

CAL POLY GLOBAL PROGRAMS

FACULTY HANDBOOK



Table of Contents

Introduction	2
Responsibilities of the Cal Poly International Center	2
Prior to Departure	2
During the Program.....	3
After the Program	3
Responsibilities of Faculty	3
How the Faculty Leader Role Differs from an On-Campus Faculty Role	3
Prior to Departure	4
During the Program.....	4
After the Program	5
Responsibilities of Service Providers	5
Academic Issues	6
Travel Pre-Authorization and Reconciling Expenses	7
Before Your Program.....	7
After Your Program	8
Health, Safety, and Security Issues	8
Liability and Risk Management: Responding to Crises Abroad	9
Crisis and Risk Management Checklist for Faculty Leaders	10
Mandatory Reporting: Clery Act and Title IX	11
Clery Act: Location, Location, Location	11
Title IX: Who and What – But Not Where	11
Key Points for Mandatory Reporting.....	11
Pre-Departure Orientation (required)	12
On-site Orientation (required)	13
Disciplinary Rights and Procedures for Study Abroad Programs	13
Cal Poly Global Programs Alcohol Policy	14
Early Withdrawal and Dismissal Policy	14
Student Ombuds Services	15
Faculty and Program Staff Conduct	15
A Note on Alcohol Use.....	15
Sexual Harassment	16
Internet Resources and Additional Reading Materials	16
CSU Executive Orders	17

Introduction

Welcome to your role as Faculty Leader of a Cal Poly Global Program. Cal Poly Global Programs are operated as a partnership between the Faculty Leader(s), the International Center staff, and in-country Service Providers. In a world ever more connected – not just by technology, but also by a global economy, worldwide flows of knowledge and information, and problems on a planetary scale – the goal of educating our students to become global citizens has never been more important. Cal Poly Global Programs are one of many ways in which we proudly embrace our status as an international university – a mission compelled by sociopolitical, economic, environmental, humanistic, and ethical concerns.

The importance of your role in leading your program is worth emphasizing. Just as the program will be one of the most valuable components in your students' university experience, it will also be one of the most rewarding and challenging undertakings of your professional life, whether this is your first or your tenth time leading a program abroad. Moreover, your role as a faculty member who leads a student group abroad is integral to the success of the program.

The purpose of this handbook is to provide an overview of the roles and responsibilities of each of these partners. The success of the program ultimately depends on a strong collaborative relationship and on all partners doing their jobs well. By participating in this program, you are accepting the roles, responsibilities, and conditions outlined below.

Responsibilities of the Cal Poly International Center

The International Center administers short-term study abroad programs that offer academic credit. The programs are planned and organized in collaboration with Service Providers and/or in-country Partner Universities. The International Center is the responsible Cal Poly administrative unit. The responsibilities of the International Center include, but are not limited to:

Prior to Departure

- Recruit faculty
- Work with faculty to recruit students
- Assist faculty in marketing the program (supported by the IGEE Marketing Team)
- Maintain the program's official website and other official materials
- Review course proposals and the academic program with the International Programs Committee
- Process student applications and post-acceptance requirements
- Screen applicants for minimum GPA and disciplinary records and, where records exist, decide whether to deny applications or to proceed with a behavioral contract in place
- Lead Pre-Departure Training for faculty (in-person and online versions are offered)
- Share responsibility for the Pre-Departure Orientation for students (general information)
- Negotiate and arrange contracts with Service Providers
- Create and administer the program budget
- Work with appropriate Cal Poly administration offices related to budget, contracts and procurement, and risk management
- Monitor U.S. State Department alerts and health and safety issues and convey pertinent information to appropriate administrators

- Collaborate with faculty on itinerary, adapted course curriculum, and program budget
- Coordinate state accounting travel forms with faculty

During the Program

- Work with Service Providers to arrange and/or troubleshoot logistics for faculty and students
- Continue to monitor U.S. State Department alerts, health and safety issues, and convey pertinent information to appropriate administrators
- Act as lead stateside contact in crisis intervention, coordinating all communication among the designated program leader(s) and other faculty, participants, Crisis Response Team, and other administrative offices
- When conducting an on-site program evaluation, attend Cal Poly classes, language classes, and planned program excursions and meet with Service Provider staff and Cal Poly faculty and students

After the Program

- Collect student program evaluations
- Reconcile program accounts with faculty within ten days of end of programs
- Consult with faculty and receive their Post-Program Reports

Responsibilities of Faculty

How the Faculty Leader Role Differs from an On-Campus Faculty Role

You will find that your role as Faculty Leader in a Cal Poly Global Program varies considerably from your role as a faculty member on campus. When teaching on campus, you generally do not have to concern yourself with what students do outside of the classroom. While abroad, you are an instructor and mentor in the usual senses but are also an on-site manager of the program and a representative of Cal Poly. In many ways, your actions will shape the quality of the students' study abroad experience.

