



The University of Texas at San Antonio™

**UTSA-LED STUDY ABROAD PROGRAM
LEADER HANDBOOK**

2025

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INTRODUCTION

Congratulations on your choice to lead UTSA students abroad! For many UTSA students, this will be their first overseas experience, and this handbook is aimed at helping you make it a positive one. This handbook and the accompanying annual briefing are designed to provide guidance to Program Leaders with resources on pre-departure, health and safety, and more.

It is important to note that prior to undertaking a UTSA-Led program abroad, UTSA faculty and staff members should have submitted and received approval for the program from your Department Chair, Dean, and the Assistant Vice Provost for Global Initiatives.

The objective of this handbook is to provide you with resources for problems before they arise abroad. Our goal is to minimize the potential risks inherent in study abroad, and to ensure that each Program Leader has a well-thought-out emergency plan in place prior to taking students abroad.

Acknowledgments

The UTSA Study Abroad office gratefully acknowledges the following organizations and individuals who shared expertise and ideas for this handbook:

- NAFSA: Association of International Educators
- Forum on Education Abroad, Standards of Good Practice, (Enhanced Sixth Edition)

UTSA Phone Numbers

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UTSA Police Department

+00-1-210-458-4242

UTSA Counseling Services 24-hour line

+00-1-210-458-4140

Title IX Coordinator

+00-1-210-458-4120

eos.office@utsa.edu

Student Conduct and Community Standards

+00-1-210-458-4720

sccs@utsa.edu

Other resources

On Call International

UT System Group ID: 100143CPPD21

Policy Number: INTO6884

<https://www.myoncallportal.com/>

+00-1-978-651-9722

mail@oncallinternational.com

24/7 Live Chat: www.oncallinternational.com/chat/direct

On Call Text Only: +00-1-844-302-5131

U.S. Department of State's Overseas Citizens Services Office:

FROM WITHIN THE U.S. 1-888-407-4747

FROM OUTSIDE THE U.S. +00-1-202-501-4444

Report a Lost or Stolen Passport:

From the U.S. & Canada: 1-888-407-4747

From Overseas: +00-1 202-501-4444

FACULTY PROGRAM LEADER GUIDELINES

The expectations of a UTSA Led Study Abroad Program Leader are more comprehensive than those of a faculty member teaching a course on campus. As the Program Leader, you will not only lead the course, but you will oversee many other aspects of the program, from helping a student find a doctor while in-country to giving travel safety tips and advice while abroad.

We hope this handbook and the accompanying workshop for Program Leaders will help you understand the responsibilities that go hand in hand with being a Program Leader. We have grouped these responsibilities into three main areas: Academic, Personal, and Risk Management.

Academics

You are responsible for the academic content and structure of the course(s) you will be teaching. Each course should follow the course format (content and structure) approved in your UTSA-led proposal. If you plan to deviate dramatically from that approved format, please contact Study Abroad before your departure.

Because these are study abroad programs, you should anticipate using in-country resources as much as possible to take advantage of the international site and to enhance the student learning experience. Depending on the specific design of your program, you might include field trips, site visits, guest lecturers, or cultural events.

Course Activation:

- Work with the person in your department who sets up courses to make sure that your course is active for the term you are leading it.
- Students must register for the course to comply with University policies.
- The course should not be open enrollment enabled. The appropriate person in your department should register only students selected for the program.

Personal Counseling and Assistance

As the Program Leader, you are responsible for providing academic advice to participants. Students are often particularly interested in ways they can further their study of your subject matter after their return to campus and ways that they can integrate their study abroad experience into their wider academic and personal lives.

You must be prepared to act as a resource to participants who may need assistance with personal, emotional, financial, and health problems that may arise during the program. You will act as a liaison between participants and the appropriate local agencies which assist in these areas. You should monitor the students' progress and make sure they are attending lectures, doing their assignments, and adjusting to their new environment. You must also be available to the students to help interpret cultural and linguistic differences between their host country and the United States and to offer assistance to help students adjust to their new surroundings.

Students may not always come to you directly, so it is important to observe students' behavior and offer a supportive environment that will encourage communication.

