

Risk & Responsibility

Workshop Handbook

Hope College

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*“Travel and change of place impart
new vigor to the mind.” - Seneca*

Spring 2006

RISK & RESPONSIBILITY WORKSHOP
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Common to All Definitions and Lists of Skills Relating to Global Competence and Transnational Skills Are:

- A general knowledge of one's own culture, history and people
- A general knowledge of a culture, history and people other than one's own
- Fluency in a world language other than one's own
- Cross-cultural empathy (see the world from someone else's perspective)
- A tolerance for ambiguity
- Openness / cognitive flexibility with regard to the processing of new experiences and new information
- Excellent written, oral and public speaking skills in English
- Leadership, interpersonal and group dynamic skills
- Specific knowledge and specialized training in an appropriate academic, business and/or technical area(s)

Faculty/Staff Leader Responsibilities

1. **Required**: A faculty/staff leader will accompany all off-campus programs that include students.
Consequence of non-compliance: Cancellation of program
2. **Required**: Participate in an annual Risk and Responsibility Workshop.
Consequence of non-compliance: Cancellation of program
3. **Required**: Collect an *Eligibility to Participate Form* from each applicant and clear students with the Dean of Students.
Consequence of non-compliance: Cancellation of the program
4. **Required**: Collect a *Participant's Statement of Responsibility, Release from Liability and Agreement to Indemnify* from each participating student.
Consequence of non-compliance: Cancellation of the program
5. **Required**: Collect a completed *Medical and Mental Health History Form* and a photocopy of front and back of all major medical cards. Review the forms with individual students prior to leaving for the trip.
Consequence of non-compliance: Cancellation of program
6. **Required**: In advance of departure, conduct an appropriate orientation program for all participants.
Consequence of non-compliance: Cancellation of the program
7. **Required**: Follow and use the Recommended Procedures for Emergency Notification policy.
Consequence of non-compliance: As the leader, you may be held legally liable and/or negligent for non-usage.
8. **Strongly Advised**: Consult with Kristen Gray on all flagged medical conditions (see Kristen's list of conditions; ask if unsure).
Consequence of non-compliance: You put yourself and the student at risk.
9. **Strongly Advised**: Discuss with flagged students what you should know about their medical conditions.
Consequence of non-compliance: You may not know what to do if the condition surfaces during the program.
10. **Advised**: For students who have been on disciplinary probation in the past, consult Dean Frost about possibly having the student sign the *Off-Campus Study Social Conduct & Behavior Contract*.

Student Responsibilities

1. **Required**: A participating student (and parents, depending on age) must sign and submit a *Participant's Statement of Responsibility, Release from Liability and Agreement to Indemnify* at least two weeks prior to departure.
Consequence of non-compliance: Student's participation in the program is cancelled and all non-refundable deposits and incurred costs are forfeited and/or billed.
2. **Required**: A participating student must complete a *Medical and Mental Health History Form* and provide evidence of appropriate medical insurance.
Consequence of non-compliance: Student's participation in the program is cancelled and all non-refundable deposits and incurred costs are forfeited and/or billed.
3. **Required**: In a timely fashion, a participating student must obtain all required and recommended immunizations for travel, as determined by the Director of the Health Center. The student must sign a waiver if not opting for recommended immunizations.
Consequence of non-compliance: Student's participation in the program is cancelled and all non-refundable deposits and incurred costs are forfeited and/or billed.
4. **Required**: A participating student must attend all required on-campus orientation session(s).
Consequence of non-compliance: Student's participation in the program is cancelled and all non-refundable deposits and incurred costs are forfeited and/or billed.

List of Required Forms and Procedures

1. *Eligibility to Participate Form*

- All off-campus programs require all applicants to complete the *Eligibility to Participate Form*. This form will be used to determine the student's eligibility to apply to an off-campus program.
- Each program leader is responsible for submitting a list of students in each of the three categories (never been on disciplinary probation; history of having been on disciplinary probation; currently on disciplinary probation) to the Dean of Students. This is to confirm the accuracy of students' statements and to determine students' eligibility, based on behavior, to have their program applications reviewed for admission.
- **The program leader is also responsible for noting his/her own name and program name on the list of results from the *Eligibility to Participate Form* so the Dean of Students's office will know to whom to return the results.**
- In turn, the following policy will be followed with respect to accepting students on all off-campus programs:
 - A student not currently on disciplinary probation, but who has a past history of being on probation may be accepted to an off-campus program at the discretion of the program's director, but may be required to sign an *Off-Campus Study Social Conduct & Behavior Contract*.
 - A student currently on disciplinary probation at the time of application is subject to review by the Dean of Students. Depending on the circumstances of the probation, the student may still be given permission to apply.
Note: Students on Level I probation may be given permission to apply at the discretion of the Dean of Students and in conversation with the program leader. Students on Level II probation or Withheld Suspension will generally not be given permission to apply to an off-campus program while on disciplinary probation (these are detailed in the online Student Handbook).
 - The principal concern being addressed in this process is student behavior relating to alcohol, drugs and lack of respect for others, including, but not limited to, disorderly conduct, sexual harassment, violations of the law and assault.
 - If the program leader, Dean of Students or other member of the Hope College community becomes aware of any infractions prior to the program's departure, the student's permission to participate may be revoked.