In a university-sponsored program, there are potential legal liabilities that affect the Service Providers, the university, and possibly even you individually. It is important that you are engaged and responsible and that you adapt and respond to the situation as conditions demand. Here are a few things to consider:

- This may be the first international experience for some students. They may experience culture shock, homesickness, and other emotional issues.
- Students may experience a financial crisis if their debit/credit cards are lost, stolen or expired, or if they did not budget well and are out of money.
- Students may experience health problems and need your assistance finding care.
- Crises and problems do arise in this particular context. Some real Cal Poly examples include: serious illness and accidents that required early return, a death in the family of a student while abroad, sexual assault, a coma from overconsumption of alcohol, robbery, general strikes, and political unrest. While hundreds of thousands of American students travel abroad every year without incident, these examples are given to illustrate the enormous difference between teaching abroad and teaching at home.

Faculty Leaders serve in the additional role of **Resident Director (RD)** while on-site. The RD is the chief on-site staff member who manages the program on a day-to-day basis, and the RD is also expected to fulfill the pastoral care duties usually assigned to Student Life and Residential Life staff on the home campus. A

successful RD must enjoy working with students, possess administrative skills, have the ability to work collaboratively with Cal Poly international staff, and be able to adapt to changing situations on the ground. Faculty Leaders must be comfortable advising students and taking disciplinary action when necessary. Diplomatic skills are required to establish good relations with representatives of host-country institutions and agencies. The RD may be asked to handle some program funds and also to work with the Service Provider(s) to maintain program cohesion. The Faculty Leader will report back weekly to the International Center via email. The role of Faculty Leader encompasses the role of RD as well as the academic role.

The responsibilities of all Faculty Leaders may include, but are not limited to:

Prior to Departure

- Prep and teach course sections (if there is a pre-departure course)
- Advise and mentor applicants and prospective applicants
- Work with the International Center staff to understand program and budgetary management
- Promote the program in your classes and in those of your colleagues
- Lead and present or co-present at scheduled Information Sessions
- Create and maintain the program's unofficial promotional materials (possible examples include: a Facebook page or group, a Twitter feed, etc.)
- Provide a syllabus and reading list to students at Pre-Departure Orientation
- Share responsibility for Pre-Departure Orientation for students (program-specific information)
- Ensure that travel documents are completed as instructed
- Complete the online Crisis Preparedness and Response training module, and review the Crisis Response Plan
- Complete all pre-departure faculty requirements listed in your account at abroad.calpoly.edu.

During the Program

- Work with the International Center to administer the on-site program
- Work with the host institution and/or Service Provider in the event of a crisis or medical emergency. Faculty Leaders may also work with in-country U.S. government offices and officials in some instances.
- Communicate with the International Center via e-mail with *weekly* program updates. In programs with multiple Faculty Leaders, all faculty report to a single designated individual, who collates all of the comments into a single weekly report for the IC, or they may rotate the duty.
- Foster positive group dynamics. When issues occur (and they will), faculty must react thoughtfully to ensure the group remains calm. The most important thing is for the Faculty Leader(s) to maintain a calm and rational demeanor (no matter how they actually feel) in order to model the best response for students and maintain their fullest confidence.
- Coordinate the preplanned program excursions and field experiences with Service Providers by reconfirming meeting times, locations and trip itinerary
- Resolve student disciplinary issues in conjunction with the International Center. The Office of Student Rights and Responsibilities helps determine what action, if any, will be taken.
- Respond to health and safety emergencies and submit an [Incident Report](#) when an event occurs that impacts a student's health or safety or when student behavior negatively impacts the student or other participants
- Require students to email the Faculty Leader and/or Service Provider with their itinerary if they plan to travel away from the study site during free weekends and open time

- Travel with the group during the all program excursions and if applicable, participate in service learning projects
- If applicable, monitor language classes by ensuring students are enrolled in the class they registered for and that students are attending. If students, through testing, are moved into a new class, the CPIC must be informed
- Oversee all payments and receipts of program-related funds for local excursions and guides (where applicable)
- Keep accurate financial receipts for end-of-program accounting using the International Center expense tracking sheet provided. Official exchange rate is determined by using the services of [OANDA Currency Converter](#). The official exchange rate is calculated by adding the exchange rate at the start date and end date of the program and dividing by two