Health or Illness / Injury

It is important that you are available to students in the event of an emergency (such as hospitalization or natural disasters) and should do all that is possible to assist students and Study Abroad in

dealing effectively with such emergencies. For example, the Program Leader is expected to help participants obtain the best possible health care when they are ill or injured and should immediately advise Study Abroad if a serious accident or injury occurs, especially if hospitalization or surgery is required.

Crisis and Risk Management

In the event of an emergency that could potentially affect the entire group, your first responsibility will be to attend to the safety of participants and to determine the scope of the health threat. It is important that you have the numbers for On Call easily available because in the case of an emergency you must contact On Call for advice in assessing the health incident/threat. If it is determined that there is a potential risk to the participants, you should notify Study Abroad as soon as possible, informing the office about any action taken to minimize or eliminate that risk.

Study Abroad, in conjunction with designated UTSA officials, will be in charge of handling the situation locally and determining when to call emergency contacts. It is important to provide as much information as possible. We can better answer questions and keep involved constituents informed when we are prepared with adequate information.

Faculty Led Study Abroad Accompanying Family* Policy (effective 01/01/2025)

*Family / family member refers to a spouse, partner, significant other, and children.

UTSA Study Abroad facilitates and supports faculty, staff, students, and departments throughout each phase of faculty-led program development and execution. This policy is written in accordance with the Standards of Good Practice published by the Forum of Education Abroad (Enhanced Sixth Edition). Specifically, section 5.1.7, "Each organization shall have policies and procedures in place regarding security and risk management that prioritize the health, well-being, and safety of students and personnel," (<https://www.forumea.org/standards-of-good-practice.html>).

Spouse/Partner/Children may accompany program leaders, however they:

- may not participate in classroom or academic activities
- may not interfere with academics
- are not covered by UTSA On Call International (OCI) health insurance.

Statement on Faculty Member Responsibility

The primary role of a faculty study abroad leader is to act as professor and program leader during the time that students are abroad. Faculty leaders must be prepared to respond to student needs at all hours while traveling. The outlined policy below expands on how faculty leaders fulfill all required responsibilities while traveling with family.

I. **Proposal Phase:** In the program proposal process, faculty will disclose planned visits by all family members during the study abroad program. Any family member who plans to visit a faculty leader for any period of time should be identified to other faculty leaders, as well as UTSA Study Abroad. Adult family members visiting a faculty leader and who are expected to have any interaction with students must have a background check (or equivalent) on file with UTSA. (Weekend/Holiday visitors who will have no contact with students do not need to have a background check.) Study Abroad will provide final approval of accompanying family members prior to an approved program being publicized on campus. After the program has met enrollment requirements, a final list of accompanying family members must be provided to Study Abroad.

II. **Preparation for minor children:** Faculty bringing children under the age of 18 must meet the conditions outlined below. Minor children are permitted to accompany faculty leaders if **all three** of the following conditions are met:

- 1) a second faculty leader is participating in the program **and**
- 2) a second adult acting as the primary caregiver is accompanying the children **and**
- 3) the primary caregiver is acting as such throughout the duration of the program.

III. **Program stipulations:** Faculty leaders must be committed to being available to all students 24 hours a day in the event of real or perceived emergencies.

IV. **Restrictions applying to all primary caregivers.**

- 1) All caregivers must have a background check (or equivalent) on file with UTSA.
- 2) Participation of accompanying primary caregivers is generally restricted to adult family members. Other adults designated as caregivers by the faculty leader should be disclosed to Study Abroad.
- 3) Accompanying family should not counsel students during the program about matters such as serious mental and physical health issues, academic performance, or any matter which is rightly the purview of a faculty leader.
- 4) Adult caregivers and minor children may participate in program related excursions or activities only if they can reasonably be expected not to distract from the learning environment.
- 5) Other scenarios involving faculty leaders and accompanying children traveling but not enrolled in the program must be disclosed and approved.

V. **Other stipulations regarding travel arrangements for accompanying family members.**

- 1) Travel arrangements for any accompanying family member will not be made by UTSA unless the family member is a paying participant.
- 2) Faculty leaders must not spend any program travel funds to pay for approved accompanying family members. Since the IRS does not consider expenditures of this type a qualified business expense, no travel expenses, insurance, transportation, lodging, meals, or registration fees, etc., for family accompanying employees on university travel will be reimbursed.

