POLICY GUIDE

for Program Leaders
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EMERGENCY CONTACT PHONE NUMBERS
International Programs has on-call staff members at all times during all summer and spring break programs.

In the case of an emergency, first call the local emergency number (ex. 911) before contacting International Programs.

In the case of an emergency or urgent matter during the hours of 8am-5pm EST, call 850.644.3272 or toll-free 1.800.374.8581.

In the case of an emergency or urgent matter after business hours and on holidays, call 850.644.1742. If no answer, call 850.644.2335. If no answer, call the FSU Police Department at 850.644.2335.

For non-emergency medical or judicial concerns, please email Chris Carroll ccarroll@fsu.edu or Lou Blenman lblenman@fsu.edu.
STUDY CENTER PROGRAM LEADER RESPONSIBILITIES
Program Leaders in a study center location are responsible for:

• Assisting in the promotion and marketing of the program
• Attending a fall marketing meeting with their IP Program Coordinator
• Preserving the safety of the program participants (students, faculty members and guests) in the event of a major crisis and in everyday activities
• Recognizing any issues with their students and contacting the appropriate study center staff member promptly
• Knowing the safety and emergency plan of the study center and assisting in its execution
• Reporting to and working with study center staff members on issues pertaining to Student Conduct Code violations
• Leading all program operations with the assistance of study center staff
• Attending all social/cultural events and academic excursions planned and budgeted for the program with their students
• Being available to students by phone
• Attending the pre-departure orientation with their students and IP Program Coordinator
• Attending a faculty orientation before departure with IP staff
• Arriving no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program.
• Attending an on-site orientation at the study center
• Ensuring that high academic standards are in place for their program, including meeting contact hour requirements
• Assisting the study center staff in any way that is deemed necessary

NON-STUDY CENTER PROGRAM LEADER RESPONSIBILITIES
Program Leaders in a non-study center location are responsible for:

• Assisting in the promotion and marketing of the program
• Attending a fall marketing meeting with their IP Program Coordinator
• Preserving the safety of the program participants (students, faculty members, and guests) in the event of a major crisis and in everyday activities
• Serving as a liaison between the Tallahassee International Programs Office and host country government officials and providers of services
• Developing the safety and emergency plan prior to student arrival and directing its execution
• Enforcing the Student Conduct Code
• Leading all program operations
• Attending all social/cultural events and academic excursions planned and budgeted for the program with their students
• Being available 24/7 by phone
• Attending the pre-departure orientation with their students and Program Coordinator
• Attending a faculty orientation before departure with IP staff
• Attending a final meeting with their Program Coordinator before departure
• Conducting an on-site orientation with students upon arrival
• Ensuring that high academic standards are in place for their program, including meeting contact hour requirements
• Arriving no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program. If a non-study center program is running for the first time, it is typically two days before the start of the program.
• Financial record keeping of program expenses
• Attending a debrief meeting with their IP Program Coordinator after the program
LIAISON RESPONSIBILITIES
Program Leaders in non-study center locations are expected to serve as a liaison between on-site personnel and agencies and the International Programs Tallahassee office. It is important that you foster amiable relations with all overseas personnel and agencies related to your program. All programs and their participants are representatives of Florida State University and of the United States and should act and react accordingly. You must also work with the facilitators of program housing to ensure that the students have a safe and suitable living situation. In the event a program participant is hospitalized, arrested or jailed by local police, you must notify International Programs immediately.

STUDENT IMPORTANT FORMS
Non-study center Program Leaders will be given a list of program participants, as well as copies of student emergency contacts, student important forms, flight itineraries, and passport copies (and visas, if applicable) for each student. These documents will be provided in both electronic and hard copy format. These documents must be kept in your care during the full duration of your program. The folder containing the important forms must be returned to the Program Coordinator after the completion of the program. Study center Program Leaders will not need to keep these important forms on file with them as they are provided to the study center staff and can be accessed as needed.

