globalaffairs/emergency

On Call International: +1.603.328.1358
UW International Emergency Phone: +1.206.632.0153
# INTERNATIONAL 911-TYPE PHONE NUMBERS (as of 7/2012)

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GUIDELINES FOR PROGRAM DIRECTORS TO RESPOND TO STUDENT’S APPARENT MENTAL HEALTH ISSUES WHILE ABROAD

RED LEVEL  
student needs immediate medical attention  
(e.g. suicide attempt)

- Call local “911” type number for emergency response, if possible. Alternatively, call On Call for medical resources.
- If you haven’t done so already, report the incident to UW Global Travel Security at the earliest opportunity.

ORANGE LEVEL  
student may need to be seen by healthcare provider  
(e.g. serious ongoing depression)

- Call UW Global Travel Security to consult. Be prepared to answer “Consultation Questions about Student’s Behavior” on pg 32.
- If a local consult is needed, call On Call for the name of the nearest clinic that provides a consultation by English speakers.
- Continue to monitor and follow a plan developed with UW resources.

YELLOW LEVEL  
program director should monitor student’s behavior  
(e.g. homesickness, culture shock)

- Talk to the student to determine what is causing the behavior you have seen. Review “Suggestions for Managing Difficult Conversations” on page 28.
- Monitor the situation. Review “When to Contact UW Global Travel Security Manager About Student Behavior” on page 32.

⚠️ REMEMBER: If a student is ill or hospitalized, the priority of the faculty member or program director is the ill/hospitalized student. Program activities may have to be rescheduled or cancelled. Do not leave a student in the hospital or in a city without a UW staff person.
RECOGNIZING AND ASSISTING STUDENTS IN DISTRESS

As a faculty or staff member you may often have close, ongoing relationships with students. When traveling abroad, your role as instructor and course director may require more intensive involvement in helping your students. As a result, you might sometimes learn that a student feels overwhelmed or seems in distress. In this special role, it can be hard to be the main source of support for a student. It is important to know your own limitations in providing assistance and to understand when to seek more intensive help.

When you are concerned about the health, welfare, or safety of a student you should always call UW Global Emergency or UW Study Abroad to discuss the situation. Once they are aware of the circumstances, they may consult with colleagues in the Counseling Center, Health & Wellness, Community Standards & Student Conduct, or other offices that can provide support.

Not sure if you should call to consult? Look for these signs of distress...

- **Academic Problems:** drop in grades, difficulty concentrating, missed assignments, unorganized or erratic performance, continual seeking of special accommodations (e.g., extensions), essays of creative work that indicate extremes of hopelessness, social isolation, rage or despair, inability to make decisions despite your repeated efforts to clarify or encourage.

- **Concerning Behaviors:** tearfulness, agitation/anger, expression of worthlessness or hopelessness, expression of concern by classmates, direct statements indicating distress, statements suggesting family problems, acting more withdrawn or significantly more animated than usual, self-injurious behaviors (cutting self, hiding cuts), bizarre behavior that is obviously inappropriate for the situation (e.g. talking to something/someone not present).

- **Physical Signs:** deteriorations in physical appearance, visible changes in weight, lack of personal hygiene, impaired speech and disjointed thoughts, coming to class hung-over or smelling of alcohol, listlessness, lack of energy, frequently falling asleep in class.

- **Statements suggesting suicidal feelings:** Any written note or verbal statement that has a sense of finality or mentions suicide, statements that are threatening or indicate they “are going away for a long time”, “jokes” about wanting to die, essays or papers that focus on despair, suicide or death.

- **What to do with a potentially suicidal student:** Students who talk about suicide or seem depressed should be asked directly about their intentions (e.g., “have you been having thoughts about ending your life?”). Do not ignore a student who talks about “not wanting to be around” or avoid asking questions out of fear you might give them ideas about killing themselves.
RECOGNIZING AND ASSISTING STUDENTS IN DISTRESS

- Alcohol and Drug Abuse: Coming to class or a meeting when intoxicated is a sign that drug and/or alcohol abuse may be a serious problem. This can place a person at higher risk of harm to self or others.

If you are unsure about whether or how to intervene with a student who appears to be distressed, ask yourself the following questions:

Is this student's behavior distressingly out of the ordinary?
Is this beyond my skill level?
Is the behavior getting worse?
Does the behavior place anyone at (immediate) risk?
Am I feeling like I want to talk with someone about my observations and concerns?

If you answer “yes” to any of these questions, it is time to consult with colleagues at the university. Call UW Global Travel Security for assistance. +1.206.632.0153.

Who To Call For Assistance: If you feel you or someone else is in immediate danger, call local police. If you have questions or would like to discuss a specific situation, please call UW Global Travel Security or UW Study Abroad to consult. They will help you determine the best course of action and may refer you to other resources for assistance.

SUGGESTIONS FOR MANAGING DIFFICULT CONVERSATIONS

1. Ask to talk with the student in a private setting, but not in your personal living quarters. Avoid the phrase, “We need to talk.” The listener often takes these as fighting words. Although your concerns may be serious, the conversation will likely go more smoothly if you can put the other person at some ease rather than raising her/his anxiety.

2. Be as concrete and specific as possible. Avoid speaking in vague generalities (i.e., “I’m wondering how you like the program so far...”) or evaluative terms (i.e., “You seem unhappy...”). Use only enough words to capture the issue. If you go on and on, you’ll come across as lecturing or scolding, which can trigger defensiveness. Consider using openings such as:

   “I want to bring up the Code of Conduct that you signed before leaving and talk with you about some concerns I have about your behavior.”

   “I’m interested in hearing your perspective about (describe behavior), and I want to make sure you understand mine.”

   “I’d like to see if we might accomplish a better understanding regarding (describe situation).”
SUGGESTIONS FOR MANAGING DIFFICULT CONVERSATIONS (continued)

“Maybe I’m reading too much into the situation, but it seems like (describe situation).”

