PROGRAM LEADER PREPARATION WORKSHOP

CAL POLY INTERNATIONAL CENTER
In Today’s Workshop:

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

→ Opportunities for discussion in each section

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.
Program Leader Responsibilities
Program Leader Responsibilities

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.
Program Leader Responsibilities

Know your resources

Bookmark this page: abroad.calpoly.edu
> Faculty Opportunities
> Faculty/Staff Resources
Program Leader Responsibilities

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.
Program Leader Responsibilities

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/805-756-2844) with any concerns about faculty/staff leader conduct.
Program Leader Responsibilities

CSU Policy on Non-Discrimination

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.
Program Leader Responsibilities

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.
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.
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?
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.
Program Leader Responsibilities

Safer - Sexual Assault Prevention and Response

Watch the student orientation video (4:35): https://vimeo.com/213574473/b81e41e6b8
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.
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.
Pre-Departure Preparation
Pre-Departure Preparation

Moving 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., mosquito bite prophylaxis for Zika virus, malaria, etc.; tap water potability; HIV risks; etc.).

- Emphasize the importance of behavior and good decision-making. The number one factor for injuries and fatalities of U.S. students abroad is behavior (e.g., riding in taxis without 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

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.
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

Risk Management

- 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

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

- **Contact the Office of Academic Personnel.**
- 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

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., student misconduct, inappropriate behavior, absenteeism, etc.)
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

- novel experiences
- honeymoon phase

- stimulus overload
- grouchy mood

- negative reactions
- us vs. them thinking

- declined functioning
- feeling drained

- extreme feelings
- acting out
Encourage students to **bridge** rather than **block**:

- Notice when you are being defensive or impatient. Relax and stay positive.
- Remember to give, not just take. You are a guest in the host country.
- Be open and curious about others.
- Remember that others have positive intentions and are not “out to get you.”
- Move towards acceptance. Remember that adaptation is a **process**.
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
Health and Wellness

- Program Leaders are not trained medical or mental health professionals. They should not intervene in medical or mental health situations for which they are not trained.

- Instead, they should avail of existing resources both with the on-site service provider and at the home institution.

- Program Leaders 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

Resources for wellbeing support

- Consultation with Cal Poly Counseling Services
- Appointment with local counseling services
- CSU Red Folder for Assisting Students in Distress
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.
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

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.

### Global Health & Safety Committee

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number(s)</th>
<th>Email Contact</th>
</tr>
</thead>
<tbody>
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<tr>
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</tbody>
</table>

As needed:
- Brian Hult
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  - Phone: (805) 756-1787
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- Janice Manzo
  - Title: Associate Budget Director
  - Phone: (805) 756-2663
  - Email: jmanzo@calpoly.edu
- Brian Gnannt
  - Title: Director Equal Opportunity / Title IX Coordinator
  - Phone: (805) 756-1400
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- David Harris
  - Title: Executive Director of Campus Health and Wellbeing
  - Phone: (805) 756-1211
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- Keith Humphrey
  - Title: Vice President for Student Affairs
  - Phone: (805) 756-1621
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- Matt Lazier
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- Mayree Barnett
  - Title: Study Abroad Advisor
  - Phone: (805) 756-7331
  - Email: mbarnett@calpoly.edu

### Global Health & Safety Committee Resources

- HHS Embassy for Appropriate Country
  - Disease announcements or travel warnings: http://travel.state.gov
- Center for Disease Control & Prevention
  - Medical emergency or disease outbreak: http://www.cdc.gov

November 2017
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.
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

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?
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
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- Nayree Barnett, Study Abroad Advisor
nbarne01@calpoly.edu
- General Email: international@calpoly.edu
Additional Information

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 GEIs.
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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