

UNIVERSITY OF MISSOURI-KANSAS CITY  
INTERNATIONAL ACADEMIC PROGRAMS

# Faculty-Led Study Abroad Program Guidebook

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A guide to leading student academic programs abroad

Last revised October 2009

UMKC's INTERNATIONAL ACADEMIC PROGRAMS  
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## Appendix

[Study Abroad Student Application](#) (use this as exact template as we need all of this information)

[Program Confirmation & Conditions of Participation Form](#)

[UMKC Group Study Abroad Program Approval Form](#) (and Budget)

[UMKC Guidelines for a Preliminary Site Evaluation](#) (before leading a program)

[UMKC Assumption of Risk and Release Form](#)

[Health Information Form or Faculty-Led Programs](#)

[Emergency Contact Form](#)

[UMKC Student Evaluation of Overseas Experience](#)

[Dealing with Culture Shock](#)

[Study Abroad Incident Report](#)

[Study Abroad Written Warning](#)

[Study Abroad Dismissal Notice](#)

[UM System Collected Rules and Regulations \(Student Conduct\)](#)

[Short Term Study Abroad Program Evaluation](#)

[Non Student Companion Form for Faculty Program Directors](#)

[Eligibility Appeal Form](#) (to be completed by FPD and student)

Dear Faculty Program Director:

The staff of International Academic Programs (IAP) at the University of Missouri-Kansas City has compiled this guidebook for faculty and staff who are considering developing a study abroad program and need to know how to proceed. Taking a group of students abroad means accepting extra administrative responsibilities, but you're not in it alone! The contents of this guidebook will help you understand what is in store for the Faculty Program Director before, during, and after the trip abroad. The guidebook will also give you instructions for making sure that all participants are safe and healthy while away from our campus.

Faculty members who lead study abroad programs make an invaluable contribution to internationalizing the UMKC experience. Students who might not otherwise consider studying abroad are often willing to participate in a program led by a trusted faculty member. In addition to the fact that faculty-led programs are run by someone whom students know and trust, students and their families are reassured by the fact that students are registered in specific University of Missouri-Kansas City classes for these off campus programs.

Study Abroad programming at UMKC adheres to the professional standards and guidelines established by the Association of International Educators ([NAFSA](#)). In addition to the practical matters of program development and implementation, these standards identify best practices, ethics, and adherence to the highest level of commitment to furthering global understanding. In any study abroad activity undertaken by our students, UMKC naturally assumes a certain level of responsibility for advising and guiding the students' assessment and selection of a study abroad program. If UMKC offers credit for the program, we should have confidence in the instruction and experience being provided. We must also play a role in the evaluation of students' experiences upon their return to UMKC, and in the integration of those experiences into curricular and co-curricular activities.

Faculty Program Directors are expected to comply with the standards outlined in this guidebook in order to maintain high quality programs. While IAP provides assistance, many of the responsibilities for promoting, advising, admitting, and orienting the students will fall to the Faculty Program Director. In addition, the Faculty Program Director is responsible for maintaining the administrative flow and financial records for the program. This is a huge task, but well worth the effort, given that the Faculty Program Director will be an eye witness to the growth and change that will occur in students who study in another country.

IAP's goal is to work together with Faculty Program Directors to run quality study abroad programs that meet the curricular needs of the campus and comply with study abroad health and safety standards. The UMKC students who participate in faculty-led programs of this quality will have the experience of a lifetime! They will then return to the campus with a global perspective that will spread to the classroom and to their extracurricular activities, and thereby help UMKC move closer to its goal of internationalization.

We look forward to working and partnering with you on this exciting adventure.

Sincerely,



Linna Place, Ph.D.  
Director



Kate Wozniak  
Study Abroad Coordinator

PLEASE NOTE: Current updated versions of this guidebook will be available on the IAP Web site at <http://www.umkc.edu/international>

## 2 INTERNATIONAL ACADEMIC PROGRAMS (IAP)

Faculty Program Directors retain control of the course content and associated field trips. Faculty Program Directors are the primary program developers and play a prominent role in all aspects of program development. In order to assist, IAP's first and foremost responsibility as the appointed office for study abroad is to work with Faculty Program Directors to ensure that UMKC students have access to study abroad programs that are:

- Academically rigorous and meet UMKC curricular needs;
- Administered using sound procedures that make the study abroad process as smooth as possible;
- Located in countries that are considered reasonably safe and to assure that programs are as free of risk to student health and safety as possible;
- Providing ample opportunities for personal and academic growth for students.

Of utmost importance to IAP is making certain that UMKC students go to reasonably safe destinations. IAP can assist Faculty Program Directors in establishing protocol for the program to minimize risks to students by providing certain services:

### **IAP Services**

- Assist with development of new study abroad programming;
- Advise on study site locations and affiliations;
- Maintain centralized office for study abroad resources such as program descriptions/research/forms;
- Work with Faculty Program Director to ensure that all participants in UMKC study abroad programs are covered by the required UM System Study Abroad Insurance;
- Serve as 24-hour emergency contact along with the UMKC Police Department in case of an emergency affecting the health, safety or security of a UMKC student, staff or faculty member on a study abroad program;
- Provide a common core of health, safety and security materials for all UMKC students and Faculty Program Directors participating in study abroad programs;
- Distribute, collect, enter data, and file hard copies of forms in IAP files. Work with Faculty Program Directors to follow up with students who have not yet completed and returned forms;
- Organize and hold mandatory General Pre-Departure Orientation meeting in accordance with the [UM System mandate](#);
- Provide all students with a comprehensive Study Abroad Student Handbook;
- Organize e-mail distribution list for students abroad to which IAP sends updated U.S. Department of State travel advisories, information about maintaining health, safety and security while abroad, as well as updates about new UMKC administrative procedures to all students abroad;
- Provide re-entry cultural adjustment information and programming for study abroad returnees from semester programs to facilitate reintegration into the UMKC community;
- Provide a template for an International Memorandum of Understanding (IMOU) and assistance in drafting new IMOUs;
- Provide printed resources such as: this Guidebook, [Faculty Program Director Field Guide](#), and [Study Abroad Student Handbook](#);
- Provide information on [UMKC Study Abroad Scholarships and other scholarship opportunities](#)
- Assist with promoting your program via our Web site, fair and flyers/brochures distributed by our office;
- Assist with negotiating new agreements, attaining new program approval and participant screening.