“I need your help with (describe what just happened) because I want to understand it from your point of view.”

“Let’s try to figure out why you and I see (describe situation) so differently.”

“I’ve received reports from other students that (describe reports) and I want to understand the situation from your perspective.”

3. Allow the student to speak freely without interruption. Listen carefully. You may come to learn a lot that you weren’t aware of.

4. Tell the student what changes you’d like to see in the future:

“What I suggest is…,” “How about if we try…,” “My proposed solution is…”

5. Ask for a response from the student:
“Does this make sense to you?”

“Do you agree/What do you think?” “To be sure I was clear, will you please describe what the changes are that I’m asking for?”

6. Take down notes following the meeting for reference.
GUIDELINES FOR PROGRAM DIRECTORS TO RESPOND TO STUDENT CONDUCT WHILE ABROAD

RED LEVEL

- take immediate action to reach local authorities (e.g. behavior is danger to self or others)
- Call local “911” type number for emergency response, if possible. Alternatively, call On Call for medical resources.
- If you haven’t done so already, report the incident to UW Global Travel Security at the earliest opportunity.

ORANGE LEVEL

- UW's disciplinary process may be an appropriate option (e.g violations of UW Study Abroad Standards of Conduct p. 35-34)
- Call UW Global Travel Security to consult. Be prepared to answer “Consultation Questions about Student’s Behavior” on pg 32.
- If recommended by UW resources meet with student to conduct first step of disciplinary process, an “Informal Hearing.” Review “Suggestions for Managing Difficult Conversations” on p 28.
- Continue to monitor and follow a plan developed with UW resources.

YELLOW LEVEL

- speak with student immediately about your conduct concerns (e.g. roommate problems, attendance issues)
- Meet with student at the earliest sign of concern about conduct. Review “Suggestions for Managing Difficult Conversations.”
- Monitor the situation. Review “When to Contact UW Global Travel Security Manager About Student Behavior on p. 32. Contact UW Global Travel Security if indicated
CONSULTATION QUESTIONS ABOUT STUDENT BEHAVIOR

When you consult with UW resources, you will be asked about the student’s behavior. To make consultation most effective, consider the following questions in advance of your call:

What did the student do?
What did the student say?
Who observed these behaviors or witnessed these statements?
What effect does the student’s behavior appear to be having on other students, faculty, or staff?
Have you tried to talk directly with the student and, if so, what outcomes emerged from that conversation?

Consultation questions developed by Ellen Taylor, Ph.D., Director of UW Counseling Center.

WHEN TO CONTACT THE UW GLOBAL TRAVEL SECURITY MANAGER ABOUT STUDENT BEHAVIOR

If you are in an emergency situation and/or need immediate or after hours assistance from UW, call the UW 24-hour Global Travel Security Phone: +1.206.632.0153

PHONE

If you are unsure about whether or not to call the Global Travel Security Manager with a concern regarding a student who appears to be distressed, ask yourself the following questions:

- Is this student’s behavior distressingly out of the ordinary?
- Does it feel like the situation requires input from someone with special expertise?
- Is the behavior getting worse at an escalating rate?
- Does the behavior place anyone at (immediate) risk?
- Am I or my staff spending inordinate amounts of time dealing with (or worrying about) this student?

If you answer “yes” to any of these questions, it is a good idea to call the Global Travel Security Manager. Email travelemergency@uw.edu and say this is not an emergency, but you would like to connect with the Global Travel Security Manager. You may also call at +1.206.632.0153.
CONTACTING YOUR PROGRAM MANAGER

Contacting your program manager by email is appropriate when you want to alert the UW about a potential issue. When you email, remember to follow these guidelines:

- Stick to the facts—describe the situation in observable terms.
- Remember: any email that mentions or alludes to a student can be seen by a student as part of their educational record.
- Be selective about using a student’s name. Remember any document that mentions a student by name is part of that student’s record and could be requested by the student.
- Suggest times that you would be available by phone for your program manager to call you.

STUDY ABROAD STANDARDS OF CONDUCT

On the following pages you will find the University of Washington Study Abroad Standards of Conduct (SASC). All students who study abroad are required to sign this document.

As students go through the process of applying for and being accepted into programs, they electronically sign a series of documents: verification that the information on the application is correct and complete, an assumption of risk form for study abroad, and the following code of conduct form.

Discuss this document with your students in your pre-departure sessions. We also recommend that you create your own program-specific behavioral agreement. By discussing expectations regarding behavior prior to departure, you can help to alleviate problems in the field.

continued on next page
PART ONE: Standards of Conduct

I. General Expectations of Conduct

1. As a condition of being permitted to participate in a study abroad program, students agree to conduct themselves as responsible members of the University of Washington ("UW") community. This means that as a condition of enrollment in a study abroad program ("Program"), each student studying abroad agrees to assume the responsibility to observe standards of conduct that will contribute to the pursuit of the academic goals of the Program and to the welfare of the members of the UW community. This responsibility includes, but is not limited to, being respectful of one another, other members of the UW community, and others with whom they encounter while abroad; refraining from behavior that would jeopardize the health, safety, or welfare of oneself or of any other person; and maintaining the integrity of the Program.

2. Given the unique aspects and circumstances of studying abroad, including, but not limited to, the demands of the Program, the limited resources, the relatively short duration, and the remote location(s), serious and/or repeated incidents of misconduct by a student are inherently contrary to the health, safety, and welfare of all other persons on the same program.

3. A violation of these University of Washington Study Abroad Standards of Conduct ("SASC") may lead to corrective action by Office of Global Affairs ("OGA") and/or the Program, up to and including, immediate dismissal from the Program.

4. Additionally, a violation of SASC may result in OGA and/or the Program referring the matter to the appropriate student disciplinary office for consideration of further action, including possible disciplinary action and sanctions under the UW's Student Conduct Code, which could include suspension or dismissal from the UW.

