Program Leader Preparation Workshop

In Today’s Workshop:

- Crisis Response Best Practices
- Cultural Adjustment & Wellbeing
- Pre-Departure Preparation
- Student Conduct Management
- Program Leader Reminders

Opportunities for discussion in each section
Program Leader Preparation Workshop

Welcome & Introductions

In the changing global landscape of today’s world, it is more crucial than ever for us to get together to share experience, expertise, and best practices.
Faculty/Staff Resources

Bookmark this page:

_abroad.calpoly.edu_

> Faculty Opportunities

> Faculty/Staff Resources
Crisis Response Best Practices
Crisis Response Best Practices

Cal Poly is a member institution of the Forum on Education Abroad and adheres to its standards on Health, Safety, and Risk Management policies and procedures.

- The Forum is recognized by the U.S. Department of Justice and the Federal Trade Commission as the Standards Development Organization (SDO) for the field of education abroad.

- The goal of the *Standards* is to improve practices in education abroad, so that our students’ international educational experiences are as rich and meaningful as possible.
Crisis Response Best Practices

Types of Crises

- Health Emergencies
- Legal and Criminal Emergencies
- Report of a Missing Student
- Death of a Student
- Political Emergencies, Terrorist Attacks, and Natural Disasters
- Crises at home in the U.S.
Crisis Response Best Practices

Global Health & Safety Committee Contact List

- The International Center Director chairs a Global Health & Safety Committee that has core and auxiliary members.

- The Committee supports all international activities, but Program Leaders are often the front-line responders.

- In a crisis, use the 24-hour University Police line to reach the International Center Director, who will convene the Committee as needed.
Crisis Response Best Practices

Respond to the situation, then report.

- **Incident Report Form**
- Please report incidents soon after taking steps to deal with initial needs on the ground.
- Report the full spectrum of incidents—from minor issues (e.g., a student had GI issues and missed two days of class) to major emergencies (e.g., a student was hit by a car and is in the hospital).
- Use the form liberally. It is a means to document any issues that were encountered abroad.
Crisis Response Best Practices

Insurance Information

- Contact insurance about where to receive care abroad
- In most cases, students will be expected to pay upfront for services, then file for reimbursement
- Best to file claims prior to returning to the U.S.
Program Leader Responsibilities

Mandatory Reporting

- **Title IX** – No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance.

- **Clery Act** – Requires universities to disclose information about crime on and near their respective campuses, or in off-campus facilities.

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**THE REPORTER’S CHECKLIST**

- names of the complainant, accused, and witnesses
- date, time, and location of alleged incident
- any details of the incident shared by the complainant
- whether the complainant requested confidentiality
- whether the complainant requested no action be taken
- any other relevant facts

**TIP**

Reporting any behavior you believe may violate our sexual harassment policy provides an opportunity for early intervention to protect students and employees before they are deprived of educational or employment opportunities, even if the Title IX Coordinator later decides the behavior does not meet the definition of illegal sexual harassment.
Program Leader Responsibilities

Safer - Sexual Assault Prevention and Response

- Inform yourself about prevention and response to sexual and interpersonal violence on the Safer website: safer.calpoly.edu

- Perpetrators of sexual violence are more often local acquaintances than strangers.

- Sexual misconduct is just as prevalent as injury or illness abroad

- Because you are a mandatory reporter, you can offer a student ‘privacy’ and ‘discretion’ but not confidentiality.

All faculty, staff, and administrators are held accountable to maintain a learning environment free from sexual harassment.

Kara Samaniego, Safer Coordinator
kasamani@calpoly.edu
Program Leader Responsibilities

Safer - Sexual Assault Prevention and Response

- **Scenario for discussion:**

  A student on your program contacts you about concerns regarding another student in the group. The student has noticed that their friend hasn’t been themselves for the last few days and has missed some classes. They asked if you can reach out to the student to check in.

  During your meeting with the student, they share that they met a person over an online dating app and met up with a person at a local bar. They said that they shared a couple drinks then the student doesn’t remember much, but does remember kissing and going back to the person’s apartment. They aren’t sure how they got home and are embarrassed that others on the trip might have seen them.

  What are your next steps and what do you communicate to the student? What if the other person involved was a Cal Poly student on the program?
Crisis Response Best Practices

Crisis Response scenarios for group discussion

1) It is 4:00 a.m. and you are woken up by a severe earthquake. Your hotel is evacuated. Students are staying in a hostel in the same neighborhood. What are your immediate steps? What if cell phones are down?