After the Program

1. Reconcile program funds
 - Within 10 days of program completion, the Faculty Leader will submit to the program supervisor a detailed statement of revenues and expenditures on the template provided, together with the receipts. If you will not be on campus within 10 days of the end of the program, you must make arrangements in advance.
2. Submit a Post-Program Report that identifies particularly strong areas and problem areas of the program within 30 days of program. This report provides an insider’s perspective on the relative success of the program. Please be prepared to address these topics in the Post-Program Report:
 - Pre-program planning
 - Recruitment and promotion efforts and their results
 - Orientation programs (pre-departure, arrival, and ongoing)
 - 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 and/or Host University
 - Housing accommodations (student and faculty)
 - Health and safety incidents and analysis of response
 - Suggestions to improve the program in the future

Responsibilities of Service Providers

The International Center uses on-site Service Providers to help administer Cal Poly Global Programs. Each program has one or more providers that will unburden faculty with respect to many of the logistical aspects of the program. Roles vary, but each Service Provider is responsible to assist Cal Poly during emergencies and medical situations and to provide on-site faculty and student orientations. Service Providers are there to answer questions about a host of issues from local areas to visit (and avoid), how to make copies and print needed documents or tests, and what to do in the event of a participant illness. Most of the providers also assist us in planning local excursions. You will be informed in more detail about your specific program when you meet with the International Center staff member. International Center staff members can provide information on currently approved Service Providers.

Academic Issues

Faculty Leaders must maintain the academic integrity of the Cal Poly course(s) offered in Cal Poly Global Programs.

1. **Academic Credit:** Students are required to take the classes offered on the program. The credit load may range from 4 to 18 units, depending on the duration of the program.
2. **Unit Load Requirements:** Courses taught abroad must have the same number of contact hours as on-campus courses. However, courses can and should be adapted to the country and study abroad context. While abroad, Faculty Leaders are encouraged to use a more experientially based approach to learning (Learn by Doing and Learn by Going). These programs have been designed with the idea that a significant portion of your contact hours will involve activities such as guided excursions, walking tours, museum visits, performances, guest lectures, fieldwork, and/or service learning. Course work may involve less lecturing and reading, but more experiencing, interacting, discussing, and processing. Faculty Leaders should use the location as a living laboratory, carefully linking course objectives and learning outcomes with country- and region-specific issues whenever possible.

Please keep in mind that a more experiential approach to teaching does not mean less academic rigor. Students can actually learn more while studying abroad because they are observing and experiencing the topics firsthand. Also remember that, while abroad, students experience stresses and time constraints that do not occur on campus. You will need to help them manage their schedules and energy levels by appropriately adapting your course material and workload to the learning context.

3. **Course Syllabi:** Syllabi should be available *prior to departure* so that students can make informed decisions about their courses, purchase required texts, and conduct any required library research while on campus.
4. **Grading Policies and Attendance:** Clear expectations for each course should be included in the syllabus and announced again at the beginning of the program. Attendance is mandatory to all classes taught on the program, and records should be kept. The Faculty Leader should be aware of student attendance and immediately discuss attendance issues with the students involved.
 - This is particularly important for programs with a language component. The Faculty Leader will monitor attendance.
 - Note that attendance problems may be associated with culture shock or other stress.
5. **Grade Reports:** If the program completion date is similar to that on campus, Faculty Leaders should follow regular Cal Poly procedure for submitting grades. If the program completion date is different from the normal academic calendar, Faculty Leaders must make alternate plans with their college deans for submitting final grades. On language programs, the Faculty Leaders must ensure that language grades are submitted to the program supervisor so that the department chair of Modern Languages and Literatures can record the grades.
6. **If in Doubt:** Faculty Leaders may contact the International Center staff for assistance.

Travel Pre-Authorization and Reconciling Expenses

The Cal Poly International Center works with [Travel Services](#) to process travel advances and reimbursements for Cal Poly Global Programs and to ensure that disbursements are made in compliance with federal, state, and CSU policy.

The International Center works with the Faculty Leader(s) and Service Provider(s) to complete the program budget. Faculty Leaders will be provided with a copy of the program budget, which may include faculty expenses for housing, per diem, airline tickets, cell phones/minutes, and miscellaneous program expenses. Faculty Leaders must receive pre-approval prior to completing any program-related purchases, such as airline tickets.

Before Your Program

The International Center will complete a Travel Pre-Authorization Form (Form 1A), documenting the Faculty Leader's budgeted expenses and cash advances. Travel advances are given 30 days prior to departure but, with authorization from the International Center, Faculty Leaders may purchase airfare earlier.

Housing

- Faculty Leaders will be compensated for single-occupancy accommodation for the duration of the program. If Faculty Leaders choose to live in a larger dwelling to accommodate family members, partners, etc., then the individual faculty members will be responsible for the additional costs.
- For programs that are 30 days or longer, Faculty Leaders will live in accommodations that include a kitchen.
- For programs of 29 days or less, Faculty Leaders may live in a hotel or other itinerant accommodation. Please note: CSU policy dictates that Cal Poly pays or reimburses for travel expenses that are ordinary and reasonable, not extravagant, and necessary to conduct official university business. The federal housing allotment is intended to be an "up to" amount and not a guaranteed amount.

