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Introduction

Thank you for committing your time and energy to providing an education abroad program for our students. The Office of International Health and Safety and the Office for Education Abroad believe that a student's participation in an education abroad program can be one of the most enriching and inspiring experiences of their life, and it is your efforts and dedication that make this experience possible.

As program director, you are designated as the Chief of Party for your education abroad program(s). This means that you are responsible for:

- Developing and finalizing the program budget
- Maintaining fiscal records
- Maintaining academic integrity
- Coordinating program activities and serving as a liaison between students and on-site providers
- Responding to any emergency situations

This On-Site Operations Manual is intended as a reference tool for program directors and assistants. You should also plan to participate in a Critical Incident Management Seminar before your program start date (participation is required every other academic year or as needed by changes in policy or procedure). We welcome your suggestions for how this manual and our other health and safety training efforts can be most helpful.

Office for Education Abroad

The Office for Education Abroad (EA) is your partner in creating and directing high-quality, academic programming that both aligns with targeted student learning outcomes and highlights the signature strengths of the sponsoring department. EA staff are your go-to for developing new programs, promoting existing programs, working with students throughout the application and enrollment process, and arranging many of the financial, academic, and on-site logistics related to your program.

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Instagram: @spartansabroad / #spartansabroad
Twitter: @spartansabroad
Office of International Health and Safety

The Office of International Health and Safety (OIHS) supports the health, safety, and security of all MSU faculty, staff, and students traveling internationally. OIHS works closely with the Office for Education Abroad, the Risk and Security Assessment Committee, the University Physician, and colleges/departments to prevent or minimize the impacts of risks to MSU education abroad programs.

OIHS reviews all proposed EA programs with an eye toward health, safety, security and risk management. OIHS works with program directors to manage risk during program development, offer travel safety guidance to programs and participants, and respond to health, safety, and security incidents that occur on programs. OIHS staff are constantly monitoring global events and are available 24/7 via the MSU Emergency Assistance Line (+1-517-353-3784).

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Laws and University Policies

Although federal laws do not always address education abroad programs specifically, many of them apply to university programs even if they operate outside the United States. As an MSU faculty/staff member and an education abroad program director you should be aware of these laws and consider them applicable to your program.

The Jeanne Clery Act is “a consumer protection law passed in 1990 [that] requires all colleges and universities who receive federal funding to share information about crime on campus and their efforts to improve campus safety as well as inform the public of crime in or around campus.”¹ A crime that occurs in your education abroad program location or impacts your program may need to be included in MSU’s Annual Security and Fire Safety Report depending on what occurred and where it occurred. Education Abroad program directors are considered Campus Security Authorities (CSAs). If a crime is reported to a

¹ The Clery Center for Security on Campus: https://clerycenter.org/policy-resources/the-clery-act/
CSA or witnessed by a CSA, CSAs are required to report that information to the appropriate authority. As a CSA, you must report any crimes that occur during your program as soon as possible to OIHS. OIHS works with General Counsel to determine if crimes that impact EA programs must be included in MSU’s Annual Security and Fire Safety Report. MSU may also need to issue a time warning or emergency notification if there is a serious or on-going threat to the MSU community.

In accordance with the Clery Act, MSU also requests local crime statistics from law enforcement officials in international locations where the university operates education abroad programs. Please help OIHS and General Counsel by accurately reporting your program’s specific student housing information to the Office for Education Abroad with your emergency contact information.

The Family Educational Rights and Privacy Act, FERPA, applies to education abroad programs in the same way as on-campus courses. EA program directors are reminded that a student’s participation in a program is considered an educational record protected by FERPA. As such, program directors should approach any communication with parents with caution. In an emergency situation, please consult with OIHS and EA before initiating or continuing communication with a student’s family member.

EA programming must comply with the MSU Anti-Discrimination Policy. This policy “outlines the types of prohibited discrimination and harassment at MSU. Under the ADP, University community members are prohibited from engaging in acts which discriminate against or harass any University community member on the basis of age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight.” The ADP applies to the entire education abroad program cycle, including admission decisions, on-site programming, and post-program follow-up. According to the Office of Institutional Equity (OIE), a bias incident “consists of verbal or nonverbal conduct that is threatening, harassing, intimidating, discriminatory, or hostile and is based on a category protected under the MSU Anti-Discrimination Policy.” Program directors should report any potential bias incidents that occur on a program to OIHS. We can help you file a report with OIE and assist in any necessary follow up with your students. It is important to take bias incidents seriously even if the alleged perpetrator is not affiliated with MSU.

Consistent with Title IX and the Anti-Discrimination Policy, MSU’s Relationship Violence and Sexual Misconduct Policy (RVSM) prohibits members of the University community from engaging in relationship violence, stalking, and sexual misconduct and “also prohibits relationship violence, stalking, and sexual misconduct by third parties towards members of the University community when the third party has been brought into contact with the member of the University community through a University program or activity.” The RVSM policy, including your mandatory reporting responsibilities as related to sexual misconduct, apply to education abroad programs. See page 25 for more information on responding to sexual misconduct issues abroad. EA program directors are advised to use their syllabus to inform students that they are mandatory reporters. Please refer to the Prevention, Outreach and Education Department’s suggested syllabus language and other mandatory reporting guidelines.

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2 MSU Office of the General Counsel, FERPA: http://ogc.msu.edu/faq/ferpa-faq.html
3 MSU Office of Institutional Equity, Anti-Discrimination Policy: https://oie.msu.edu/policies/ADP.html
4 MSU Office of Institutional Equity, Protocol for Addressing Bias Incidents...: https://oie.msu.edu/_assets/documents/bias-incident-reporting-protocols-17.08.01.pdf
6 MSU Prevention, Outreach and Education Department resources for faculty and staff: https://poe.msu.edu/resources/facultystaff-resources.html
EA program directors should be familiar with the Disability and Reasonable Accommodation Policy and strive to develop programming that is inclusive to students of varying abilities. A student may request a reasonable accommodation for your program. These requests are generated by students and the Resource Center for Persons with Disabilities and routed through the Office for Education Abroad. Both EA and OIHS can assist program directors in fulfilling student accommodation requests. Please reach out to us for assistance or guidance.

The MSU Faculty Handbook applies to EA programs as do specific EA guidelines outlined in their webpage for faculty and advisers. One such guideline concerns accompanying family members. We do not recommend that family members accompany EA programs. However, if program directors choose to bring family members along on their education abroad program, MSU and EA reserve the right to impose limits and/or conditions on the roles, activities and presence of family members or friends who accompany program directors. Such limits or conditions derive from programmatic concerns related not only to health, safety or security as determined by MSU and EA but also to financial considerations. In most cases, accompanying family members or friends will not be permitted to join the education abroad group for some or all activities. MSU assumes no responsibility for accompanying family members or friends and they are not eligible for International SOS or international health insurance coverage. If you intend to have a family member participate in your program as a co-leader or in another official capacity, you must seek approval and make appropriate arrangements with the Office for Education Abroad to avoid conflict of interest and other concerns.

Emergency Action Plan

As you review this manual, consider the health and safety risks that may impact your program and develop mitigation strategies and response procedures specifically tailored for your program. Remember that some risks exist regardless of program location (e.g. alcohol misuse), while others are relevant to many but not all program locations (e.g. risks associated with swimming), and still others may be highly specific to your destination (e.g. presence of wildlife, earthquakes).

This manual offers a guide for responding to most kinds of incidents, but you should use the template in Appendix B offered in this section and online to develop and record procedures specific to your program.

Here are some key components of your Emergency Action Plan:

- Identify emergency numbers and share with your students.
- Identify on-site emergency contacts and share their information with your students.

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8 MSU Faculty Handbook: https://hr.msu.edu/policies-procedures/faculty-academic-staff/faculty-handbook/
EA Faculty and Advisers: https://educationabroad.isp.msu.edu/faculty-and-program-directors/
Each program needs to have at least two on-site people available 24/7 to respond to urgent issues. This could be two MSU program directors, one MSU program director and an on-site provider, one MSU program director and an MSU graduate student assistant etc.

Consider how you will keep your program on track if you become ill, unavailable, or if a student is unable to travel from one program location to another for medical or other urgent reason (e.g. lost passport).

☐ Develop a communication plan with your students.
  o Form a communication plan with your students. Consider what will be most effective for everyone on your program - this may involve a group discussion with your students.
    ▪ Options include SMS text messaging, WhatsApp, Skype, Viber, GroupMe, etc.
  o Verify if your students have cellphones and recommend that they keep them charged. Be prepared to develop an alternative communication plan in the event a student doesn’t have a cellphone.

☐ Identify emergency meeting spot(s) and share this information with your students.
  o You should identify a meeting place for your general program/housing location.
  o You should also identify location-specific meeting places when on excursions with your students in case someone gets separated and/or there is an emergency situation.
  o The U.S. Embassy/Consulate is not a recommended meeting place as it may not be conveniently located and may be overwhelmed with travelers during an emergency.

☐ Consider how you will mitigate health, safety, and security risks related to your program.
  o Consider your program’s location and any location-specific health, safety, and security risks.
    ▪ Then develop and implement mitigation strategies.
  o You should be familiar with the risks outlined in www.internationalsos.com (MSU Membership #11BCAS798617) and travel.state.gov.

☐ Develop an incident response plan using the On-Site Operations Manual.

☐ Distribute “Staying Healthy and Safe Abroad” wallet cards to students.
  • These wallet cards are available at Education Abroad and include International SOS membership cards.
  o You and your students should also download the International SOS phone app.
    ▪ Search “International SOS” in the Apple store or Google Play store.
  o Sign up for International SOS alerts via their web-portal.
    ▪ Log in to www.internationalsos.com with MSU Membership #11BCAS798617 and see “Email Subscriptions” on the left-hand side.

Contact Maureen for assistance developing an emergency action plan at handraha@msu.edu / 1-517-884-9419.

Tip: ready.gov also has helpful guidance on how to respond to a variety of emergency situations.
Communication Plan

A crucial component of your emergency action plan is how you will communicate with your students in the event of an emergency. If a major in-country security incident occurs, for example, you should proactively contact all of your students to ascertain their wellbeing. This is called an accountability check. We encourage you to design a communication with your students so that they have input into which system they will find easiest to use. This communication plan can take the form of a phone tree, text message group chat, WhatsApp group, private Facebook group, etc. See Appendix C for instructions on using GroupMe, WhatsApp, Facebook, Viber, and Skype to enable communication with your program participants. Most students will travel with a cellphone but if a student does not, you must develop alternative communication plans with them. You should also be mindful that many students travel with their U.S. cellphone’s data roaming disabled and rely on WiFi apps during their time abroad. Students should be aware that you may check in with them in the event of an in-country incident. You and your students should monitor your MSU email addresses while abroad as OIHS may be sending important travel safety messages.

