

The background of the slide features a light green topographic map with contour lines, primarily visible in the upper left and right corners.

International Group Leader WORKSHOP

Winter 2024



CAL POLY
International Center

Welcome & Introductions

International Center

- Who we are and what we do

Group Leaders

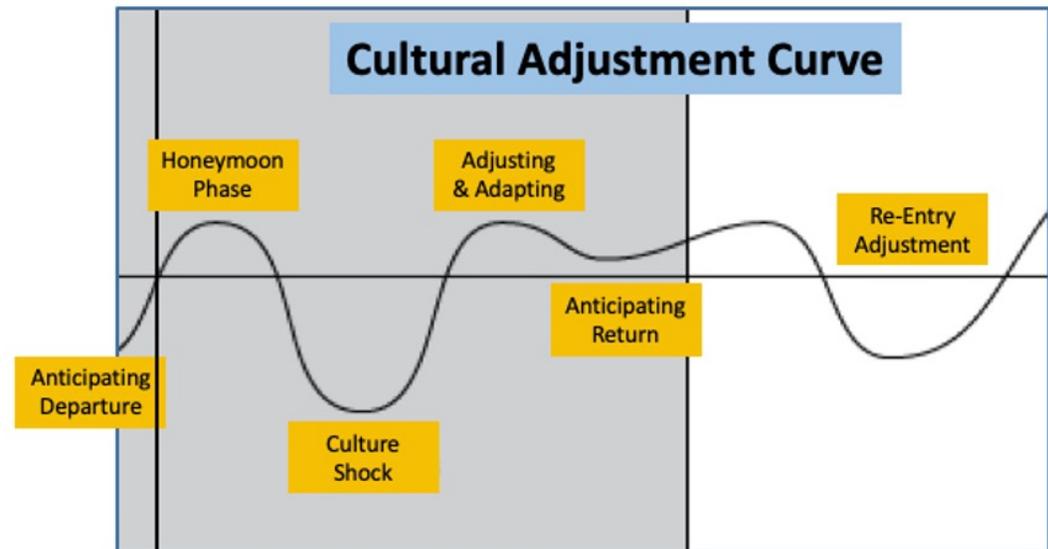
- Your name, department, and upcoming group trip
- Your level of experience leading students abroad



In this workshop

We'll take a journey along the **cultural adjustment curve**, exploring resources every step of the way.

This workshop is interactive, with several opportunities to **share best practices, consider options, and discuss scenarios.**



NOTE: This workshop complements the International Group Leader Canvas Course.

PRE-DEPARTURE

Pre-Departure

Set expectations for good communication.

- Cell phones, group text apps, emergency contact info
- The Buddy System, meeting points
- How can students reach you? How should they inform you of side trips?
- What are your communication expectations about absences?
- How can technology help your group connect during pre-departure?

SHARE/CONSIDER/DISCUSS Which communication tools and habits will **YOUR** group use?



Pre-Departure

Emphasize *preventative* measures related to health and safety.

- Refer to the country-specific information on the CDC and State Department websites.
- Inform students about required/recommended vaccinations, tap water potability, HIV risks, traffic and pedestrian safety, weather conditions, ocean/water safety, food safety, bug bite prophylaxis, and any other destination-specific health and safety concerns.
- Convey the importance of **behavior and good decision-making**. The top factor for injuries, incidents, and fatalities of U.S. students abroad is **behavior**, *often combined with alcohol/drugs*.

SHARE/CONSIDER/DISCUSS What are the top health and safety risks for YOUR destination?

Pre-Departure

Talk about SEX with your group.

- Your students will likely be using dating apps to meet locals while abroad, even prior to arrival.
- Sometimes the concept of ‘consent’ can be lost in translation. Emphasize healthy boundaries.
- Encourage personal safety. Meeting in public places during the day is best—and bring a friend!
- Ask students to tell at least one other member of the group if they are meeting up with someone new.