ON-SITE ORIENTATION
All study abroad programs are required to have an on-site orientation upon arrival. This is usually held the first or second day of the program. If the orientation is held on the second day, emergency information must be conveyed to students on the first day of the program. Program Leaders in study center locations are not responsible for leading these presentations as the study center staff will lead the orientation. However, Program Leaders must attend this orientation and may be asked to assist. Program Leaders in non-study center locations must conduct these on-site orientations themselves.

On-site orientations must include:
- Program Calendar
- Distribution of Emergency Card, which includes:
  - Program Leader cell phone number (for 24-hour emergency access)
  - Phone number of the program housing
  - Emergency phone numbers: police, ambulance, fire, U.S. Embassy and Consulate, etc.
- An explanation of the Emergency Action Plan, including reviewing emergency protocols and meeting points
- An explanation of CISI/medical care
- Review of buddy system, safe areas, and location specific concerns
- Phone and communication options

- Local transportation etiquette & information
- Currency and local bank information
- Country customs/general etiquette
- Expectations regarding participant conduct. See Student Conduct Code
- Expectations of appropriate behavior within program housing, including:
  - FSU policies on alcohol, drugs, and tobacco products in program facilities
  - A statement that overnight guests are not permitted in program housing
  - Safety and crime-related information, including:
    - A reminder that while in the host country, they are governed by local laws. It is vital that you discuss how consequences of behavior can be different in other countries. Specifically, students should be aware that emergency response, medical care, policing, legal and penal systems vary from location to location.
  - A reminder that students must fill out the mandatory online travel form any time they are traveling independently outside the host city

While some of this information may seem like common sense and the participants have been provided much of this information previously, please do not assume that they are aware of International Programs’ expectations of them or the safety precautions they need to take.

CELL PHONE INFORMATION
All Program Leaders are required to have a cell phone on which they can be reached 24-hours a day. Study center Program Leaders, please refer to the Site-Specific Pre-Departure Packet for more information. Non-study center Program Leaders and study center Program Leaders with overnight trips away from the study center must have a cell phone with local and international calling capabilities. These Program Leaders will need to sign a Cell Phone Agreement form. These Program Leaders will need to test their phones upon arrival by calling the International Programs office in Tallahassee at 850.644.3272 and requesting that the office also calls them. This cell phone number will be given to all student program participants and International Programs staff members. For more information on cell phones, please contact IP-Faculty@fsu.edu.
PROGRAM LEADER RESPONSIBILITIES

CREDIT CARD INFORMATION
Non-study center Program Leaders and some study center Program Leaders who have overnight trips away from the study center will be issued an International Programs credit card. This credit card is to be used only for program-related expenses. Before you are able to receive your card, you will be asked to sign a Credit Card Agreement form, which includes the policies and protocol for using your IP credit card.

FINANCIAL RECORD KEEPING
All non-study center Program Leaders and study center Program Leaders with overnight trips away from the study center will be asked to complete a standardized electronic expense report to account for all of the program-related expenses. An expense report template will be provided. Program Leaders will be expected to list details of each transaction including number of participants, purpose of expense, and names of any guests other than students and faculty, etc, and keep the expense report up-to-date throughout the program. Receipts should be obtained for all expenses. A receipt book will be provided to use to document any cash transactions when a receipt or invoice was not obtained. Examples might include payments to reimburse students, payments/tips to local guides, donations given in lieu of an entrance fee, etc. When a receipt is written using the receipt book provided, Program Leaders are expected to have the receiving party sign the receipt or have another person such as the Program Assistant or a student sign as witness that the cash was exchanged. After the completion of the program, the expense report and all receipts must be returned to International Programs within 10 days of the program end date.
ADMISSIONS INFORMATION
International Programs sends the Admissions Next Step packet to the student once they are admitted into the program. This packet includes the Program Fee Statement and Information about financial aid/deferments.