Per Diem

- For programs lasting 30 days or longer, Faculty Leaders will receive 30% of the [federal per diem](#) for the location(s) of the program.
- For programs lasting 29 days or less, Faculty Leaders may receive the federal per diem for the location(s) of the program. Please note: the federal amount is an "up to" amount and not a guaranteed amount.

Airline Tickets

- Faculty Leaders are encouraged to use Concur to purchase international airfare; the International Center will supply the faculty members with the appropriate account numbers.
- Alternately, faculty can purchase airline tickets online using a personal credit/debit card. Tickets should be purchased using the most economical option available (see discount travel websites on the [Fiscal Services](#) website) while adhering to the [Traveler's Responsibilities](#).

Cell Phone and Minutes

- Reimbursements for cell phone expenses will vary by program.

Miscellaneous Program Funds

- For some programs, the International Center approves program funds to pay for certain program expenses that cannot be covered via a wire transfer (e.g., gratuities for excursion guides, honoraria for guest lecturers, etc.).
- Use of these funds by the Faculty Leader must be carefully coordinated with the International Center.

After Your Program

The Travel Expense Claim Form (Form 262) must be completed with the International Center with 10 days of the Faculty Leader's return. Faculty Leaders will work with the International Center to reconcile funds, using the expense tracking sheet provided to document all expenses. Faculty Leaders must keep receipts for all program expenses (except the per diem). Receipts must be maintained in chronological order.

Allowable expenses (as detailed in the budget)

- Per diem
- Housing
- Airline tickets
- Cell phone/minutes
- Ground transfer and local transportation (taxis, buses, and /or trains)
- ATM and other bank fees (only for those carrying program funds, and only when withdrawing or spending such funds)
- Program supplies (any required supplies, goods, or copies needed for the program)

Expenses not allowed

- Alcohol
- Gifts (note: gifts provided by the International Center may be allowed)
- Personal travel (travel that occurs before and/or after the program and is not necessary for the program business)

The International Center will use the [Oanda Currency Converter](#) to determine the official exchange rate. If you have expenses that were subject to a bank-specific exchange rate, you must provide documentation.

Health, Safety, and Security Issues

Cal Poly takes a proactive and preventative approach that informs and educates students. We want to make students aware of what they are likely to encounter so that they can make informed choices about their participation. The International Center staff and the Faculty Leader share the responsibility for monitoring conditions affecting students' safety.

Cal Poly cannot eliminate all risks associated with study abroad. Pre-departure and on-site orientations, both printed/online and in-person, contain information for faculty and students about health and safety issues related to the program. Adherence to these recommendations, along with appropriate behavior and caution can prevent many crisis situations. Decisions regarding program itineraries are made based on information from the U.S. State Department, in-country Service Providers, and previous and present faculty. Cal Poly is prepared to make changes on short notice should a situation arise in country that causes serious concern.

Many crises affecting U.S. students overseas arise from lack of preparation, misconduct, or carelessness. Other problems occur when students experience social, political, or natural circumstances beyond their control. Both the International Center and the Faculty Leader(s) should inform students about the potential risks associated with study abroad and about university procedures in case of a crisis. Students should be given practical advice on how to avoid potentially dangerous situations.

Non-traditional destinations sometimes involve increased health risks, from diarrhea to more serious illnesses such as malaria. Pre-planning is the best prevention. Participants receive detailed information in writing as to what the risks are and how they can be avoided, including immunization information and tips for personal first-aid kits.

All CSU faculty and students participating in Cal Poly Global Programs must have ACE USA International Travel Assistance. ACE USA covers routine and emergency medical services. The International Center purchases ACE USA for all participants on Cal Poly Global Programs, paid from the program fee revenues. Faculty Leaders must be able to provide students with information on how to submit a claim. Students and faculty need to be aware that there is a deductible. Updated insurance information is provided prior to departure.

Faculty Leaders should consult the [Center for Disease Control and Prevention](#) website prior to international travel. This website details health and safety issues for each country.

Liability and Risk Management: Responding to Crises Abroad

The President of Cal Polytechnic State University charges the Director of the International Center with the responsibility of coordinating the management of emergencies affecting participants in study abroad programs. The California State University (CSU) Risk Management Policy ([CSU Executive Order 715](#)) addresses recommended practices for all off-campus activities, including the development and operation of study abroad programs.