Pre-Departure Student Preparation

Program Itinerary and Contact Information

As early as possible, provide your students and the Office for Education Abroad with a complete program itinerary. This itinerary should include the full name, address, phone number, and website information for any overnight accommodations. You must carry a cell phone during the program and share that number with your students before departure (cell phone costs can be built into your program budget). You must be reachable by phone 24/7 so do not, for example, turn your phone off at night. Explain to students that the cell phone is meant to be used in case of an emergency. Consider setting limits on how early or late students can phone or text you for non-emergency purposes. You may wish to provide students with examples of what is considered an emergency (e.g. an acute, potentially serious medical issue or injury; a peer who is unresponsive due to alcohol use; an assault) and what is not (e.g. academic questions; minor conflicts between roommates).

If your students are expected to travel independently to your program site, offer transportation advice and directions for navigating upon arrival in-country. Remember, this may be a student’s first time outside the U.S. or their first time traveling alone. If your program does not include group flights, suggest that some students travel together and avoid arriving late at night. You are encouraged to collect students’ flight information so that you will know when students are expected on-site. You can work with your EA Program Coordinator to find suggested flights for students.

Tip: If feasible, you or a program assistant may wish to meet students at the airport and help them navigate to the program site.

All students should receive “Staying Healthy and Safe Abroad” tri-fold cards. These cards contain safety tips and space to write down emergency contact information. They are also stuffed with an International SOS membership card. You are encouraged to collect the tri-fold cards from the Education Abroad
Advising Center in Room 108 of the International Center. Cards will also be distributed at “Critical Incident Management” seminars. Please contact OIHS if you are unable collect your cards.

Finally, you must report your emergency contact information to EA at least two weeks before your program’s departure. EA will send you with a template emergency contact information form for completion.

Pre-Departure Orientation

All education abroad participants must complete the “Spartans Abroad General Orientation” hosted on MSU’s online course management system, D2L. This orientation module is managed by OIHS in collaboration with EA. Please encourage your students to complete the orientation. Some program directors require completion of the D2L orientation for full program participation marks. You can review the content of the orientation and track your students’ progress on D2L. You should be automatically enrolled in the orientation and should receive instructions for accessing the module. If you do not, or if you or your students have any questions about the orientation, please contact Maureen at handraha@msu.edu or 517-884-9419.

Combining this general pre-departure orientation with your own program-specific and country-specific orientation is the best way to give your students well-rounded preparation for their experience abroad. The structure of your pre-departure orientation is at your discretion but we recommend holding at least one in-person session. Many program directors hold multiple in-person sessions and/or combine meetings with online coursework, required readings, etc. Below are some suggested topics for your pre-departure orientation. Program directors are encouraged to use the pre-departure orientation template developed by EA and OIHS.\(^1\) We recommend distributing “Staying Healthy and Safe Abroad” tri-fold cards during pre-departure orientation.

OIHS can attend a pre-departure meeting to discuss health and safety; please contact Maureen at handraha@msu.edu or 517-884-9419.

<table>
<thead>
<tr>
<th>SUGGESTED PRE-DEPARTURE ORIENTATION TOPICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enforce completion of orientation on D2L</td>
</tr>
<tr>
<td>Country and city specific safety tips</td>
</tr>
<tr>
<td>Emergency Action Plan (see Appendix B)</td>
</tr>
<tr>
<td>Communication plan</td>
</tr>
<tr>
<td>Academic expectations</td>
</tr>
<tr>
<td>The Buddy System</td>
</tr>
<tr>
<td>Foods to avoid and water potability</td>
</tr>
<tr>
<td>Local laws and interacting with law enforcement (remind students MSU cannot intervene if they are arrested and many judicial systems are very different from the US)</td>
</tr>
<tr>
<td>Review EA Student Handbook: educationabroad.msu.edu/students/admitted-students/student-handbook/</td>
</tr>
</tbody>
</table>

Health Concerns and Immunizations

Students submit a Health/Emergency Treatment Authorization Form to EA after they have been accepted to a program. This form is sent electronically to the MSU Travel Clinic for review. Based on the information disclosed on this form, Travel Clinic staff may reach out to individual students to consult with them about managing their health abroad. They will not advise students if they need immunizations.

For privacy reasons, the Health/Emergency Treatment Authorization Form is not shared with program directors, OIH, or EA. You may, however, invite your students to disclose this information to you on a strictly voluntary basis. If a student chooses to disclose health-related information to you, be mindful of the student’s privacy and treat that information sensitively.

A student may request accommodation for a chronic health issue and/or disability. You may receive an accommodation request form for a student via the Office for Education Abroad in advance of program departure. You are encouraged to contact OIH or the Resource Center for Persons with Disabilities (RCPD) if you have questions about fulfilling an accommodation request. You may also remind students that if they need an accommodation during your program, for example, if they travel with medication that requires refrigeration or they have a severe food allergy, they should disclose that to you and, if appropriate, work with RCPD to submit an accommodation request.

You must refrain from providing advice about medications, vaccines or over-the-counter medications. Travel recommendations change frequently and the best recommendations are tailored to a student’s health history and offered by qualified medical personnel. It is important that all program directors avoid giving medical advice to their students and instead direct students to the MSU Travel Clinic, their primary care physician, or International SOS (they have medical staff available to give pre-travel advice to students free of charge. They cannot, however, provide immunizations or medications.)

You and your students should visit a travel health professional before your departure. This is especially important if the traveler:

- is visiting a country with significant health risks (e.g. malaria, dengue, tuberculosis, yellow fever).
- is not up-to-date on routine immunizations.
- is taking prescription medication abroad.
- has a pre-existing or chronic medical condition that must be managed abroad.

CDC Travel: [cdc.gov/travel](http://cdc.gov/travel)
MSU Travel Clinic: [travelclinic.msu.edu](http://travelclinic.msu.edu)
International SOS (MSU Membership #11BCAS798617): [internationalsos.com](http://internationalsos.com)

International Health Insurance

Education Abroad participants, including program directors, are covered by international health insurance for the duration of the program. This insurance is provided by Chubb who works in partnership with
MSU’s medical and security assistance provider, International SOS. MSU has a blanket insurance policy which means that coverage is automatically applied for your official program dates and all travelers use MSU Membership #11BCAS798617 to access International SOS services. All program directors and students use the same membership card (which are stuffed in the “Staying Healthy and Safety Abroad” tri-fold cards and also available online: oihms.msu.edu/ea-isis.) You and your students are also encouraged to download the International SOS phone app which can be used to review health and safety information, receive travel alerts, and access assistance.

International health insurance coverage highlights:

- $500,000 USD total maximum per Covered Accident or Sickness, per Covered Person
- 100% of Covered Expenses for Emergency Medical Evacuation
- 100% of Covered Expenses for Repatriation of Remains
- $0 USD deductible per Covered Accident or Sickness
- Personal deviation benefit (coverage can extend for a maximum of 14 days outside of official program dates)
- Full policy: oihms.msu.edu/education-abroad/health/international-health-insurance/

Spouses or dependents are not covered by this policy and program directors are encouraged to obtain separate coverage for any accompanying family members (see also Education Abroad guidelines for accompanying family members:

Monitor Local News and Events

As a program director, it is your responsibility to monitor local news and events for any location you will be visiting with your students. International SOS is a helpful resource. Their web-portal includes country-specific medical, security, and cultural information and you are encouraged to subscribe to country-specific emails to stay on top of local events and receive timely safety advice before and during their program. To subscribe to International SOS email alerts, log in to internationalsos.com using the MSU Membership #11BCAS798617. Select your destination(s) from the “Location List” and select “Email Subscriptions” in the blue box on the left-hand side.

You should also be familiar with the information on the relevant U.S. Department of State Country Information Sheet.11 The information available through the U.S. Department of State and International SOS should inform your risk mitigation strategies, emergency action plan, and the safety tips that you share with your students during pre-departure orientation. For more information on creating an emergency action plan, see page 7 and Appendix B. If you have questions or concerns about local events, please contact OIHS. We can work with you and EA to discuss specific messaging to students, adjustments to program itineraries, etc.

Smart Traveler Enrollment Program – STEP

We recommend that you and your students register in the U.S. Department of State’s Smart Traveler Enrollment Program (STEP) at step.state.gov. As a program director, you can enroll in STEP before your departure to stay abreast of any security developments in-country.

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11 U.S. Department of State Country Information Sheets: travel.state.gov/content/passports/en/country.html
EA will enroll your program in STEP before departure. This will enable each participant to receive security messages from the local U.S. Embassy or Consulate to their MSU email address. However, it does not register the participant’s itinerary or passport with the local U.S. Embassy or Consulate. To do this, and, when possible, to customize how you receive security messages (text message, personal email address), travelers must register individually in STEP and input their U.S. passport information. Students travelling on a non-U.S. passport should check if their home consulate or embassy offers a similar service and, if so, enroll in it.

Finances Abroad

While on-site with your program, the most convenient way to access funds is through a credit card or ATM. ATMs can provide ready access to local currency, drawn from your own account (machines displaying the Cirrus symbol are compatible with an MSU Federal Credit Union ATM card). Since daily withdrawals are usually limited, and you may need to withdraw large program sums on a daily basis, ask your home bank to increase your daily withdrawal limit. This increased limit may only be accessible during U.S. banking hours - check so you won't be stranded over the weekend. Also, check with your own bank about service charges and accessibility. Credit cards are also a convenient way to cover expenses and will usually net the most favorable exchange rates. The Office for Education Abroad MasterCard can be used for any program-related expense.

Large banks may have a branch in your program’s location or a relationship with a local bank that will enable you to withdraw money with minimal fees. Wire transfer options include Western Union: westernunion.com or MoneyGram: moneygram.com.

It is advisable to carry your funds in a variety of forms (ATM, credit cards, local currency, and US currency). In some countries, particularly developing countries, U.S. dollars (cash) may be the most readily acceptable form of payment; however, theft becomes a greater risk. Many economies, even those in developed countries, are more cash-based than the U.S. so plan accordingly. Traveler’s checks are inconvenient and no longer used by most program directors.

Record class activities charges by itemizing expenses and collecting receipts for audit purposes. All expenditures (except emergencies) must follow the original approved and finalized budget. Contact your EA Program Coordinator for approval of any deviations. For ease of post-program reconciliation, EA advises that you keep your personal housing and Meals and Incidental Expenses (M&I&E) funds separate from program funds.

In order to avoid loss or theft, avoid carrying large amounts of cash with you and do not store your cash and credit cards all in the same location. You should also bear in mind that it is illegal to enter most countries with $10,000 USD or the equivalent in "financial instruments" without declaring the money - and declaring the money in some countries may incur difficult or even unpleasant consequences.

Loans to Students

Help your students prepare to manage their finances abroad during pre-departure orientation by suggesting the appropriate amount of spending money they should have available to them during the
program. Like program directors, students should have a variety of funds available to them (ATM, credit card, local currency, US currency). If a student finds they are unexpectedly short on cash, possible solutions include: having family deposit funds into a bank account the student can access abroad; having the family send a bank transfer or wire transfer through, for example, Western Union.

Loans to students should be avoided, but in cases of emergency a loan for a maximum amount of $100.00 USD can be authorized. Students must sign a loan or a similar statement stating responsibility for the loan and the timeline for payment (see text below). Only one loan per student will be granted during the period of the program and should be repaid before the student returns. If you are unable to collect these funds from the student, notify EA as soon as possible so a charge can be applied to the student’s MSU account. Payment of this loan will be included in your travel expense reconciliation.