5. For the purposes of SASC and the SASC Compliance Procedures, “during the term of the Program” means the entire time period from the commencement of the Program (including any pre-departure activities) through the date of the termination of the Program. Unless otherwise indicated, all Study Abroad Standards of Conduct apply during the term of the Program. Also, the term “distribution” means providing or making available to any other person or persons.

I. Specific Violations of SASC

Specific violations of SASC include, but are not limited to:

1. Disruption of the academic environment of the Program, or unauthorized or unexcused absences from the Program or any mandatory Program activities;
2. Obstruction or disruption of teaching or other University or Program activities;

3. The refusal to comply with any lawful University directive related to the Program;

4. Not adhering to high standards of academic honesty or integrity, including plagiarism and cheating; unauthorized access to or viewing, copying, or distributing of confidential academic, administrative, or personal records; forgery, alteration or misuse of official documents, records or identification; or knowingly furnishing false information;

5. The physical harm or abuse or another person, the direct or implied threat of physical harm or abuse of another person, or other conduct intended to threaten the physical harm or abuse of another person;

6. Engaging in activities that endanger the health, welfare, or safety of oneself or others;

7. Harassment, including but not limited to, sexual harassment or other forms of discriminatory harassment, based on a person's race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, disability, or military status;

8. Stalking, whether directly, indirectly, via electronic means, or through third parties;

9. Relationship/domestic violence or abuse;

10. Sexual misconduct, including, but not limited to, sexual assault;

11. Retaliation against anyone who makes a report of a violation of this agreement, University policy, or laws of the home country or against anyone who participates in any investigation;

12. Possession, use, or distribution of firearms, explosives, dangerous chemicals, or other inherently dangerous weapons or instruments;

13. Knowingly violating the rules and policies, whether formal or informal, of the host university, residential housing, homestay, youth hostel, or other University arranged housing where the student is studying or staying;

14. The malicious or willful misuse, destruction, deprivation, or theft of, or malicious damage or vandalism to, property belonging to the UW, another person, institution, organization, or entity;

15. Unauthorized entry into or use of facilities, equipment, or technology of the UW or host/partner; illegal or otherwise inappropriate use of UW or host/partner's technology;
16. Engaging in conduct that results in eviction or termination from one’s lodging;

17. Not respecting the rights and privileges of other members of the University community, the host institution, or the host family or location;

18. Disturbing the peace or disrupting the quiet enjoyment of the community;

19. Openly and knowingly abusing, disrespecting, or showing flagrant disregard for the customs and mores of the host community;

20. Disorderly, lewd, indecent, or obscene conduct, gestures, or actions;

21. Intentionally inciting others to engage in any unlawful activity, which incitement leads directly to such conduct;

22. Hazing (as defined in RCW 28B.10.900, or as may be amended), or conspiracy to engage in hazing;

23. Knowingly making a false report of a crime, emergency, or violation of these standards of conduct;

24. Violating the laws of the country in which the student is traveling or studying;

25. Violating or not complying with the rules or requirements applicable to the Program in which you are enrolled;

26. Violating or not complying with the rules, regulations, procedures, policies, standards of conduct, and orders of the University and its schools, colleges, departments, offices, and programs;

27. Unlawful or illegal conduct under international, U.S. federal, Washington State or local law;

28. With regard to alcohol:
   a. The abuse of or excessive and/or irresponsible use of alcohol, as reasonably determined by the Program Director(s) or UW Study Abroad Director, which includes, but is not limited to, being demonstrably under the influence of alcohol during any Program activities;
   b. The purchase, possession, use, or distribution of alcohol that is in violation of the laws of the country or countries where the Program is taking place;
   c. The manufacture of alcohol, except as expressly permitted by the Program Director;
   d. Regardless of the laws of the country or countries where the Program is taking place, the purchase, possession, use, or distribution of alcohol during any Program activities,
provided, however, that a Program Director may make a limited exception to this restriction and allow the limited consumption of alcohol by students, who are at least of the legal age for alcohol consumption in the country where the Program is taking place, in connection with special Program arranged meals or organized events; 
ed. The use or possession of alcohol on premises used or controlled by the Program where such use or possession is in violation of any rules of the premises or any restrictions specified by the Program Director(s); 
f. The distribution of alcohol to any other person under the legal age for alcohol consumption in the country or countries where the Program is taking place;

29. With regard to any drugs and controlled substances:
a. The purchase, possession, use, distribution, or manufacture of any drug(s) that is in violation of the laws of the country or countries where the Program is taking place;
b. The purchase, possession, use, distribution, or manufacture of a controlled substance(s) as defined in Chapter 69.50 RCW or 12 U.S.C. § 802 that would be in violation of Washington State or U.S. federal law, if such purchase, possession, use, distribution, or manufacture had occurred in Washington State.

30. Any violation or breach of the SASC Agreement.

PART TWO: Compliance Procedures

I. General Procedure

In the event a student is alleged to have engaged in conduct during the term of a study abroad program in violation of the Study Abroad Standards of Conduct (SASC), the following process will apply:

A. Preliminary Assessment of Alleged Violation. The Program Director, on-site coordinator, and/or a representative of the Office of Global Affairs will conduct a preliminary assessment of the alleged violation(s). The student(s) may be temporarily separated from the Program or from Program activities while the preliminary assessment is conducted.