2) A female student informs you that another Cal Poly student on the program who is male is constantly sending her unwanted texts and emails and she feels harassed. How do you respond? How would you respond if the complainant is male and the alleged harasser is female?

3) You receive a call from the local hospital that a student was hit by a train and is in intensive care. His spine was broken in seven places. What are your immediate steps? What do you need to consider subsequently?
Cultural Adjustment & Wellbeing
Cultural Adjustment & Wellbeing

Resident Director Duties

As part of your Program Leader position, you also assume the role of Resident Director during programs abroad.

In this role, you are expected to assist students in crisis and promote wellbeing, beyond your in-classroom teaching role.

This includes:

- Fostering group cohesion
- Supporting collective and individual emotional wellbeing
- Supporting students along the cultural adjustment curve
Cultural Adjustment & Wellbeing

Cultural Adjustment Curve:

- **Surprise**
  - Novel experiences
  - Honeymoon phase

- **Stress**
  - Stimulus overload
  - Grouchy mood

- **Irritation**
  - Negative reactions
  - Us vs. them thinking

- **Fatigue**
  - Declined functioning
  - Feeling drained

- **Shock**
  - Extreme feelings
  - Acting out
Cultural Adjustment & Wellbeing

Intercultural Competency

Intercultural Development Continuum

- Monocultural Mindset
- Polarization
- Minimization
- Acceptance
- Adaptation

Denial

Intercultural Mindset
Cultural Adjustment & Wellbeing

Health and Wellness

• Program Leaders are not trained medical or mental health professionals. Do not intervene in medical or mental health situations for which you are not trained.

• Instead, please use existing resources both with the on-site service provider and at the home institution.

• You are encouraged to attend the Mental Health First Aid Training at the campus health center. The training is offered twice per quarter, during dead week and during finals week. Contact Hannah Roberts for details (hrober02@calpoly.edu).
Cultural Adjustment & Wellbeing

Health and Wellness

• Program Leaders should be informed about the location of local clinics and hospitals in their travel destination(s).

Some common outpatient care issues on study abroad programs are:

• cold/flu
• gastrointestinal problems
• mental health problems
• sinus or ear infections/strep throat
• dermatological issues (e.g., rash, fungus)
• appendicitis
• chronic disease management
• kidney stones
Cultural Adjustment & Wellbeing

Resources for wellbeing support

- Consultation with Cal Poly Counseling Services
- Appointment with local counseling services
- CSU Red Folder for Assisting Students in Distress
The California State University (CSU) is committed to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect.

All individuals have the right to participate fully in CSU programs and activities free from Discrimination, Harassment, and Retaliation.
Cultural Adjustment & Wellbeing

Americans with Disabilities Act

The ADA states that Institutions of higher education must provide reasonable accommodations to qualified individuals with disabilities, unless the accommodation would impose an undue hardship.

Employees cannot discourage students with disabilities (including “invisible” disabilities) from participation, but must be frank about known challenges.
Cultural Adjustment & Wellbeing

Moving towards cultural adjustment…

○ **Scenario:** A student is having trouble making friends, and is being excluded from the group. The student is also displaying signs of aggression, homesickness, and withdrawal. How can you offer support?

○ **Question:** What type of cultural adjustment challenges have you encountered, and how did you navigate them?

○ **Reminder:** If you are going to be accompanied by spouse/companion/children, they may also be going through cultural adjustment and may need extra support.
Pre-Departure Preparation
Pre-Departure Preparation

The journey into awareness...

- Program Leaders should make an effort to move students from ‘Unaware and Unprepared’ to ‘Informed, Relaxed, and Alert’ so that they may best respond to all situations that arise.

- Health concerns and preventative measures must be emphasized in the pre-departure phase (e.g., required/recommended vaccines, mosquito bite prophylaxis for Zika virus, malaria, etc.; tap water potability; HIV risks; etc.).

- Emphasize the importance of behavior and good decision-making. The top factor for injuries and fatalities of U.S. students abroad is behavior (e.g., not wearing a seatbelt), often combined with alcohol/drugs.