STUDENT LOAN AGREEMENT

I acknowledge receipt of loan ______________________ [amount and currency] from ______________________ [name of program director] on ______________________ [date].

I understand:
• This loan is made because it is considered an emergency situation.
• This loan is made on behalf of Michigan State University, and I accept responsibility for the repayment of this loan.
• I am expected to make every attempt to repay this loan before the end of the program. If I am unable to do so, I understand that this amount will be billed to my MSU student account.
• I am permitted to receive only one loan during the length of my education abroad program.

Signature: _____________________________________________________________________
Date: __________________________________________
Printed Name: __________________________________________________________________

Program Activities

High risk activities cannot be included in your program itinerary. Program directors must not endorse, encourage or facilitate independent student activities that involve a high degree of risk and program funds cannot be used to pay for such activities. If you have reason to believe that students intend to participate in a high-risk activity you must actively discourage it. The following is only a partial list of activities MSU considers high-risk. Many of these activities are excluded from MSU’s international health insurance policy.

- Scuba diving
- Jet, snow or water skiing
- Mountain climbing (where ropes or guides are used)
- Sky diving
- Amateur automobile racing
- Automobile racing or automobile speed contests
- Bungee jumping
- Canyoning
- Shark cage diving

If you are unsure if an activity is considered high-risk or if a potentially high-risk activity is an important part of your academic curriculum, contact Maureen at handraha@msu.edu to discuss.
Independent Student Activities

Students may engage in independent activities during non-program hours. You must actively discourage students from participating in high-risk activities. Put this discouragement in writing, if necessary, by way of email to the student with a copy to OIHS and EA. If you are unsure if an activity is considered acceptable by MSU, please email Maureen at handraha@msu.edu.

If permitted by your program, students may travel independently during their free time, for example, to another city or country during their program dates. The Statement of Responsibility (see Appendix D) that all students sign at application indicates that the University is not responsible for injury or loss suffered when traveling independently. The Statement of Responsibility also indicates that students are not permitted to travel to high-risk destinations during their program. It is important to know students’ independent travel plans in the event of an emergency. Please develop and enforce a system for tracking student side travel. If you are working with a program provider that has an existing system, please reinforce the expectation that your students comply with their travel registration system. Some ideas for tracking student side travel include:

- Requesting that students email you their plans before departure (students may copy Maureen at handraha@msu.edu)
- Create and monitor a shared Google Doc or Google Sheet where students may input their travel
- Suggest that students register their trip in the MSU Global Travel Registry and add you as a Trip Editor so that you may view their travel: travelregistry.msu.edu

Community Building

Establishing a positive community environment within your program can go a long way to fostering student responsibility, good decision-making, and an openness to bringing concerns to your attention before they escalate. Meet with students regularly, preferably weekly, to discuss non-academic issues. Although this is optional, program directors have reported highly successful sessions specifically arranged to discuss and share impressions, cross-cultural adjustment, personal activities, inappropriate behavior, etc. These sessions can also help to build group cohesiveness and help with cultural adjustment.

More community-building tips collected from program directors include:

- Emphasize that your program is an educational endeavor, not a vacation
- Create a group agreement with your students during pre-departure orientation outlining shared expectations
- Make yourself available for private conversations with students
- Check in with the group after a few days on site by holding one-on-one meetings or a group gathering.

Some program directors have reported that students may be reluctant to bring their concerns to the director’s attention, despite emphasizing to their students that they are

Tip: To underscore the academic nature of education abroad, we suggest using the word “program” rather than “trip”

12 MSU List of High-Risk Destinations: oihms.msu.edu/ea-high-risk
available to hear concerns. These program directors were surprised at the candor displayed when students were proactively asked to send their director an email describing how they were feeling about the program. This invitation encouraged some of their students to disclose their feelings of homesickness, cultural insecurity, and anxiety which allowed the program director to address their needs.

- If your program moves regularly, you may wish to intentionally rotate roommates to mix up the students, avoid cliques, and stimulate greater full-group interaction.

Housing

Housing providers and host families will expect MSU program directors and personnel to share the responsibility for informing students of host housing rules and regulations, encouraging students to abide by the local regulations, and mediating any conflicts that arise.

If a student is dissatisfied with the housing, attempt to correct the situation. Reassignment of housing, if necessary, can be provided only once during the program and only with EA pre-approval. No housing refunds will be provided for additional moves. The circumstances related to the move will determine if the student or EA will cover the costs (if any) associated with the move. Inform OIHS and EA of any housing issues as soon as possible so that the situation can be assessed and addressed.

Students are not permitted to change housing without notifying you or the Resident Director (if applicable). Students are informed in the Education Abroad Student Handbook that since housing payments are commonly made on a monthly basis, any moves made in the middle of the month will result in a forfeit of that month’s rent. Depending on the reason for changing accommodations, the student may be held financially responsible for any costs above those allocated in the program budget. Students are also financially responsible for any property damage caused to their housing.

You should be familiar with all Education Abroad housing regulations, for example, students of opposite gender are not permitted to share rooms, students are not permitted to share beds, and students are not permitted to have guests stay overnight in program housing.13

On-Site Orientation

We recommend holding an on-site orientation shortly after your participants arrive on-site. Use this time to help students become acquainted with their new environment and host culture. You should also review your communication plan, emergency action plan, and remind students to carry the “Staying Healthy and Safe Abroad” tri-fold cards and International SOS membership cards. If they have lost their card, instruct them to record the information in their cellphone. You can also bring extra cards with you to distribute.

If any students do not arrive on-site as planned, immediately notify OIHS via the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

13 Education Abroad Housing Information: [https://educationabroad.isp.msu.edu/faculty-and-program-directors/guide-education-abroad-programming/implementation-pre-departure](https://educationabroad.isp.msu.edu/faculty-and-program-directors/guide-education-abroad-programming/implementation-pre-departure)
Responding to Incidents Abroad

As the director of an MSU education abroad program, you may find yourself facing a critical incident or emergency involving one or more of the students in your care.

In case of a critical incident, you should be prepared to be on call 24/7 until the situation is resolved.

While it is, of course, impossible to plan for all contingencies involving international travel, we do need to follow procedures that will allow us to react in a responsible and level-headed way when emergencies and health and safety incidents do arise. We need to be able to provide, in a consistent and predictable way, for the safety and well-being of our students. We also need to take reasonable and prudent measures to limit the university’s legal liabilities.

MSU has, therefore, developed a series of specific procedures designed to safeguard the well-being of program participants. OIHS is responsible for coordinating the university's management of health and safety incidents affecting participants in MSU education abroad programs in collaboration with external and campus partners. As a director of an EA program, you are expected to follow these procedures and to inform the students in your group about these procedures during their on-site orientation. This includes reporting incidents to OIHS for appropriate follow up. Any incident that disrupts the program, or has the potential to affect the health, safety, and security of the program and any of its participants, must be reported to OIHS even if it has been resolved on-site. OIHS needs to be aware of health and safety incidents that occur in relation to EA programs to assist program directors in resolving incidents appropriately, to ensure compliance with federal laws such as Title IX, the Jeanne Clery Act and university policies such as the University Policy of Relationship Violence and Sexual Misconduct, and to support the duty of care to all MSU international travelers.

Reporting Incidents

OIHS appreciates your collaboration in keeping the office aware of incidents that occur on programs. Guidelines for how to report incidents may be found below. When in doubt, loop OIHS in.

Examples of incidents that may occur on a program and must be reported to OIHS include, but are not limited to:

- Injury or illness
- Physical or sexual assault
- Sexual harassment, assault, or other misconduct
- Bias incidents
- Mental health issue or crisis
- Terrorist threat or attack
- Natural disasters near your location
- Missing student
- Theft including robbery, burglary, pickpocketing
- Loss of passport
- Personal emergency such as death of family member
- Student conduct issues such as alcohol misuse, property damage etc.
Seeking Assistance

Both OIHS and International SOS are available 24/7 to assist education abroad program directors and students. Please see the chart below for an overview of when to contact International SOS and when to contact OIHS for assistance. International SOS will inform OIHS of any non-urgent issues (with traveler’s permission) or any urgent issues. While you are always encouraged to contact OIHS directly for assistance while you are abroad, you can rest assured that International SOS and OIHS are communicating and collaborating, even if your first phone call is to International SOS.

In the event there is risk to someone’s life, limb, or eye, you should contact local emergency services. For this reason, it is important that you and your students should know the local equivalent of “911” in advance of your departure. As soon as possible after local emergency services have been called, contact the International SOS 24/7 Scholastic Assistance Line at +1-215-942-8478. If further assistance is required, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.
Calling the International 24/7 Scholastic Assistance Line

International SOS offers both emergency and non-urgent medical and security assistance support to all MSU international travelers, including education abroad participants and program directors. International SOS can offer pre-departure assistance to program directors and students such as identifying recommended local medical facilities, offering travel health consultations relating to immunizations, public health risks, and managing chronic health conditions abroad, and sharing risk mitigation strategies for your program. While abroad, their team can offer medical advice, direct travelers to appropriate medical care and facilities with direct billing arrangements, arrange medical transportation (where possible), monitor care, facilitate medical evacuations when necessary, offer security assessments and advice following an incident, and share risk mitigation strategies for your program. When calling the International SOS 24/7 Scholastic Assistance Line (+1-215-942-8478) it should be sufficient to identify yourself as a Michigan State University traveler, but, if requested, MSU’s International SOS Membership number is 11BCAS798617. All MSU travelers have the same membership number.

Calling the MSU 24/7 International Emergency Assistance Line

The MSU 24/7 International Emergency Assistance Line (+1-517-353-3784) is available to EA program directors and participants needing urgent or same-day assistance with an issue outside of International SOS’ purview or if you have called International SOS and still require assistance. When you call the MSU 24/7 International Emergency Assistance Line you'll be directly connected with MSU Police. They'll triage the call and contact OIHS (see below).

1. Dial the international access code for the U.S. (usually 001).
2. Dial 1-517-353-3784 (collect calls accepted by dialing 0170 to connect with an international operator).
3. Identify yourself as an MSU international traveler, state your name, and the country from which you are calling.
4. Tell the responder, briefly, the reason for your call.
5. Provide the responder with a return number at which you can be contacted.
6. Wait for the responder to transfer you to OIHS staff.

Email Maureen, Coordinator at OIHS (handraha@msu.edu) if:
- You're letting MSU know that you're safe, despite a recent in-country emergency.
- You want to report a health, safety, or security incident that doesn't need immediate or same-day action.