You are already experienced in the role of instructor and advisor, though you may find these roles changing markedly in the study abroad setting. The other key responsibilities lie outside the realm of usual faculty/staff functions, and there are many specific processes, requirements and legalities which you need to understand.

**Responsibilities for leading a group abroad include:**

- Instructor and Advisor
- Program Developer
- Recruiter
- Financial Manager
- UMKC Representative
- Crisis Manager

**Exercise of Reasonable Care**

*Reasonable care* is the basic standard against which the operation of any study abroad program may be judged. It is simply the self-conscious exercise of good judgment and common sense on the part of the institution and the Faculty Program Director during the planning and implementation of a program. The program you are planning may take you to locations where health, safety and cultural norms are different from those in the U.S. and you must be aware of those differences and their implications. The concept of reasonable care must be exercised when making decisions affecting the program – a standard to which students, faculty, and the institution should adhere during all phases of this activity. UMKC and our faculty/staff involved in faculty-led study abroad programs, or other sponsored programs overseas, cannot insure the absolute safety of our students in every eventuality. Students are and must be responsible for their own actions and decisions.

It is the responsibility of the Faculty Program Director to develop a description and plan for each of the following most significant categories of reasonable care and emergency management:

- Academic Mission and Performance
- Program Administration
- Health, Safety, Security and Liability Concerns
  - Assure students (and their parents) that students will be:
    - Participating in a venture that is relatively free from predictable harm;
    - Informed of reasonable precautions, both prior to departure and during the course of a program;
    - Receiving the necessary support and guidance should an unexpected medical condition or potentially threatening situation arise.
- Emergency response protocol that conforms to the [Faculty Program Director Field Guide](#)
- Travel, housing and other arrangements that are "relatively free from predictable or foreseeable harm."
  - When possible, transfer the bulk of this responsibility to a reputable professional in the field (such as a knowledgeable site guide or educational travel provider.) If you make program arrangements yourself and directly contract with providers, every effort must be made to check on the reliability, reputation, and safety record of each service provider you are considering employing (bus companies, hotels, etc.)

**Maintenance of Standards and Responsibilities** The level of responsibility assumed by a faculty member who takes on the role of overseas Faculty Program Director does not, in most cases, extend to an expanded legal exposure for that Director or for other faculty involved. UMKC itself accepts the burden of this liability and will provide defense and protection <http://www.umsystem.edu/ums/departments/gc/rules/benefit/490/010.shtml> for employees sued in their individual capacities for activities performed while conducting UMKC business in furtherance of their University duties as long as their conduct was not criminal or willful misconduct.

## Risk Management in Study Abroad Programming

Risk assessment is a vital part of program planning and is closely monitored at all levels of the process. Under no circumstances can UM System campuses send students on a program where there is a U.S. Department of State Travel Warning.

- Check the following key Web sites for all countries you will be visiting to make sure your proposed site(s) are not under Travel Warnings or Health Advisories
  - The [U.S. Department of State](#)
  - The [Centers for Disease Control and Prevention](#) which issues health advisories
- Know the "standard of care" in the study abroad industry that provides a framework within which the institution must operate. Refer to the following:
  - The Interassociational Advisory Committee on Safety and Responsibility in Study Abroad's statement on "[Responsible Study Abroad](#)"
  - The [SAFETI Clearinghouse Audit Checklist](#)
  - The Forum on Education Abroad's [Standards of Good Practice For Short-Term Education Abroad Programs](#)
- If you make program arrangements yourself and directly contract with providers, every effort must be made to check on the reliability, reputation, and safety record of each service provider you are considering employing (bus companies, hotels, etc.).
- Anticipate what could possibly go wrong at each step along the way and how to deal with those issues, e.g.:
  - Lost baggage
  - Missed flights
  - Illness of a student or of the Faculty Program Director
  - Lack of transportation on arrival
- Get a cell phone that works in your destination(s) immediately upon arrival or before departure. One resource is <https://www.piccellwireless.com/latest/index.php>.

## Emergency Preparedness and Response Protocol

The Faculty Program Director should be as fully informed as possible about current conditions in your destination area(s), and must be prepared to serve as a resource to students who may require medical care or who express concerns about their safety or security, seeking the assistance of qualified experts as soon as possible. The UMKC Student Health Center will be happy to help a faculty member prepare a basic travel health kit to help deal with minor ailments. Other helpful resources include [HTH Worldwide](#) and the [Department of State country specific information](#) (which includes information such as road conditions, medical facilities and safety and security).

Be prepared for the unexpected. Each faculty member should formulate a plan for how to respond to a medical or security problem. This plan will have two parts as outlined in the [Faculty Program Director Field Guide](#): a site specific resource plan based on a template and a set of instructions on how to proceed in an emergency. In the event of an emergency, IAP will support you by following its own Study Abroad Emergency Response Plan.