Cal Poly students can, and occasionally do, encounter severe difficulties that bring about a crisis situation for them, for the international program, and sometimes for their parents and for Cal Poly as well. Crises can become daunting situations for the Faculty Leaders, with all of the variables involved and the challenge of trying to communicate long-distance. Getting accurate information is difficult even in close proximity to the crisis situation; there is great potential for confusion. Individuals in charge may not be informed immediately, or may not have complete information, especially in the case of an individual crisis, or if students are separated from each other. It may take some time before the program becomes fully informed about the incident.

The crises that affect Cal Poly students require a response in at least two locations: where they occur abroad, and in the U.S. on the home campus. Perhaps the most critical information that needs to be gathered and shared between stateside and on-site staff is the range of skills and services that are available on-site. Once all information has been gathered, Cal Poly's Crisis Response Team meets and implements its crisis management action plan.

Conditions Requiring Crisis Management and Response

1. Serious illness, injury, or death
2. Emotional or psychological stress that requires professional attention
3. Crime including robbery or theft or significant assets, assault, sexual assault, harassment
4. Student(s) accused of having committed a crime
5. Social unrest or political instability
6. Natural disasters
7. Any other situation that is deemed threatening to the health and/or safety of the Cal Poly Global Programs group

Crisis and Risk Management Checklist for Faculty Leaders

Faculty must prepare for the event of an emergency. Faculty must read and complete the following training. If you still have questions or concerns after the training, please contact an International Center staff person.

Prior to departure faculty must do the following:

1. Prior to attending the in-person faculty training session led by the International Center, complete the training called **Crisis Preparedness and Response: Training Module for Cal Poly Global Program Faculty Leaders**.
2. Read and understand the Crisis Response Plan and Crisis Response Plan Contact List.
 - a. The **Crisis Response Plan** is in place in the event of an emergency. Everyone involved with the program (Faculty Leaders, students, the International Center staff, and university administrators) must know the person(s) to contact in the event of an emergency.
 - b. The **Crisis Response Team Contact List** provides you with the pertinent contact information.
3. Know whom to contact at Cal Poly and on-site in the event of a crisis.
4. Keep the institutional responsibility to a minimum. Do not promise anything because the more responsibility you accept, the more liable you become (i.e. 'in loco parentis').
5. Model good judgment with regard to alcohol use. Alcohol may not be purchased with Cal Poly/ CSU Funds for personal or group events.
6. Follow all standard CSU regulations concerning behavior with students, even if the setting is outside the classroom. It is vital that faculty exercise great care and judgment in dealings with students. Matters of particular concern are any violation of trust or of privacy of the students by unauthorized sharing of information; any act, which is, or could be construed as, sexual harassment; or any discriminatory act reflecting bias based on sex, age, race, ethnicity, sexual orientation, gender identity, real or perceived disability, or religious belief.

Mandatory Reporting: Clery Act and Title IX

Much like faculty involved in their regular roles on campus, Faculty Leaders of Cal Poly Global Programs, during all program meetings and activities (both on campus and on site), are considered Campus Security Authorities (CSAs) and are therefore subject to mandatory reporting requirements of federal and state laws. There are two main laws that must be considered: the Clery Act and Title IX. In any case, use the [Incident Report Form](#) to route the report through the International Center.

Clery Act: Location, Location, Location

The federal Clery Act was enacted to ensure that, when certain kinds of crimes occur in or within the immediate surrounds of buildings and spaces controlled by universities, students are informed about the incident officially by the university through a campus crime alert. The aim is to give students timely information about criminal activities so that they may take action to protect themselves. The Campus Police and the Dean of Students manage the alerts centrally. Thus, you as a CSA are **not** required to determine when public reporting is necessary, nor do you need to send out the official alert yourself (though, in some cases, you may also want to send your own warnings to students in your role as Faculty Leader). Clery is specific to campus-controlled and campus-adjacent geography (including in the study abroad setting) and to certain crimes:

- Applies to all physical spaces under any degree of our control (housing for you or students, classroom/lab/studio spaces, etc.). In large facilities of which we ever use only a portion, it applies to the portion (e.g., floor) that we use plus all public areas (stairwell, elevators, lobbies, etc.). When in doubt about space, report!
- Applies only during the official program dates each year/cycle
- ***It does not matter who perpetrates the crime or who is the victim.*** ALL crimes of the types listed below must be reported if they occur in the spaces we control during our program dates, even if all parties involved are not participants in our program. Crimes to report include:
 - Violent crimes: murder/manslaughter, robbery (not theft of an unoccupied purse or laptop, but in-person robbery including muggings), aggravated assault, sexual assault, domestic violence, dating violence, and stalking
 - Certain felony property crimes: burglary (break-ins), motor vehicle theft, arson
 - Six specific hate/bias crimes: race, religion, gender, sexual orientation, ethnicity, and disability
 - Student arrests, violations, and conduct referrals: alcohol, drugs, weapons