- Motor vehicle accidents are the leading cause of death of U.S. citizens abroad (this includes car crashes as well as pedestrian/bike accidents).
Pre-Departure Preparation

Program leaders are responsible for covering a broad range of topics at students’ Pre-Departure Orientations:

- Arrive information (plane tickets, airport transportation, housing check-in, on-site orientation)
- Passport & visa: passports must be valid for at least 6 months beyond programmed. It is recommended to email a copy of your passport to yourself.
- Recommendations on purchasing online tickets. The International Center recommends the purchase of changeable refundable tickets. Some countries require refundable tickets.
- Class schedule & program therapy
- Communication protocols and emergency contact information (distribute Contact Info Cards)
- Safety & Expectations Cards (inside/Outside Card – group discusses about what to include in the program)
  - The Study System - Local Meeting Place
  - Student conduct, expectations, and responsibilities: appropriate behavior in the host country
  - Personal and group safety: expectations and appropriate use of alcohol
  - Mental health resources while abroad: cultural shock
  - Requirement to inform the Faculty Leader via email at all times
  - Housing: Meals: Local Transportation
  - Health & safety considerations
  - Cross-cultural awareness / Cultural considerations
  - Weather: climate, packing
  - Use of prescription medications: take enough medication in the original containers and an official doctor’s note. This is especially important if the particular medication is not available in the country to which you are traveling (e.g., asthma inhalers are not used in North America).
  - Handling money & budgeting: Currency and exchange rate
  - Books & supplies
  - Disability accommodation requests
  - Using health insurance (refer to Health Insurance Cards)
  - International Center for Medical Assistance (iCMA)
  - Open Return: Attend the Reentries Conference every Jan/Feb, apply to be a Study Abroad Ambassador or Peer Adviser, or attend events
  - C.S.A.

Points to cover at Pre-Departure Orientations

Social Media
Share your study abroad experience and inspire others!

- Facebook.com/calpolystudyabroad
- Twitter.com/CalPolyStudyabroad
- Pinterest.com/CalPolyStudyabroad
- Instagram.com/calpolystudyabroad
- LinkedIn.com/in/calpolystudyabroad
- Youtube.com/channel/UC270e1g5roHCU-y0fCwJwIq

#LearnByGoing

Decide if you will hold a single orientation meeting, or if a series of meetings would be preferable.
Pre-Departure Preparation

Program Leaders should also be familiar with the content of students’ online pre-departure modules:

- PolyPlanner Instructions
- Academic and Career Planning
- Alcohol & Illegal Drug Use
- Cultural Adjustment
- Gender Identity, Gender Roles and Sexuality Abroad
- Health Abroad
- Safety Abroad
- Travel Basics
Pre-Departure Preparation

Communication

- Program Leaders must require students to let you know about any travel outside of the program site (i.e., personal travel on the weekends or during breaks). It is your responsibility to keep track of this information.

- In the case of an emergency such as the recent terrorist attacks in Brussels and Paris, Program Leaders should be proactive in informing the International Center that all students are accounted for.
Pre-Departure Preparation

Create a safe space for students to self-disclose

- It is a best practice to let students know that they can talk to you if there is anything they want you to know (e.g., has a severe allergy to peanuts, always carries an epi-pen in backpack, previously suffered from anorexia, has diabetes and is dependent on insulin, recently broke up with another student on the program, etc.)

- Encourage students to let you know about any **disability accommodations** that they may need while they are abroad. Program Leaders can coordinate with the DRC to arrange for reasonable accommodations while students are abroad.

- Inform yourselves and your students about travelers health information on [cdc.gov](http://cdc.gov).
For insurance purposes, Program Leaders must **disclose any high-risk activities** well before departure.

High-risk activities include scuba diving, mountain climbing, skydiving, car racing, bungee jumping, repelling, etc.

Some activities may be disallowed; others will require additional insurance coverage.

Accidents and incidents that happen **while students are intoxicated** may in some cases not be covered by the insurance.
Pre-Departure Preparation

Recommended Activity: Group Values Assessment

- Consider elements to be included in a successful program abroad (e.g., learning by doing, having fun, making friends, tasting local cuisine, etc.)

- Consider elements to be excluded (e.g., getting injured, cheating, missing class, etc.)
Pre-Departure Preparation

Safer - Sexual Assault Prevention and Response

Please share the video at your student orientation (4:35):

https://vimeo.com/213574473/b81e41e6b8
Pre-Departure Preparation

Sharing best practices…

- What have you found to be especially helpful to emphasize prior to departure?

