



Non-Study Center Policy Guide

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Program Management Staff

INTERNATIONAL PROGRAMS

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Emergency Contact Information

In the event of an emergency, Program Leaders and Faculty members are advised to contact local emergency services for assistance (i.e. 911) before contacting International Programs.

In the case of an emergency or urgent matter during business hours – Monday-Friday, 8am-5pm (EST) – contact the IP Tallahassee Office at **850.644.3272**.

In the case of an emergency or urgent matter outside of business hours, during weekends and holidays, contact the IP On-Call Team – in operation during Spring Break and Summer programs.

- **Primary: 850.644.1742**
- **Secondary: 850.644.2335**

In the event of an emergency situation in which International Programs staff cannot be reached to respond or assist, contact the FSU Police Department at **850.644.1234**.

For assistance with non-emergency health, safety, and security concerns, please email the Risk and Emergency Management Team at IP-safety@fsu.edu.

Program Leader and Faculty Responsibilities

Non-Study Center Program Leader Responsibilities

- Collaborating with your IP Program Coordinator to finalize the budget and webpage information.
- Collaborating with your Program Coordinator on marketing and outreach strategies.
- Promoting and marketing the program.
- Collaborating with your Program Coordinator on the creation and editing of their program packet.
- Attending a mandatory faculty orientation before departure with IP staff.
- Collaborating with your Program Coordinator and on-site coordinator (if applicable) to build and finalize the program calendar by the indicated date.
- Attending and facilitating the student pre-departure orientation with your Program Coordinator.
- Attending a final meeting with your Program Coordinator before departure.
- Finalizing the program's Emergency Plan by the provided deadline and directing its execution.
- Arriving no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program.
- Conducting an on-site orientation with students upon arrival and with each change in program location.
- Ensuring that high academic standards are in place for their program, including meeting [contact hour requirements](#).
- Adhering to IP Guest policies and standards. More information provided in [Guests section](#).
- Leading all program operations. This includes maintaining clear communication with the Program Assistant before and during the program, as well as confirming delegated responsibilities to ensure alignment and accountability.
- Attending all social/cultural events and academic excursions planned and budgeted for the program with their students.
- Being available 24/7 by phone.
- Preserving the safety of the program participants (students, faculty members, program assistants/staff, and guests) in the event of a major crisis and in everyday activities.
- **Program Leaders are responsible for providing pastoral care to students.** This includes offering emotional and personal support, fostering a positive and inclusive environment, and being available to assist students with any personal or academic concerns that may arise during the program. Program Leaders should be approachable and proactive in ensuring students' well-being, recognizing that studying abroad can present unique challenges that require additional guidance and care.
- Serving as a liaison between the Tallahassee International Programs Office and host country government officials and providers of services, if applicable.
- Enforcing the FSU Student Conduct Code and IP policies.
- Detailed financial record-keeping and submission of program expenses.
- Departing no earlier than the Approved Departure Date.
- Attending a debrief meeting with their Program Coordinator after the program.

Non-Study Center Faculty Responsibilities

- Respond to all IP communication in a timely manner.
- Attending a mandatory faculty orientation before departure with IP staff.
- Prepare and teach courses, utilizing the city as the classroom.