PRE-DEPARTURE INFORMATION
After a program receives a “go” based on enrollment, the IP Communications Representative will send information to the program participants including:
- Site Specific Packet
- Social Cultural Calendar (if available)
- Flight Information – dates to arrive/depart, airport pick-up times, flight limitations (if applicable)
- Important Forms
- Pre-Departure Orientation Details
- Facebook Group Link
- Information regarding course registration
- Reminder to pick up IP materials (t-shirt, luggage tag, etc)
- Directions to submit their passport copy and flight itinerary

Program Leaders will be copied on all official communications to the program participants.

ADDITIONAL CORRESPONDENCE FROM INTERNATIONAL PROGRAMS
International Programs students typically receive the following emails from the IP Office:
- Admissions Packet
- Pre-Departure Information
- Pre-Departure Orientation Reminder
- Pre-Departure Orientation Follow-Up
- Registration Notice with Instructions
- CISI Insurance Details with Card
- Arrival and Housing Details
- Independent Travel Form
- Visa Packet (if applicable)
- Payment Reminders (if applicable)
- Reminders to submit pre-departure items (if applicable)
- Program Evaluation

PROGRAM LEADER COMMUNICATION WITH STUDENTS
If you have information you would like to communicate to the students prior to the full payment due date, contact your Program Coordinator. After the full payment due date has passed, your Program Coordinator will send you a list of the names and email addresses for the admitted students who are participating on your program. You are welcome to contact your students as you see fit prior to departure. We ask that you please copy the necessary staff members who will be included on the list your Program Coordinator will provide. Should we receive any emails or calls from students in regards to your email(s), we need to be able to reference what was communicated. However, if you prefer, International Programs is happy to email your students with information you would like to share.

Important note:
International Programs is responsible for collecting flight itineraries and passport copies. Please do not ask your students to send these items to you directly. If you are trying to finalize an airport pick-up time or need this information for another reason, please work with your Program Coordinator. Program Leaders can submit a request for student photos (pulled from Student Central) by emailing IP-Info@fsu.edu.
SAFETY & SECURITY POLICIES

MEDICAL EMERGENCY
All non-study center Program Leaders must have knowledge of local doctors’ offices and hospitals, in case of a medical emergency. If you have not previously visited the location, please research information on medical and emergency procedures and locate the nearest facilities. Study center Program Leaders will have the assistance of the study center staff in the event of a medical emergency. It is required that you know the emergency phone numbers for police, ambulance, fire, etc., prior to the start of the program, as these phone numbers are often different than U.S. emergency phone numbers.

INSURANCE INFORMATION
International Programs will provide full medical/evacuation coverage for all study abroad faculty members based in the United States through Cultural Insurance Services International (CISI). For more information regarding the coverage, please see CISI’s insurance policy by visiting the following link and clicking on the “CISI Insurance Policy” link: https://international.fsu.edu/Insurance.aspx.

There is also an Insurance Portal available that can be found on International Programs’ website. Please carefully review these policies.

Non-study center Program Leaders are responsible for assisting ill or injured students enrolled on their program. You will need to accompany them to the doctor’s office or hospital no matter the severity of the illness or injury. You will also need to assist them with insurance matters. Some health care providers require no out-of-pocket cost to the insured at the time of service, others will require payment. If the latter is the case, the insured is responsible for making the payment and seeking personal reimbursement afterwards. Students have been advised to have a credit card with sufficient limits for this purpose. However, should a student not have the means to pay for emergency or urgent medical treatment, you are authorized to use the IP credit card to procure the services. If you must do this, please notify your Program Coordinator as soon as possible so that they can seek reimbursement from the insurance company.

INDEPENDENT TRAVEL
All Program Leaders should be aware of the general whereabouts of their students, staff, and faculty during the program. International Programs has an online travel form that students and faculty are required to fill out any time they are traveling independently outside the host city or spending the night outside of program housing during the program. For example, if a group of students based in London would like to travel to Paris for the weekend, they must fill out this online travel form; one student can fill out the form for the group as long as all of the traveling students’ names are listed. The information from the independent travel form is available to the Program Leader as well as the International Programs staff members. The travel form is located on the upper right corner of the International Programs’ homepage at www.international.fsu.edu.