Pre-Departure

Talk about ALCOHOL with your group.

- If students are of legal age in the host country, they are typically permitted to drink alcohol on programs abroad.
- Set clear expectations for responsible alcohol use. Inform the students that drinking in excess is *not* acceptable. Let student know it is OK not to drink, even if others are drinking.
- Remind students that their behavior is subject to the conduct code, and that there could be repercussions for poor behavior in the host country and also through Cal Poly OSRR.



SHARE/CONSIDER/DISCUSS How will YOU set expectations for your group around alcohol use?

Pre-Departure

Talk about **DRUGS** with your group.

- Research if cannabis and/or other illicit pharmaceuticals are legal or readily available in your destination country.

cannabislegality.com

greenhealthdocs.com/countries-where-weed-is-legal/

- Outline clear consequences for drug use, and be prepared to enforce the rules you set.



SHARE/CONSIDER/DISCUSS Is cannabis legal for medical or recreational use in your destination country? Is it decriminalized?

Pre-Departure

Provide opportunities for students to self-disclose any concerns.

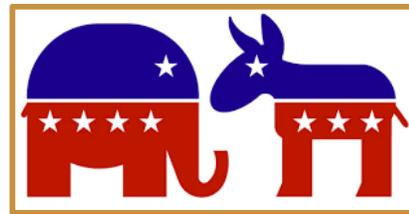
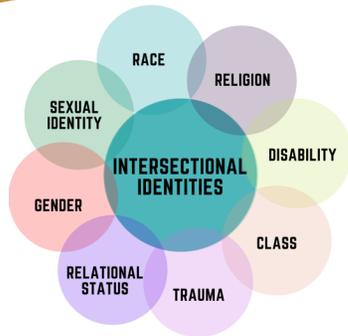
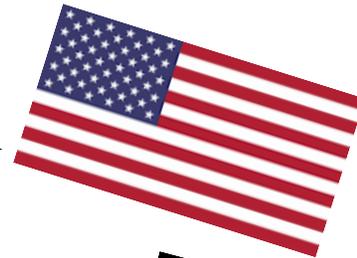
- Encourage your students to share any concerns or special needs with you in advance, so that you can support them.
- Be aware that a significant percentage of the students on your program may be on prescription medications or have mental health or chronic health conditions.
- Give students a variety of ways to reach you.
- Open communication NOW can prevent a crisis LATER.



Pre-Departure

Talk about the **IDENTITIES** students are bringing with them abroad.

- Students may face discrimination based on their identities, which can impact their cultural adjustment. Create **brave spaces** for open, honest, safe, curious discussions.



Pre-Departure

Set the tone for INCLUSIVITY.

- Everyone is welcome. Everyone belongs. Everyone matters. Everyone is worthy of being respected and understood.
- Offer support to underrepresented students. Study abroad can be challenging for racially and ethnically diverse students, students with disabilities, low-income students, LGBTIQ+ students, first-generation college students, students with diverse religious identities, neurodiverse students, students with chronic illness, and others.

SHARE/CONSIDER/DISCUSS Which students in your group might face particular challenges? How can you best support them?



Pre-Departure



Support students with disabilities.

- We may *not* discourage students with disabilities from participation in study abroad. However, we must be frank about known challenges (e.g., lots of walking, getting into boats, crossing natural terrain, no air conditioning in student housing, frequent power outages, no elevators in many buildings, etc.).
- Students with disabilities should be able to make informed decisions about whether your program is appropriate for them. They may not be able to get the same accommodations abroad as those they receive here on campus. Open communication and planning are key.

SHARE/CONSIDER/DISCUSS How might your program pose access challenges for students with disabilities?

Pre-Departure

The more you do now, the better things will be later.

- How many and what type of pre-departure meetings will you hold?
- In what ways will you foster group cohesion and community prior to departure?
- How can your service provider and the International Center assist you with pre-departure preparation?