2. *Participant's Statement of Responsibility, Release from Liability and Agreement to Indemnify*

- All students participating in an off-campus program are required to sign this form. A parent must sign as well if the student is under 21 years of age.
- **Completed forms need to be returned to the Registrar's Office by the program leader.**

3. *Medical and Mental Health History Form*

- All students participating in an off-campus program are required to accurately complete this form. A parent must sign as well if the student is under 21 years of age.
- A photocopy of the front and back of all major medical cards from each participating student is also required.
- These forms should be carefully reviewed with the individual students prior to leaving for the trip.
- **The program leader should take the original forms along on the off-campus program. Copies of the forms should be left with the department secretary.**

4. *Off-Campus Study Social Conduct & Behavior Contract*

- This form is to be filled out at the discretion of the program leader and the Dean of Students. It encourages students to take responsibility for their actions. The program leader must also sign the form.
- **The program leader should keep completed forms and take them along on the program.**

NOTE: It is the program leader's responsibility to see that all of the above mentioned forms are given to the appropriate people.

These forms do NOT get returned to the International Education Office.

Recommended Procedures for Emergency Notification

Orientation information, both printed and oral, contains information for faculty/staff and students about health and safety issues related to both domestic and international travel. Adherence to this information, along with appropriate behavior, caution and common sense can prevent many crisis situations.

Decisions regarding program itineraries are made based on information from the U.S. State Department and on-site coordinators. The International Education Office (for academic year programs) and the Registrar (for May, June and summer programs) are prepared to make changes on short notice should a situation arise in-country that causes serious concern.

The International Education Office or the Registrar will not allow students to begin a program in a country for which the U.S. State Department has issued a travel warning.

1. Conditions which Suggest Initiation of Recommended Procedures

The staff of the International Education Office or the Registrar's Office shall be contacted under the following circumstances:

- A.** Serious illness, injury or death
- B.** Emotional or psychological stress that appears to require removal from the situation or professional attention
- C.** Being the victim of a crime: theft, assault, rape, harassment, etc. or being accused of committing a crime
- D.** A situation in-country that causes serious concern, i.e. political uprising or natural disaster

2. Course of Action

- A.** The Hope faculty/staff member or on-site coordinator (or student, in case of incapacity of the faculty/staff member or on-site coordinator) contacts the appropriate local authorities (i.e. police, U.S. Embassy, medical personnel) to begin the local action necessary to handle the situation.
- B.** The Hope faculty/staff member or on-site coordinator (or student) contacts the appropriate person from the Hope Emergency Contact Card. In most cases, that will be the Director of International Education or the Registrar. There may be situations when it is also appropriate to contact other persons, i.e. the Director of the College Counseling Center, the Dean of Students or the Director of Public Relations.
- C.** The Director of International Education or the Registrar is the official spokesperson to parents, officials and/or on-site coordinators for academic year programs; the Registrar is said spokesperson for May, June and summer programs. The Director of International Education and/or the Registrar will act as official spokesperson to media sources in cooperation with the Director of Public Relations.

3. International Education or Registrar Action

The staff of the International Education Office (IEO) or the Registrar will initiate appropriate procedures. The IEO or the Registrar will inform the appropriate college personnel of any situation which involves on-campus intervention in an off-campus program.

A. Ill or Injured Student:

1. For international programs where the program leader has the International Teacher Identity Card and/or the student has the International Student Identity Card, the IEO or the Registrar will contact ISIC to get them involved in evaluating the situation. Phone: (877) 370-4742.
2. The IEO or the Registrar will contact the student's parents or emergency contacts as designated by the student, to apprise them of the situation.
3. The IEO or the Registrar will contact other college personnel as appropriate.
4. The IEO will contact the Director of Public Relations.
5. If able, necessary actions will be taken: provision for necessary medical care in-country, emergency evacuation, etc.
6. Hope College will, if necessary, make funds available to cover emergency costs. Such expenses are the responsibility of the student/parents, but Hope will advance funds as needed to assure a timely solution of the situation.

B. Ill or Injured Faculty/Staff Member:

1. For international programs where the program leader has the International Teacher Identity Card, the IEO or the Registrar will contact ISIC to get them involved in evaluating the situation. Phone: (877) 370-4742.
2. The IEO or the Registrar will contact the faculty/staff member's family or emergency contacts as designated by the faculty/staff member, to apprise them of the situation.
3. The IEO or the Registrar will contact other college personnel as appropriate.
4. If able, necessary actions will be taken: provision for necessary medical care in-country, emergency evacuation, etc.
5. Hope College will, if necessary, make funds available to cover emergency costs. Such expenses are the responsibility of the faculty/staff member, but Hope will advance funds as needed to assure a timely solution of the situation.
6. If necessary, Hope will make funds and staff available to insure adequate group supervision and continuation of the program.