- Communicating with the Program Leader in advance for class days and times, program calendar, course excursions, and other program logistics.
- Communicating with Program Coordinator and on-site coordinator (if applicable) in advance for course planning, excursions, guest speakers, and other general questions.
- Communicating with Program Leader, Program Coordinator, and on-site coordinator (if applicable) regarding any changes with budgeted excursions.
- Attending the student pre-departure orientation with the Program Leader and Program Coordinator.
- Attending a final meeting with the Program Leader and Program Coordinator before departure.
- Ensuring that high academic standards are in place for their program, including meeting [contact hour requirements](#).
- Adhering to IP Guest policies and standards. More information provided in [Guests section](#).
- Arriving no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program.
- Aiding in program operations and logistics in collaboration with the Program Leader.
- Attending all social/cultural events and academic excursions planned and budgeted for the program with their students.
- Being available 24/7 by phone.
- Preserving the safety of the program participants (students, faculty members, program assistants/staff, and guests) in the event of a major crisis and in everyday activities.
- **Faculty Members are responsible for supporting the Program Leader in providing pastoral care to students.** This includes offering emotional and personal support, fostering a positive and inclusive environment, and being available to assist students with any personal or academic concerns that may arise during the program. The Faculty Member should be approachable and proactive in ensuring students' well-being, recognizing that studying abroad can present unique challenges that require additional guidance and care.
- Serving as a liaison between the Tallahassee International Programs Office and host country government officials and providers of services, if applicable.
- Enforcing the FSU Student Conduct Code and IP policies.
- Departing no earlier than the Approved Departure Date.
- May be required to attend a debrief meeting with their IP Program Coordinator after the program.
- Per FSU HR rules, any employee of FSU (Faculty, Staff, Program Assistant, etc.) is prohibited from romantic relationships with students.

While abroad, Faculty Members should be aware that they may be required to step in as the Program Leader if the current Program Leader were to fall ill, get injured, or leave for unforeseen circumstances.

Liaison Responsibilities

Program Leaders and Faculty Members may be expected to serve as a liaison between on-site personnel and agencies and the Tallahassee International Programs Office. It is important that you foster amiable relations and maintain open communication 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. Please reference the [Communication Policies section](#) for more information.

Student Pre-Departure Orientation

Your Program Coordinator is required to speak and share International Programs policies and best practices to students before they depart for their program. Program Leaders are expected to attend and facilitate the student pre-departure orientation with their Program Coordinator.

- Pre-departure orientations and presentations must take place at International Programs, a main campus classroom or conference room setting, or on a virtual platform, such as Zoom or Teams.
- Presentations must be recorded for those unable to attend / non- FSU students.

- Program Leaders may host separate mix and mingles/social meetings, but the main pre-departure discussion should happen within the classroom, conference room, or virtual platform.
- An IP Coordinator and/or Risk and Emergency Management Team Member must be present.
- The International Programs branding PowerPoint must be used.
- Pre-Departure Orientations must take place in a timely manner (approximately 1 month before the start of the program).
 - Spring Break Programs: February
 - Summer Programs: Late March or April

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 arrival day of the program. Emergency information must also be conveyed to students on the first day of arrival with each change in program location. Program Leaders must conduct these on-site orientations themselves and may incorporate program or local staff as appropriate.

On-site orientations must include:

- Set up a group communication platform such as [GroupMe](#), [WhatsApp](#), etc.
- Program Calendar
- Distribution of Emergency Card, which includes:
 - Program Leader cell phone number (for 24-hour emergency access)
 - Phone number and address of program housing for each housing location.
 - 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 [Policies, Standards, and IP Expectations](#) for more information about student conduct policies.
- 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.
 - Expectations of them or the safety precautions they need to take.
- A reminder that students must fill out the mandatory independent travel form. Please refer to the [Independent Travel section](#) for more information.
- Specifically, students should be aware that emergency response, medical care, policing, legal and penal systems vary from location to location. While some of this information may seem like common sense and the participants have been provided much of this information previously, please provide additional reminders.

Cell Phone Information

All Program Leaders and Faculty Members are required to have a cell phone on which they can be reached 24-hours

a day. Program Leaders and Faculty must have a cell phone with local and international calling capabilities. Program Leaders will need to sign a Cell Phone Agreement form. Program Leaders will need to test their phones and provide their phone number upon arrival by calling the Tallahassee International Programs office at 850.644.3272. 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

Program Leaders will be issued an International Programs credit card. **This credit card is to be used only for program-related expenses.** Before you 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. **After the completion of the program the credit card must be returned to International Programs within two weeks of the program departure date.**

Allowable Program Expenses

Program Leaders may incur costs only for activities outlined in the approved program budget and only when those expenses serve the collective benefit of all participating students. The per person meal costs for group meals should not be excessive. In cases where cultural norms require the giving of gifts to on-site contacts, modest gifts may be purchased—provided they are pre-approved within the program budget. No individual gift should exceed \$50.