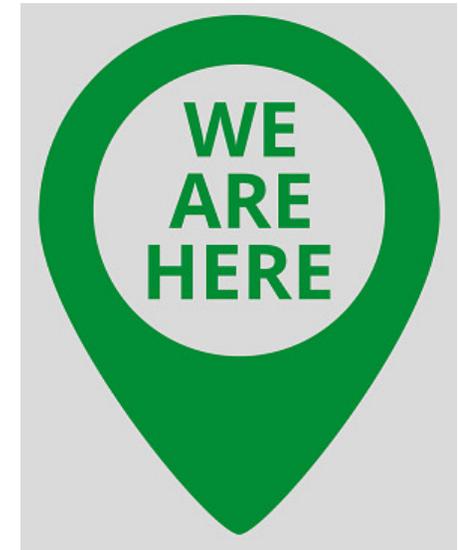
SHARE/CONSIDER/DISCUSS How will YOU prepare your group for success?

ARRIVAL

Arrival

It is your responsibility to...

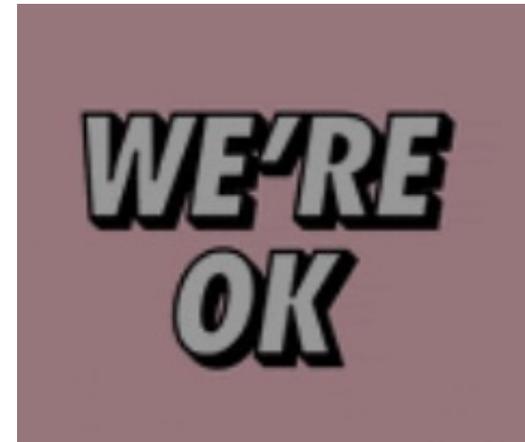
- Ensure that everyone has arrived safely.
- Provide an on-site Orientation and revisit the expectations you set prior to arrival.
- Make sure that students let their parents and loved ones know they have arrived safely.
- Make sure everybody gets settled in and begins adjusting.
Please take care to ease students through the emotional high of arrival.



Arrival

Be a good communicator upon arrival and during your program.

- Let the International Center know that you and your students have arrived safely.
- Email your Coordinator a quick update every 1-2 weeks.
- Proactively contact the International Center any time there is an issue that may affect the students' safety (e.g., terrorist attack, earthquake, shooting, subway bombing, etc.) to confirm that everyone is safe and accounted for.



Arrival

Key policy reminders:

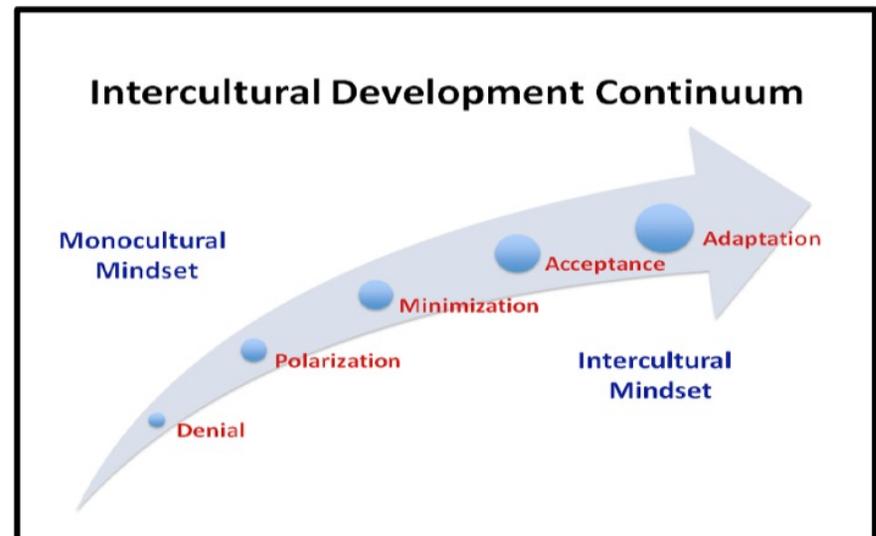
- Individuals who are not registered for group travel are **not** allowed to participate in your program. Please enforce this policy. Contact the International Center with any questions or concerns.
- Group Leaders are expected to be on site for the duration of the program. Any requests for exceptions need to be evaluated and approved.
- Please track students' personal travel on free days and weekends (it is ok to ask your service provider for help with this).