Title IX: Who and What – But Not Where

In addition to Clery Act-related reporting, Faculty Leaders are also mandatory reporters for Title IX-related incidents. Title IX involves the reporting of crimes related to sexual misconduct and has to do primarily with periodic published reports of all reported sexual crimes that involved Cal Poly students, faculty, staff, and visitors to campus (including program sites abroad). Details of Title IX include:

- Applies to all instances of sexual assault, sexual misconduct, and sexual harassment, including domestic violence, dating violence, and stalking.
- Applies ***to all instances involving Cal Poly students, staff, faculty and visitors***, but it applies ***no matter where the incidents occur*** – in other words, even if a student in your program experiences sexual harassment while out in a dance club during a free weekend evening, the incident is reportable because she is a program student.

Key Points for Mandatory Reporting

- Do NOT try to decide for yourself whether something is reportable or not; when in doubt, report it. Campus officials have responsibility for deciding when public alerts and/or crime statistics reporting will be necessary; it is not your role to make this determination.
- You are NOT expected to be an investigator out in search of possible criminal activities; rather, whenever you happen to hear about an incident that might be reportable, even if through hearsay (second- or third-hand), you are obligated to report what you know.

- **Reporting is time-sensitive.** **Failure to report promptly = not reporting**
- When students let you know that they want to discuss alleged sexual misconduct, you should immediately inform them that you are a mandatory reporter and that you cannot guarantee them complete anonymity or secrecy if you hear about alleged sexual misconduct (or other reportable crimes). If the student is seeking 100% discrete or anonymous assistance, they should consult the [Safer program](#) for assistance.
- To report, use the [Incident Report Form](#). Include all the details you have, even if they seem trivial. IC staff members will route the report within the university.

Pre-Departure Orientation (required)

The best ‘preventive defense’ is clear and definitive information prior to departure. Pre-Departure Orientation helps students prepare for the experience of going abroad. It improves the prospects of a successful intercultural experience by creating realistic expectations and by reducing the multitude of unknown, unpredictable factors involved in studying in another country. During the Pre-Departure Orientation, students should be given the tools for a positive study abroad experience.

Students begin by completing a series of mandatory general pre-departure modules online; the modules are required of all Cal Poly students studying abroad, regardless of program type or destination. Topics covered include: Cultural Adjustment; Gender Identity, Gender Roles and Sexuality Abroad; Health Abroad; Safety Abroad; Travel Basics; and Academic and Career Planning.

Faculty Leaders will then hold in-person, Pre-Departure Orientations to cover program and country-specific information; schedule permitting, an IC staff member will attend your orientation in order to provide assistance.

Minimum topics to be covered:

- Arrival Information: plane tickets, airport transportation, housing check-in, on-site orientation
- Passports & visas (passports must be valid for at least 6 months beyond the program end). Email a copy of your passport to yourself.
- Recommendations on purchasing airline tickets. The International Center recommends the purchase of changeable, refundable tickets
- Class schedule & program itinerary
- Communication protocols and emergency contact information (distribute Contact Info Cards)
- Setting Expectations Exercise (group discussion about what to include/not include in the program)
- The Buddy System. Local meeting point.
- 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; culture shock
- Requirement to inform the Faculty Leader via email of all travel plans outside of the program site (during weekends and free time)
- Housing, Meals, Local Transportation
- Health & safety considerations (travel.state.gov, cdc.gov)
- Use of prescription medications: take enough medication in the original containers **and** an official doctor’s note. This step is especially important if the particular medication is not allowed in the country you are traveling (e.g., many anti-depressants are used only in North America).

- Cross-cultural awareness; cultural considerations
- Weather, climate, packing
- Handling money & budgeting. Currency & exchange rate.
- Books & supplies
- Disability accommodation requests
- Using health insurance (distribute Health Insurance Cards)
- International Center multi-media outlets (#LearnByGoing: Facebook, Twitter, Pinterest, Instagram, YouTube)
- Upon Return: Returnee Conference (every Jan/Feb), Ambassador and Peer Advisor Opportunities
- Q & A

Faculty Leaders will work with the International Center to that ensure students are informed of program-specific site logistics. Faculty Leaders will provide course syllabi, required materials, and program expectations.

The International Center staff can discuss participant enrollment in the ACE USA International Travel Assistance program and how to submit a claim, as well as precautions, prevention, and assumption of risk.