B. Notice to Student. If, based on the preliminary assessment, the Program Director, on-site coordinator, or representative of OGA, determines that there is reasonable cause to believe that a violation of SASC has occurred, s/he will provide the student(s) alleged to have violated SASC with verbal and/or written notice of the allegation(s). Additionally, the student(s) will be informed of the potential corrective action(s) that may be taken and will be given a reasonable opportunity to respond to the allegations. This may all be accomplished in person, in writing, via the telephone, or other reasonable means of communication. In cases involving allegations of sexual harassment, sexual misconduct (including, but not limited to, sexual assault), stalking, and relationship violence, the alleged victim will also be given notice and an opportunity to be heard prior to any decision (as described in
C. Decision. After providing the student with notice and an opportunity to respond, and following the completion of any follow up review deemed appropriate, the Program Director, on-site coordinator, and/or representative of the Office of Global Affairs will determine whether the student has violated SASC, and if so, what corrective action(s) specified in Section E below will be implemented, except that any decision to dismiss a student from the Program must be approved in advance by the Vice Provost for Global Affairs, the Vice President for Student Life, or the appropriate Chancellor (or the Chancellor’s designee). (Dismissal from a Program does not necessarily affect a student’s eligibility to register for, or his or her status in other - i.e., non-Program - University courses. A student’s status with regard to non-Program purposes shall be determined in accordance with the provisions of the University Student Conduct Code and/or other applicable University policies and procedures.)

D. Communicating the Decision. The student will be promptly informed in writing of any decision regarding corrective action, which may be implemented immediately and shall be final. A copy of any decision will be provided to the Office of Global Affairs.

E. Corrective Actions.

1. If a student is determined to have violated SASC, one or more of the following corrective actions may be implemented:
   a. A letter of warning or reprimand
   b. Probation (with conditions)
   c. Suspension from specified Program activities (with conditions)
   d. Dismissal from the Program (Emergency Dismissal is addressed in Section II. below)

2. In connection with the implementation of any corrective action, a student’s housing may be reassigned at the student’s expense.

3. Any prior violations of SASC by a student and/or the nature or circumstances of the Program may be a basis to implement a more significant corrective action(s).

4. A violation of SASC that is similar to a student’s pre-Program violation of the Student Conduct Code may be a basis for the student to be dismissed from the Program.

F. Conditions/Expectations Regarding Future Conduct. In the event a student is subject of a letter of warning or reprimand or is placed on probation or suspension, the student may be also informed of specific conditions/expectations regarding his/her conduct for the duration of the Program, and that any failure to comply with such conditions/expectations may result in immediate dismissal from the Program.
II. Emergency Dismissal

Notwithstanding any other provision of these SASC Compliance Procedures, if the Program Director, on-site coordinator, and/or a representative of the Office of Global Affairs, in consultation with the University’s President, the Vice President for Student Life, the Chancellor for Bothell or Tacoma, or the President’s or Chancellor’s designee, determines that a student has engaged in conduct during the term of the Program that causes or threatens to cause an immediate danger to the health, safety, or welfare of the student and/or others, or is otherwise severely detrimental to the interests of the Program, a student may be immediately dismissed from the Program on an emergency basis. To the extent practical and feasible, the student will be given an opportunity to respond to the concerns raised prior to a decision to implement emergency dismissal from the Program. Temporary separation and other interim measures may be implemented while a decision regarding emergency dismissal is pending.

III. Possible Disciplinary Action Under University Student Conduct Code

A student’s violation(s) of SASC may also be the basis for initiating disciplinary proceedings in accordance with the University’s Student Conduct Code.

IV. Consideration of Past Violations of SASC

Any prior violation of SASC by a student may be considered in connection with any other application by the student to other study abroad programs.

PART THREE: Agreement

This UW Study Abroad Standards of Conduct Agreement (“Agreement”) is entered into by and between the University of Washington (“University” or “UW”) and the individual signatory (“Student”), a University of Washington student, who is in good standing and is applying for acceptance into a UW Study Abroad Program (“Program”) (which may be a faculty-led program, a direct exchange with a partner university abroad, an independent learning opportunity, or any other type of UW study abroad opportunity).

For the purposes of this Agreement, “during the term of the Program” means the entire time period from the commencement of the Program, including any pre-departure activities, through the date of the termination of the Program.

Student hereby agrees as follows:

1. I understand that there will be academic demands and expectations applicable to me while studying abroad that are in addition to those applicable to me while studying on
counselors. A core educational component of every study abroad program is that students are expected to demonstrate that they understand the importance of appropriate and culturally sensitive behavior while living and studying in a group setting in a foreign location.

2. I understand that all of my actions during the term of the Program (whether during University sponsored activities or otherwise) may reflect upon the University and that while abroad, I am expected to maintain high standards of academic performance, personal integrity, and respect for others.

3. I understand that, in order to remain in good standing in the Program, I must satisfy all of the academic requirements and expectations of the Program during the term of the Program. These academic requirements and expectations include a requirement that I demonstrate a willingness and an ability to learn about the cultures and customs of the countries that I visit and to refrain from any conduct that is in flagrant disregard of such cultures and customs and/or likely to disrupt any aspect of the Program. I also acknowledge that I am required to abide by the laws of the countries that I visit as well as the rules and regulations of my host institution, if any. I understand that the Program Director(s) may establish additional conditions of participation or requirements for the Program, and that I am subject to all such conditions and requirements.

4. During the term of the Program, I agree to conduct myself as a responsible member of the University community and of the Program, which includes observing standards of conduct that will contribute to fulfilling the goals of the Program and will not negatively impact the experience or welfare of the other Program participants. I understand that the University has established the Study Abroad Standards of Conduct (“SASC”), which are applicable to all students participating in a Program. I have read and understand SASC, a copy of which is attached as Appendix A and incorporated as part of this Agreement by this reference. As a condition of participating in, and in consideration of being allowed to participate in the Program, I agree to abide by SASC, during the term of the Program. I further agree that SASC may be amended by the University during the term of the Program.