Security Incidents

Safety tips
- Be vigilant (keep eyes + ears open, if something feels off then leave)
- Review guidance on what to do in an active violence situation: ready.gov/be-informed
• Establish ways to conduct quick accountability checks with students (i.e. implementing your communication plan)
• Advise students to avoid any protests and demonstrations as even those with peaceful intentions may become unsafe and/or involve confrontations with law enforcement. Students that participate in protests may be subject to disciplinary action.
• Remember MSU has political unrest/natural disaster evacuation insurance
• Review the International SOS information page for your program location(s): internationalsos.com (MSU Membership #11BCAS798617) or call +1-215-942-8478.
• Sign up for International SOS travel alerts via their web-portal.
• Review the U.S. Department of State Travel Advisory level and the latest consular messaging for all of your program locations: travel.state.gov/destination

In the event of a security incident while abroad:

1. **Assess the situation and get yourself and your students to a safe location.**
2. **Confirm the safety and well-being of all students (if you are not with them)**
   - This is why you will want to have a firmly established communication plan with your students
3. **Follow the advice of local authorities (e.g. shelter in place) and International SOS**
   - You can register for International SOS travel alerts by logging in to internationalsos.com (MSU Membership #11BCAS798617).
   - Know how to access local authorities. For example, what are the local newspapers and radio stations, what are the verified social media accounts for local law enforcement?
4. **Report your status to OIHS**
   - Email Maureen at handraha@msu.edu
   - If you need help or advice call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.
5. **Implement OIHS instructions and maintain communication**
6. **Encourage students to contact their loved ones at home**

We strongly recommend debriefing with your students following a security incident in your region, even if it didn’t impact your program directly. Offer students the opportunity to talk about what happened and listen to the students’ concerns. Do not feel that you need to provide answers or solutions. Many students report to us that it is sufficient to be listened to and to have space to share their thoughts and hear from their peers. That said, OIHS is likely providing you with information and travel safety guidance following a security incident. Please share this information with your students in whatever format you feel is most appropriate. If you are having trouble addressing the concerns of your students, do not hesitate to reach out to OIHS for assistance.
Reporting Your Status to MSU

In the event of a major security incident, OIHS will reach out to registered travelers that may be affected to see if you’re safe and healthy. You can help by letting OIHS know you’re okay. Please send an email to Maureen at handraha@msu.edu. If you work with on-site providers, report your status to them as well.

If you need emergency assistance you may call the MSU 24/7 International Emergency Line at +1-517-353-3784.

If you aren’t sure if a local event constitutes a “major security incident”, consider whether it will make international headlines. If you aren’t sure, err on the side of caution and get in touch by email.

Health Issues Abroad

Medical Care

The following are instructions for seeking medical care for yourself or a student on your program.

1. **If a student’s life, limb or eye is in danger, call a local ambulance or get to an Emergency Room immediately**
   
   - Know the local “911” equivalent in advance and where the nearest hospital is (contact International SOS at +1-215-942-8478 in advance of departure for this information).

2. **For all other medical issues, have the student call the International SOS 24/7 Scholastic Assistance Line at +1-215-942-8478**
   
   - Students can consult with International SOS’ medical team, find appropriate local medical care, arrange medical transportation (in some cases), and arrange direct billing (where possible).

3. **Inform OIHS**
   
   - International SOS will inform OIHS of any open cases (unless it is an emergency, they will request the traveler’s permission before disclosing information). However, OIHS appreciates hearing from you directly so please email Maureen at handraha@msu.edu.
   
   - If you still need urgent assistance after speaking with International SOS, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Reimbursement Claims

Contacting International SOS in advance of seeking medical care is the best way to avoid out-of-pocket expenses. In the event that such expenses are incurred, the student (or program director, if you sought medical care for yourself) can submit a reimbursement claim **within 90 days** to MSU’s international health
insurance provider, Chubb. Students are expected to cover their own out-of-pocket medical expenses. Reimbursement instructions may be found on the OIHS website.\textsuperscript{14}

Mental Health

Studying abroad is an exciting but sometimes stressful experience for students. Moreover, recent student data suggests an uptick in the number of students reporting feeling stress, anxiety, and depression.\textsuperscript{15} Be mindful of this context during your program and use these tips to support student mental well-being on your education abroad program.

Tips for Interacting with students (from the MSU Counseling Center):

- Focus on pre-departure community and relationship building.
- Be mindful of student privacy.
- Listen carefully.
- Demonstrate concern and interest.
- Avoid criticizing or sounding judgmental.
- Resist the urge to diagnose or label.
- Encourage a student to take advantage of resources, including contacting International SOS or a local counselor; International SOS at +1-215-942-8478 and/or OIHS can help identify local mental health resources.

In a crisis situation and/or if you are concerned about a student’s safety, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784. A student expressing suicidal ideation should be considered a medical emergency. The student should not be left alone, and you should seek immediate assistance for the student, either by transporting them to hospital, if appropriate, or by calling the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784. OIHS can consult with the University Physician for professional guidance.

International SOS Enhanced Emotional Support

International SOS offers virtual counselling for EA students and program directors through their Enhanced Emotional Support program. Students can call the International SOS 24/7 line at +1-215-942-8478 or contact International SOS through their phone app to access a mental health professional. There is no additional cost for using this service.

Student Conduct Issues

Students are required to comply with the EA Statement of Responsibility (electronically signed at application), MSU’s Spartan Life Student Handbook, MSU General Student Regulations, MSU Relationship Violence and Sexual Misconduct Policy, any behavioral requirements established by program directors or their host institution/provider, and the laws of their host country/countries.\textsuperscript{16} You should be familiar with these regulations. Any behavioral or academic requirements that you have of your students should be

\textsuperscript{14} Health insurance reimbursement claims: \url{oihs.isp.msu.edu/students/health/international-health-insurance/reimbursement}

\textsuperscript{15} The State of Spartan Health: \url{olin.msu.edu/spartanhealth}

\textsuperscript{16} See Appendix D.
outlined in your syllabus or a behavioral agreement that your students sign. Without this written documentation, it may be difficult to sanction students for violating your expectations on-site.

We ask that you keep OIHS and EA informed of any student conduct issues you are experiencing on-site, even if you have adequately dealt with the situation. OIHS likes to know what common issues occur on EA programs to improve program director development and student orientation. Also, should the student conduct issue persist or escalate to the point that intervention is required, it is very helpful to your colleagues at EA and OIHS to have sufficient background knowledge and documentation to assist you in managing the issue.

Student conduct issues abroad should be identified and addressed promptly. Procedures for responding to these issues are described below and online: oihs.msu.edu/students/education-abroad/student-conduct-while-abroad/

Verbal Warnings

Student conduct issues that do not jeopardize the health and safety of the individual or others and do not prevent the program from functioning (for example, tardiness to class or a single instance of rudeness toward a host) may result in a verbal warning being issued. As a program director, you should have a frank discussion with the student(s) about their conduct, reiterate the behavioral expectations and policies the student is violating, and clearly outline the consequences should the unacceptable behavior continue. The student should understand that they have been issued a warning. You should give the student(s) the opportunity to respond and to ask questions. After your discussion with the student, send an email to the student, copying EA and OIHS, summarizing your discussion.

Written Warnings

Student conduct issues that jeopardize, or have the potential to jeopardize, the health and safety of the individual or others and/or are disruptive to the program (for example, alcohol misuse, property damage, bullying) may result in a written warning being issued. Minor student conduct issues not resolved by the issuance of a verbal warning may also result in a written warning.

Written warnings are issued by OIHS. To request that a written warning be issued to a student, email Maureen at handraha@msu.edu. Please describe the issue and action taken thus far. OIHS will draft a written warning with your input and will issue the letter directly to the student by email. The written warning will describe the reported student conduct issue, outline the behavior that must change, and highlight the consequences should the behavior continue. If it is the weekend and you feel that the written warning cannot wait until Monday, please call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Removal from Program

If unacceptable behavior outlined in a written warning does not improve, or a student’s conduct is such that it is determined that their continued presence on a program is likely to impede the achievement of program objectives, disrupt program activity, or jeopardize health and safety, the student may be removed from the program. This decision is made by EA and the program-sponsoring College in
consultation with OIHS, General Counsel, the on-site program director(s), and other relevant stakeholders.

If you feel that a student must be removed from the program for conduct reasons, you will be asked to forward a written recommendation to OIHS. For urgent assistance, especially if a student’s conduct poses a danger to health and safety, call the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784.

Campus Disciplinary Action

OIHS, EA, the sponsoring College, or a program director may submit a complaint to Student Conduct and Conflict Resolution for conduct that occurs abroad. This may result in disciplinary action upon the student’s return to campus. Reasons for submitting a student conduct complaint include but are not limited to: student was removed from the program, student may benefit from alcohol education intervention, it is not feasible to remove a student from the program but referral for disciplinary action is appropriate (e.g. misbehavior occurs the final day of a program).

Alcohol Misuse and Drug Use

According to EA if students are of legal drinking age in their host country, they are permitted to consume alcohol during non-program hours. However, alcohol must be consumed responsibly and cannot be misused. Alcohol misuse is consumption of alcohol that is harmful, or has the potential to be harmful, to the individual and/or is disruptive to the program. Alcohol misuse is often a factor in student conduct issues abroad.

Students should not hesitate to seek a program director’s assistance for a peer that is at risk or requiring medical attention due to alcohol consumption. Encourage your students to look out for one another. A student seeking assistance for an intoxicated classmate should not be subject to disciplinary action.

The alcohol misuse policy applies to program directors as well. No EA funds may be used to purchase alcohol. If students are individually purchasing alcohol at a group function, it is your responsibility to monitor responsible alcohol use by you and the students. While you are not ultimately responsible for an individual student's intoxication, you can be liable if you are shown to encourage consumption. Also, as a program director, you are in a position of authority and responsibility and it is strongly advised that you do not consume alcohol at such functions. During non-program time, you must remain capable of addressing an emergency should it arise.

MSU has a zero-tolerance drug policy that prohibits the possession, use, manufacture, production, sale, exchange or distribution of illegal drugs by education abroad participants. This includes marijuana use, even if marijuana is legal in the student’s host country and/or if the student has a medical marijuana card. Students that violate this policy face removal from the program and disciplinary action upon return to campus.

Tips for reducing alcohol misuse amongst your students:
- Demonstrate that education abroad is primarily an educational opportunity, not a vacation.
• Emphasize local cultural norms with respect to alcohol. In many countries, alcohol is consumed socially and in moderation.
• Suggest alternative, safe activities as an alternative to drinking.
• Offer extra credit for students that explore the area and report back to the group or engage in optional cultural activities.
• Build program participation or professionalism marks into your course syllabus. Remind students that they may find their grade impacted if they are unable to fully participate in program activities.
• Schedule evening or early morning classes or activities.

Responding to Bias Incidents

As described on page 6, MSU’s Anti-Discrimination Policy applies to EA programs. A bias incident “consists of verbal or nonverbal conduct that is threatening, harassing, intimidating, discriminatory, or hostile and is based on a category protected under the MSU Anti-Discrimination Policy.” 17

For the sake of supporting a positive, safe environment for all of your program participants and policy compliance, you should take any potential bias incidents seriously and report them to OIHS. Disciplinary action, as described above, and/or investigation by the Office of Institutional Equity may be warranted. This extends to bias incidents committed by non-MSU persons including providers, vendors, homestay families, internship hosts, host institution faculty or staff, and community members. Even if MSU’s ability to sanction an unaffiliated third-party is limited, please report any bias incidents so that appropriate support can be extended to the student.