The guiding principles of these plans are to:

- Attend to the immediate needs of the student or colleague involved;
- Remove other participants from danger (if applicable);
- Contact (as appropriate) local medical emergency officials, law enforcement, the U.S. Embassy/Consulate and the UMKC International Academic Programs Office;
- Record all steps taken in response to the incident in a detailed, accurate log.

## 4 OVERVIEW OF THE APPROVAL PROCESS

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The process for developing and receiving approval for a study abroad program entails seven steps, each building on the previous one, which will be fully explained in this handbook. Steps 1 and 2 constitute the development of the program and are spelled out in detail in the next section (5). Once the program has been planned, a series of reviews will lead to the final decision to approve. Here is a brief overview of the process:

Step 1: Discuss the basic idea for your program with your Chair, Dean and IAP

Step 2: Fill out the (new) Program Development Application (deadlines listed on pg 11)

Step 3: Submit to your Department Chair

Step 4: Upon approval, Department Chair submits to your Dean

Step 5: Upon approval, Dean forwards to International Academic Programs.

Step 6: IAP determines if the proposed program upholds standards of safety, feasibility, sustainability and rigor. IAP recommendation is forwarded to the Provost's Office.

Step 7: Final approval from the Office of the Provost.

## 5 PLANNING YOUR PROGRAM

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**Consider programmatic issues and discuss your idea with IAP staff, your Dean and departmental colleagues. As a guide, refer to these questions which you'll want to eventually be able to answer fully.**

- Is the proposed academic content a fit for your department and UMKC's mission?
- Is the proposed topic of study sufficiently focused?
- Do similar programs already exist?
- Is your site an appropriate and safe venue for a study abroad program?
- How does the site enhance your program objectives?
- Is there sufficient student interest in the program?
- Is the schedule and timeline feasible?

**As you think about a budget that will cover expenses while remaining affordable to students, refer to these questions as an early guide to the matters you'll want to address.**

- Where your program will be based;
- What you hope to accomplish academically (tours, special access to certain sites, etc.);
- How many different sites you wish to include in your program;
- The feasibility of moving your group from one site to another (increased travel usually means increased cost);
- The time of year you will be traveling;
- How long the group will be gone;
- Host country weather;
- Celebrations or other special events in the host country (may affect availability of lodging, costs, etc.);
- Seasonal changes in airfare and accommodation rates.

**Meet with your department Chair** early in the process to determine the level of support that will be available to you in terms of program approval and salary funds. It is the Faculty Program Director's responsibility to navigate the department's approval process for the study abroad program, and to see that the program courses meet the department's stated goals.

### **International Memorandum of Understanding (IMOU)**

An IMOU is a document or contract describing a bilateral or multilateral agreement between parties. Contact the IAP Director to determine if an International Memorandum of Understanding (IMOU) is appropriate. The [Group Study Abroad Program Approval Form](#) requires you to list who will make the overseas arrangements for your program. If you

plan to work with an institution (e.g., a university overseas or a language or cultural institute); UMKC will draft an International Memorandum of Understanding (IMOU) between UMKC and that institution. IAP will assist in developing the IMOU which must be granted final approval by the appropriate Dean and the Office of the Provost, and must be reviewed and signed by the Assistant to Vice Chancellor for Administrative Services and by the appropriate official at the other institution. The IMOU will serve as a contract with the host institution or service provider so that program fees, if any, can be paid by UMKC.

The Faculty Program Director should provide the following to the IAP Director:

- Goals of the agreement
- Acceptance criteria for participants
- Academic components of the program
- Services provided by the institution or service provider
- How the costs for the program will be determined

### **Design your curriculum**

The courses offered in the program must reflect the needs and standards of the department and/or academic unit as well as the commitment made by the University to see that the educational experience afforded by a study abroad program will adhere to the same basic principles that govern the rest of the UMKC curriculum. Study abroad programs should always:

- Have a clear purpose;
- Assure an academic rigor similar to courses offered on campus for the same number of credits;
- Follow a syllabus and schedule appropriate to the credit hours offered;
- Offer a logical connection between the curriculum and the travel sites that provides a balance between academics and experience;
- Seek to maximize students' exposure to and understanding of the host culture;
- Begin with an orientation; use assessment tools that will allow students and the Faculty Program Director to measure progress and evaluate the course; and conclude with a post-course debriefing.

### **Develop a budget**

Most UMKC students find the cost of overseas studies to be a barrier to their participation. If program costs can be kept close to the cost of similar experience on the UMKC campus (excluding airfare and spending money), more students are likely to participate. The Faculty Program Director must develop a program budget, estimating costs (and student interest) for each aspect of the program. The [Group Study Abroad Program Approval Form](#) and attached budget worksheet contain a table that will help you determine your students' and your own daily expenses while overseas.

### **Select a program site**

Plan a site visit. A site visit provides you with the opportunity to confirm any arrangements you may have made with colleagues or other contacts abroad; a chance to see what will be available to you and your students for lodging, meals, and transportation; and a view of the relative safety of the location you have selected. If you are going to a less-developed part of the world, take photos of terrain, housing options, vehicles, etc., so that you can show prospective students what to expect. IAP also has a list of [guidelines for preliminary site evaluations](#) that we encourage Faculty Program Directors to utilize.

Use a reliable travel agent or educational provider to help you plan your site visit, requesting recommendations for in-country transportation and lodging as well as for the trip to and from your destination. Negotiate group rates with the managers of the companies, as the published price typically does not apply to groups.

Determine the answers to the following:

- Is there a U.S. Department of State Travel Warning in the countries you plan to visit? Remember: the University of Missouri System will not support study abroad to a country for which the [U.S. Department of State has issued a Travel Warning](#), its highest level of alert. [U.S. Embassies overseas](#) often maintain their own Web sites that can serve

as sources of useful information. Health guidelines created by the [Center for Disease Control \(CDC\)](#) are also an excellent source of information regarding potential health concerns and steps that can be taken to avoid illness and injury. Please check these links often.