C. Death of Student or Faculty/Staff Member:

1. For international programs where the program leader has the International Teacher Identity Card and/or the student has the International Student Identity Card, the IEO or the Registrar will contact ISIC to get them involved in evaluating the situation. Phone: (877) 370-4742.
2. The IEO or the Registrar will contact the parents of the student, the family of the faculty/staff member or emergency contacts as designated by the student or faculty/staff member.

3. The IEO or the Registrar will contact other college personnel as appropriate, who will, in turn, contact the College's Legal Counsel.
4. The IEO or the Registrar will contact the College Counseling Center to begin appropriate counseling for other members of the group.

D. Student or Hope Faculty/Staff Member with Emotional or Psychological Problems:

1. The IEO or the Registrar will contact the College Counseling Center. The Counseling Center will be in touch with the student, faculty/staff leader or on-site coordinator to evaluate the situation and make necessary recommendations.
2. The IEO or the Registrar will contact the parents of the student, the family of the faculty/staff member or emergency contacts as designated by the student or faculty/staff member.
3. The IEO will contact other college personnel as appropriate.

E. Student or Hope Faculty/Staff Member is the Victim of a Crime or is Accused of Committing a Crime

1. The IEO or the Registrar will contact appropriate college personnel.
2. If a sexual incident is between two student members of the group or a student member and a Hope faculty/staff member, the IEO or the Registrar will contact the chair of the Sexual Harassment Policy Advocates and College policy will apply.
3. If the incident is between a member of the group and an outside party, action taken will depend on legal requirements of the host country and the wishes of the group member.
4. Hope's Legal Counsel will be contacted, if necessary, for appropriate advice.
5. If necessary, the IEO or the Registrar will contact local on-site authorities for appropriate action.
6. The IEO or the Registrar will contact the student's parents or emergency contact as designated by student.

F. Situation In-Country that Causes Serious Concern

1. The IEO or the Registrar will contact the faculty/staff member or on-site coordinators for a preliminary assessment.
2. The IEO or the Registrar will contact the U.S. State Department to receive the latest public announcements or travel warnings.
3. The IEO or the Registrar will take necessary action based on advice from U.S. State Department and on-site coordinators. This could be evacuation, moving to an embassy compound, remaining on-site and maintaining low profile or quarantine.
4. When the status of the group has been accurately determined, the IEO or the Registrar, in cooperation with the on-site coordinator or faculty/staff member will disseminate the information to appropriate parties.
5. The IEO or the Registrar will contact the Director of Public Relations.

Emergency Contact List

Registrar's Office (May, June and Summer Terms)

Jon Huisken, Dean for Academic Services and Registrar

Telephone (616) 395-7760
Fax (616) 395-7680
Home (616) 457-3569
Cellular (616) 403-2909

International Education Office

Jon Huisken, Interim Director

Telephone (616) 395-7605
Fax (616) 395-7937
Home (616) 457-3569
Cellular (616) 403-2909

Hope College Campus Safety (24 Hours)

Telephone (616) 395-7770
Fax (616) 395-7768

Hope College Counseling Center

Kristin Gray, Director

Telephone (616) 395-7945
Fax (616) 395-7181
Home (616) 396-6272
Cottage (616) 335-2740

U.S. State Department

- **Overseas Citizens Services:** (888) 407-4747 *or* (202) 501-4444 from overseas for answers related to questions concerning the:
 - Death of an American citizen abroad
 - Arrest/detention of an American citizen abroad
 - Robbery of an American citizen abroad
 - American citizens missing abroad
 - Crisis abroad involving American citizens
 - After-hours number for an emergency involving an American citizen abroad
- **U.S. State Department Switchboard:** (202) 647-4000

International Programs: Emergency Evacuation/Repatriation:

International Student Identity Card Insurance Desk

- For students, faculty/staff leaders with the International Student/Teacher Identity Card (ISIC/ITIC)

Inside U.S. & Canada (877) 370-4742

Collect from anywhere else (713) 342-4104

Operational Concepts of Duty

- Negligence
 - Negligent conduct is the careless performance of a legal **DUTY** that causes harm to another. It is the failure to act reasonably under a circumstance when you have a duty to do so.
 - Institutions and program staff can be held liable for negligent conduct.
 - An individual may be found to be negligent if a reasonable person would not have acted the same way under similar circumstances.
 - A school can be held accountable for those persons acting on its behalf, regardless of whether these agents are paid or volunteers.