Sexual Misconduct Abroad

The University Policy on Relationship Violence and Sexual Misconduct (RVSM) stipulates that faculty and staff are mandatory reporters. If you learn that sexual misconduct - defined as sexual harassment, sexual violence, or sexual exploitation - has occurred on your education abroad program, you are required to report this to MSU. Please report by calling the MSU 24/7 International Assistance Line +1-517-353-3784. OIHS will then report to the MSU Police and the Office of Institutional Equity as required by the RVSM policy. OIHS will also work with International SOS to identify local resources which may include local medical assistance, counseling, or advice on whether the student should be encouraged to file a report with local police. If you are unsure an event or disclosure falls under your mandatory reporting responsibilities and you want to ask for guidance confidentially, you may contact the MSU Prevention, Outreach and Education Department: poe.msu.edu or 1-517-355-3865 or empower@msu.edu

Remember that a survivor may feel a variety of emotions after experiencing sexual misconduct. Someone’s reaction to trauma, or lack of a reaction, does not make their trauma any less valid. It is important that the survivor understands that what happened is not their fault. We encourage program directors to review the tips below (adapted from the MSU Center for Survivors18) for supporting a person who has been sexually assaulted:

17 Bias incident reporting protocols: oie.msu.edu/_assets/documents/bias-incident-reporting-protocols-17.08.01.pdf
18 MSU Center for Survivors: centerforsurvivors.msu.edu/
• Let the survivor know that you want to be supportive. How you respond to a survivor can greatly impact their healing journey. Use language to convey the following message – I believe you, I support you, it’s not your fault.

• BELIEVE THEM!
• Offer them private space to talk, if they feel comfortable (they may want to bring a friend or support person with them) and review tips for best listening practices for survivors. Let them talk – don’t interrupt.
• Reassure them that they are not to blame.
• Don’t overstep. You do not need to ask for details or investigate.
• Ask open-ended questions. Avoid prying or asking “why” questions, instead try, “What do you need?” or “How can I help?”
• As a mandatory reporter, you can promise the student discretion and privacy but not confidentiality. Explain to the student to whom you are required to report (OIHS, MSU Police, OIE) and reassure the student that you will not inform others. Let the student know they can expect to receive an email from OIE offering resources. You can reinforce that they never have to participate in an investigation and there are confidential and free resources that they can access (see below).
• Take care of yourself, too. Hearing about someone else’s traumatic experience is upsetting, and it’s hard to know how to balance your needs and feelings with the survivor’s needs and feelings.

Confidential Resources

The following confidential resources are available to students. Although they are campus/Lansing-based, some offer 24/7 crisis phone lines and virtual crisis chat support that can be accessed from abroad. Students may also benefit from these when they return to campus.

MSU Center for Survivors (formerly Sexual Assault Program)
Resource for survivors of sexual assault. Individual therapy, group therapy, advocacy services, and crisis intervention.
24/7 crisis line: 1-517-372-6666
Crisis chat available 7 days/week 10am-10pm: centerforsurvivors.msu.edu

MSU Safe Place
Phone: 1-517-355-1100
Email: noabuse@msu.edu
safeplace.msu.edu

End Violent Encounters
Resource for survivors of sexual assault, stalking, and relationship violence. Individual therapy, group therapy, children’s programs, advocacy, crisis support, and emergency shelter.
24/7 crisis line: 1-517-372-5572
eveinc.org
Cultural Adjustment and Homesickness

It is common for students to experience culture shock or homesickness during their program. Culture shock may manifest as irritability, loneliness, stereotyping host country or culture, decreased academic performance, etc. Encourage students to take care of their physical and mental health by eating well and getting plenty of rest to help them adjust. Reassure students that it is natural to feel out of place in a new environment. Encourage students to consider how they have made similar adjustments in the past; for example, coming to campus as a freshman student.

You may also want to review the “Do’s and Do Not’s of Cultural Adjustment” listed below with your students. This information is shared with them in the online pre-departure orientation on D2L.

<table>
<thead>
<tr>
<th>DO</th>
<th>DO NOT</th>
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<tbody>
<tr>
<td>DO – Set realistic academic and personal goals before you go abroad</td>
<td>DO NOT – View the overseas experience as an extended vacation.</td>
</tr>
<tr>
<td>DO – Periodically reassess your goals</td>
<td>DO NOT – Expect to see profound changes overnight.</td>
</tr>
<tr>
<td>DO – Step outside of your comfort zone in order to learn the local language</td>
<td>DO NOT – Put yourself in an unsafe situation or expect to become fluent in one day.</td>
</tr>
<tr>
<td>DO – Expect to feel frustrated, angry, or down sometimes</td>
<td>DO NOT – Hide away in your room or sleep all day.</td>
</tr>
<tr>
<td>DO – Talk to others about how you are feeling</td>
<td>DO NOT – Let frustration and anger consume your experience.</td>
</tr>
<tr>
<td>DO – Talk to your program director or an MSU staff member if you are having a serious problem.</td>
<td>DO NOT – Think you’re the only one having difficulties.</td>
</tr>
</tbody>
</table>

Lost Passports and Personal Items

Lost or stolen passports must be replaced immediately. For assistance, students should contact International SOS at +1-215-942-8478. To assist students in reporting a lost or stolen passport while abroad, review the information on the relevant U.S. or other country Embassy or Consulate website. The student should file a report with local police as soon as possible as this documentation is often required to obtain an emergency passport. Please accompany the student to local police or arrange for on-site support to accompany the student.

If a student’s onward travel will be delayed due to time needed to process a new passport, the student cannot be left alone and expected to travel on by themselves. Either the program director or the program assistant must stay behind with the student. If there is no second leader, local staff may be asked to look after the student and accompany them to the next travel location. If you are unsure how to accommodate a student in this way, please contact EA during regular business hours or the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784 after hours or on weekends/holidays.

To report a lost or stolen credit or debit card, students should contact the bank that issued the card. If they did not record this phone number, they may be able to locate the contact information by searching the Web. MSU students who have cards through the MSU Federal Credit Union may call +1-517-333-2424 or +1-800-678-4968 during normal business hours or +1-800-543-5073 after hours for assistance.
Please report any theft to OIHS. As always, you should contact the MSU 24/7 International Emergency Assistance Line at +1-517-353-3784 for urgent or same-day assistance or contact Maureen by email at handraha@msu.edu for less urgent or FYI-only reports.

Program Withdrawals

If a student has arrived at the program site and decides to withdraw, they must begin by discussing the situation with the MSU personnel (program director, resident director, or local institutional foreign student adviser) on-site. The MSU personnel should consult with EA and OIHS to determine whether or not a solution exists for the situation. The student must understand that if they voluntarily withdraw from the program after the first day, they are financially responsible for the full program fee, must repay any scholarships disbursed by EA, and may have their financial aid award for the remainder of the academic year cancelled. The student may also be financially responsible for tuition fees and subject to MSU academic policies outlined by the Office of the Registrar. If you need assistance advising a student on the specific consequences of the student’s withdrawal, contact EA. Consideration may be given to a student leaving the program for medical reasons or due to an emergency situation but should not be promised.

If, after consultation, the student still plans to withdraw from the program, they must submit a signed and dated statement of explanation to EA immediately. This statement must indicate that the student understands that, effective on the date indicated, they will no longer be considered a student or participant in the program, and are therefore responsible and liable for their own behavior, housing, transportation home, full program fee, insurance, etc. The student will be financially responsible as described in the Statement of Responsibility (see Appendix D).

Unauthorized Withdrawal

If a student misses three or more consecutive class days without explanation, the program director should seek to determine the location of the student. If the student cannot be located, it will be considered an emergency situation and the emergency contacts listed on the student's application will be contacted. If, after investigation, it is determined that an emergency situation does not exist, the student will be reminded that attendance is a critical part of the program. A student who, through their absence, demonstrates that they have withdrawn from the program during a semester or summer session without obtaining an official withdrawal, will be reported as having failed all courses.

A student who leaves the University without formally withdrawing forfeits any fees or deposits paid to the University. The student will continue to be billed and be responsible for payment of tuition and course fees and study abroad program fees. Re-enrollment in the University will not be granted until all debts are cleared.
## Appendices

Appendix A: EA Program Director Health & Safety Checklist

<table>
<thead>
<tr>
<th>PRE-DEPARTURE</th>
<th>UPON ARRIVAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Review On-Site Operations Manual</td>
<td>☐ Ensure all students have arrived on-site and notify OIHS and EA of any no-shows.</td>
</tr>
<tr>
<td>☐ Develop an Emergency Action Plan using the template provided in Appendix B.</td>
<td>☐ Conduct on-site orientation.</td>
</tr>
<tr>
<td>☐ Make arrangements for an on-site cell phone</td>
<td>☐ Remind students of emergency contact information and emergency procedures.</td>
</tr>
<tr>
<td>☐ Collect “Staying Healthy and Safe Abroad” tri-fold cards (stuffed with International SOS membership cards) from Education Abroad Advising Center or OIHS</td>
<td>☐ Implement and test communication plan.</td>
</tr>
<tr>
<td>☐ Conduct Pre-Departure Orientation</td>
<td>☐ Implement buddy system</td>
</tr>
<tr>
<td>☐ Distribute to “Staying Healthy and Safe Abroad” tri-fold cards your students.</td>
<td>☐ Check in with students after one week on-site (or sooner for shorter programs).</td>
</tr>
<tr>
<td>☐ Enforce expectation that students complete the “Spartans Abroad General Pre-Departure Orientation” on D2L</td>
<td></td>
</tr>
<tr>
<td>☐ Provide students with your cell phone number and share other important emergency contact information with them (e.g. on-site provider emergency contact, local “911 equivalent”)</td>
<td></td>
</tr>
<tr>
<td>☐ Register in the U.S. Department of State Smart Traveler Enrollment Program: step.state.gov</td>
<td></td>
</tr>
<tr>
<td>☐ Sign up for International SOS travel alerts (internationalsos.com / MSU Membership # 11BCAS798617)</td>
<td></td>
</tr>
<tr>
<td>☐ Contact International SOS for local medical referrals (1-215-942-8478)</td>
<td></td>
</tr>
<tr>
<td>☐ Provide the Office for Education Abroad (EA with your emergency contact information.)</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B: Emergency Action Plan (EAP) Checklist

An editable version of this EAP checklist is available online: https://oihs.isp.msu.edu/faculty-and-staff/education-abroad-program-directors/training-and-resources/

☐ Identify emergency numbers and share with your students.

☐ Identify on-site emergency contacts and share their information with your students.
  o Each program needs to have at least two on-site people available 24/7 to respond to urgent issues. This could be two MSU program directors, one MSU program director and an on-site provider, one MSU program director and an MSU graduate student assistant etc.
  o Consider how you will keep your program on track if you become ill, unavailable, or if a student is unable to travel from one program location to another for medical or other urgent reason (e.g. lost passport).

☐ Develop a communication plan with your students.
  o Form a communication plan with your students. Consider what will be most effective for everyone on your program - this may involve a group discussion with your students.
    ▪ Options include SMS text messaging, WhatsApp, Skype, Viber, GroupMe, etc.
  o Verify if your students have cellphones and recommend that they keep them charged. Be prepared to develop an alternative communication plan in the event a student doesn’t have a cellphone.