Financial Record-Keeping

Program Leaders 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 via the IP Faculty Portal and Nifty. 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/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 credit card, expense report, and all receipts must be returned to International Programs within two weeks of the program departure date.

Policies, Standards, and IP Expectations

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

- Unsuitable or boisterous conduct
 - i.e. Drunk, disorderly, and/or noisy behavior.

Student Conduct Code Violations & Judicial Procedures

All Program Leaders and Faculty are responsible for enforcing the FSU Student Conduct Code or any legal agreement(s) between the students and FSU International Programs. Program Leaders and Faculty should contact IP for guidance and assistance in applying the student conduct hearing process. Program Leaders and Faculty should contact Study Center staff in the case of extreme violations of conduct where the student may be dismissed from the program.

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

FSU Amnesty Policy

Program Leaders should also be aware of the Florida State University Amnesty Policy, which encourages students to seek help in situations involving medical emergencies related to alcohol or drug use without fear of disciplinary action for personal consumption. While this policy does not exempt students from accountability for other violations (e.g., harassment, assault, or repeated misconduct), it supports a culture of safety and responsibility. Leaders should familiarize themselves with the policy and communicate its intent clearly to participants, emphasizing that health and safety take precedence in emergency situations.

FSU Human Resources

While teaching with Florida State University International Programs, all FSU faculty remain employees of Florida State University and are therefore obligated to comply with all FSU Human Resources policies and procedures.

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.

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 at report.fsu.edu and International Programs. Please refer to the FSU Title IX webpage for more information: <https://hr.fsu.edu/sections/equity-diversity-inclusion/sexual-misconduct-title-ix>

Romantic Relationships

Any employee of FSU International Programs (Program Leader, Faculty member, Program Assistant, Program Staff, etc.) is prohibited from engaging in a romantic relationship with any FSU IP student or program participant.

Alcohol Consumption

IP emphasizes using the location as the classroom, and students are expected to come prepared. Drinking before or during academic excursions is prohibited for both students and faculty, unless it is part of the curriculum (e.g., a wine tasting). Faculty are responsible for enforcing these rules with students.

Program Logistics Policies

Student Housing Rules

Each program location has its own housing rules. However, there are general housing rules and guidelines outlined within IP's [Student Housing Form](#) 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.
- Only one student per bed. Two students sharing a large bed, such as a king bed, or two smaller beds that cannot be physically separated, are not allowed.
- Only students of the same gender identity may be housed in the same room.
- Program Leaders and Program Assistants (if applicable) should be easily accessible and in close proximity to the student housing, if not in the same housing.
- The IP Program Coordinator should be copied in all correspondence and decisions regarding housing.

Airline Tickets

In line with current FSU travel restrictions **all international travel must be booked through Concur or the FSU travel agent**. Reimbursement will not be made for tickets paid with award points or credit vouchers. **Please do not purchase your airline ticket until you receive the Approval to Purchase Airline Ticket portal notification which will provide additional parameters.**

When it is time to book airfare, please reference all materials sent through the Faculty Portal. Within the Airfare Instruction Packet, you will find details instructions on how to purchase airfare through Concur (this will be posted in the portal at a later date).

Faculty and Program Leaders must arrive no later than their approved arrival date and may not depart earlier than their approved departure date. Any exceptions require prior written approval from International Programs Staff.

Reimbursements

Travel-related expense reimbursements are provided for Program Leaders and Faculty Members and vary by program. These travel expense reimbursements may include airport transportation, luggage and/or shipping, and in-country phone expenses. More details for the amount of reimbursement is in the program budget and directions and amounts will be provided by the Program Coordinator. The travel-related receipt(s) must be submitted with all program receipts and the program expense report within two weeks of the program departure date.