Arrival

Help your students adjust.

- Help students understand where they are on the Intercultural Development Continuum.
- Guide students towards embracing an Intercultural Mindset.



Arrival

Engage your students in ethical service learning and community involvement.

- Connect with local experts, guest lecturers, non-profit organizations, and student groups.
- Decolonize your study abroad program by exploring the topics of privilege, systemic oppression, class consciousness, power dynamics, ambassadorship, and impact.



SHARE/CONSIDER/DISCUSS How will you engage your group in ethical community involvement?

EFFECTIVE LEADERSHIP

Effective Leadership

After the initial high, students may experience a new low.

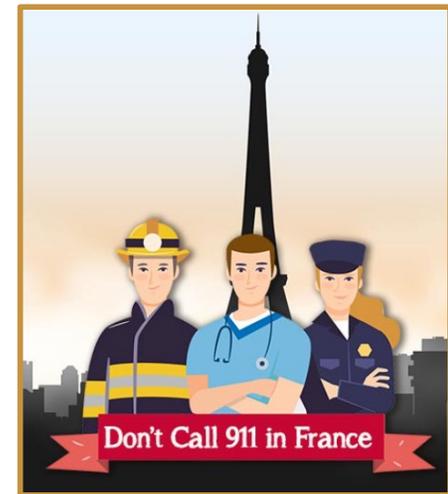
- Watch out for symptoms of culture shock, such as irritability/grouchy mood, negative reactivity, overstimulation, decreased functioning, feeling drained/fatigued, social withdrawal, “us vs. them” judgements, extreme emotions, acting out, risk-taking, etc.
- Be aware that conflicts, incidents, and crises may arise during the culture shock period.



Effective Leadership

Practice ongoing care of students' physical health, safety, and wellness.

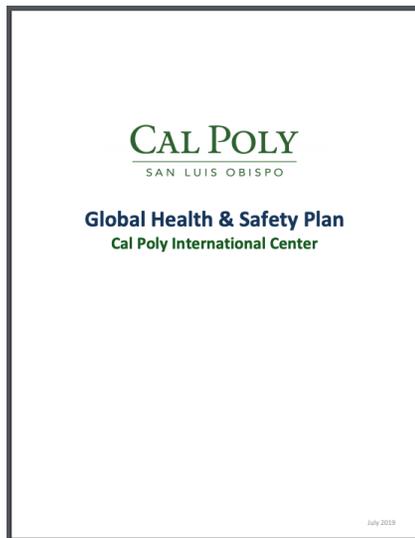
- Be informed about the location of local clinics and hospitals.
- Be prepared to encounter common outpatient issues (gastrointestinal, chronic illness, flu/virus, COVID, injury, etc.)
- Know the local equivalent of 911
worldpopulationreview.com/country-rankings/911-by-country
- Group Leaders are *not* trained medical or mental health professionals. Do not intervene in medical or mental health situations for which you are not trained. Instead, work with the on-site service provider, local resources, insurance, and Cal Poly.



Effective Leadership

Know your resources!