- Alcohol
 - If you provide alcohol, even if at an institutional activity, you have raised your level of duty.
 - If you undertake an action for an individual who is already endangered, you have a duty to not make it worse.
 - If you take responsibility for a student who is intoxicated and put him/her to bed, you now have a duty to be sure he/she is safe and supervised.

- We are not responsible for actions of students 24 hours a day.

- *In loco parentis* (you stand in for parents(s)) disappeared in 1979. Just because they are students, you do not have responsibility for their actions.

- A behavior problem disqualifies a student from participation; only qualified students will be accommodated.

- If you are going to do something, do it well. Do the right thing, what a reasonable person would do.

Safety and Well-Being While Overseas

General Advice: Common sense goes a long way in ensuring that your stay abroad is a safe and pleasant one.

1. Obey the laws and respect the customs of the host country.
2. Be neat and tidy; dress appropriately on all occasions, PARTICULARLY when you visit places of worship. Remember that in some areas, women dressed braless and women and men wearing dirty jeans may send signals that they do not intend to convey.
3. Bear in mind that in other parts of the world, just as in the U.S., major cities have unsafe districts. When arriving in a city with which you are unfamiliar, ask the hotel desk or the information bureau in the train station or at the airport what areas to avoid.
4. Don't forget that you are a foreigner in the host country and, as such, should be wary of the opportunities otherwise available to a national. For instance, it is unwise for you to get involved in political demonstrations. Also, stay clear of black market situations such as illegal currency transactions, people offering to purchase your personal items or trying to sell you bargain airline tickets. Regarding airline tickets, be aware that the airlines will prosecute not only the sellers but also the buyers. Be wary of strangers selling merchandise at discount prices; they may be selling stolen goods.
5. Hitchhiking and the use of motorized vehicles are not recommended. Don't take unnecessary risks. Use existing forms of public transportation.

For Women

Please read the following observations from Kenyon College's Off-Campus Study Handbook:

"At the risk of sounding alarmist and at the risk of perpetuating unfair stereotypes, we urge [women] to be more careful about where you go, when you go and with whom you go... This is not to say that you shouldn't go out with men and establish relationships of various kinds with them. It is to warn you about casual encounters, possible misreading of non-verbal cues, potential real misunderstandings owing to language difficulties and inaccurate notions about American women in the minds of many... [non-American] men. One common assumption is that American women are 'easy.' Some men will harass American women though the same man wouldn't dream of treating 'their own' women in similar ways. (Italy is particularly problematic in this regard.) For the most part, such harassment is relatively harmless although extremely annoying. In many countries if you are out alone--even during the day visiting a museum, for example--your solitude may be construed as an invitation for company. You will have to be very firm if you do not wish such company. 'Please leave me alone or I'll report you to the police' is a handy phrase to know... You should also be wary of going to unfamiliar places, like beaches or parks, with men whom you don't know well. Invitations will not be lacking and rape, especially date rape, is as much a reality abroad as in the U.S."

WEBSITE: www.studyabroad.com/handbook/safety.html

The Act-TIONS Plan for Safety and Responsibility

INFORMATION:

- Informed consent: if you don't want to go knowing what can happen, then don't go.

ORIENTATION:

- Prior to departure your preparation of students must include an orientation program AND another appropriate session once you arrive on-site.

CONFIRMATION:

- Students have read information about challenges and risks of the program.
- Students will read and further research the place and culture they will be entering.
- **Students have determined, with or without professional medical and psychological help, that they are capable of enduring the rigors of the program.**
- Students will adjust their dress and behavior to suit the expectations of the program and the host culture.
- Students grant the leader the right to send them home if their dress, behavior or academic performance is deemed detrimental to the program or represents an unacceptable risk to themselves or the group.

COLLABORATION:

- The amount of involvement with on-site people will vary with each program. If you have no on-site assistance, then more responsibility clearly falls to you. Either way, you are the responsible individual.

ORGANIZATION:

- Provide students and parents with a clear program schedule.
- Know the recommended procedures to be followed in case of an emergency or other situation outlined in this document.

COMMUNICATION:

- If you need to use the recommended procedures for emergency notification, ensure you communicate appropriately.
- Ensure effective communication with students and with parents as appropriate.

INVESTIGATION:

- Check on issues that are reported to you or that you observe. Find out all details of the issue, i.e. student seems depressed, seems to be abusing alcohol, etc. Don't take anything lightly.
- Responses such as "Get over it!" are not appropriate.

DOCUMENTATION:

- Keep a journal. Record details, conversations with students, changes in itinerary.
- You cannot treat complaints – real or perceived – as if the student were on campus.
- Few students will complain that you cared too much for them.

ESCALATION:

- If a student's behavior requires a behavior contract, use it. Give it to the student, make him/her sign it, note the time and date in your journal and notify the College.
- If a student breaks the behavior contract, send him/her home.
- If a student breaks college rules or behaves culturally inappropriately, send him/her home.