- Are there on-site contacts to ensure that appropriate administrative and logistical support for students is in place?
- Will classroom space be available for the courses being taught?
- How will fieldwork and excursions be planned and executed?
- Will local faculty provide some of the instruction?
- Will the academic facilities that are available to the students, such as libraries and computer labs, be adequate for their needs on the program?
- Who will make the housing arrangements for the students and instructors?
- Are housing and classroom sites safe?
- Are there health facilities nearby? What is the quality of their services?
- What will local contacts and vendors charge for their services?
- Are accommodations available for students with special needs?

The Faculty Program Director should consult with IAP staff after determining the answers to these questions to see if the support provided will meet [established standards for study abroad programs](#) and match UMKC students' needs.

#### **Assess all costs**

- Faculty Program Director's salary, housing, airfare, meals and all program related and miscellaneous expenses (including passport renewal, visa, vaccinations, etc.);
- Start up costs (e.g. site visit);
- Promotional materials and marketing costs;
- Cost of student housing and meals, airfare, books, supplies, entrance fees, local transportation, etc.;
- Out-of-pocket expenses incurred by students either prior to the program or during the program (which are not included in the program fee): mandatory UM System insurance, meals, incidentals, airfare (if not booked together), passport, visa (if required), any possible travel not covered in the program fee, immunizations, limited personal entertainment, etc.;
- UMKC educational fees: tuition, ancillary course fees (student activity, IT, student health fees etc.); Students are charged UMKC tuition at the appropriate in-state or out-of-state rate for the number of UMKC credits that will be awarded by the program. This tuition is not included in the program fee and you should be explicit about this fact.
- [Non-resident students](#) registered for six or fewer credits during a 16-week term, or three hours or less during an eight-week term may be assessed at the in-state rate.
- Host institution educational fees (if applicable);
- Departmental considerations such as administrative assistance;
- On-site coordination costs (airport pick up, administrative support, etc.);
- Excursions/activities required for the program;
- Finally, keep in mind that the number of students enrolled will affect your estimates of costs.

NOTE: groups of more than 15-20 students will probably necessitate having a second faculty program director (either another UMKC faculty or staff member - perhaps one who would take over the program in future years - or a contact person in the host country).

#### **Set Program Fees, based on amounts above, which should include:**

- All costs; those that are not directly part of the fee such as out of pocket expenses must still be identified, so that students understand the full costs of participating;
- A "contingency fund" of \$50-\$100 per student for unexpected occurrences (emergencies, opportunities that arise after you're in the host country, etc.).

## Develop a program accounting plan with your unit's fiscal officer

Please review the overall university policies for travel in the on-line [UM System Business Policy Manual](#).

- Establish what departmental or unit accounts you will use;
- Whenever possible, ask a service provider to send an original invoice directly to UMKC;
- Create a record book/log in which you record all expenses associated with the program. Keep copies of original receipts to submit to your fiscal officer upon return to UMKC. If it is not possible to obtain original receipts for program-related expenses, the Faculty Program Director must keep a log listing all expenses and ask the person providing the service to sign this log. **The UM Business Policy Manual does not provide means for making payments directly to individuals who are not UMKC employees, who may provide educational services as a part of the UMKC study abroad program. UMKC will hold the Faculty Program Director financially responsible for all charges for which he/she does not have original receipts or log entries. The Faculty Program Director will also be responsible for all expenses that are not integrally related to the educational aspects of the UMKC program.**
- Obtain a UMKC Travel Card which may be used in lieu of personal funds or credit cards to pay business-related travel expenses, and to obtain travel cash advances. Fees for cash advances through your Travel Card are reimbursable as long as the cash advances are used for official University travel. The Faculty Program Director may also obtain a monthly cash advance of up to 10% of the credit limit of the UMKC Travel Card to cover emergency expenditures (i.e., \$450 per month with a \$4,500 credit limit).

Please review the [information and the application for the UMKC Travel Card](#) as well as the [UM System Business Policy Manual for Travel](#).

- Be prepared to request reimbursement for travel-related expenses on a Travel Expense Voucher. The Faculty Program Director must present this information within 60 days following the end of the study abroad program. See Accounting Services specific guidance regarding [voucher preparation for travel-related expenses](#). NOTE: Vouchers that include foreign travel must be submitted in U.S. currency. Each receipt must be identified, translated, and converted to U.S. currency. All expense amounts must be converted to U.S. currency and the conversion rate used identified on the voucher or on the receipts. (Credit card companies normally do this on the bill.) The conversion rate can be per day or an average during the period of foreign travel;
- Determine departmental policy on how to handle any surplus/deficits incurred by the program;
- Submit a Final Budget Report to your Academic Dean that provides a full analysis of both the income and the expenses for the program. Income is generated from the program fees collected from each student. Expenses should include all of the direct costs associated with running the program that were paid out of the program fees.

