



Study Center Policy Guide

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Program Management Staff

INTERNATIONAL PROGRAMS

A5500 University Center
282 Champions Way
P.O. Box 3062420
Florida State University
Tallahassee, Florida 32306-2420

PHONE 850.644.3272

FAX 850.644.8817

850.645.4659

EMAIL IP-Faculty@fsu.edu

WEBSITE international.fsu.edu

HOURS 8:00A.M. to 5:00P.M. EST, Monday - Friday

PROGRAM MANAGEMENT STAFF

Carolyn Barringer, Director

PHONE 850.644.1667

EMAIL ctbarringer@fsu.edu

Megan Glogowski, Program Manager

PHONE 850.644.7822

EMAIL mglogowski@fsu.edu

Abby French, Program Coordinator

PHONE 850.645.1059

EMAIL arfrench@fsu.edu

Nadya Rosario, Program Coordinator

PHONE 850.644.0014

EMAIL ngrosario@fsu.edu

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.

Safety plans, emergency procedures, and emergency telephone numbers will be provided at the on-site faculty orientation. Input the numbers into your phone but keep the card on you at all times.

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**.

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

Program Leader Responsibilities

Study Center Program Leader Responsibilities

- Collaborating with your IP Program Coordinator to finalize the budget and webpage information.
- Promoting and marketing the program.
- Attending a faculty orientation before departure with IP Tallahassee and Study Center staff.
- Collaborating with your Program Coordinator and Study Center-Based Coordinator to build and finalize the program calendar by the indicated date.
- Attending and/or facilitating the student pre-departure orientation with your IP Program Coordinator.
- Arriving no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program.
- Attending the faculty and student on-site orientations at the study center.
- Ensuring that high academic standards are in place for their program, including meeting [contact hour requirements](#).
- Leading all program operations with the assistance of Study Center staff and Study Center-based Coordinator.
- Attending all program-specific social/cultural events and academic excursions planned and budgeted for the program with your students.
- Responsible for the safety of students during course excursions in the host city and communicating with Study Center staff in case of emergency.
- Being available to students by phone [during academic excursions](#) in the Study Center location.
- Preserving the safety of the program participants (students, faculty members, program assistants, and guests) in the event of a major crisis and in everyday activities.
- Recognizing any issues with your students and contacting the appropriate Study Center staff member promptly.
- Reporting to and working with Study Center staff members on issues pertaining to Student Conduct Code violations.
- Knowing the safety and emergency plan of the Study Center and assisting in its execution.
- Departing no earlier than the Approved Departure Date.
- Assisting the Study Center staff in any way that is deemed necessary.

Liaison Responsibilities

Program Leaders may be 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.

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.
- 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

Broad Curriculum Faculty Member Responsibilities

Faculty Member Responsibilities

- Respond to all IP communication in a timely manner.
- Attend Faculty Pre-Departure Orientation via Zoom with IP Tallahassee and Study Center staff.
 - If the faculty member is unable to attend, they must watch the Zoom recording and confirm they have watched and reviewed information provided in the IP Faculty Portal.
- Arrive no later than the Approved Arrival Date. Typically, the Approved Arrival Date is one day before the start of the program.
- Ensuring that high academic standards are in place for their program, including meeting [contact hour requirements](#).
- Attend On-Site Faculty Orientation.
- Prepare and teach courses, utilizing the city as the classroom.
 - Teach one course in London.
 - Teach two courses in Florence/Valencia.
- Communicate consistently prior to departure with the Study Center Faculty Services Coordinator for course planning, excursions, guest speakers, and other general questions.
- Depart no earlier than the Approved Departure Date.
- Responsible for the safety of students during course excursions in the host city and communicating with Study Center staff in case of an emergency.
- Be available to students by phone [during academic excursions](#) in the Study Center location.
- Recognize any issues with their students and report to the appropriate Study Center staff member promptly.
- Report to and work with Study Center staff members on issues pertaining to Student Conduct Code violations.
- Available to support students and Study Center Staff in case of emergency.

Liaison Responsibilities

Faculty may be 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. All participants are representatives of Florida State University and of the United States and should act and react accordingly.

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 Logistic 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.

If you are made aware of students not complying with their program location's housing rules, please inform Study Center staff so that it may be addressed.

Program Leader and Faculty Housing

Program Leaders and Broad Curriculum faculty members will receive a housing form to select an option for IP-provided housing or independent housing. Housing will be provided by IP for the Faculty Member/Program Leader and one guest during the approved travel dates. Due to differences across programs, housing arrangements and designations may vary by program, location, or year.