ALTERATION / EVACUATION:

- What is your evacuation / repatriation plan?
- You may need to alter plans due to plane delays, closed highways, etc. Change often leads to your encountering unknown conditions. It is better to disappoint a student, than to be sued over his/her death.

CANCELLATION:

- Be sure you check on and know the conditions of the place you are going before departing.
- If it is necessary, have the guts to cancel a program and get out!

Tom Butcher's Top 10 Safety Issues for Off-Campus Study

- 1) Do the right thing.
- 2) Do *something*, rather than nothing.
- 3) Consider what a reasonable person would do and carry it out.
- 4) Consider what *can* go wrong before a program / student departs.
- 5) Disclose the dangers of a program or a destination.
- 6) Obtain signature waivers (informed consent).
- 7) Don't adopt policies / procedures that you can't / won't enforce.
- 8) Alcohol and students don't mix well. Inform students of risks, laws, penalties and responsibilities.
- 9) Prepare program directors and participants.
- 10) Involve and educate the president, provost, legal counsel, risk manager, public affairs staff, business office, health services, counseling office and any other offices associated with off-campus programs.

* Thomas A. Butcher, JD, is the University Counsel at Grand Valley State University, Allendale, Michigan 49401. He has presented at several NAFSA conferences and is currently the international resource person for the Michigan Universities Legal Consortium.

Health

Health-related problems can affect the quality of your experience off-campus. The risk of encountering serious problems is usually not greater abroad than in the U.S., but it is important to bear in mind that the changes in diet, water and climate may produce sore throats, gastrointestinal disorders and colds. You should take basic precautions to ensure your good health while off-campus.

General Information

Experts recommend the following steps before your departure:

1. See your physician for a physical and the necessary immunizations (if any). This must be done at least one month in advance of departure to allow time for immunizations to take effect.
2. Make copies of all important records (immunizations, prescriptions, etc.) and take them with you. Make sure the prescriptions are written in generic as well as brand names.
3. Take a medical kit along with you (band-aids, aspirin, gauze, sterile cleaners, a small tube of antibiotic cream, Pepto-Bismol, etc.)
4. See your dentist and complete all needed work before departure.

If you need medical help abroad, check with the on-site program director(s) for reliable doctors. If you are traveling and need a doctor, contact an American embassy or consulate. Before departure, you can contact IAMAT (The International Association of Medical Assistants to Travelers) at www.iamat.org or (716) 754-4883 for a list of English-speaking doctors abroad.

Additional Health Tips

- If you are suffering from a health condition that is not easily detected or quickly recognizable, you should secure a medic alert emblem to wear. Contact the Medic Alert Foundation at www.medicalert.org or (888) 633-4298.
- If you have special medical needs, conditions or allergies, be sure to inform your program director.
- A good guide on handling health problems while traveling is *Travelers' Health: How to Stay Healthy Abroad* by Dr Richard M. Dawood.

AIDS (Acquired Immune Deficiency Syndrome)

It is imperative to take proper precautions to safeguard oneself against the AIDS virus. A brochure, *Travel Safe: AIDS and International Travel*, has been published by the CIEE to inform international travelers about AIDS. It describes some general precautions against the virus which you can follow, regardless of where you are in the world. A copy of this brochure is available in the International Education Office.

Immunizations

As already noted, you should check with the Hope Health Clinic or your physician to see what shots or precautions are recommended in your case. Check early (at least one month in advance) to allow time for vaccinations. In addition, check out the Center for Disease Control's website specifically for travelers: www.cdc.gov/travel.

You may also call the **International Traveler's Hotline**, developed by the Center for Disease Control at (877) 394-8747 for more detailed information on vaccinations, food and water and diseases of specific areas of the world, etc. Every other year, the CDC publishes the Yellow Book, "Health Information for International Travelers," an update on vaccinations and health risks for travelers. You can purchase a copy through Elsevier, a health science book publisher, for \$24.95.

Jet Lag

Jet lag can produce conditions such as exhaustion, irritability and difficulty in making decisions. Here are some suggestions for fighting jet lag:

1. When traveling eastbound, sleep on the plane until your destination's breakfast time. Take a sleeping pill if necessary.
2. When you wake up, eat a high-protein breakfast and try to stay awake and active during the daylight hours.
3. Avoid alcohol and caffeinated beverages until your body has had time to adjust to the new schedule.
4. Melatonin is useful in falling asleep for the first three nights when traveling east.

** A highly recommended anti-jet lag diet had been developed by the Argonne National Laboratory to help travelers adjust their bodies' internal condition to new time zones. Go to the officially licensed website for more information: www.antijetlagdiet.com.

WEBSITE: www.studyabroad.com/handbook/health.html

Web sites offer travel health info

The Baltimore Sun

The Web is a useful tool for those looking for travel medicine information.

Here are a few of the many sites available:

■ International Association for Medical Assistance to Travelers (www.iamat.org).