☐ Identify emergency meeting spot(s) and share this information with your students.
  o You should identify a meeting place for your general program/housing location.
  o You should also identify location-specific meeting places when on excursions with your students in case someone gets separated and/or there is an emergency situation.
  o The U.S. Embassy/Consulate is not a recommended meeting place as it may not be conveniently located and may be overwhelmed with travelers during an emergency.

☐ Consider how you will mitigate health, safety, and security risks related to your program.
  o Consider your program’s location and any location-specific health, safety, and security risks.
    ▪ Then develop and implement mitigation strategies.
  o You should be familiar with the risks outlined in www.internationalsos.com (MSU Membership #11BCAS798617) and travel.state.gov.

☐ Develop an incident response plan using the On-Site Operations Manual.
☐ Distribute “Staying Healthy and Safe Abroad” wallet cards to students.
  • These wallet cards are available at Education Abroad and include International SOS membership cards.
  o You and your students should also download the International SOS phone app.
    ▪ Search “International SOS” in the Apple store or Google Play store.
  o Sign up for International SOS alerts via their web-portal.
    ▪ Log in to www.internationalsos.com with MSU Membership #11BCAS798617 and see “Email Subscriptions” on the left-hand side.
EAP Components

**EMERGENCY NUMBERS**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>[Local emergency phone numbers can be found at <a href="http://www.internationalsos.com">www.internationalsos.com</a>, log in with MSU Membership # 11BCAS798617]</td>
</tr>
<tr>
<td>Ambulance</td>
<td>[Local emergency phone numbers can be found at <a href="http://www.internationalsos.com">www.internationalsos.com</a>, log in with MSU Membership # 11BCAS798617]</td>
</tr>
<tr>
<td>Fire</td>
<td>[Local emergency phone numbers can be found at <a href="http://www.internationalsos.com">www.internationalsos.com</a>, log in with MSU Membership # 11BCAS798617]</td>
</tr>
<tr>
<td>US Embassy Emergency Assistance</td>
<td>[This information can be located at travel.state.gov]</td>
</tr>
</tbody>
</table>
| MSU 24/7 International Emergency Assistance Line | 001-517-353-3784  
- This line will be answered by MSU Police.  
- Identify yourself and briefly explain your international situation to the cadet. They will transfer you to an on-call responder. |

**ON-SITE EMERGENCY CONTACTS**
Do not forget to submit this information to the Office for Education Abroad.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role (Program Director, Program Assistant, On-Site Provider etc.)</th>
<th>Phone</th>
<th>Alternative Contact (Email, etc.):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

COMMUNICATION PLAN
What will be your primary way to communicate with your students in case of emergency?

<table>
<thead>
<tr>
<th>Primary</th>
<th>[Example: WhatsApp group]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary</td>
<td>[Example: SMS text messaging]</td>
</tr>
</tbody>
</table>

Copy your students’ contact information below so it is accessible in case of emergency (add rows as necessary). Tip: ask students to record their information during a pre-departure orientation session or set up a Google Doc and ask students to submit their information that way.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Cell Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EMERGENCY MEETING SPOTS
Primary Emergency Meeting Spot:

Secondary Emergency Meeting Spot:

Meeting Spots During Excursions:
### HEALTH, SAFETY, AND SECURITY CONCERNS & MITIGATION STRATEGIES

<table>
<thead>
<tr>
<th>Health Risk</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Example: malaria is present in the region we will visit]</td>
<td>[All students will be advised to contact the MSU Travel Clinic. This information will be sent in my first introductory email. I will also remind them during in-person pre-departure orientation.]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety Risk</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Example: students may swim during their free time since we are located near the ocean]</td>
<td>[Students will be reminded of swimming safety tips during pre-departure orientation and when we arrive on-site. I will also advise students that if they chose to swim, they should go to Beach ABC during the day since it has a lifeguard.]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Risk</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Example: pickpocketing happens frequently in the market we will visit on the first day of the program]</td>
<td>[Students will be advised of basic safety precautions during pre-departure orientation. When we visit the market, students will be able instructed to take only what they need for the market visit and to leave all other valuables on the bus (our trusted bus driver will stay with the vehicle at all times).]</td>
</tr>
</tbody>
</table>
INCIDENT RESPONSE PLAN
The template below is provided to guide you in developing your own, program and location specific plans. It is not a comprehensive document for responding to all issues.

In Column A., identify the types of incidents that may occur on your program. Some incidents (such as illness or injury) can occur anywhere while other programs face unique, location-specific challenges (such as earthquakes). Please add/subtract to the template below to help you prepare for your specific program. Refer to the On-Site Operations Manual for guidance. If you need additional help, contact Maureen Handrahan, Coordinator for International Health and Safety, at handraha@msu.edu or 1-517-884-9419.

<table>
<thead>
<tr>
<th>A. Incident</th>
<th>B. Response Procedures</th>
<th>C. Contact Information</th>
</tr>
</thead>
</table>
| **Non-Emergency Medical Issue** | 1. Call International SOS  
2. Inform MSU | **International SOS**  
24/7 assistance: 1-215-942-8478  
**MSU**  
Maureen Handrahan: handraha@msu.edu  
(non-urgent)  
24/7 assistance: 1-517-353-3784  
(urgent)  
Local Partner(s)  
[Contact info for any local partners that can assist or should be informed] |
| **Emergency Medical Issue**  
(imminent risk to life, limb, or eye) | 1. Call local 911 equivalent or get nearest hospital  
- Travel to hospital with student  
1. Call International SOS as soon as possible  
2. Report to MSU 24/7 International Emergency Assistance Line | **Nearest Hospital**  
[Call International SOS to identify: 1-215-924-8478]  
**Local 911 Equivalent**  
[911 equivalent]  
**MSU**  
Maureen Handrahan: handraha@msu.edu  
(non-urgent)  
24/7 assistance: 1-517-353-3784  
(urgent)  
**International SOS**  
24/7 assistance: 1-215-942-8478  
Local Partner(s)  
[Contact info for any local partners that can assist or should be informed] |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Be alert to your surroundings</td>
</tr>
<tr>
<td></td>
<td>2. Have an exit plan</td>
</tr>
<tr>
<td></td>
<td>3. If you are in the vicinity of an active violence situation:</td>
</tr>
<tr>
<td></td>
<td>- Run – if there is an accessible escape path, attempt to evacuate the building or area, then call the local emergency number</td>
</tr>
<tr>
<td></td>
<td>- Hide – if evacuation is not possible, find a place to hide that is out of view and, if possible, put a solid barrier between yourself and the threat, keep silent</td>
</tr>
<tr>
<td></td>
<td>- Fight – as a last resort, attempt to disrupt the attack, be aggressive</td>
</tr>
<tr>
<td></td>
<td>4. Account for all students once you are in a safe place</td>
</tr>
<tr>
<td></td>
<td>5. Seek medical care if necessary</td>
</tr>
<tr>
<td></td>
<td>6. Call International SOS or the MSU 24/7 International Emergency Assistance Line for guidance</td>
</tr>
<tr>
<td></td>
<td>7. Advise students to contact family</td>
</tr>
<tr>
<td></td>
<td>8. Debrief with students</td>
</tr>
</tbody>
</table>

Local 911 Equivalent
[911 equivalent]

EA Program Communication Plan
[Example: What’s App Group]

International SOS
24/7 assistance: 1-215-942-8478

MSU
Maureen Handrahan: handraha@msu.edu
(if everyone is ok)
24/7 assistance: 1-517-353-3784
(if anyone needs urgent help)

Local Authorities
[Verified Social Media Accounts – Red Cross, Local Emergency Responders etc.]
[Local News Sources]

Active Violence
(information from ready.gov)
### Natural Disasters
(e.g., Earthquake, Fire, Flood, Hurricane, etc.)
(see ready.gov for incident-specific advice to add here based on what may be relevant to your program)

<table>
<thead>
<tr>
<th>1.</th>
<th>If you are in the immediate vicinity of an event:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Example earthquake response: Drop, Cover, Hold On</td>
</tr>
<tr>
<td></td>
<td>Driving: pull over</td>
</tr>
<tr>
<td></td>
<td>Bed: stay there, cover</td>
</tr>
<tr>
<td></td>
<td>Inside: stay there, drop, cover, hold on</td>
</tr>
<tr>
<td></td>
<td>High rise: do not use elevators</td>
</tr>
<tr>
<td>2.</td>
<td>Accountability check with students</td>
</tr>
<tr>
<td>3.</td>
<td>Seek medical care if necessary</td>
</tr>
<tr>
<td>4.</td>
<td>Seek guidance</td>
</tr>
<tr>
<td></td>
<td>- International SOS</td>
</tr>
<tr>
<td></td>
<td>- MSU</td>
</tr>
<tr>
<td></td>
<td>- Local authorities</td>
</tr>
<tr>
<td>5.</td>
<td>Check in with MSU</td>
</tr>
<tr>
<td>6.</td>
<td>Tell students to contact family</td>
</tr>
</tbody>
</table>

### EA Program Communication Plan
(Example: What’s App Group)

### Local Authorities
[Verified Social Media Accounts – Red Cross, Local Emergency Responders etc.]
[Local News Sources]

**MSU**
Maureen Handrahan: handraha@msu.edu
(if everyone is ok)
24/7 assistance: 1-517-353-3784
(if anyone needs urgent help)

**International SOS**
24/7 assistance: 1-215-942-8478

### Local Partner(s)
[Contact info for any local partners that can assist or should be informed]

### Fire

<p>| 1. | Have an exit plan and emergency meeting place |
| 2. | If you are in the immediate vicinity of an event: |
|    | - Crawl low under any smoke to your exit |
|    | - Before opening a door, feel the knob to ensure it is not hot |
|    | - Open doors slowly |
|    | - Assist people on your way out but if you can’t help or reach them, leave the building and notify emergency responders of their location |
|    | - If you can’t get out, close the door, cover vents and racks with cloth, call emergency services, signal for help |
|    | - If your clothingcatches fire, stop, drop, roll |
|    | - Do not re-enter any buildings |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Call the local 911 equivalent</td>
</tr>
<tr>
<td>4.</td>
<td>Accountability check with students</td>
</tr>
<tr>
<td>5.</td>
<td>Seek medical care</td>
</tr>
<tr>
<td>6.</td>
<td>Seek guidance from MSU if necessary, for example, if you are unable to return to your housing</td>
</tr>
</tbody>
</table>

**[Other]**

See: [travel.state.gov](http://travel.state.gov)  
[ready.gov](http://ready.gov)  
[internationalsos.com](http://internationalsos.com)  
[MSU Membership #11BCAS798617](http://MSU Membership #11BCAS798617)  

**[Other]**

See: [travel.state.gov](http://travel.state.gov)  
[ready.gov](http://ready.gov)  
[internationalsos.com](http://internationalsos.com)  
[MSU Membership #11BCAS798617](http://MSU Membership #11BCAS798617)
INTERNATIONAL SOS MEMBERSHIP CARD

MEDICAL AND TRAVEL SECURITY ASSISTANCE

MICHIGAN STATE UNIVERSITY
Membership No: 11BCAS798617
Dedicated Tel: +1 215 942 8478