Guests

FSU International Programs aims to promote a family-oriented environment as much as possible for all visiting faculty. As you will surely understand, however, our **highest priority remains the experience of the students**. Faculty and their accompanying guests must adhere to the following policies and standards:

- International Programs strongly recommends **not** bringing guests to class lectures or academic events, except where the faculty member is not responsible for the delivery of content, such as performances.
- Guests are invited to attend social/cultural events **where space allows**. The guests will be responsible for covering the cost of the activity.

- Program Leaders and faculty must report all guests joining them on the program to their Program Coordinator. It's crucial to inform your Coordinator in advance of any changes in guests for purposes pertaining to budgeting, housing, reservations/bookings, and third-party policies.
 - Guest information should be finalized **by February 1** for Summer programs.

Program Leaders and Faculty Members have the option to enroll all guests/companions in worldwide medical and evacuation coverage through IP's Cultural Insurance Services International (CISI) policy. Guests are covered based on the Program Leader's or Faculty Member's approved travel dates, with no additional cost. To enroll guests, their information (e.g., name, travel dates, etc.) must be submitted through the Guest Insurance Form, which is available in the [Faculty Portal](#).

Guests Under the Age of 18

Program Leaders and Faculty Members bringing young children must arrange childcare or babysitting services prior to departure from the U.S., and/or have another adult accompany them to the program to provide childcare.

- FSU students and staff cannot babysit faculty members', or their guests' children.

Program Leaders and Faculty Members must notify the Program Coordinator of any guests under the age of 18 joining them for social/cultural excursions, and/or academic activities where permitted. Please note that age restrictions for participation in activities or transportation may vary depending on the location or program provider (if applicable).

Academic Credit

Program Leaders and Faculty Members must comply with FSU policies and federal requirements related to textbook compliance. Textbook and course materials information will be submitted through the IP Faculty Portal. Faculty must submit their course syllabi to the IP Faculty Portal no later than the end of the first week of the program.

Contact Hours

The contact time required per credit hour is **750 minutes or 37.5 hours** for a 3-credit hour course.

To accrue this time, Faculty members may elect to engage their students in **course-related field trips**.

- The number of contact hours accrued during a course-related field trip depends on the content delivery.
 - Field trips accompanied by formal instruction count for the duration of the instruction.
 - **Example:** A faculty-led lecture held prior to an excursion, such as a walking tour or visit to a museum, will introduce students to the topic(s) and location(s) they will experience. This time would count as 100% contact hours.
 - Field trips **without** formal instruction count as half class time for the period allotted by the instructor.
 - **Example:** Bringing students to a museum where they participate in a guided tour conducted by someone other than the faculty leader. This would count as 50% contact hours.
 - Instructors **can utilize travel time to and from location for instruction**.
 - **Example:** While traveling by bus to a historical site, the instructor provides background information, leads a discussion, or assigns reflective activities. This instructional time may be counted as 100% contact hours.

Coursework

Students should be notified on the website in the program Eligibility section about coursework prior to the program start date and/or after program end date. International Programs must know in advance for the IP Registrar academic calendar, FSU course evaluation timeline, and Canvas access.

Make-Up Assignments

Your syllabi should be accompanied by an assignment that could be administered should, in the event of an emergency, you need to be absent from the classroom.

Communication Policies

Communication with International Programs

Program Leaders are expected to keep in contact with International Programs throughout the program. Incidents when IP should be contacted include but not limited to:

- Student Voluntary Departure
- Hospitalization
- Title IX incidents
- Missing Student
 - If a student is suspected to be missing, including failing to attend a scheduled check-in, class, or excursion without prior communication or response to correspondence, it must be reported immediately to IP.
 - Notification to emergency contacts must happen within 24 hours of when we suspect a student to be missing per Clery requirements.
- Student arrest
- Student Conduct Issues
- Changes to housing or excursions
- Problems using IP issued credit card
- Incident that may prompt parent/emergency contact calls to the Tallahassee office

Program Leaders are expected to keep in contact with their Program Coordinators throughout the program. Examples of when your Coordinator should be contacted include but not limited to:

- Changes to budget and allocation for social/cultural activities
- Confirmation of arrival of all students

Communication with Students

International Programs has an [IP Student Portal](#), which gives students access to important pre-departure documents, tasks they need to complete, a fee statement, the fee deferment process, and other financial information. It houses all pre-departure communications as notifications. Once a student's application is in "release," they will have access to the IP Student Portal.