## Establish your program student selection criteria

- Eligibility: Study abroad programs at UMKC require students to have at least a 2.75 GPA. Every student must be in good academic standing, as defined by his/her academic unit. For semester programs, full time, degree-seeking status is required. You need to consult the appropriate Dean if a student falls below the requirements by completing the [FPD Eligibility Appeal](#).
- Specific group: e.g., Honors students, students in a particular major, etc.
- Application process: UMKC group programs require a student [application form](#), advising transcript, a short essay, and letter(s) of reference. You may also want to require an interview.
- Special needs or disabilities:
  - What are the physical demands of your program?
  - Will students with disabilities or medical limitations be able to participate successfully?
  - Is it necessary to provide accommodations or modifications for a student and can you do so? On a safari, for example, refrigeration for medications may not be available. A tour including the Great Wall of China may not be possible for a student with limited mobility. *The university is bound by the Americans with Disability Act; Faculty Program Directors are expected to make reasonable accommodations for all applicants. Additional information can be obtained from Mobility International USA, PO Box 10767, Eugene OR 97440 (541-343-1284), or by contacting the UMKC Office of Services for Students with Disabilities (816-235-5696).*

### **Prepare your [Group Study Abroad Program Approval Form](#)**

All UMKC new study abroad programs must be approved by your Department Dean and Chair, IAP and lastly, the Office of the Provost. Students can only earn academic credit and receive financial aid on approved programs.

- Review your plan with your Chair and Dean, and receive their approval/endorsement before submitting your application to IAP
- The [Group Study Abroad Program Approval Form](#) and attached budget worksheet will always be on the faculty page of the [IAP Website](#). Applications must be submitted to IAP Director by the following deadlines:

**Spring programs: May 1**

**Summer programs: October 1**

**Fall programs: January 1**

**Academic year programs: January 1**

Your application will be reviewed by IAP to determine if standards of safety, security and liability are adequately addressed. It will go then to the Office of the Provost for final approval. The Provost's Office will make one of the following decisions:

- Your program is approved
- Your program is denied approval, in which case you will receive a letter from IAP with recommendations and comments from the Director and Office of the Provost. If the Director feels your proposal has merit, you will also be invited to resubmit your proposal.

### **Add the program course(s) to the UMKC Class Schedule on Pathway**

- To assign a course number for your program, use an existing UMKC course number from your department or a designated study abroad course number. If assigning a new course number, follow established unit procedures for submitting course offerings.
- Determine number of credit hours: as determined by the [Missouri Department of Higher Education \(Section R\)](#).
  - travel time does not count toward contact time. Contact hours may include any time the students are engaged in achieving course objectives: tours, classroom time, museum visits;
  - readings and other work assigned should be comparable to that assigned for an on-campus course of similar credit value. Consider assigning pre-departure readings, presentations, and/or projects, as these will enhance students' progress toward course objectives and their experience abroad.

### **Contact the Registration and Records Office, which will:**

- List the classes being offered in the UMKC schedule and assign class numbers for courses;
- Assist with registering students, as needed;
- Set up the appropriate billing transaction codes for a study abroad course
- Notify the instructor at the end of the academic term to Log on to Pathway to assign grades for students;
- In some cases, your program will require students to enroll both in UMKC credit courses and a course or two at the host institution. The Faculty Program Director will advise students on what to enroll in at the host institution and will assist students in the process.

### **Decide the method to use for students to register for your program:**

- Post your course for Web registration and have students register themselves for the section you have indicated to them, or;
- Use Add Slips, which you will sign for each student before he/she can register and each student will go to the Registrar's office to get registered or;

Faculty Program Directors should make sure that students properly enroll themselves in classes prior to departure!

### Marketing and promotion

Marketing and promoting your program should accomplish two tasks: generate interest and enthusiasm for the program, and provide detailed information to all potential participants.

#### Prepare promotional materials which:

- Emphasize your program is an academic course offered by UMKC that will give academic credit; avoid using terms like “tour” or “sightseeing”;
- Describe the destination(s);
- Provide an accurate budget estimate on all fees and associated costs;
- Explain financial aid and scholarship options. Financial Aid Advisors will be able to tell students how their financial aid will apply to study abroad and will be able to advise study abroad students about available resources. Students must make contact with a Financial Aid Advisor at least 2 months in advance of departure;
- Provide a complete and descriptive itinerary;
- Outline the academic content;
- Explain housing and transportation arrangements;
- Explain the application process

#### Plan your marketing strategy that may include the following:

- Brochures, fliers, and posters, which must contain course description, program features, Faculty Program Director’s name and contact information, availability of aid, program dates, and the university-required Affirmative Action/Equal Opportunity statement. See the [IAP brochure template](#) when designing your materials;
- Web sites: IAP’s Web site will provide information and links to all UMKC study abroad programs;
- E-mail: IAP maintains a database of students who have indicated an interest in studying abroad and can assist you in targeting likely participants;
- The UMKC Study Abroad Fair (usually in mid-September);
- Information sessions that can be announced on [IAP’s Web site](#) ;
- Faculty meetings;
- Classroom announcements;
- Classified and/or display ads in the U-News;

### Student applications

Set an application deadline to be no later than:

- March 15 for summer programs
- February 28 for fall or academic year programs (to take advantage of maximum scholarship potential)
- October 15 for spring programs

Students submit their completed application files to your office. All programs should use the [Study Abroad Student Application](#) which is available at the IAP office and on our Web site. The completed student file must, at a minimum, include the IAP Student Application form and a copy of the student’s advising transcript. It may include any other supporting materials you require, such as:

- academic reference(s), preferably from UMKC faculty members who have taught the student;
- an essay stating the student’s academic and personal goals for the program;
- language proficiency certification for programs where the content is delivered using a foreign language;
- résumé and cover letter for programs with an internship or work component;
- interview to assess flexibility, language skills and/or openness to other cultures.

When the application file is complete, send copies of the Student Application and advising transcript to IAP.

***As you are accepting applications, please be aware of the following special circumstances:***

### **International students and traveling overseas**

- International students may have special passport and visa issues;
- International students will need to take care of necessary research and paperwork as soon as possible after deciding to participate in the program;
- Refer them to an International Student Advisor at the International Student Affairs Office (5235 Rockhill Road: 816.235.1113);
- International students participating in a group study abroad program may have their mandatory study abroad health insurance waived with the permission of the International Student Advisor and Alternate Responsible Officer in the International Student Affairs Office (816.235.1200).