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

Download the free Assistance App from app.internationalsos.com

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

<table>
<thead>
<tr>
<th>Location</th>
<th>Country</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BALI</td>
<td>+62 361 710 505</td>
<td></td>
</tr>
<tr>
<td>BANGKOK</td>
<td>+66 2 205 7777</td>
<td></td>
</tr>
<tr>
<td>BEIJING</td>
<td>+86 10 6462 9100</td>
<td></td>
</tr>
<tr>
<td>DUBAI</td>
<td>+971 4 601 8777</td>
<td></td>
</tr>
<tr>
<td>DURHAM</td>
<td>+49 6102 3588 100</td>
<td></td>
</tr>
<tr>
<td>FRANKFURT</td>
<td>+41 22 785 6464</td>
<td></td>
</tr>
<tr>
<td>HANOI</td>
<td>+84 24 3237 3726</td>
<td></td>
</tr>
<tr>
<td>HO CHI MINH CITY</td>
<td>+84 28 3829 8520</td>
<td></td>
</tr>
<tr>
<td>HONG KONG</td>
<td>+852 2528 9900</td>
<td></td>
</tr>
<tr>
<td>JAKARTA</td>
<td>+62 21 750 6001</td>
<td></td>
</tr>
<tr>
<td>JOHANNESBURG</td>
<td>+27 11 541 1300</td>
<td></td>
</tr>
<tr>
<td>KUALA LUMPUR</td>
<td>+603 2787 3126</td>
<td></td>
</tr>
<tr>
<td>LONDON</td>
<td>+44 20 8762 8008</td>
<td></td>
</tr>
<tr>
<td>MANILA</td>
<td>+63 2 6870909</td>
<td></td>
</tr>
<tr>
<td>MADRID</td>
<td>+34 91 572 4363</td>
<td></td>
</tr>
<tr>
<td>MANILA</td>
<td>+63 2 6870909</td>
<td></td>
</tr>
<tr>
<td>MOSCOW</td>
<td>+7 495 9376477</td>
<td></td>
</tr>
<tr>
<td>MUMBAI</td>
<td>+91 22 42838383</td>
<td></td>
</tr>
<tr>
<td>PARIS</td>
<td>+33 155 633 155</td>
<td></td>
</tr>
<tr>
<td>PHILADELPHIA</td>
<td>+1 215 942 8226</td>
<td></td>
</tr>
<tr>
<td>SEOUL</td>
<td>+82 2 3140 1700</td>
<td></td>
</tr>
<tr>
<td>SINGAPORE</td>
<td>+65 6338 7800</td>
<td></td>
</tr>
<tr>
<td>SYDNEY</td>
<td>+61 2 9372 2468</td>
<td></td>
</tr>
<tr>
<td>SINGAPORE</td>
<td>+886 2 2523 2220</td>
<td></td>
</tr>
<tr>
<td>TAIPEI</td>
<td>+81 3 3560 7183</td>
<td></td>
</tr>
</tbody>
</table>

WORLDWIDE REACH. HUMAN TOUCH. internationalsos.com/members
Appendix C: Group Communications Guide

**WhatsApp**

**How to create a WhatsApp Group for iOS:**

- WhatsApp for iPhone is free to download from the App Store.
- Once downloaded, click on the app. Tap the "Chats" option to open your chat history. This is in the toolbar at the bottom of the screen.
- Tap the "New Group" option. This should be in the top right corner of the Chats menu. You will need to have at least one chat in your Chats menu before you can create a group; if you’ve just installed WhatsApp, simply send a chat to a contact in order to activate the "New Group" option.
- Tap a contact’s name to add them to your group. You can do this with up to 256 people; the name and icon of each person you add will show up at the top of your screen as you add contacts. You can also search for specific contacts from within the search bar at the top of the WhatsApp screen. You cannot add people who aren’t currently in your contacts. If you need to add individuals to your contact, add them outside of the app, as you would any other contact in your phone.
- Once you have selected all of your participants, tap "Next" in the top right corner of your screen. This will take you to the "New Group" creation page. From here, you can:
  - Add a "Group Subject" to name the group
  - Add a photo by tapping the camera icon on the left of the Group Subject field.
  - Delete participants from the group before you officially form it.
- Tap "Create" in the top right corner of your screen. You have officially created a group in WhatsApp!

**How to create a WhatsApp Group for Android:**

- Once the app is downloaded for free from the Google Play Store and opened, tap the "Chats" tab. You will find this at the bottom of your screen in the WhatsApp’s toolbar.
- Tap your Android’s menu button (three dots in the upper right hand corner). Doing so will prompt a menu from within the Chats page.
- Tap the "New Group" option at the top of the menu. This will prompt you to select members for your group.
- Tap contacts’ names to add them to your group. You can also search for specific contacts using the search bar at the top of your screen. You cannot add people who aren’t currently in your contacts. Tap the "OK" button in the top right corner of your screen when you’re ready to continue.
- Add a group name or photo, and tap the checkmark when you’re finished. This is in the top right corner of your screen. You now have a group on WhatsApp!

**Facebook**

**Create Group**

- From your "home page" on Facebook go to the Groups section on the left side menu and click on "Add Group".
- You will be taken to a page that gives you the option to create a group as well as shows you some suggested groups to join. Click "Create New Group.” It will then ask you to name your group.
To add members, you are required to add at least 1 friend to the group before you can create it. If you don't get an error message, once you reach this step.

Choose a privacy setting for your group: Open, Closed or Secret. Then click Create.

Complete the "About" Section. This gives prospective members an idea what your group is about and also allows you to show and explain any "rules" you may have about the group.

You are able to Edit Group Settings such as membership approval; setting a group address, including a custom URL and email address where people could email the group directly; changing posting permissions to decide of only admins can post or if members can as well; and requiring that all posts be approved by an admin before going live.

**Messenger**

- You can use messenger both on your computer and mobile device. On a computer, just open messages as you would normally on Facebook. For mobile devices, it is a little different. Download the Messenger app on your phone, free from the App Store or Google Play Store.
- Click on the app and login using your Facebook account.
- Start a new conversation by tapping the "New Message" button: for iOS - tap the New Message button in the upper-right corner, for Android - Tap the "+" button in the lower-right corner and select "Write Message.
- Add friends to the message. After starting a new message, you can tap a friend on this list or search at the top to find anyone in your friends list or contacts.

**Viber**

- Download and install Viber through the App Store or Google Play Store. To activate Viber, you must be able to receive the access code by call or SMS, so avoid roaming charges by installing and activating Viber (both on your mobile device and your computer, if you wish) before you leave. When prompted, input the access code you receive via text message.
- Once you open the app, tap the Contacts button to see all of the people in your phone’s contacts who currently use Viber. Tapping on a contact will give two options. 1. Free Call, and 2. Free Text. Selecting either of these options will automatically begin a call or a text conversation with that person.
- You can also use Viber on a Computer. Download Viber for PC or Mac at Viber’s website and install it. Viber requires that you have it set up on a mobile phone before it can be installed on your computer. This is because your phone number is used to contact you in both places.
- Open the application and begin the setup process. Viber will ask for the phone number of the device that it was set up on previously. Once you’ve typed it in, it will send a four digit code to the Viber app on your mobile device. Type it in and the setup process will be complete.
- Select a contact in your list to start a text, call or a video conversation. Clicking the Call button will start a voice call. Users with a webcam can choose to make a video call by pressing the Video button. To send a text, type your message at the bottom of the window, and click Send.
- Click the Messages app to start a text conversation with one or multiple people. Just like in the mobile app, you’re able to choose who you’d like to include in your conversation by clicking each name. A check will appear next to everyone included. Once you’ve chosen all the recipients, click Start Conversation.
Skype

- Download Skype on your computer from Skype.com. Download Skype on your phone from the App store or Google Play Store.
- Click on the app or Skype icon to open the application. If you don’t have a Skype account, create one.
- Add people to your contacts by username or phone number. Search within the Skype directory. The other person has to accept your contact, too. You won't be able to Skype them if they haven't accepted. Skype will let you know when they've been added to your list.
- Once they have added you back, you are able to message and call them. If they are offline, they will be able to see missed calls and messages once they’re back online.
- To check to see if they are online, look at the icon in front of their username. If there's a green checkmark, they're on and available. If it's yellow, they're away. A gray icon indicates that they're offline.
Appendix D: EA Statement of Responsibility

Below is the "Statement of Responsibility" that all students agree to at application. It is also available on the online Education Abroad Student Handbook.

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EDUCATION ABROAD STATEMENT OF RESPONSIBILITY

Effective August 22, 2019

I am applying to an MSU Education Abroad (EA) program and, if accepted, I agree to the following.[i]

1. STUDENT CONDUCT

A. University Policies, EA Handbook, and Program-Specific Expectations. I am responsible for knowing and abiding by the rules, policies, regulations, and expectations outlined in this agreement and outlined below. I understand that as a participant in an Education Abroad program, I am considered a student and the Education Abroad and MSU policies outlined in this agreement and below are applicable.

- MSU General Student Regulations
- The Spartan Code of Honor Academic Pledge
- Education Abroad Student Handbook
- Residence Hall Regulations (if participating in First-Year Seminar Abroad Program)
- Acceptable Use Policy for MSU Information Technology Resources

Any program-specific conduct and academic expectations outlined by my program director(s), host institution, and/or on-site provider.

B. Local Laws and Customs. I will abide by the laws of my host country/countries. I will be sensitive to local cultures and customs. I will treat my hosts and local communities with respect and dignity.

C. Alcohol and Drugs. I must abide by host country laws and local institutional regulations with respect to alcohol and other drugs. Unless permitted by host country law and local institutional regulations, I will not possess, consume, furnish, or distribute any alcoholic beverages. Furthermore, I understand that Michigan State University has a zero-tolerance policy with respect to the possession, use, manufacture, production, sale, exchange, or distribution of illegal drugs. Whether a drug is illegal is governed by U.S. federal drug laws, the laws of the State of Michigan, and host country laws. I am responsible for knowing and obeying the laws of the host country, as well as all local institutional regulations, regarding alcohol and other drugs. I will adhere at all times to the Office for Education Abroad’s Alcohol Misuse and Drug Use policy. I understand that violations of law or policy may result in disciplinary action upon my return to campus and may result in (i) probationary requirements for the remainder of the program abroad; (ii) removal from the program (grade determination will be made by the Sponsoring College’s Associate/Assistant Dean for Undergraduate Education in consultation with the instructor); and/or (iii) academic withdrawal from MSU for the semester in progress and/or suspension or expulsion from MSU.

D. Disciplinary Action. I understand that violations of this Statement of Responsibility, MSU policies, or policies, regulations, and expectations outlined by my program director(s), host institution, and/or on-site provider(s) may result in disciplinary action on-site and/or upon return to campus, academic
consequences, removal from the program, and/or suspension or expulsion from Michigan State University. A description of disciplinary procedures is available online on the Office of International Health and Safety’s Student Conduct While Abroad webpage.