5. I understand that the University has established SASC Compliance Procedures, which describe the process and procedures that are applicable to all students who are alleged to have violated SASC. I have read and I understand the SASC Compliance Procedures, a copy of which is attached as Appendix B and incorporated as part of this Agreement by this reference. I understand and agree that if there is an allegation that I violated SASC during the term of the Program, the SASC Compliance Procedures will apply.
6. Accordingly, I understand and agree that my continued enrollment in the Program is subject to my fulfillment of and adherence to the standards set forth in this Agreement and I understand that any violation of SASC may result in corrective action being taken by the University, up to and including, immediate dismissal from the Program and a requirement that I return home. I agree that if I am dismissed from the Program, I will be responsible for all expenses incurred following my dismissal, including, but not limited to expenses related to housing, other living expenses, costs of returning home, repayment of financial aid, etc.

7. I understand that while participating in the Program, I am also subject to the University’s Student Conduct Code (WAC 478-120 Chapter) and I acknowledge that any violation of SASC may be a basis for the University initiating disciplinary action under the University Student Conduct Code and could lead to disciplinary sanctions.

8. If participating in a UW faculty led Program, I agree that any deviation by me from the Program design or curriculum must be approved in advance and in writing by the Program Director. If I fail to participate in any mandatory component of the Program without prior approval, I understand that I will be required to explain my non-participation to the Program Director or on-site coordinator. In the absence of an acceptable explanation, such as personal illness or an emergency, I agree that my failure to participate may have a negative consequence on my grade, the number of credits granted to me, and/or my continued participation in the Program. Should I fail to appear for the Program and/or fail to participate in required Program activities for 2 or more days without prior approval, I acknowledge and agree that I will be considered to have voluntarily withdrawn from the Program and will not be entitled to any refund of any Program fees.

9. If I am dismissed from or if I voluntarily withdraw from the Program for any reason, I agree that I will immediately vacate Program housing and will immediately cease all participation in Program activities, except as may be expressly allowed by the Program Director or on-site coordinator. I further acknowledge and agree that I will be solely responsible for making any interim housing arrangements that may be necessary and will be solely responsible for making my own travel arrangements back home. Additionally, I understand that my dismissal or my withdrawal from the Program may result in a failing grade and/or no academic credit for the Program.

10. If participating in a UW faculty led Program, I agree to notify the Program Director in advance if I am planning to engage in individual (i.e. non-Program) travel while the Program is in progress abroad. I also agree to provide the Program Director with details of any proposed individual travel, including plane, bus, and train schedules, and accommodations. Any failure to do so, may be a considered a violation of SASC and lead to the implementation of corrective action.
Signing the Document:

Applicants 18 or Older:
If the applicant is 18 or over, she or he sees the following text, with an option to digitally sign the document by clicking a button:

I understand that by clicking on this agreement, I am signing a legal document. I acknowledge that I am the person whose name is listed below and I logged on to this website on the date listed below.

Applicants Under 18, or Whose Age is Unknown:
If the applicant is under 18 at the time of application, or if the applicant’s age cannot be determined by the system, she or he will see the following text, along with instructions about where to mail the signed document.

I understand that by signing this agreement, I am signing a legal document. I acknowledge that I am the person whose name is listed above.

Student Name:
Applicant Signature:
Parent/Guardian Signature:
Date Signed:

This information is available for you to download and print for your own records at the following link:
Outline for Study Abroad Standards of Conduct Compliance Procedures

This outline is intended as a general guide for Program Directors, on-site coordinators, or other UW officials who have received a credible report of, or witnessed, a violation of the Study Abroad Standards of Conduct (SASC).

Please contact UW Study Abroad’s Director (pkmoran@uw.edu; 206-685-4233) or Associate Director (laurenee@uw.edu; 206-543-1489) if you need additional guidance. In the event you need to consult on an urgent matter after hours, please call the UW International Emergency phone line at 01-206-632-0153.

Step 1. Conduct a preliminary assessment of the alleged violation(s).

A. Contact UW Study Abroad as soon as possible if:
   1) The alleged violation(s) involves physical assault, sexual misconduct, and/or significant health or safety concerns;
   2) The allegation(s) leads you to believe that emergency dismissal of the student may be necessary because of health, safety, or welfare concerns and/or because the alleged conduct could be severely detrimental to the Program; and/or
   3) You feel you need additional guidance.

B. If the nature of the alleged violation is serious, consider immediately implementing the following interim measures:
   1) Temporarily separating the student(s) from the program or any program activities while the matter is being addressed; and/or
   2) Directing the involved students not to have any contact with one another until further notice

Step 2. Meet with the student alleged to have violated SASC. (If more than one student is involved, you should meet with each separately.)

A. Meet in person, if possible. If not, you can “meet” via phone, by email, or by any other reasonable means of communication. No advance notice of the meeting is required.

B. At the meeting:
   1) Inform the student of the allegation(s) against him/her, i.e., what he or she has allegedly done to violate SASC.
   2) Tell the student that, if it is determined that he/she violated SASC, various corrective actions can be taken, including:
      • A letter of warning or reprimand;
      • probation, with conditions;
      • suspension from specified program activities, with conditions; and
      • dismissal from program.
3) Tell the student that a violation of SASC may also be a basis for disciplinary action under the UW Student Conduct Code. (You can remind the student that prior to going abroad, s/he signed an agreement to abide by SASC and to be subject to corrective action if s/he violated SASC.)

4) Provide the student with an opportunity to respond to the allegation(s) and to provide any additional information the student wants you to consider. If the student's response is to be provided in writing (e.g. over email), establish a firm deadline by which the response should be submitted.

5) After hearing from the student, advise the student that after concluding any follow-up, you will provide him or her with a decision in writing, which will also be shared with UW Study Abroad.

Step 3. Engage in any necessary follow up to your meeting.

A. Consider updating UW Study Abroad, especially if the matter involves significant safety concerns, sexual misconduct or physical assault, and/or it causes you to consider dismissal of the student from the program.

B. Interview any possible witnesses and conduct other follow-up you consider necessary for you to determine whether the alleged violation occurred.