- How can past participants serve to help prepare your students?

- How can technology help in the pre-departure phase?
Student Conduct Management
Student Conduct Management

- Misconduct abroad is treated the same as misconduct at Cal Poly.

- Program Leaders have considerable latitude for on-site response when dealing with student conduct issues.

- Employ your best professional and personal judgment to any misconduct issues. Feel free to consult the International Center as needed.

- Typically, documenting issues through verbal and written warnings is sufficient.

- Should an issue warrant dismissal, leaders must consult with the International Center and the Office of Student Rights and Responsibilities before taking action.
Student Conduct Management

Common grounds for disciplinary action

- Disorderly, lewd, indecent, or obscene behavior at a University-related activity
- Conduct that threatens or endangers the health or safety of the University community (e.g., abuse, threats, intimidation, harassment, or sexual misconduct)
- Use, possession, or distribution of illegal drugs or paraphernalia; misuse of pharmaceutical drugs; possession of firearms, guns, weapons, etc.
- Theft, damage, or misappropriation of University resources or property
- Dishonesty (cheating, plagiarism, forgery, misrepresentation, unlawful distribution)
- Unauthorized entry into or misuse of University property
- Willful disruption or obstruction of University-related activities
- Violating local, state, or federal laws (including while abroad)

REMEMBER: You can consult the International Center about any student issues that arise.
Student Conduct Management

Alcohol & Drugs

• If participants are of legal drinking age in the host country, they are permitted to drink on programs abroad.

• Program leaders should set clear expectations for responsible alcohol use. Inform the students that drinking in excess is not socially acceptable in the host culture.

• Remind the students that their behavior is still subject to the conduct code, and that if something comes to your attention, not only could there be repercussions in the country, but there may also be repercussions through the appropriate offices at Cal Poly.

• Research if marijuana and/or other illicit drugs are legal in your destination country.
Program Leader Reminders
Faculty/Staff Leader Agreement

“As a Program Leader I will model good and appropriate behavior including, but not limited to, responsible alcohol consumption, full participation and attendance in activities, evincing intercultural sensitivity and respect, displaying appropriate boundaries with students, and providing a respectful and engaging environment for academic, cultural and personal learning for all.”

Specific responsibilities include:

• identifying and mitigating risks,
• organizing and accompanying program participants during program activities and excursions,
• ensuring that appropriate arrangements are in place,
• and responding to emergencies.
Communication Expectations

- All trip leaders must have a cell phone they use to communicate with participants and with the Cal Poly International Center and other Cal Poly units as needed. Send the CPIC your phone number as soon as you have it.

- Program Leaders are expected to be on site for the duration of the program. Any requests for exceptions need to be evaluated and approved.

- Upon arrival: email globalprograms@calpoly.edu (Global Programs) or intltrvl@calpoly.edu (International Group Trips) to let us know that you and all of the students have arrived safely.

- Email us also any time there is an issue that may affect the students’ safety (e.g., terrorist attack, earthquake, shooting, etc.) to confirm students’ and leaders’ safety.

- Submit online Incident Reports as needed.

- Contact us with any questions or concerns -- we are here to support you.
CSU Policy on Consensual Relationships

A CSU Employee shall not enter into a consensual relationship with a Student or Employee over whom s/he exercises or influences direct or otherwise significant academic, administrative, supervisory, evaluative, counseling, or extracurricular authority.

It is Cal Poly’s policy that faculty members or other instructional staff shall not initiate, pursue, or be involved in any amorous or sexual relationships with any student whom they evaluate or supervise by virtue of their teaching, research, or administrative responsibility.

One-on-one socializing (especially away from campus) between faculty members and students should be avoided. It is the responsibility of the faculty member, as the person with the most power in this situation, to maintain appropriate boundaries.
Faculty Code of Ethics

• Faculty demonstrate respect for students as individuals and adhere to their proper roles as intellectual guides and counselors.

• They avoid any exploitation, harassment, or discriminatory treatment of students. They acknowledge significant academic or scholarly assistance from them.

• Contact the Office of Academic Personnel ([tbisbee@calpoly.edu](mailto:tbisbee@calpoly.edu)/805-756-2844) with any concerns about faculty/staff leader conduct.

Contact the Office of Academic Personnel

(tbisbee@calpoly.edu) 805-756-2844

academic-personnel.calpoly.edu
Learn by Going

Bon voyage! We wish you safe travels.