Membership is free, and you get a directory of reputable, English-speaking doctors, hospitals and clinics in 125 countries with a set fee schedule.

■ National Center for Infectious Diseases Travelers'

Health (www.cdc.gov/travel/index.htm).

Information on health concerns and vaccinations for specific destinations. Covers everything from African sleeping sickness to yellow fever.

■ International Society of Travel Medicine (www.istm.org).

A start for people who want health information and vaccinations before their trip.

■ Travel Medicine Inc. (www.travmed.com).

The site has a world medical

guide and products like an individual water filtration bottle, plus a what-to-take checklist scary enough to keep you at home.

■ Travel Health Online (www.tripprep.com).

Detailed health advice about more than 220 countries, including crime warnings.

■ More general medical information sites like www.healthcentral.com and www.webmd.com also have good, common-sense healthy traveling tips.

Medical Emergencies

Hopefully you will not have medical problems while off-campus, but it is a good idea to be aware of insurance coverage and emergency travel assistance.

Bank Cards and Traveler's Checks

Issuers of bank cards and traveler's checks see travel assistance and insurance as a natural complement to their traditional business. American Express offers all green-card holders a worldwide 24-hour hotline to refer them to doctors and lawyers, as well as provide information on visa and inoculation requirements, for no charge. The program, called Global Assist, will also transmit urgent messages and advance funds up to \$5,000 for hospital admissions and bail and charge them to the American Express Card. Call (800) 333-AMEX for more information. (BankAmerica and Citicorp offer programs similar to Global Assist.) Platinum cardholders also get full coverage by TAI (see explanation below), including free evacuation to the U.S., if necessary. Some MasterCard banks now offer Master Assist, a travel-assistance program provided by Access America. Visa also offers travel and emergency assistance services with select cards.

The policies cost from \$15 to \$75 a week and many companies cover any travel 100 miles or more from home. Most travelers enroll on a per-trip basis, although programs also offer annual memberships. Companies tend to offer the same basic services. Most have 24-hour hotlines to help members locate an English-speaking physician. If the member isn't satisfied, the company will move the patient to a better hospital or fly him/her home. Most packages offer only a limited amount of **medical insurance**, since a victim must pay for care in cash, often in advance, and then ask her/his insurer for reimbursement. Blue Cross and most other insurance plans cover emergency care abroad, but few foreign hospitals recognize American health insurance. Medicare does not cover treatment abroad.

Travel Assistance Companies

- International SOS: www.internationalsos.com (215) 942-8000 *or* (713) 521-7611

The oldest U.S. assistance company, with over twenty years of experience, SOS offers its service any place at least 100 miles from home. SOS used to deal only with referrals and not offer insurance; however, it does now offer insurance through Signa. SOS refers members not only to medical personnel, but also to lawyers and advances up to \$1,000 to pay legal fees or fines. It provides \$250 in local currency for personal medical emergencies and advances \$1,000 to pay hospital admittance bills. Signa may refuse a person coverage because of pre-existing medical conditions, but SOS will not.

Cost for students: \$245 for up to 12 months of coverage of medical coverage, \$325 for up to 12 months of comprehensive coverage

- Travel Assistance International: www.travelassistance.com (800) 821-2828

TAI has the best price on insurance and assistance outside the U.S., but there's no coverage for domestic trips. TAI refers clients to medical centers and its insurance pays up to \$5,000 in medical

costs and unlimited transportation expenses. TAI also helps track down lost or stolen documents and luggage.

Refer to their website for an online quote.

- Access America, Inc: www.accessamerica.com (866) 807-3982

This 3-year subsidiary of Blue Cross and Blue Shield of New York and Washington DC covers any travel at least 100 miles from home. It is tailored to the elderly and college students, who are often underinsured. Besides basic services, the company pays up to \$10,000 a person and \$20,000 a family for care not covered by a member's basic health insurance. Members get up to \$1,000 if a trip is canceled, delayed or cut short because of illness. The company also pays \$300 (domestic trips) or \$500 (international trips) per person for lodging and travel expenses if a trip is delayed for 12 hours or more and \$200 if bags are delayed for 24 hours or more. The company will search for missing bags and, if they are lost, will reimburse members \$1,000 and advance cash to replace essentials. It also pays \$50,000 for loss of life or limb in the event of a plane, boat or train accident. Members are referred to U.S.-trained doctors affiliated with medical centers.

Refer to their website for an online quote.

****NOTE: Most students are covered by their parents' / guardians' insurance policies for an off-campus program. Have your students check with their insurance companies for eligibility and what insurance forms might be needed.**

WEBSITES: www.studyabroad.com/handbook/health.html
www.studyabroad.com/handbook/legal_iss.html

Illegal Substances

According to U.S. State Department reports, more than 1,000 U.S. citizens are arrested abroad each year on charges related to the use or possession of drugs. It reminds Americans that:

“The global war on drugs has stimulated many countries to stiffen their penalties for drug violation. Penalties may include lengthy prison sentences without parole. Sentences for possession or trafficking can range from 2 to 25 years. In some countries, such as Turkey, Egypt, Malaysia and Thailand, conviction may lead to a life sentence or even the death penalty.