Go to abroad.calpoly.edu



The screenshot displays the website for the Cal Poly International Center. The navigation menu on the left includes links for HOME, Study Abroad, Faculty/Staff Opportunities (circled in orange), International Travel, Register International Visitor, High Hazard Countries, and International Students. Below the menu are sections for Announcements and Study Abroad Workshops & Events. The main content area is titled "FACULTY/STAFF RESOURCES" and includes a sub-header "Resources for International Group Leaders". Two main resource boxes are visible: "Pre-Departure Training Resources" which lists the "INTERNATIONAL GROUP LEADER WORKSHOP TRAINING MODULE: CRISIS PREPAREDNESS, PREVENTION, AND RESPONSE" and the "CPGP MARKETING TOOLKIT FOR FACULTY LEADERS"; and "Health, Safety, and Risk Management" which features a prominent yellow button for the "International Center Incident Report Form" with a "SUBMIT AN INCIDENT REPORT" link, and lists resources like the "CAL POLY GLOBAL HEALTH & SAFETY PLAN", "NAFSA RISK ASSESSMENT AND CRISIS MANAGEMENT", and "CSU TRAVEL INSURANCE INFORMATION & TRAVEL ASSIST INSURANCE CARD".

Effective Leadership

In a crisis, use the **24-hour Campus Police line** to reach the **Assistant Vice Provost of International Programs**, who will convene the **Global Health and Safety Committee** members as needed.

Cal Poly Police Department
(805) 756-2281
police@calpoly.edu

Global Health & Safety Committee			
Contact List 2023-24			
Name	Title	Phone	Email
24 Hour Line	University Police	(805) 756-2281	police@calpoly.edu
Dean of Students - <i>after hours</i>	Dean of Students	(805) 821-1262	deanofstudents@calpoly.edu
Nilay Gami	Director of Environmental Health & Safety	n/a	ngami@calpoly.edu
David Groom	Assistant Dean of Students	(805) 756-2794	dgroom@calpoly.edu
Tina Hadaway-Mellis	Assistant Vice President, Campus Health & Wellbeing	(805) 756-1211	theadaway@calpoly.edu
Debi Hill	Associate Vice President of Student Affairs, Disability Resource Center Director	(805) 756-5752	dhill@calpoly.edu
Maren Hufon	Director Equal Opportunity / Title IX Coordinator	(805) 756-1400	mhufon@calpoly.edu
George Hughes	Assistant Vice President for Public Safety, Chief of Police	(805) 756-6675	grhughes@calpoly.edu
Keegan Kobert	Public Affairs - Academic Affairs	(805) 756-5062	kkobert@calpoly.edu
Andrea Lawson	Director, Counseling Services	(805) 756-2511	alawso07@calpoly.edu
Matt Lazier	Director of Media Relations	(805) 756-7109	mlazier@calpoly.edu
David Lee	Emergency Services & Business Contingency Manager	(805) 756-7264	dlee250@calpoly.edu
Judy Mitchell	Associate Director, International Students & Scholars	(805) 756-5837	jumitche@calpoly.edu
Mike Morgan	Manager of Risk and Administration	(805) 756-6755	mmorga35@calpoly.edu
Sara Otis	Senior Study Abroad Coordinator	(805) 756-7321	sotis@calpoly.edu
Joy Pedersen	Dean of Students	(805) 756-6749	jmpeders@calpoly.edu
Patricia Ponce	University Ombuds	(805) 756-1380	pponce@calpoly.edu
Kara Samaniego	Assistant Director of Wellbeing, SAFER	(805) 756-2221	ksamani@calpoly.edu
Stacey Shimizu	Assistant Director, Study Abroad, International Center	(805) 756-7523	stshimiz@calpoly.edu
Cari Vanderkar, Ph.D., <i>Chair</i>	Assistant Vice Provost for International Programs Cal Poly International Center	(805) 756-2945 (805) 756-1477	cvander@calpoly.edu
Robin Webb	University Legal Counsel	(805) 756-5530	
Ricardo Young	Medical Director	(805) 756-5256	ryoung@calpoly.edu

Effective Leadership

Respond to crisis situations, then report.