E. Program Removal. If it is determined that my continued presence is likely to impede the achievement of program objectives or to disrupt program activity, or that I pose a danger to the health or safety of myself or others, I may face summary removal from the program. A decision to remove me from an MSU-sponsored education abroad program is the responsibility of the Executive Director of the Office for Education Abroad. If my program includes an internship placement, takes place at a host institution, is offered by an EA program provider, and/or is a medical rotation/clerkship, and if I am removed from such a placement by decision of the institution/organization offering the experience, I may also face summary removal from the associated education abroad program. Any decision to remove me from a program would be final with no refund and take effect immediately. Housing and transportation back to the United States would be my responsibility and at my own expense.

2. ACADEMIC AND FINANCIAL RESPONSIBILITIES

A. Deposits. Upon submitting my application, I will be responsible for the non-refundable application deposit. Upon confirming my acceptance into the program, I will be responsible for the non-refundable acceptance deposit. I understand that if I withdraw from my program after confirming my acceptance to the program, I may still be responsible for some or all of the costs associated with program participation according to the policy described below.

B. Withdrawal. If I wish to withdraw from the program after confirming my participation, I understand that it is my responsibility to send a written notice of my intention to the Office for Education Abroad. I understand that notification to my program director and/or Office of Admissions is not sufficient. To be officially withdrawn, I understand I must send an email to abroad@msu.edu and include my full name, PID, and the name of the program that I wish to withdraw from. I understand that the consequences of my withdrawal will be based on the date and time my email is received by the Office for Education Abroad.

I understand that the withdrawal penalty will be based on the type of program I am withdrawing from. If I do not know my program type, I understand that I should contact the Education Abroad program coordinator to determine program type.

For all program types, I understand that I will be financially responsible for the $100 application deposit and the $200 confirmation deposit once I have confirmed my acceptance to the program.

For all internships, exchange, direct-enroll, independent study, and Non-MSU program types, I will be held to the refund policy of the host institution or provider organization.

For faculty-directed and First-Year Seminar Abroad programs, the policy detailed below will apply.

If the start date of the program is 60 (sixty) days or less away, I understand that the following refund schedule will apply:
• 46-60 days before official program start date: 75% of the remaining program fee balance will be refunded
• 31-45 days before official program start date: 50% of the remaining program fee balance will be refunded
• 16-30 days before official program start date: 25% of the remaining program fee balance will be refunded
• 0-15 days before official program start date: no refund

I understand that it is my responsibility to know the financial implications of withdrawal and to ask for clarification from the Office for Education Abroad if I do not.

If I withdraw from a program, it is my responsibility to withdraw, if applicable, from any Michigan State University education abroad courses. Any tuition refund[iii] will be dependent on university policy.

If I am put on academic and/or behavioral probation or recessed from Michigan State University after acceptance, I understand I am responsible for withdrawing from my education abroad program.

I understand that I will be held to the same withdrawal policies, procedures and penalties if I must withdraw from an education abroad program because I lack a passport and/or visa, am on State or Federal Probation and am not allowed to leave the U.S., or for any other legal reasons.

Refunds for air transportation are subject to the rules and regulations of the appropriate airline or travel agency, over which the Office for Education Abroad has no jurisdiction or control.

C. Credit. I will comply with the MSU Office for Education Abroad program course credit requirements and with MSU’s academic policies and procedures. I will maintain enrollment for the duration of the program in the specified courses for at least 12 credits (MSU credits or equivalent MSU credits) for a semester program (unless the particular program requires more) or the minimum number of credits specified for my short-term program. If I enroll in more than the minimum number of MSU credits, I will be financially responsible for additional tuition charges. If I fail to enroll (or fail to remain enrolled) in the minimum number of credits, I may be removed from the program and/or I will be billed and responsible for paying an additional program fee equivalent to the tuition amount. Even if I pay this additional fee after completion of the program, I cannot be retroactively (re-)enrolled in my desired courses.

If I miss a substantial portion of the program, for whatever reason, the number of credits awarded and any point or grade deductions will be determined at the program director’s discretion. If I withdraw, depart or am removed from a program before its formal completion, I may be ineligible for academic credit. Should I receive permission to return home early, I may be eligible to receive a grade of “W” on my academic transcript. Any refund of tuition and fees would be according to the policy stated on the [MSU Office of the Registrar](#) website.[iv]

I understand that if I participate in an exchange program, I will be enrolled by the Office for Education Abroad in the minimum number of credits. I will be financially responsible for paying tuition for the minimum number of credits, and I will not receive a refund if I enroll in fewer credits.

If I am a non-MSU student and participate in a faculty-directed program, I understand MSU will issue the transcript. If I am a non-MSU student and participate in a co-sponsored program, I understand that MSU
will not issue a transcript. I am responsible for ascertaining whether and how my home institution will accept such credit from the institution abroad.

3. PROGRAM LOGISTICS AND ON-SITE RESPONSIBILITIES

A. Travel Arrangements. MSU may make changes to the program itinerary, including cancellation, at any time upon EA’s determination that such is necessary. I will be responsible for any costs paid to outside agencies (such as airlines or travel agencies) due to such cancellation or change. MSU is not responsible for penalties assessed by air carriers or any other associated costs based on operational and/or itinerary changes. If I travel independently and arrive after the start of the program, I will notify my program director or the Office for Education Abroad personnel and am responsible for all academic consequences such as lost class time and missed assignments. I must confirm departure and arrival times and locations with my program director. My property is transported at my risk. MSU is not responsible for travel delays. I will notify my program director or on-site personnel of my itinerary whenever I leave the site for longer than one day. MSU is not responsible for any injury or loss I may suffer when I am traveling independently or am otherwise separated from any University-sponsored activities. If I become separated from the program group, for any reason, I will rejoin, at my own expense, the group at the first opportunity. MSU may substitute hotel accommodations or housing at any time. Specific room and housing assignments are within MSU’s sole discretion.

B. Countries with High-Risk Designation. I understand that MSU has specific waiver requirements associated with student travel to countries that have been designated high-risk and that this may impact my program. Furthermore, I understand that I am not permitted to travel independently to a country that is designated high-risk unless participating in an education abroad program for which a waiver to the policy has been granted.

C. Accompanying Family Members. MSU is not responsible for providing support for accompanying non-participants, e.g. spouses/partners, parents and children. I am advised to obtain international health insurance for any accompanying family members. Such persons cannot attend classes or other activities formally associated with the program. If such a person disrupts the program, it may be grounds for my removal from the program.

D. Health. I will be responsible for my own health maintenance. In the event of illness, accident or emergency, I will inform an appropriate program official so that assistance may be secured and so that my designated emergency contact may be notified. If I am applying more than one year before the beginning program date, I agree to update my Student Health/Emergency Treatment Authorization within two months of my scheduled program departure.

E. Housing Infractions. In the event of infractions of housing regulations and/or behavior that negatively impacts the housing situation, the Student Conduct while Abroad procedures will apply. If I am removed from housing, I may be removed from the Education Abroad program. If I am removed from housing but remain in the program, I will be responsible for locating and paying for alternative housing. No refund of the program housing will be granted. If alternative housing cannot be found, I will be removed from the program and forfeit academic credit and any financial refund. If the Office for Education Abroad becomes aware of or is invoiced for damage to on-site housing, the responsible student(s) will be held financially accountable and the costs will be passed on to the student(s) as a charge to their MSU Student Account.
F. Unauthorized Absences. Attendance and engagement are indispensable parts of the education abroad experience and academic consequences as outlined in the course syllabus will apply. Unauthorized absences may be considered an emergency situation and the emergency contacts listed on my application may be contacted. Failure to attend any required program activities (including field trips, classes, guest lectures, etc.), will not be considered an official withdrawal from the program and I will be held to the regular Education Abroad refund policies.

G. Demonstrations and Protests. As a condition of participation in the Education Abroad program, I agree to not participate in and to avoid any demonstrations and protests. Even those with peaceful intentions may become unsafe and/or involve negative confrontations with local law enforcement. If I am accidentally caught up in a demonstration, I agree to leave the area as soon as it is safe to do so. If I have any questions or concerns about civil unrest before my program or while abroad, I know that I should contact the Office of International Health and Safety. If I participate in a local demonstration or protest I understand that I am subject to local laws and may be subject to disciplinary action by MSU, my host institution, and/or program provider.

4. ACKNOWLEDGMENT OF RISK AND RELEASE OF CLAIMS

A. Acknowledgment of Risk. I understand that international travel has varying degrees of risk that are dependent on location and unpredictable events such as natural disasters as, well as my own conduct. I am aware that I may contact the Office of International Health and Safety for assistance with travel planning and emergency preparedness. Recognizing the risk of loss and serious injury that could occur, I affirm that the decision to travel internationally is my own choice.

B. Release of Claims and Indemnity. For myself and all those who may claim through me, I release MSU (and its employees and representatives) from liability for all injuries, illnesses, and losses, including death, I may sustain to my person and/or property, which are in any way connected to my program participation, except as regards any claim of “gross negligence” that is actionable under Michigan’s Governmental Tort Liability Act. I further agree to defend and hold MSU harmless with respect to any loss, claim or expense it may sustain by reason of my behavior.

C. Governing Law. Any dispute arising from this Statement will be determined according to Michigan law.

In submitting my program application, I acknowledge that I have had an opportunity to ask any questions I have about this Statement of Responsibility that I have read and understand it, that I accept its terms, and that I have signed it knowingly and voluntarily.

[i]Responsibilities may vary by program type. MSU-Sponsored Programs refer to faculty-directed, direct-enroll, exchange, provider, and First-Year Seminar Abroad programs arranged by MSU, including the Japan Center for Michigan Universities (JCMU). Non-MSU-Sponsored Programs are credit-bearing programs offered through unaffiliated third-parties and external institutions and organizations. In some cases, this will include certain independent internships and COM/CHM rotations. MSU and the Office for Education Abroad assume no responsibility or liability for programs not sponsored by Michigan State University. Nevertheless, students participating in non-MSU-Sponsored programs are expected to adhere to the responsibilities outlined below unless otherwise specified.
[ii] If you are participating in a First-Year Seminar Abroad program, deciding not to attend Michigan State University does not automatically withdraw you from the First-Year Seminar Abroad program. Official notice must be sent to the Office for Education Abroad.

[iii] Participants in exchange or direct-enroll programs will be withdrawn from the carrier credits (CSX or CSP) associated with the program by the Office for Education Abroad. First-Year Seminar Abroad (FSA) participants, will be withdrawn from the FSA course(s) by the Office for Education Abroad.

[iv] Only applicable to MSU-Sponsored Education Abroad programs.

[v] Only applicable to MSU-Sponsored Programs. Students participating in a Non-MSU Sponsored Program are responsible for familiarizing themselves with the program’s stated travel policies. I understand that if I am a participant on a First-Year Seminar Abroad program that I am responsible for any costs associated with travel to campus for orientation. I must obtain written permission from a parent or guardian if I plan to travel independently from the group, otherwise I must stay with the group at all times and will notify my program director if I am accidentally separated from the group.

[vi] I understand that FSA programs do not allow accompanying family members or guests. If I have family or guests in the area with whom I would like to spend time, I must have written permission from my parents or guardians submitted to my faculty leader and the Office for Education Abroad.