C. If the allegation(s) involves sexual misconduct by the accused student against another UW community member, it is essential that you give any person who believes this act of sexual misconduct was committed against him or her an opportunity to provide you information before a decision regarding the alleged violation is made.

Step 4. Decide (in consultation with UW Study Abroad to the extent you feel is necessary) whether the student has violated SASC.

A. Consider all of the information you have obtained from the student and from anyone else with whom you may have spoken, as well as what you have observed.

B. Consult with UW Study Abroad and/or other appropriate UW officials (e.g., the Vice President for Student Life, Vice Provost for Global Affairs, or the Chancellor) if you are dealing with a serious violation and/or are considering dismissal from the program.

C. Make a decision (in consultation with UW Study Abroad if the matter involves serious allegations) whether the student has violated SASC.

1) If you conclude that you cannot find that violation occurred, proceed to Step 5.

2) If you conclude that a violation has occurred, determine (again, in consultation with UW Study Abroad in cases involving serious misconduct) what specific standard(s) of conduct has/have been violated and what corrective action(s) should be implemented. In determining the appropriate corrective action, keep in mind that:
a. A student’s prior violations of SASC and/or the nature or circumstances of the program may be a basis to implement a more significant corrective action; and
b. A violation of SASC that is similar to a student’s pre-program violation of the UW Student Conduct Code may be a basis for the student to be dismissed from the program.

3) Coordinate with program Co-Director/Co-Leader and/or UW Study Abroad on any logistics or other issues (e.g. timing of informing student of decision, review of your written decision; initiating possible arrangements to facilitate the separation of the student, determining whether the decision will need to be shared with any other student(s) in a case involving sexual misconduct, etc.)

Step 5. Write up the decision.

A. The decision should be provided in writing, although it can initially be provided verbally.

B. In any serious matter, you should consult with UW Study Abroad, which will assist with the written decision (and can seek assistance from the Attorney General’s Office as necessary.)

C. If the conclusion is that no violation has been established, the written decision should state that, based on the information you were provided and obtained, you were not able to conclude that the student violated SASC. (Do not say that no violation occurred.)

D. If the decision is that the student violated SASC, the written decision should:

1) State that based on the information you were provided as well as the information you obtained, it has been determined that the student has violated SASC;
2) Specify which standard of conduct(s) were violated;
3) Specify the corrective action(s) implemented, and if applicable, any conditions and/or expectations for the remainder of the program (e.g. change in housing, exclusion from specific activities, etc.);
4) State that any failure to comply with any conditions or expectations or another violation of SASC may lead to further corrective action including dismissal from the program; and
5) Inform the student that the decision is final and effective immediately.

Step 6. Final Actions.

A. In consultation with UW Study Abroad, decide whether to provide a copy of the decision (which may have to be redacted) to a complainant in a case of sexual misconduct.

B. Continue working with UW Study Abroad, if necessary to implement the corrective action.

C. Fill out and email a SASC Report Form to UW Study Abroad no later than 14 days after the program ends.
SEXUAL ASSAULT ON A STUDY ABROAD PROGRAM:
GUIDELINES FOR PROGRAM DIRECTORS TO SUPPORT STUDENTS

You may hear about an assault from the student directly or from others on the program who have come to know about an incident. The student needs to feel in charge of what happens after an assault. The best way for you to help is to:

- Be supportive
- Offer options
- Let the student decide on a course of action

YOUR RESPONSIBILITIES: IMMEDIATE

- Contact UW Global Travel Security to report the assault to the University at +1.206.632.0153. Students should be made aware that you will consult with your relevant colleagues on campus to insure our students are protected and have access to counseling, legal processes and support. UW Global Travel Security will involve the UW Health & Wellness which will initiate an outreach to the student to offer support.
- UW Global Travel Security will also notify the U.S. embassy (without revealing the student’s name) and inquire about procedures to file criminal charges. UW Travel Security will communicate this information to you. You should discuss the options with the student.
- Offer to help the student seek medical care. UW GlobalTravel Security can help you figure out if there are other concerns based on your location. Medical treatment should include an exam by a qualified local health provider, blood tests and screening for sexually transmitted diseases and HIV. The student should be treated for any physical injuries that may have been sustained. A female student who has been assaulted should also be offered a prescription to prevent pregnancy. To be effective, a “morning after”-type prescription needs to be taken within three days of the assault. The health care provider may also recommend that the student take a course of anti-HIV drugs.
- Be non-judgmental. Things you can say:
  “Thank you for telling me.”
  “I’m sorry this has happened to you.”
  “What can I do to help?”
  “It takes a lot of courage and strength to come forward and I’m glad you did.”
- Let the student know that he or she may have the option to return to the U.S.

continued on next page
YOUR RESPONSIBILITIES: IMMEDIATE (continued)

• Do not discuss the situation with other students. Keep student’s confidentiality.

YOUR RESPONSIBILITIES: ONGOING

• Continue to monitor the student’s well being as you would with any health or medical concern.

• Periodically revisit the student’s options (which may include returning to the U.S.).

• Consult with UW Global Travel Security if you have additional concerns about a student’s welfare (e.g., mental or physical health issues): +1.206.632.0153.

SEXUAL ASSAULT ON A STUDY ABROAD PROGRAM: OPTIONS FOR THE STUDENT

MEDICAL TREATMENT

• Contact On Call or the U.S. embassy to locate the nearest health care facility that can provide treatment.

• The option of returning to the U.S. may need to be considered by the student if:
  • The recommendation is to take anti-HIV drugs but such medication is not available in-country.
  • The student feels psychologically unable to stay in the country or counseling services are needed and not available locally.
  • If the physical and/or mental trauma is significant, medical evacuation to the U.S. may be an option for the student.