### **Students with disabilities**

- You are bound by law not to discriminate against those with disabilities;
- Studying abroad can be physically and emotionally demanding;
- If you feel a candidate is not suitable for your program, by all means discuss with that student why you feel participation in your program may not be in his or her best interest;
- Consider recommending a visit to IAP to seek other options or to discuss needed accommodations.

### **Non-UMKC students**

- Non-UMKC students complete a [Visiting Student Application](#) available in print from the Admissions Office.

### **Admitting students: Letter of acceptance and information packet**

The Faculty Program Director should create a Letter of Acceptance for students who meet the UMKC and program [eligibility criteria](#). This letter should include dates, times and locations for the following:

- Mandatory IAP General Pre-Departure Orientation (PDO)
- Program-Specific Orientation Meetings, including the break out session following the IAP PDO
- The first meeting overseas (especially important if students are arriving individually)
- Group flight arrangements, if applicable

In addition, you should provide an information packet that includes the following:

#### **1. Program and course requirements**

Be explicit about course requirements and methods for evaluation. Distribute a syllabus and itinerary showing the following information for each day of the program:

- ✓ hotel address, phone, and other contact information for each day
- ✓ first day of program/course and last day of program/course
- ✓ course expectations for each day
- ✓ location of class for each day (if moving around)
- ✓ final project deadlines

*Clarify if you will or will not provide extensions for those unable to complete work on time and please encourage your participants to share a copy of this itinerary/syllabus with their families or significant others, in case students should need to be reached during the program.*

#### **2. Registration information**

Tell students how to register for your class and inform them of key deadlines for registration and billing. Check the [Registrar's current deadlines](#).

#### **3. A breakout and explanation of finalized costs including UMKC educational and program-specific fees (based on the budget worksheet found within the [Group Study Abroad Program Approval Form](#)). Costs that are not**

covered in the program fee should be stated explicitly and estimates of these costs should be provided to the greatest extent possible. (See notes on tuition and fees below).

#### 4. Study Abroad Form (pink form)

The Financial Aid office requires that students complete original pink Study Abroad Approval Form in addition to other required financial aid forms. This “pink form” has been approved by the Registrar’s Office, Financial Aid and Academic Affairs and ensures the program has been approved and credits will be applied to the UMKC academic record. In your letter, tell students to complete the Study Abroad Approval form and provide instructions for getting it signed.

- This form must be signed by an Academic Advisor or Faculty member. In your letter, tell students to complete the form (available from IAP) and instructions on who can sign it;
- The student must bring the signed Study Abroad Approval form to IAP.
- IAP will sign the form. If the student is applying for financial aid, IAP will give the form to the student to deliver to the Financial Aid office, otherwise it will stay in the student’s file.

#### 5. Scholarships, billing and other student considerations

Inform students about [study abroad scholarships](#) available.

#### 6. Program withdrawal penalties

Students should be informed of the penalties if they withdraw from the program after acceptance.

### Not admitting students

As outlined in the [UMKC Guidelines for Study Abroad](#), students must be in good academic standing to be eligible to participate in a study abroad program. If students have less than the required 2.75 GPA, they may only participate with the written permission of the Dean. The [FPD Eligibility Appeal](#) form must be turned in soon after the application deadline (and at least 60 days prior to program departure). These Guidelines have been approved by the IAP as well as the Provost’s Office. If a student's conduct record is such that you are not willing to accept the student in your program, please document your concerns and provide them to the Dean so that he/she can provide you with support if the decision is appealed. If the student does not meet the eligibility criteria that have been set, the Faculty Program Director should send a Letter of Refusal.

## 7 THE ORIENTATION PROCESS

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Once the Faculty Program Director has selected program participants and issued acceptance letters, he/she will begin the process of orienting students for their upcoming experience abroad. Conducting a thorough program specific orientation is essential to minimizing possible risk to our students and to the program.

IAP provides a 3 hour General Pre-Departure Orientation for Study Abroad; student attendance is mandatory. Faculty Program Directors should attend the Pre-Departure General Orientation. Immediately following, there will be time for you to present a *program specific* break-out session for all of your participants. The summer orientation is usually on a Saturday morning in either late March or early April. Please contact IAP for current dates or see our [website](#).

### IAP’s mandatory General Pre-Departure Orientation

UMKC has an obligation to provide participants with specific types of information about programs abroad. Topics covered in the (General) Pre-Departure Orientation, as well as in the [Study Abroad Student Handbook](#) provided in orientation packets:

- Safety Issues in Study Abroad
- Health Issues in Study Abroad
- Student Conduct
- Cross-Cultural Adjustment

- Administrative Issues such as registration for courses the semester that students return to UMKC
- Travel Safety Tips (please see the enclosed “Study Abroad Student Handbook”)
- Required forms including the [Health Form](#), [Risk and Release Form](#) and the [Emergency Contact Form](#)

### **Program-specific information**

IAP is always willing to assist Faculty Program Directors in designing program-specific orientation sessions. Uninformed students are a tremendous risk to you and your program. If students know in advance what they can expect and what they are agreeing to do, you will have fewer complaints about the conditions while on the program and fewer chances of damage claims after you've returned to campus.

The purpose of this orientation is to accomplish three tasks: to discuss program specific topics, to provide a clear explanation of the fiduciary duties of the Faculty Program Director, and to manage essential documents.