- Cari Moore, Cal Poly International Center Director
cmoore36@calpoly.edu

- Monica Schechter, Study Abroad Associate Director
mschecht@calpoly.edu

- Sara Otis, Study Abroad Coordinator
sotis@calpoly.edu

- Nayree Barnett, Study Abroad Coordinator
nbarne01@calpoly.edu

- General Email: international@calpoly.edu
Additional Information

CAL POLY GLOBAL PROGRAMS

Cal Poly Global Programs offer Cal Poly courses taught by Cal Poly faculty in a variety of global destinations! Travel with fellow Cal Poly students and earn Cal Poly credit toward your major, minor, or GEs.
Prior to Departure

Pre-departure responsibilities for CPGP Faculty Leaders also include:

- Complete the International Travel Authorization Process. This includes the Travel 1A form, Insurance Request, and Traveling with Devices forms and other online forms. Arrange to receive a travel advance via direct deposit.

- When booking your flight, please use Giselle’s Travel, if possible (http://www.gisellestravel.com/).

- Collaborate with the CPIC and the service provider to hold pre-departure orientations and to distribute arrival instructions.

- Connect students with a Facebook Group, weChat, or other social media platform. Establish a buddy system among participants.

- Verify that students have valid passports and visas (if applicable), have secured their international air travel and provided their flight information, and know how to contact you via phone and email.

- Pay for insurance coverage for any travel companions or dependents that will accompany you.
Prior to Departure

- Complete the tasks in your online portal (abroad.calpoly.edu). Enter your date of birth in your ‘profile’ so that you can electronically sign documents.
  - Read the CPGP Handbook
  - Sign the CPGP Faculty Leader Agreement
  - Read the Global Health & Safety Plan and complete the online Training Module
  - Read the Travel Companion Policy and complete the companion form
  - Enter your travel information online
While Abroad

- Upon arrival, remember to email globalprograms@calpoly.edu to let us know that you and all of the students have arrived safely.

- Every week: send a brief email update to globalprograms@calpoly.edu. The email should be a brief narrative update (paragraph or bullet points) that includes the week’s highlights and lowlights, any issues or challenges, and any other updates or itinerary changes.

- Provide us with your cell number.

- Use the excel Expense Tracker to record any pre-approved expenditures for which you would like to be reimbursed after the program.

- Contact us with any questions or concerns -- we are here to support you.
Upon Return

- Log into your online portal at abroad.calpoly.edu.

- Within 10 days: Submit your excel Expense Tracker and receipts for any pre-approved expenses for which you would like to be reimbursed. Receipts should be submitted as a single PDF, with all receipts appearing in chronological order.

*Only expenses that are listed in the program’s approved budget are eligible for reimbursement.* Each program is different, but these approved faculty expenses typically include:
  - round-trip airfare (including baggage costs and airport shuttles)
  - local transportation costs
  - cell phone plan/minutes
  - housing (unless arranged by the service provider)
  - meals based on a set per diem rate (No receipts needed. On longer programs, faculty are expected to have kitchen facilities and prepare meals)
  - academic supplies, miscellaneous program-related expenses

**NOT ELIGIBLE FOR REIMBURSEMENT:** Alcohol, gifts, personal travel, expenses related to dependents or spouses/partners, or *any items not included in the pre-approved budget*

CPIC will prepare a Travel Expense Claim on your behalf. You may be asked to provide written justifications for any questionable expenditures.
Upon Return

• Within 30 days: Complete the Post Program Report online. This report provides an insider’s perspective on the relative success of the program. In the report, you will be asked to comment on the following topics:

  • Pre-program planning, recruitment, and marketing
  • Orientations (Pre-Departure and Arrival)
  • Academic program including course design
  • Field experiences and excursions
  • Academic resources, including classroom facilities, library facilities, etc.
  • Language classes (if applicable)
  • Relationship with on-site Service Provider / Host University
  • Housing accommodations (student and faculty)
  • Health and safety incidents and analysis of response
  • Suggestions to improve the program in the future

- If applicable, submit an online proposal to lead your program again next year.
Learn by Going!

Cal Poly Global Programs offer Cal Poly courses taught by Cal Poly faculty in a variety of global destinations! Travel with fellow Cal Poly students and earn Cal Poly credit toward your major, minor, or GE.

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