• UW Global Travel Security can contact the travel assistance provider (e.g., On Call) to consult on a medical evacuation, if indicated.

continued on next page
**COUNSELING SUPPORT**

- UW Health & Wellness will reach out to the student by email when a report is made to UW Global Travel Security. UW Health & Wellness is a confidential and safe starting point for those affected by sexual assault, relationship violence and stalking, by providing resources, support and advocacy for University of Washington students. UW Health & Wellness can help with safety planning, Conduct Code complaints, academic and other issues.

- Thank the student for telling you. Assure them that you are here to help. If a student wants to remain anonymous, let them know that this is not necessarily possible, but that UW officials would only be involved as needed.

**FILING CRIMINAL CHARGES IN-COUNTRY**

- UW Global Travel Security will provide consultation to the program director and student as the student decides whether or not to file charges.

- Charges against the assailant cannot be filed with Washington state police for an assault that happened outside of the U.S.

**FILING A COMPLAINT WITH THE UW**

- If the alleged perpetrator is also a UW student, the victim may file a report under the Student Conduct Code and the Study Abroad Standards of Conduct (SASC). UW Global Travel Security can assist the student in reporting to CSSC (Community Standards and Student Conduct).

- UW Health & Wellness and/or CSSC can discuss the potential outcomes of a complaint under the Code.
COUNSELING AND TREATMENT RESOURCES // SEATTLE

- UW Counseling Center – Free, short-term counseling is available to UW students.
- UW Hall Health – The Mental Health unit can provide more long-term counseling for a fee.
- Crisis Clinic – 24-hour crisis line and community resource directory, +1.866.4CRI-SIS (+1.206.427.4747)
- Harborview Center for Sexual Assault & Traumatic Stress (HCSATS)
- Public Health Seattle and King County
- Planned Parenthood
OVERVIEW

All UW employees are required to report certain crimes under recent UW policy updates and in accordance with state and federal laws. Retaliation for reporting an incident will not be tolerated and is against University of Washington policy.

UW-sponsored international and off-campus programs are subject to the reporting requirements of the Clery Act and directors of such programs have legal obligations in ensuring UW meets those requirements. Here is summary of the requirements of the Clery Act as they relate to any international or off-campus initiative and defines the responsibilities of its director(s).

DEFINITIONS

CAMPUS SECURITY AUTHORITY

The law defines “Campus Security Authority” as: “An official of an institution who has significant responsibility for student and campus activities, including, but not limited to, student housing, student discipline, and campus judicial proceedings.” Given that a director or co-director of an international or off-campus program has significant responsibility for student and campus activities, he or she is a “Campus Security Authority.” Study Abroad advisors are also considered Campus Security Authorities.

NON-CAMPUS PROPERTY

A non-campus property is defined as “Any building or property owned or controlled by a student organization that is officially recognized by the institution; or any building or property owned or controlled by an institution that is used in direct support of, or in relation to, the institution’s educational purposes, is frequently used by students, and is not within the same reasonably contiguous geographic areas of the institution.” The buildings and properties UW uses for international or off-campus programs (ie, classroom space, student accommodations for long or short-term programs) are non-campus properties. UW is required by law to report crimes that occur in such locations.
REPORTABLE INCIDENTS

The criminal offenses for which we are required to disclose statistics:

- sex offenses (forcible & non-forcible)
- robbery
- liquor law violations
- aggravated assault
- drug abuse violations
- burglary
- motor vehicle theft
- arson
- murder/non-negligent manslaughter
- negligent manslaughter
- weapons: carrying, possessing, etc.

We are also required to report statistics for bias-related (hate) crimes for the following offenses:

- aggravated assault
- sex offenses (forcible & non-forcible)
- robbery
- burglary
- motor vehicle theft
- arson
- murder/non-negligent manslaughter

Additionally, larceny-theft, vandalism, intimidation, simple assault, and damage/destruction/vandalism of property, if they are related to a hate crime, must also be reported.

REPORTING AN INCIDENT

All UW Study Abroad programs are to report any known or possible incidents to either a Study Abroad Program Manager, Global Travel Security Manager, or UW Police.

For overseas emergencies call the 24-hour International Emergency Phone: +1.206.632.0153
CONTACTING ON CALL IN THE EVENT OF AN EMERGENCY

In the event of an emergency, travelers should immediately seek medical attention by the nearest medical provider/facility.

- Contact On Call for assistance. Call +1.888.464.8971 or +1.603.328.1358 (collect). On Call will then take all appropriate actions to assist the members in getting to the nearest appropriate medical facility.
- Students can contact On Call via email at mail@oncallinternational.com.
- Call UW Global Travel Security +1.206.632.0153.

GUIDANCE FOR STUDENTS

On Call International is the provider for the required student UW study abroad insurance. Once a student purchases the coverage, On Call generates a student identification card that they should print and carry with them.

If a student needs medical assistance, they should contact the On Call International and Safety Team 24/7. On Call will need the student’s name and certificate number as well as the name of their school affiliation, University of Washington. The student’s individual ID card will have their certificate number on them. Then call UW Global Travel Security at +1.206.632.0153.

GUIDANCE FOR PROGRAM DIRECTORS

In an emergency, program directors can call On Call on the student’s behalf. On Call needs the student’s name and certificate number as well as the name of their school affiliation, University of Washington.

On Call can find students in their system using the school affiliation and student name. They will ask for the certificate number and the student’s date of birth. If the certificate number and the date-of-birth are not available, they will still be able to find students in the system, but their preference is for identity confirmation to insure that they have the correct student’s medical records. On Call cards have student’s certificate number on them.