The Faculty Program Director may consider inviting speakers to the program-specific sessions, i.e., study abroad returnees, exchange students, other faculty with expertise in the country where the program will be located, other local experts, travel agents, etc. The program specific break-out sessions should be used to discuss the following topics, which are an integral part of the program orientation process:

#### Program Expectations

- ✓ Academic requirements
- ✓ Behavioral expectations
- ✓ Safety and health
- ✓ Local culture
- ✓ Cross-cultural communication
- ✓ Cultural adjustment strategies

#### Daily life in the host country

- ✓ Arrival information
- ✓ Getting acquainted with the host country (health, safety and security issues)
- ✓ Registration information
- ✓ Places to study on site
- ✓ Housing
- ✓ Where to eat
- ✓ Entertainment
- ✓ Weather
- ✓ Shopping
- ✓ Financial information (including banking and the best way to bring money from home)
- ✓ Police registration (if applicable)
- ✓ Location of health services
- ✓ Phone and postal services
- ✓ Miscellaneous necessities and general impressions

#### Health issues

- ✓ Basic information about medical services
- ✓ Pharmaceuticals
- ✓ Advice on obtaining personal health items before departure (e.g. over the counter medications)
- ✓ Precautionary medications and required immunizations for the program destination (see [CDC site](#))
- ✓ Insects, drinking water, etc.

*Resources on health issues include the [HTH Worldwide](#) insurance, the [UMKC Student Health and Wellness Center](#) 816-235-1633 and the [Centers for Disease Control](#).*

#### Substance use and abuse

- ✓ The Faculty Program Director should provide information about alcohol and substance abuse laws in the country or countries the program will be visiting, particularly in cases where these laws differ from those of the U.S.

#### Personal safety issues

- ✓ Basic tips on travel and personal security
- ✓ Transportation safety
- ✓ Local crime
- ✓ Areas to avoid
- ✓ Hazards or inconveniences inherent in your program

#### Emergency response procedures

- ✓ Basic instructions on how to respond to an emergency situation including on a meeting place
- ✓ Consider a secondary meeting place and a back-up plan; a backup person if FPD incapacitated
- ✓ How to contact the Faculty Program Director at all times
- ✓ How to obtain assistance in case of an emergency (phone number for medical, police, etc.)
- ✓ How to contact U.S. Embassy
- ✓ Who of the group has basic CPR/first aid training
- ✓ Medical conditions of participants which may require special attention or foreknowledge
- ✓ Confidential information about student health conditions which they self-report are to be utilized only in case of extreme emergency. It is extremely important that FERPA guidelines regarding student privacy are maintained

#### [Consular Information Sheets and Travel Advisories](#)

- ✓ Review information issued by the U.S. State Department and other agencies.

### **Fiduciary duty of the Faculty Program Director**

As the Faculty Program Director, you have a fiduciary duty to the participants. Your responsibility to your participants is to provide them with a stimulating academic experience in as safe an environment as is feasible given the nature of your program. You are liable for participants' safety only insofar as you put them at unnecessary risk, have not informed them of potential risk, or are not acting in your capacity as Faculty Program Director (i.e., are away from the group or unavailable for contact during the program). As a UMKC Faculty Program Director, you should not be considered a "buddy." Your important role is that of Faculty Program Director – ensuring a safe, quality and academically challenging study abroad program.

- Reinforce with students that they are subject to the laws of the host country and that due process is not the "law of the land" in many parts of the world
- Reiterate that U.S. citizenship does not give students immunity from prosecution
- Inform students that regulations regarding drugs, alcohol, driving, and general public behavior may be far more severe than in the United States
- Tell students what the ramifications of alcohol abuse will be in relation to host country law, to their personal safety, and to continuation in your group program
- Actively and strongly discourage students from participating in dangerous or risky activities (hang-gliding, bungee jumping, motorcycle riding, etc) that in many cases, are not covered by the UM mandated study abroad health insurance
- Tell students that they remain subject to [UM System's student code of conduct regulations](#) even when they are off campus or out of the country and please direct attention to these specific issues:
  - **Alcohol and Drug Use**  
UMKC students who are not of legal age to drink in the U.S. often are old enough to drink in the host country. UMKC campus standards for alcohol use maintain the same during a study abroad program.

UMKC employees must not be viewed as promoting the use of alcohol by students. Finally, UMKC funds must never be used to purchase alcohol.

- **Academic Dishonesty**

UMKC guidelines regarding dishonesty, defined as “cheating, plagiarism, or sabotage,” also apply to the study abroad academic experience.

- **Sexual Harassment**

Given the wide variety of countries in which UMKC students will study, it is obviously not feasible to enforce UMKC official standards of sexual harassment upon the residents of another country. All employees of the University of Missouri-Kansas City, including the Faculty Program Director and any of his/her assistants, are subject to the [UMKC’s Sexual Harassment policies](#).

The Faculty Program Director must be clear about conduct that could lead to students being terminated from the program and sent back to the U.S., at their own expense and with forfeit of tuition and program fees. Faculty Program Directors must inform students of the disciplinary process that they will follow, including [verbal warning/incident report](#), [written warning](#), and [expulsion from the program](#).