- Please report incidents after taking steps to deal with initial needs on the ground. Use the **Incident Report Form**.
- Report the full spectrum of incidents – from minor issues (e.g., a students 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). Please also report all COVID events.
- Use the form liberally. It is the appropriate method to document any issues that were encountered abroad.

The screenshot shows a web-based form titled "Incident Report - Cal Poly Global Programs". At the top, there is a progress bar with four stages: "Start", "Next", "Next", and "Complete". The "Start" stage is currently active. The form itself is titled "INCIDENT REPORT" and contains the following fields:

- Today's Date: Month, Day, Year (with a calendar icon)
- Report created by (Cal Poly employee name): Text input field
- Cal Poly email: Text input field
- Cal Poly international contact number: Text input field
- Location of Study/Travel Program (city & country): Text input field
- Location of Incident (city & country): Text input field
- Type of Incident: Dropdown menu (currently set to "- None -")
- Date of Incident: Month, Day (with a calendar icon)

At the bottom left of the form, there is a "Next Page >" button.

Effective Leadership

Be able to assist students with insurance claims.

- You can contact the insurance provider about where to receive various types of care abroad.
- In most cases, students will be expected to pay up front for services, then file for reimbursement. It is best to file claims prior to returning to the U.S.
- All travelers are encouraged to maintain their primary medical coverage during study abroad.

The image shows a document titled "Travel Assistance Program" from ACE American Insurance Company. It includes contact information for 24-hour access, a list of services provided (such as medical referrals, travel arrangements, and security assistance), and instructions on how to use the services. It also contains a disclaimer and login information for a web-based system.

ACE American Insurance Company
(A Stock Company)
Philadelphia, PA
(Please call in U.S. Only)

Travel Assistance Program

ATTENTION
In the event of a medical emergency call ACE's Travel Assistance Services immediately

24-Hour Access
1-855-327-1414 Toll-Free
1-630-694-9764 Direct Dial

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

When you call ACE's Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person.
2. Covered Person's name, age, sex and policy number.
3. A description of the Covered Person's condition.
4. Name, location, and telephone number of hospital.
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached.
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

ATTENTION
Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-855-327-1414; or direct dial at 1-630-694-9764.

ACE TRAVEL ASSISTANCE PROGRAM

Organization: **California State University RMA**
Policy Number: **ADD N6489872**
Assistance Provider: **AAA Assistance USA, Inc.**

AAA provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

Effective Leadership

Refer students with issues or concerns to the Ombuds.

- Patricia Ponce, the campus Ombuds, is a resource for students even when they are on study abroad.
- The Ombuds office is a safe place for students to seek assistance in resolving any university-related issue, concern, conflict, or complaint.
- All Ombuds communications are confidential, informal, impartial, and independent.



Effective Leadership

Breathe, Think, Respond.

- **Scenario 1: Mental Health**

A few weeks prior to departure, you notice concerning behavior from one of the students in your group. It comes to light that they are no longer taking their regular medication for a mental health condition. How could you best support this student and what actions could you take in the pre-departure phase related to the wellbeing of the entire group?

- **Scenario 2: Medical Concern**

One of your students informs you right before an out-of-town excursion that they are ill and may need to seek medical attention. How might you manage this situation?

- **Scenario 3: Political Unrest**

There have been some recent political uprisings and protests in the region where your group is traveling. What are some contingency plans you want to build out in case the unrest continues and/or transportation routes are affected during your program? What resources could you tap into?

SHARE/CONSIDER/DISCUSS How can you prevent and respond to these challenges abroad?

Effective Leadership

Encourage good behavior. Student misconduct can disrupt the group dynamic and diminish everyone's experience.

- Misconduct abroad should be treated the same as misconduct at Cal Poly. Employ your best professional and personal judgement at all times. Consult the International Center as needed.
- Group Leaders are responsible for dealing with student conduct issues. Typically, managing issues through verbal and written warnings is sufficient. Be sure to document your actions.
- If a conduct issue warrants dismissal from the program, consult with the International Center and OSRR before taking action.