Pre-Departure Information

Here is an outline of the information main campus International Programs staff typically provides students prior to departure:

- Application in release: students receive access to the IP Student Portal
- Admissions Packet
- Next Steps: get passport, register with OAS, making payments, don't purchase airfare
- Immigration introduction & specific immigration info for a given program/Visa packet
- Scholarship Opportunities

- Payment deadlines & reminders
- Academic Expectations
- Flight information
- Pre-departure orientation details (Canvas, social to get t-shirt, virtual meeting with staff, etc.)
- Registration information & instructions
- Orientation follow-up with PowerPoint used and/or virtual recording
- Cultural calendar
- Crisis24 details
- CISI details with card
- Communications group (GroupMe, WhatsApp)
- Arrival and/or Housing details and reminders
- Throughout the pre-departure process: reminders to complete checklist items/submit materials

All session-wide correspondence should be sent through the IP Student Portal as a notification. Students receive a copy of all portal notifications via email (for immediate use) and the IP Student Portal (to easily find/reference again later).

To submit a request for International Programs to send a portal notification on your behalf, email the information to your Program Coordinator along with any special criteria for the notification (e.g. include a graphic and/or attach a document). We will include your name/signature in the portal notification to indicate the message was created/sent from you.

Sending all session-wide correspondence through the IP Student Portal ensures:

- **Consistency with how information is shared.**
- **No duplication of effort.** Since information can be shared as a notification and email simultaneously, there is no longer a need to send session-wide correspondence via email, then post the notification to the IP Portals.
- **All staff can reference what has been communicated.** Due to the breadth of pre-departure processes, staff may receive questions that fall outside their specific areas of expertise. Staff can assist students more effectively if they can access all information that has been shared.
- **There is a central record of all correspondence.**

Your Program Coordinator will provide you with a list of names for the admitted students participating on your program after the full payment due date has passed. A final list of names and email addresses will be provided during the final meeting with your Program Coordinator.

Student Important Forms

Program Leaders will be given a list of the following items prior to departure:

- List of program participants
- Student emergency contact information
- Dietary restrictions and allergies (should be reviewed for group meals)
- Housing preferences and a breakdown of gender identity
- Student Flight itineraries
- Passport copies if required/necessary

These items will be provided in electronic format and hard copy form upon request. These documents should be accessible during the duration of the program.

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.

If you establish a **Canvas site** for your program, add your Program Coordinator to ensure they are aware of any program-related activity shared through the site.

Students seeking housing or academic accommodations are instructed to contact the Office of Accessibility Services (OAS). If academic accommodations are needed, OAS will be in direct contact with the instructor. OAS will contact the IP office for any housing accommodation requests.

Program Leaders and Faculty are not permitted to independently distribute program evaluations. All evaluations must be administered exclusively through International Programs in accordance with established procedures. This ensures consistency and confidentiality of the evaluation process. The Program Coordinator will share results (if applicable) with the Program Leader in the debrief meeting.

Health, Safety, & Security Information

Insurance Information

International Programs provides international medical and evacuation coverage for all Program Leaders and Faculty members through Cultural Insurance Services International (CISI), according to approved travel dates.

For further information about the insurance policy, benefits, and exclusions, please refer to the brochure linked on the International Programs website: <https://international.fsu.edu/Documents/HealthSafety/CISIInsurancePolicy.pdf>.

Guests

CISI coverage is also provided for any guests accompanying Program Leaders or Faculty members, according to approved travel dates. The cost of enrollment for all guests will be covered by International Programs.

See the [Guests section](#) of this document for further information regarding the process and requirements for insurance enrollment.

Insurance coverage through CISI should cover payment for most* medical services and treatment expenses. However, it's possible that some providers or facilities may require out-of-pocket payment for medical expenses. In these instances, the insured is responsible for making the payment and seeking personal reimbursement afterward by filing a claim with CISI.