- Program Leaders and Faculty members will be held financially responsible for any damages to university-provided housing beyond normal wear and tear.

If you opt to book your housing independently, you will be responsible for ensuring that your accommodations are booked and paid for the length of your approved travel dates. More information on independent housing will be provided in the Housing Expense Reimbursement Agreement form provided by IP Tallahassee and the housing form sent from the Study Center.

- **Important Note:** Focused-Curriculum Program Leaders and Broad Curriculum faculty members should **wait until they receive the Approval to Purchase Airline Ticket portal notification before reserving independent housing.** If a faculty member chooses to reserve before this approval, they are responsible for reviewing the independent housing policies thoroughly and ensure the **booking is refundable.**

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 for 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 detailed 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 and Study Center Directors.

Reimbursements

Faculty may request reimbursement for specific travel expenses during the approved travel dates and/or after their return from their time abroad, up to a specific deadline. Details for the amounts of reimbursement and directions will be provided in the Site-Specific Pre-Departure Packet. Receipt(s) must be submitted to IP-submittravel@fsu.edu.

Guests

FSU International Programs aims to promote a family-oriented environment as much as possible for all visiting faculty. Our **highest priority is the experience of the students**. Program Leaders and their accompanying guests must adhere to the following policies and standards:

- Faculty should **not** bring 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 the CISI guest insurance deadline.

Program Leaders and faculty have the option to enroll their accompanying guests/companions in worldwide medical and evacuation coverage through IP's Cultural Insurance Services International (CISI) policy. Guests are enrolled in coverage based on the Program Leader's or Faculty Member's approved travel dates. **The cost of 1 guest will be covered by International Programs, the Program Leader or Faculty Member will be responsible for paying the cost of any additional guests insured under IP's policy.** 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 Study Center staff of any guests under the age of 18 joining them for social/cultural excursions, and/or academic activities where permitted. For Program Leaders, they must notify their Study Center-Based Coordinator. Different countries may have minimum age requirements for excursions.

Academic Credit

Faculty Members and Program Leaders 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 per credit hour 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 to introduce the concept or idea students will encounter. 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.

Focused-Curriculum Program Coursework

Students should be notified on the program webpage 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.

Student Important Forms

Study Center staff will have all student important forms on file. 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.

Cell Phone Information

For emergency purposes, all Faculty Members and Program Leaders are required to have a cell phone on which they can be reached 24-hours a day. Please refer to the Site-Specific Pre-Departure Packet for more information.

On-Site Orientations

All study abroad programs include on-site orientations led by Study Center staff for both students and faculty. Program Leaders and Faculty are required to attend the faculty orientation meeting and, depending on location, may also be required to attend student orientation sessions.

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:

- Hospitalization

- Title IX incidents
- Missing Student
- Student arrest
- Student Conduct Issues
- Voluntary Departure
- Changes to housing or excursions
- Incident that may prompt parent/emergency contact calls to the Tallahassee office

The incidents listed above should be reported to Study Center Staff immediately.

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. You can learn more about the IP Student Portal by [watching this walkthrough](#).

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 ppt 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).

Program Leaders: submit a request for International Programs to send a portal notification on your behalf by emailing the information to your Program Coordinator. Include any special criteria for the notification (e.g. include a graphic and/or attach a document). We will list 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.**

If you are a Focused-Curriculum Program Leader, 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.

International Programs is responsible for collecting student flight itineraries and student passport copies.

Please do not ask your students to send these items to you directly.

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

Students seeking housing or academic accommodations are asked 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/CISIIInsurancePolicy.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 one (1) guest will be covered by International Programs. The Program Leader or Faculty member will be responsible for paying the cost of any additional guests insured under IP's CISI policy.

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. 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/CISIIInsurancePolicy.pdf>.

Medical Emergency: Response & Procedures

In the event of a medical emergency, Program Leaders and Faculty members are advised to contact local emergency services for assistance and promptly notify Study Center staff for further response. 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.

Program Leaders and Faculty members should adhere to Study Center protocols and guidance from Study Center staff regarding emergency response – this will be covered by Study Center staff following your arrival to your program.

Emergency Contact Information

Contact information for IP Tallahassee staff, Study Center staff, 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.

You will also receive emergency contact information from Study Center staff upon your arrival to your program location. It's strongly recommended that you input all emergency contacts and information into your phone. And keep your emergency contact card with you at all times.

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. Students are also required to ask for permission/approval from their Program Leader or Faculty member 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. Study Center and IP Tallahassee staff members have access to the trip information reported through IP's online travel form.

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

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 change in process requirements.*