POLICY GUIDE

for Program Leaders
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HOURS 8:00A.M. to 5:00P.M. EST, Monday - Friday
STUDY CENTER PROGRAM LEADER RESPONSIBILITIES

Program Leaders in a study center location are responsible for:

• 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 must be willing to assist in its execution
• Reporting to and working with study center staff members on issues pertaining to Student Code of Conduct violations
• Leading all program operations with the assistance of study center staff
• Attending all social/cultural events with their students
• Making themselves available to be reached easily by students via phone
• Attending pre-departure meetings with their students and Program Coordinator
• Attending a faculty orientation before departure
• Attending an on-site orientation at the study center
• Ensuring that high academic standards are in place for their program
• Assisting the study center staff in any way that they deem necessary

NON-STUDY CENTER PROGRAM LEADER RESPONSIBILITIES

Program Leaders in a non-study center location are responsible for:

• 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 and knowing the execution of a safety and emergency plan
• The enforcement of the Student Code of Conduct
• Leading all program operations
• Attending all social/cultural events with their students
• Making themselves available to be reached easily by students via phone
• Attending pre-departure meetings with their students and Program Coordinator
• Attending a faculty orientation before departure
• Attending an on-site orientation at the study center
• Ensuring that high academic standards are in place for their program
• Assisting the study center staff in any way that they deem necessary

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 Main Office. This is an incredibly important role. 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 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, and passport copies (& visas, if applicable) for each student. These documents must be kept in your care during the full duration of your 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. Program Leaders in study center locations are not responsible for leading these presentations as the study center staff will lead the orientation. However, they 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:

• Day-to-day itinerary
• Program Leader cell phone number (for 24 hour emergency access)
• Phone number and physical address of the program housing
• Emergency phone numbers: police, ambulance, fire, etc.
• An explanation of the Emergency Action Plan, how it operates, and meeting points, in case of emergency
• Local transportation etiquette & information
• Currency and local bank information
• Country customs/general etiquette
• Expectations regarding participant conduct. See Student Conduct Code
• 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.
• U.S. Embassy and Consulate contact information
• A reminder that students must fill out the mandatory online travel form any time they are traveling independently

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 that they can be reached at 24 hours a day. Some study center Program Leaders are issued a local cell phone from the study center, depending on the program. 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.

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 a credit card from International Programs. This credit card is to be used only for program-related expenses. Before you are able to receive your card, you must sign a Credit Card Agreement form. After receiving your credit card, please test your PIN number by making a small transaction before leaving Tallahassee. If you have further questions about the credit card agreement or experience any issues with your IP credit card, please contact IP-Faculty@fsu.edu.

FINANCIAL RECORD KEEPING
An expense report spreadsheet will be provided to all non-study center Program Leaders for their use in tracking program-related expenses. This spreadsheet should list the Program Leader name and program title. Receipts should be obtained for all expenses, when possible. If no receipt is available, please indicate on the spreadsheet. Program Leaders will be expected to list details of each transaction, and the expense report must be kept up-to-date throughout the program. After the completion of the program, this expense report must be returned to International Programs in a timely manner.
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. For both non-study center and study center Program Leaders, 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 from 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. If this happens, you will need to assist affected students in every way necessary. 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 their insurance. 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. The student must also file a claim with CISI to receive the reimbursement for the money they owe IP if a Program Leader did have to pay on their behalf.

INDEPENDENT STUDENT TRAVEL
All Program Leaders should be aware of the general whereabouts of their students during the program. International Programs has an online independent travel form that students are required to fill out any time they are traveling independently outside the host city during the program. For example, if a group of students based in London would like to travel to Stonehenge for the day, 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. Another example of when the travel form is required would be if a student based in Paris is taking an overnight trip to Nice. The information form the independent travel form is available to the Program Leader as well as International Programs Tallahassee office staff members. The travel form is located on the upper right corner of the International Programs’ homepage at www.international.fsu.edu.

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 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 your assigned Program Coordinator prior to departure. The completed Emergency Action Plan must be sent by email to the assigned Program Coordinator by the first day of the program.

EMERGENCY CONTACT PHONE NUMBERS
International Programs has on-call staff members at all times during all programs.
In the case of an emergency, during the hours of 8am-5pm EST call 850.644.3272 or toll-free 1.800.374.8581.
In the case of an emergency during non-holiday hours and holidays call 850.644.1742.

For 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 Legal Document, 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, 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, ethnicity, sex, religion, disability, or sexual orientation are neither appropriate nor tolerated and can lead to dismissal from housing and 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 Resident 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 XI
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.