Students are advised to travel to their program prepared with a method of payment, (i.e. credit card) with sufficient funds or limits, to cover any out-of-pocket medical expenses upfront, and then seek reimbursement through CISI. However, in the event a student does not have the means to pay for emergency or urgent medical treatment, you are authorized to use an IP credit card to procure the services. If you must do this, please keep all receipts and notify the IP Risk Team at IP-Safety@fsu.edu as soon as possible, so that they can seek reimbursement from the insurance company.

For more information regarding claim eligibility and submission, please refer to the brochure linked on the International Programs website: <https://international.fsu.edu/Documents/HealthSafety/CISIInsurancePolicy.pdf>.

Emergency Plan

Emergency Plans are required for all Non-Study Center programs – these plans are reviewed and updated annually in collaboration with the Program Leader and IP Risk Team. Emergency Plans will include specific information about

program and excursion housing, emergency meeting points, local emergency services and resources (hospitals, clinics, law enforcement, etc.), and emergency response procedures.

The information and procedures outlined in the Emergency Plan must be clearly relayed to students during the on-site orientation and re-emphasized regularly throughout the program – especially in instances of travel outside the 'host' city (i.e. overnight excursions). The Program Leader is responsible for following emergency procedures and taking necessary action to ensure the safety and security of program participants in a time of crisis.

The Risk Team will distribute Emergency Plans to Program Leaders for review, edits, and finalization prior to the Final Meeting. Once finalized, the Emergency Plan is kept on file and shared with IP's On-Call Team. Any changes to program housing, excursions, or other information outlined in the Emergency Plan must be communicated to the Risk Team by the Program Leader so IP may update records and staff accordingly.

Medical Emergency: Response & Procedures

All Non-Study Center Program Leaders and Faculty Members must have knowledge of local doctors' offices and hospitals in case of a medical emergency – this information will be outlined within the Emergency Plan.

In the event of a medical emergency, Program Leaders are advised to contact local emergency services for assistance and promptly notify International Programs (IP Tallahassee Office or IP On-Call Team) for further assistance and reporting purposes. IP policy requires that a member of Program Staff (Program Leader, Faculty member, Program Assistant, etc.) must accompany the student to the hospital or medical facility.

Emergency Contact Information & IP On-Call Team

Contact information for IP Tallahassee staff, the IP On-Call Team, and local emergency services will be provided to all Program Leaders and Faculty Members before departure. It's required that you are familiar with the phone numbers for emergency services (police, ambulance, fire, etc.) within your program location, prior to the start of the program.

International Programs has an after-hours On-Call Team that operates during summer and spring break programs. Program Leaders are advised to contact the IP On-Call Team in the event of an emergency or urgent matter outside of business hours, and/or during weekends and holidays. Further information about the IP On-Call Team will be provided at the Program Leader Pre-Departure Orientations hosted by the Risk Team.

Independent Travel

Program Leaders, Faculty members, and students are required to report their independent travel plans through [IP's online travel form](#). This includes any travel outside of your host city, unaffiliated with 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 IP's independent travel form.

All Program Leaders should be aware of the general whereabouts of their students, staff, and faculty during the program. Students are required to ask for permission/approval from their Program Leader to miss any academic activities (classes and/or excursions). Missing academic activities should be highly discouraged.

All submitted independent travel plans are registered within Crisis24, IP's contracted travel risk management and alert system, for emergency messaging and response purposes. Program Leaders and IP Tallahassee staff members will have access to the trip information reported through IP's online travel form.

Program Leaders should remind students to submit their independent travel plans through the online form whenever opportunities for personal travel arise during the program.

Voluntary Departure

If a student needs to leave the program early and will miss academic activities, the Voluntary Departure 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.

Further information about the Voluntary Departure Form and procedures will be covered during the Program Leader Pre-Departure Orientations hosted by the Risk Team.

Last Updated: September 2025

Subject to Change. *The content of this policy guide is subject to change as a result of experience, new information, and changes in process requirements.*