Students are required to ask permission from the Program Leader to miss any academic activities (classes or excursions). Missing academic activities should be highly discouraged. If a student needs to leave the program early and will miss academic activities, a voluntary departure form along with the travel form must be filled out and signed by the student prior to their departure. This form along with the student’s updated flight information should be supplied to International Programs immediately.

EMERGENCY ACTION PLAN
It is required that all non-study center Program Leaders create an Emergency Action Plan for their program. These procedures must be clearly relayed to the students and other faculty members and staff upon their arrival at the on-site orientation. Emergencies requiring extreme measures may include, but are not limited to: natural disasters, civil unrest, political uprising, environmental catastrophes, and acts of terrorism or war. The Program Leader is responsible for doing whatever is necessary to protect the participants in a time of crisis. You will receive an Emergency Action Plan template from the Risk Management team prior to departure. The completed Emergency Action Plan must be sent by email before the first day of the program.

EMERGENCY CONTACT PHONE NUMBERS
International Programs has on-call staff members at all times during all summer and spring break programs. Please see the numbers on the first page.

For additional information and resources on this topic, please refer to the International Programs Health & Safety webpage by clicking the following link and then selecting the “Health and Safety” tab: https://international.fsu.edu/Students.aspx.
STUDENT CONDUCT CODE & FSU IP RULES
All student program participants are subject to the FSU Student Conduct Code. Additionally, they have all signed the FSU International Programs Contractual Agreement, which includes the Agreement to Comply with FSU IP Rules.

Program Leaders must ensure that program participants are aware of the rights of others and avoid activities which unnecessarily disturb individuals or groups, or which interfere with the normal activities of the program housing. These include, but are not limited to: intimidating behavior, physical assault, hazing, and unsuitable or boisterous conduct including, but not limited to, drunk and/or disorderly or noisy behavior.

DISCRIMINATION
Florida State University respects and celebrates the diversity of its students, faculty, and staff. Statements of intolerance and/or harassment pertaining to race, creed, color, sex, religion, national origin, age, disability, genetic information, veterans’ status, marital status, sexual orientation, gender identity, gender expression, or any other legally protected group status are neither appropriate nor tolerated and can lead to dismissal from the program.

HOUSING RULES
Each program location has its own housing rules. However, there are general housing rules and guidelines which apply to all FSU IP study abroad locations. These are as follows:

- Overnight guests are not permitted under any circumstances, this includes, but is not limited to family members, friends, and FSU study abroad students enrolled in a different program
- Drugs and Tobacco are not permitted
- Program participants must keep their housing clean and tidy
- If program participants are asked to reduce noise levels, they must comply
- Program participants must follow all housing rules according to their program location

STUDENT CONDUCT CODE VIOLATIONS & JUDICIAL PROCEDURES
All Program Leaders are responsible for enforcing the FSU Student Conduct Code or any legal agreement(s) between the students and FSU International Programs. Program Leaders at a study center should report student violations of the FSU Student Conduct Code and/or IP Contractual Agreement to the Study Center Director. Non-study center Program Leaders should contact IP for guidance and assistance in applying the student conduct hearing process. Please note, in the case of extreme violations of conduct, the student can be dismissed from the program. Once a student is expelled from the program he/she must vacate the residence within 24 hours of that decision.

A copy of the Student Conduct Code is available online at http://dos.fsu.edu/srr/conduct-codes/student-conduct-code.

TITLE IX
As a recipient of Federal financial assistance for education activities, FSU is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities are free from discrimination on the basis of sex. Sexual discrimination includes sexual misconduct (sexual violence, stalking, intimate partner violence, gender based animosity and gender based stereotyping). Please note that as Responsible Employees, all Program Leaders are required to report any incidents of sexual misconduct to the FSU Title IX Office or International Programs. Please refer to the FSU Title IX webpage for more information: www.titleix.fsu.edu.