On-site Orientation (required)

The on-site orientation is mandatory given the important information that students must receive regarding program details, health and safety information, and cultural adjustment topics. In most cases, the Service Provider will lead the on-site orientation, with Faculty Leader input. This orientation will assist students in developing strategies for coping with the new culture, and orienting them to the study site. Some topics that should be covered at the on-site orientation include:

- Program rules and regulations
- Proper conduct in host culture terms, as well as Cal Poly policy (faculty input)
- Information on the host country and its laws, including specific coverage of alcohol, illicit drug use, and what happens if a student commits a crime
- Great local 'hot spots': restaurants, coffee houses, museums, music venues, etc.
- Known local 'problem spots' (like clubs, bars or areas of town) that should be avoided
- Cross-cultural insights and coping skills
- Overview of the on-site Service Provider's role
- Health and medical care; procedures on how to seek medical attention
- Grading policy and program evaluation
- For language programs: expectations of attendance and class changes (changing class levels, e.g., from SPAN 102 to 103)
- Complaints and concerns and person(s) to contact
- Practical concerns (e.g., banking, ATMs, cell phones, wifi access, pharmacy/grocery)

Disciplinary Rights and Procedures for Study Abroad Programs

In all Cal Poly study abroad programs, students are subject to the rules of conduct stated in the [Cal Poly Conduct Policies](#), the Student Participation Agreement, and as set down by the Faculty Leader, the on-site staff, host families (where relevant), and other on-site officials.

Faculty Leaders and other on-site officials have the full authority of the Office of Student Rights and Responsibilities to adjudicate disciplinary violations of the rules of conduct.

When feasible, the Faculty Leader or staff person in charge should make every effort to resolve disciplinary issues informally. However, if a formal process is required, the following procedures for adjudicating violations of the rules of conduct should be followed:

1. The staff or faculty member who administers the program on-site will notify student(s) of alleged violations in writing (email is fine). Copy the International Center staff person.
2. The accused student and the Faculty Leader or staff member will meet (individually, if multiple students are accused), after the student has received the violation letter, to determine if the student violated the rules of conduct.
3. After the meeting, the Faculty Leader or staff member will determine whether or not the rules of conduct have been violated and, in consultation with the Director of the International Center, other International Center staff members, and staff members of the Office of Student Rights and Responsibilities, determine sanctions, if applicable.
4. The student will receive a decision letter (email) stating whether it has been determined that the student violated the rules of conduct and the appropriate sanctions, if any. A copy of the decision letter will be forwarded to the [Office of Student Rights and Responsibilities](#) for inclusion in the student's disciplinary file. There is no appeal process for discipline decisions in connection with study abroad programs.
5. *Faculty Leaders or staff members in charge of the administration of the program have full authority for imposing sanctions, including sending the student home prior to the completion of the class or program. In extreme cases, the faculty or staff member who oversees the class or program may, in consultation with the Director of the International Center and the Office of Students Rights and Responsibilities, immediately suspend a student from the program and send the student home at the student's expense. The decision of the faculty or staff member is final (not subject to appeal).*

Cal Poly Global Programs Alcohol Policy

On those occasions when alcohol is present during a Cal Poly-sponsored event abroad, the following conditions apply:

- A participant or guest who is deemed underage under the laws of the host country shall not be served alcohol or have access to alcoholic beverages.
- Food should be served and readily available during the time when alcohol is served.
- At events where alcohol is provided free of charge, food must also be readily available without charge and to all participants.
- Non-alcoholic beverages must be as readily available as alcoholic beverages.
- Access to the event should be limited to invited guests only.
- Guests cannot bring their own alcohol to the event.
- Cal Poly faculty and staff members should model expected behavior and work with servers of any alcoholic beverages at Cal Poly-sponsored events to ensure that students are never served too much to drink.

Early Withdrawal and Dismissal Policy

A student may leave the program prior to the group's return to California for a limited number of reasons, such as:

- The occurrence of a death or serious illness in the family.
- Illness (physical/emotional): In this instance, the student and the Faculty Leader(s) should decide on the best course of action – in some cases treatment in a neighboring country with better health facilities.
- Discipline: The Faculty Leader(s) may decide that a student's continued participation in the program is detrimental to the program as a whole, due to poor conduct. See the "Disciplinary Rights and Procedures" section above.

In all cases, an International Center staff person must be consulted before action is taken. If the Resident Director or other Faculty Leader decides that it is necessary to send a student home before the end of the program, s/he must consult with the Dean of Students and the Director of the International Center beforehand. In the case of dismissal, all expenses involved are the responsibility of the student. No refund for the remainder of the program will be issued.

Student Ombuds Services

The [Office of Student Ombuds Services](#) is a campus resource for all Cal Poly students. The Ombuds staff is committed to hearing about students' experiences, and the office offers a safe place to go for assistance in resolving any university-related concerns or complaints. All communications with the office are strictly confidential (except in rare circumstances), informal, impartial, and independent. The Ombuds staff advocate for fair processes and cooperative resolutions.