Your program manager will send you a PDF report of the pertinent emergency information for your students including their On Call policy numbers.
ON CALL INTERNATIONAL: GENERAL INFORMATION

- On Call International Certificate numbers are unique to each student.
- Students on your programs have On Call Student Abroad Insurance unless they have successfully shown equal or better coverage through another plan. This situation is rare. On Call insured students will be issued a card that includes their certificate number. Some benefits of On Call are:
  - Evacuation services for medical emergencies plus repatriation benefits anywhere in the world
  - Major medical insurance benefits
  - Online resources to identify and locate health care professionals and clinics
  - Global Health and Safety Database, including translation for medicines and medical terms

- Please know and share with students:

  In order to schedule an outpatient appointment and arrange a guarantee of payment, students must provide 24 hours advance notice to On Call. To arrange a guarantee of payment for routine care such as pre-scheduled follow-up appointments, please provide 48 hours advance notice. Please contact Global Health and Safety by email at mail@oncallinternational.com to request these services.

ON CALL CONTACT INFORMATION
mail@oncallinternational.com
www.uwsearchportal.com
Phone: +1.603.328.1358
UW EMPLOYEE TRAVEL ASSISTANCE: ON CALL INTERNATIONAL

UW faculty, staff and student employees doing work abroad are covered for travel assistance by On Call International while traveling on university business. Services provided include the following:

**MEDICAL ASSISTANCE**

- Arrangement and payment of medical transportation
- Repatriation of deceased remains
- Pre-trip advance
- Political or natural disaster emergencies
- Medical monitoring
- 24-hour nurse help line
- Medical, dental, ophthalmic and pharmacy referrals
- Medical expense guarantee*. On Call will, on a best effort basis, coordinate with a member’s insurance carrier.
- Dispatch of medicine/eye glasses/dental prosthetics*

*These costs will ultimately be the responsibility of the UW traveller or their domestic insurance policy.

**SECURITY AND NATURAL DISASTER ASSISTANCE**

- Security advice and assistance
- Arrangement and payment of security evacuation and/or repatriation
- Lodging at a safe haven
- Evacuation assistance

**TRAVEL ASSISTANCE**

- 24/7 emergency travel assistance
- Translation and interpreter referrals
- Emergency cash advance assistance*
- Replacement of lost traveling documents assistance
- Emergency message forwarding assistance
- Lost luggage assistance
- Legal referral

On Call International: +1.603.328.1358
UW International Emergency Phone: +1.206.632.0153
IN CASE OF EMERGENCY

- Contact On Call International
  Collect: +1.603.328.1358
  Toll Free: +1.855.464.8971

- The UW employee travel assistance described on the previous page is only for work-related injuries or illnesses. It does not include personal health coverage. University travelers should maintain their own personal health insurance plan and determine how this insurance applies when traveling abroad.

Following your call with On Call International, please call UW Global Travel Security if this emergency affects your UW responsibilities at +1.206.632.0153

LIMITATIONS

On Call International is not medical insurance. It is a service that can coordinate medical care.

UW Employees must maintain their domestic insurance coverage as all medical expenses will eventually need to be processed through workers compensation or the employee’s personal medical insurance.
## TABLE: UW INSURANCE WHILE TRAVELING

### INSURANCE RESOURCES

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<tr>
<th>INSURANCE COVERAGE</th>
<th>UW FACULTY, STAFF, VOLUNTEERS</th>
<th>UW STUDENT EMPLOYEES**</th>
<th>UW STUDENT</th>
<th>VISITING STAFF, SCHOLARS, AND STUDENTS</th>
<th>SPOUSE/PARTNER/CHILD OF UW FACULTY, STAFF, OR STUDENT EMPLOYEE</th>
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* "Abroad" is defined as any location outside the U.S., its possessions and territories. ** "Student Employee" includes TA/RA and other salary or wage-paide positions that are eligible for benefits. Does not include student hourly employees or stipend recipients. NOTE // SECURITY EVACUATIONS: Evacuation from countries with an “extreme risk” rating is available on a fee-for-service basis if SOS thinks it is possible. Please note that the cost of any additional insurance other than what is covered through Risk Management is not reimbursable, per WA state law. If the traveler does purchase additional insurance, the department may choose to reimburse the cost from a discretionary budget.
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<tr>
<th>ASSISTANCE</th>
<th>EVACUATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work-related injury or illness suffered while abroad*</td>
<td>Medical evacuation if injured or ill while abroad</td>
</tr>
<tr>
<td>Medical evacuation if injured or ill while abroad</td>
<td>Security evacuation for civil unrest while abroad</td>
</tr>
</tbody>
</table>

**UW FACULTY, STAFF, VOLUNTEERS**

- Assistance receiving medical care for an injury or illness while abroad: COVERED
  - Contact On Call 001.328.1358 (collect outside the U.S.)
- Person will need to be evacuated to nearest appropriate facility determined by On Call.
- Person will be evacuated to nearest safe location determined by On Call.

**UW STUDENT EMPLOYEES**

- Assistance receiving medical care for an injury or illness while abroad: COVERED
  - Contact On Call 001.328.1358 (collect outside the U.S.)
- Person will need to be evacuated to nearest appropriate facility determined by On Call.
- Person will be evacuated to nearest safe location determined by On Call.

**UW STUDENT**

- Assistance receiving medical care for an injury or illness while abroad: NO COVERAGE

**VISITING STAFF, SCHOLARS, AND STUDENTS**

- Assistance receiving medical care for an injury or illness while abroad: NO COVERAGE

**SPOUSE/PARTNER/CHILD OF UW FACULTY, STAFF, OR STUDENT EMPLOYEE**

- Assistance receiving medical care for an injury or illness while abroad: LIMITED COVERAGE
  - Available through UW individual health plans.

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* "Abroad" is defined as any location outside the U.S., its possessions and territories, or Puerto Rico. ** “Student Employee” includes TA/RA and other salary or hourly employees or stipend recipients. NOTE // SECURITY EVACUATIONS: Evacuation from countries with an “extreme risk” rating is available on a fee-for-service basis if SOS thinks it is possible. Please note that the cost of any additional insurance other than what is covered through Risk Management is not reimbursable, per WA state law. If the traveler does purchase additional insurance, the department may choose to reimburse the cost from a discretionary budget.