Actions have consequences.

Effective Leadership

SHARE/CONSIDER/DISCUSS How could you respond to the following misconduct incidents?

- **Scenario 1: Bullying**
One student harasses, bullies, cyberbullies, or fights with another student who is nonbinary. How do you deal with students who aren't getting along with each other?
- **Scenario 2: Drunk**
A student shows up drunk to an excursion. How can you deal with this?
- **Scenario 3: Arrested**
You find out that a student gets arrested for buying street drugs. How could you respond?
- **Scenario 4: Destructive**
One student lets you know that several other students threw a birthday party and completely trashed their hotel room. How can you follow up?

Effective Leadership

Discourage high-risk activities.

- For insurance purposes, Group Leaders must **disclose any high-risk activities** well before departure.
- High-risk activities include scuba diving, rock climbing, skydiving, car racing, bungee jumping, rappelling, whitewater rafting, motorcycling, snowmobile riding, jet skiing, parasailing, adventure sports, working with heavy machinery, and more.
- Accidents and incidents that happen **while students are intoxicated** may in some cases not be covered by insurance.



Effective Leadership

Inform yourself about gender- & power-based violence prevention and response.

- People who harm others are most often acquaintances to the survivors, not complete strangers. However, that changes when abroad.
- Inform yourself about prevention and response to gender- & power-based violence on the Safer website: safer.calpoly.edu.
- Because you are a mandated reporter, you can offer a student “privacy” and “discretion” but not *confidentiality*.



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

Effective Leadership

Support and empower survivors of violence.

SHARE/CONSIDER/DISCUSS SAFER Scenario: You have noticed that a student in your group has recently become disengaged from group activities and classes. You decide to check in with them after having noticed this change in behavior.

They share with you that they recently had a non-consensual sexual experience with someone they met on Tinder. The person they met was a local, and your student ended up meeting them at a pub/bar and then going to their apartment. The incident started out as consensual, but the other person crossed some lines and ignored your student when they expressed that they weren't comfortable and didn't want to do certain things.

Your student feels like the incident was their fault because they went back to the other person's apartment, and they are angry with themselves for not speaking up more and getting out of the situation before things happened that they weren't ok with. They don't want to file a report and just want to put the experience behind them, but they are struggling to get past what happened. ***How might you support this student (and everyone in your group)?***

PREPARE FOR RETURN

Prepare for Return

Prepare your students to navigate Reverse Culture Shock with self-awareness and self-compassion.

- **Reverse culture shock** is the emotional and psychological distress suffered by some people when they return home after a period of time abroad.
- Raise awareness about the often unexpected difficulty of readjusting to the culture and values at home after study abroad.



SHARE/CONSIDER/DISCUSS How will you connect with your group to integrate their experiences abroad after your program has ended?

Prepare for Return

Encourage your students to connect with international opportunities!



- Consider arranging a social get-together for past participants.
- Select a few 'student ambassadors' to help you promote next year's program.

Reminder: CONCUR Training

- Faculty leading groups abroad are required to attend a supplemental training to learn how to smoothly navigate the Concur travel authorization process.
- Date / time / location TBA

Mike Morgan from Risk Management, Stephanie Albright from PolyTravel & Nieko Lopez from Strategic Business Svcs will review Cal Poly travel policies for international travel and answer questions about using the Concur Travel Card.

BON VOYAGE! TRAVEL SAFELY & HAVE FUN.

- Cari Vanderkar, Assistant Vice Provost, International Programs
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- Sara Otis, Senior Study Abroad Coordinator
sotis@calpoly.edu
- Ingrid Almaguer, Study Abroad Coordinator
ialmague@calpoly.edu
- Jessica Michelsen, Study Away Coordinator
jmiche05@calpoly.edu