### **Management of documents: Checklist**

Faculty Program Director must check that each student has the following:

- ✓ valid passport (expiration date at least six months after program ends)
- ✓ valid visa (if required)
- ✓ International Student Identity Card (if required by the program)
- ✓ a copy of the course syllabus
- ✓ a copy of the course itinerary (including each destination, hotel address, phone number, and schedule of events)

## **8 BEFORE YOU LEAVE**

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Faculty Program Directors must check that they have the following:

- ✓ valid passport (expiration date at least six months after program ends)
- ✓ valid visa (if required)
- ✓ Faculty Program Director Field Guide (contains UMKC emergency procedures and contact information)
- ✓ copies of in-country provider contracts
- ✓ a list of your in-country contacts (including medical, legal, local police)
- ✓ U.S. Consulate or Embassy telephone and fax numbers and e-mail address
- ✓ a photocopy of page one of each participant's passport
- ✓ a photocopy of each participant’s Emergency Contact Information as well as any necessary medical information forms
- ✓ [Study Abroad Program Evaluation](#) forms to distribute and collect before the group leaves the host country

Faculty Program Directors must also provide IAP the following information:

- ✓ complete itinerary for the program
- ✓ 24/7 contact information for the program while abroad
- ✓ emergency contact information for the Faculty Program Director
- ✓ a copy of in-country contacts list (including medical, legal, local police) for the program
- ✓ study abroad application form for every participant in the program
- ✓ a copy of passports and visas for every participant in the program
- ✓ emergency contact forms for every participant in the program
- ✓ proof of enrollment in mandatory UM System HTH insurance for every participant in the program
- ✓ health information form for every participant in the program
- ✓ signed UM System Assumption of Risk and Release form for every participant in the program

- ✓ It is not generally recommended that FPD's take non-students on academic program but if it has been approved by your Dean, please fill out the [Non-Student Companion Form](#).

## 9 ON-SITE PROGRAM MANAGEMENT

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### Upon arrival

- Provide all participants with Faculty Program Director's contact information in the event of a serious illness, arrest or other emergency.
- Establish Faculty Program Director's office hours, which should be held regularly and in a public place
- Arrange a predetermined gathering place to meet program participants in the event of fire, natural disaster, political unrest or other emergency.
- Distribute housing information and explanation of policies governing housing if this has not been done in the US
- Review process for accessing money, handling funds, and procedures for financial emergencies
- Reiterate personal safety issues
- Explain how to use local transportation and communication systems (mail, Internet, etc).
- Arrange for a city tour and a campus tour when applicable
- Review location of medical and health facilities and what to do in case of a medical emergency
- Review **appropriate conduct of program participants**, which should have been thoroughly discussed in pre-departure orientation meetings. Remind students of the commitments they made when they signed the [University of Missouri—Kansas City Assumption of Risk and Release](#)".

### Leading excursions and activities

When an excursion or activity is an official part of an UMKC study abroad program, it is important the Faculty Program Director understand the high degree of responsibility that he/she is taking on in terms of demonstrating "reasonable care" for student health and safety. Students, their parents, and the administration of the University of Missouri, will expect that the Faculty Program Director has thoroughly investigated the advisability of the activity/excursion in light of health, safety and transportation concerns by consulting the U.S. Department of State and trusted colleagues on-site.

The Faculty Program Director should thoroughly vet all persons who will be involved in organizing an activity/excursion, and all modes of transportation that will be used during the course of the activity/excursion. Excursions and activities must be integrally related to the academic purpose of the program. Remember that some activities, such as water sports, may be excluded from insurance coverage.

## 10 FOLLOWING YOUR RETURN

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### Collecting and posting grades

Regardless of when your program ends, the Registrar's Office will make grade rosters available on Pathway at the end of UMKC's regular semester. [Instructions for posting Pathway grades](#) are available online.

If this program was a hybrid program in which students enrolled in courses for credit at a host institution in addition to enrolling in a UMKC course, the Faculty Program Director's should ensure that students

- obtain a transcript
- work with IAP and the Registrar's office to ensure credit appears on each student's academic record

### Your final report

The Faculty Program Director will prepare a thorough evaluation of the program within 60 days of return, which describes what worked well and what did not. Final reports are particularly valuable to programs that rotate Faculty Program Directors from year to year, so that lessons learned can be put to good use by future Faculty Program Directors.

Submit an original of the report and one electronic copy to IAP. Final reports will be distributed to the appropriate Department Chairs and Deans.

Include in the report:

- a list of all participants
- a copy of your final itinerary
- a statement of the program's total income and expenses
- a general assessment of your program
- a syllabus

### **The re-entry process – helping students make the most of their international experience**

The study abroad experience does not end with the return flight to the United States. Upon return to United States, or perhaps on one of the last days of the program itself, Faculty Program Directors should conduct a “de-briefing” session to allow students to reflect upon and evaluate the study abroad program. Although a group discussion could be one valuable component of such a session, it is also important to provide students with the opportunity to express their opinions in writing, through anonymous evaluations.

While we will often take great pains to ensure that students are fully prepared for the culture shock they will experience upon arriving in another country, we may neglect to prepare them for the reverse culture shock that they may feel when returning to the United States. Students may be taken off guard by the discovery that they have to renegotiate their place in a world they thought they knew so well. They may find, for example, their hometown just to be a little smaller, their family to be a little less tolerant, and their career plans to be a little less certain than they were before studying abroad. It is therefore extremely important to organize and encourage participation in re-entry activities that will help students process and apply their experiences abroad. Successful re-entry programming not only facilitates the students' transition back into their lives at home, but also furthers the broader goal of internationalizing the UMKC campus and community.

### **IAP activities**

IAP activities for returning study abroad students include:

- **Welcome Home Reception.** Every Fall IAP holds a reception to welcome home students just back from a study abroad program and also newly arrived international exchange students. Students and Faculty Program Directors are encouraged to bring and share their photographs and stories of their experiences abroad.
- **Photo Contest.** Every year IAP sponsors a Study Abroad Photo Contest. Winning entries receive cash prizes and may be featured in promotional materials for study abroad.

In addition to IAP-sponsored activities, Faculty Program Directors may want to develop programming and events for students who have participated in their programs.

And now... You've done it! You've provided a group of students with a life-changing learning experience, one that could never have been accomplished on the home campus. In the process, perhaps you've learned what you'd like to try next on another group study abroad program. And when you're ready, the staff at IAP will be waiting to help you do it again.