Faculty should direct students to Students Ombuds Services if students feel they have been treated unfairly or are unsure of policies and procedures.

Faculty and Program Staff Conduct

Much is said regarding student behavior when studying abroad. Often overlooked, but equally important, is Faculty Leader and program staff conduct. Faculty Leaders and program staff must adhere to all Cal Poly policies designed to protect individual's rights. Students can file grievances against faculty or program staff for inappropriate conduct.

Traveling with students and interacting with them in an informal environment presents unique challenges that can be stressful. Faculty and program staff must adhere to the Faculty Code of Ethics. Unacceptable conduct can lead to legal charges against faculty and program staff.

Some examples of unacceptable conduct of faculty and program staff while abroad may include, but are not limited to:

- Being under the influence of or using alcohol or illegal drugs
- Stealing state property or funds, or knowingly misusing state property
- The willful violation of known or written policies
- Jeopardizing the safety of persons or property

- Inappropriate relations with students
- Conducting office hours in a hotel room
- Amorous relationships with students

A Note on Alcohol Use

In many program locations, alcohol is consumed in a more social manner than in the U.S. Regardless, as a Cal Poly employee, you will be held accountable for your actions and their consequences. The consumption of alcohol and/or the results of such consumption never negate faculty and program staff's personal responsibility or accountability. It is important to keep alcohol consumption to a minimum even during what is considered free time, so that your judgment is never compromised or impaired. Moreover, you should note that, in the event of a crisis that leads to litigation, your legal immunity to liabilities may be seriously compromised if there is evidence that you were intoxicated (or had been observed consuming alcohol) just prior to or during the crisis period.

Sexual Harassment

As a Faculty Leader, you will most likely have to manage initially any sexual harassment complaints that emerge at the site, unless the complaint is against you directly. It is your responsibility to ensure that appropriate and immediate steps are taken to ensure the safety of the student and take corrective action on the student's behalf. (This fact does not mean that accused students should be penalized without process, but immediate steps may be necessary in the interim to ensure the student's safety, such as rearranging housing assignments, assigning separate seating in classrooms and on excursions buses, etc.). Faculty Leaders must consult the International Center for guidance and proper procedures. In some cases, proper responses could require the dismissal of on-site Service Provider staff and/or the dismissal of any offending students from the program. Faculty Leaders and program staff members themselves should be careful to avoid any behaviors that could be misinterpreted or construed as inappropriate conduct between faculty/staff and students. Faculty Leaders and program staff are required to adhere to Cal Poly policies on sexual harassment as found on the Cal Poly Campus Administrative Policies website. Any sexual harassment complaints should be reported to Cal Poly International Center immediately: please contact both the Director and the International Center staff person directly responsible for your program.

Other Resources and Additional Reading Materials

- [Association for Safe International Road Travel](#)
- [Center for Global Education](#)
- [Embassy.org](#)
- [NAFSA: Association of International Educators](#)
 - [Best practices resources for faculty-led programs](#)
 - [Best practices resources for risk assessment and crisis management](#)
 - [Complying with the Clery Act in study abroad settings](#)
- [Promoting Safety in Study Abroad](#)
- [State Department Travel Website: Alerts, Warnings, and Traveler Safety Information](#)
- [Travelers' Health \(CDC\)](#)
- [World Health Organization info on international travel](#)

CSU Executive Orders

Study abroad programs must follow CSU policy and procedures. Here are the Executive Orders that govern what the International Center does when sending students and faculty abroad.

- **Executive Order 715** - Delegates authority and responsibility to the campus president to implement campus risk management policies consistent with the California State University Risk Management Policy guidelines.
- **Executive Order 744** - Delegates authority and responsibility to the campus president for the development and oversight of campus-based, state-funded study abroad programs.
- **Executive Order 998** - Establishes principles for the operation of study abroad programs for California State University students. Establishes that campuses do not operate in countries where there is a U.S. State Department "Travel Warning," unless specifically excepted by the Chancellor.
- **Executive Order 1022** - In the course of cooperating with a program provider, neither a California State University campus nor any employee or agent of any California State University campus shall accept payments or other benefits in exchange for being an approved program.
- **Executive Order 1041** - All students participating in CSU-affiliated programs that require travel shall be informed in writing that participation in such programs is voluntary and that travel involves risks to personal safety that could result in damage to property, injury or death. Students participating in such travel shall be informed in writing that the CSU assumes no liability for damage, injury, or death occurring on such voluntary travel and those students undertake such travel at their own risk.

***We wish you and your students a safe and educational experience abroad.
Thank you for your continued commitment to internationalization at Cal Poly.***

Questions? globalprograms@calpoly.edu