Many Americans assume that they are immune from prosecution under foreign laws. **In fact, once an American leaves the United States, constitutional rights no longer apply...**”

DO NOT, under any circumstances, use or possess illegal substances (marijuana, hashish, cocaine, heroin, etc.). DO NOT associate with people who are involved in drug-related activities. The U.S. State Department warns travelers "to be particularly wary of anyone who asks them to carry a package or drive a car across a border." It further advises those who have to take medication containing a narcotic to keep the medication in its original container and carry a certificate from their doctor explaining their need to take the medication.

WEBSITE: www.studyabroad.com/handbook/legal_iss.html

Other Resources

Hope College Handbook of Selected College Policies

www.hope.edu/student/development/policies/handbook

Hope College Sexual Harassment Policy

www.hope.edu/sexualharassmentpolicy

Hope College International Education

www.hope.edu/beyondhope

Hope College Study Abroad Orientation Handbook

www.hope.edu/beyondhope/offcamp/study_abroad_handbook.pdf

Embassy Registration

You are encouraged to register with the U.S. embassy or consulate when you are traveling abroad for over one month. Free online registration can be found at the U.S. State Department's travel home page: travel.state.gov. At the bottom left, click "Registration with Embassies" or go to: www.travel.state.gov/travel/tips/registration/registration_1186.html

Health and Nutrition

www.studyabroad.com/handbook/health.html

Center for Global Education Safeti Clearing House

www.globaled.us/safeti

For issues related to travel and safety in general and/or in particular countries consult the following sites:

U.S. State Department Travel Warnings and Consular Information Sheets

travel.state.gov

Center for Disease Control (CDC)

www.cdc.gov/travel

Colleges Tell Students the Overseas Party's Over

August 23, 2004

By Greg Winter

It was embarrassing enough when an Eckerd College trip overseas celebrating the glory of Europe last winter culminated in a group of students' sampling too much of the local vintage, insulting the residents and keeping guests at their hotel awake with their drunken revelry.

But after another student on one of Eckerd's overseas excursions studying human rights and diplomacy decided to settle a political disagreement with his fists less than six months later, the college had had enough.

As students begin shipping out for their semesters abroad this week, reform is in the air. Like many other colleges across the nation, Eckerd, a small liberal arts college on Florida's Gulf Coast, is taking aim at what it calls the boorish behavior that occasionally makes the ugly-American stereotype a reality.

While students were scrambling for visas this summer, Eckerd was revamping its paperwork, tacking on a contract in which students sign a pledge "to behave in a mature, responsible manner." If they do not, they face sanctions or fines, and can even lose the right to return to campus.

"We'd been so fortunate," said Diane Ferris, director of international programs at Eckerd, which sends a bigger portion of its students abroad than any other college in the nation and has rarely encountered serious problems. "I've always known that the time would come when I'm not going to be so fortunate anymore."

Fears of terrorism notwithstanding, more American students are expected to study abroad this year than ever, fueling campus-based hopes of a generation with a truly global perspective. But the more popular excursions have become, the more colleges have also begun to worry about the misadventures of their students overseas, a group so large that many educators refer to it as the nation's unofficial diplomatic corps.

Indeed, with at least 160,000 students overseas each year - more than twice as many as a decade ago - many college officials argue that they are exporting drunkenness, misconduct and other trouble to an unprecedented degree, prompting an industry-wide overhaul of policies and practices.

In June, for example, the Forum on Education Abroad, an association of more than 200 colleges and universities, urged institutions to adopt behavior standards that would stop some troublemakers from going abroad - and bring others home.

"Consciousness and concern about student behavior is at an all-time high," said Carl A. Herrin, a consultant who is the incoming chairman of the study-abroad committee for Nafsa: Association of International Educators, one of the industry's primary professional groups. "As study abroad

becomes more mainstream, the issues we have been dealing with on campus begin to become more prevalent overseas."

Colleges are loath to talk about the trouble their students either cause or find themselves in while studying abroad, citing the threat of privacy lawsuits. Moreover, college administrators say, the majority of students are well behaved. Still, there is no shortage of problems, and in dozens of interviews, officials recounted recent missteps of their students overseas with both humor and disdain.

There were the Americans in Amsterdam who used their dorm-room windows to dispose of their trash, raining it down on passers-by. Or the ones in Spain who got into a knife-and-stick fight with locals.

Then there are the students who trash hotel rooms in their best rendition of a rock band on tour, who get arrested in Central America for carrying drugs and then become indignant about it, or who disappear from classrooms for weeks on end because the party scene elsewhere was more alluring.

"I had two students in Asia who decided that they would drop beer bottles on passing cars," said Joseph L. Brockington, associate provost for international programs at Kalamazoo College in Michigan. He added: "We are hearing from our associates overseas, 'We're tired of this. We're not going to do this anymore. Don't send us your troublemakers.' "

College officials say that the sheer number of students abroad is contributing to heightened pressure from insurance companies and university lawyers to avoid problems. And the nature of study abroad itself is changing.

Whereas the typical student once immersed himself or herself in a foreign culture, often studying the language and society for years before going, today's excursions are often quick group tours that require little knowledge or appreciation of the countries on the itinerary.

"We're very clearly starting to get into the kinds of students who, a few years ago, wouldn't have considered going abroad at all," said James Buschman, senior associate director for international programs at Syracuse University. "We're seeing nursing majors, business majors, engineers. They may not have a great awareness of the current events of the world or, for that matter, even of the geography of the world."

Overseas, some administrators say, the shift is notable. The mere suggestion of an outing to a museum can elicit a chorus of groans among students on short excursions, said Wenda Focke, a resident adviser for Americans studying at the University of Erlangen in Germany. But the local brews, she said, are always studiously examined.

"They just have the idea of having fun, making joy, and so that's a big difficulty," Ms. Focke said. "They behave totally differently than students staying a semester."

Most incidents, college administrators say, stem from drinking, as they might on a college campus in the United States. Mishaps can happen anywhere, but administrators say they are particularly

wary of destinations in English-speaking countries like Australia and England because they are more likely to attract students who have no language expertise or interest in foreign culture.

Colleges have responded by tightening the disciplinary strings. Eckerd, for example, is convening a panel to decide whether one errant student will be allowed back in class this fall. And Middlebury College in Vermont now places all the grades students earn overseas on their transcripts.

"That will eliminate the student who goes to Australia and just hangs out on the beach and drinks beer," said David Macey, director of off-campus study at Middlebury. "It will probably clean up virtually all hats."

George Washington University is getting the message to freshmen that misdeeds on campus might prevent them from going overseas. Similarly, Wofford College, a small liberal arts college in South Carolina, is asking students to provide two letters of recommendation and to write an academic essay, which may be sent back for a rewrite if it does not pass muster.

"I used to have a democratic approach, thinking everyone should go," said Ana Maria Wiseman, Wofford's assistant dean and director of programs abroad. "But now I'm leaning toward putting a few intellectual hoops for people to jump through." She also discourages students from picking programs that send Americans overseas in packs, she said, because "if there are too many Americans in one place, usually that underscores bad behavior."

Even more common is the tried and true method Chatham College, a women's college in Pittsburgh, has put in place. Before its sophomores are allowed to go abroad, they have to take an entire course, for credit, to prepare for the journey.

"We scare the hell out of them before they go," said Karen S. Goldman, Chatham's acting director of international programs. "I meet with them at the very beginning and sit down with them and tell them the kind of trouble that they could be in if they misbehave."

Rather than resent it, some students say they appreciate the extra scrutiny, in part because when one student acts out it often detracts from the entire group's experience.

"If people can't behave themselves, they should go home," said Abby L. Greenwell, a senior at Eckerd, who says she has cringed on trips overseas when fellow students lived up to the image of the ugly American. "It's contrary to what our trips are about. It's embarrassing."

While some misdeeds may merely be the kind of pranks for which college has long been romanticized, the same behavior overseas can have serious consequences. A group of Americans with Semester at Sea was hauled off to jail in Vietnam a few years ago after getting drunk and jumping off a bridge into a river. Another Semester at Sea student was arrested in the former Yugoslavia for getting into a relatively minor traffic accident.

"One of the issues that we face in study abroad is that when students travel overseas, they don't realize that they don't bring U.S. protections with them," said Les McCabe, chief operating officer

with the Institute for Shipboard Education, which runs the program. "They assume that they are immune to what may be draconian laws overseas."

To prevent such conflict, study-abroad programs have resorted to some unusual measures, occasionally making demands on students that blur the line between enforcing standards and stepping into a student's personal affairs.

While studying in Russia, for instance, one student was asked by her study-abroad program to sign a behavior agreement in which she pledged not to confront and argue with commuters on the subway who disagreed with her about gay rights. Another student, who had a communicable disease, was told she would be sent home if she did not change her sexual behavior.

Beyond the threat of dismissal, there is another trump card that some study-abroad programs are increasingly willing to play: parents. Though the students are frequently over 18, and therefore entitled to some expectations of privacy, the administrators of some programs say they will no longer hesitate to notify parents of their children's misadventures.

"We'd much rather be on the end of a privacy lawsuit," Mr. McCabe said, "than faced with a parent who wasn't notified that their child was in trouble in a foreign country."

<http://www.nytimes.com/2004/08/23/education/23college.html?ex=1094251021&ei=1&en=4288cca535150441>