Payment and Logistics as related to Ancillary Participants

Academic program funds should not be used to pay for any logistics or expenses incurred by ancillary participants. All UTSA-led study abroad program logistics and accommodations should be made with the understanding that this is an academic program designed solely to meet the needs of the students and the faculty or staff leaders.

Faculty and staff members are solely responsible for obtaining passports and visas, obtaining [health insurance](#), organizing travel, and providing for all meals and accommodations of their spouse/partner, caretakers, and children/legal dependents.

Areas that are not your responsibility:

- Friends or relatives of students or other persons who are not officially enrolled in the program.
- Students who have broken the laws of the country.
- Students' personal losses.
- At the official end of the program, you are no longer required to supervise the activities of the student members of the program, nor to be aware of their plans

UTSA STUDY ABROAD PROCEDURES FOR HANDLING INCIDENTS ABROAD

Preventive Measures

To minimize potential crises and mitigate student misconduct abroad, the Program Leader should brief the group as a whole on safety measures before leaving the United States, emphasizing appropriate issues such as:

- Actions or activities that may be acceptable in the U.S. but are not acceptable in the host culture.
- Appropriate behavior and any defensive measures avoid drawing negative attention and prevent risk to personal safety.
- Places that are not safe at night, not safe to walk through alone, etc.
- Social norms regarding alcohol use as well as laws which govern the use of illegal substances.
- Avoiding driving where they are unfamiliar with both driving customs
- Specific rules established by the Program Leader, such as an alcohol policy, curfew, sign-in sheet, buddy system, and procedures for contacting program leaders.
- Review student code of conduct.

The Program Leader should familiarize themselves with local arrangements for handling emergencies - e.g., the location of the nearest emergency medical facility, telephone numbers for the police, and emergency medical care. This can be found on the On Call International website.

Please refer to Appendix C for a program checklist before departing for an international program.

Incidents Involving Inappropriate Student Behaviors

Inappropriate student behavior encompasses a myriad of acts and issues. Students are expected to behave appropriately while on the study abroad program. All UTSA students are subject to the [Student Code of Conduct](#) even when studying abroad. Inappropriate behavior can include:

- Breaking the laws of the host country;
- Consuming too much alcohol or being caught with illegal drugs;
- Engaging in behavior that could endanger themselves or others;
- Disobeying rules set to allow the program to proceed smoothly, such as being chronically late or skipping class, not participating with the group or other academic activities;
- Cheating or other types of academic dishonesty;
- Disrupting, harassing, or otherwise interfering with other program participants.

The Program Leader must intervene immediately in some cases. For instance, students can be subject to immediate dismissal if caught with illegal drugs. If students are arrested for any reason, the Program Leader should try to ascertain the cause of the arrest and, contact Study Abroad. Program Leaders are not responsible for finding legal assistance or paying for a student to be released from custody. On Call should be contacted for assistance as soon as possible. In such a scenario, the program leader's priority remains the students participating in the program and to coordinate with Study Abroad as needed. If a student has physically attacked another student or engaged in violence toward him/herself or anyone else, immediate steps must be taken to ensure the safety and welfare of all who are involved. Study Abroad will coordinate with appropriate officials locally to assist Program Leaders with deciding further actions and provide additional assistance.

In less severe cases, the Program Leader has the authority to determine the appropriate action to take. At the very least, a meeting should be held to discuss the behavior with the student(s). If desired, Study Abroad can be included in the meeting via Zoom or phone.

Various decisions and/or sanctions can result from such a meeting:

- Verbal or written warnings can be given;
- Roommates can be changed;
- A curfew can be imposed;
- The offending student(s) can be required to apologize;
- The final grade given for the program can be affected;
- A student can be banned from a specific activity; and
- A report of the behaviors can be sent to the UTSA Office of Student Conduct and Community Standards.

Incident Report

The Program Leader should keep notes that detail the behavior, the student(s) involved, and any meetings or other actions taken. A copy of the report can be found in appendix B.

The incident report is designed to serve as documentation for any UTSA-related incident abroad, from student conduct issues to the death of a student participant. This report will serve as a record of any event transpiring overseas and will inform the appropriate people at UTSA if further action or response is necessary. Your responses and information should be objective, factual, and concise.

An incident report should be completed. An additional information can be sent to studyabroad@utsa.edu.

The UTSA Study Abroad office has identified two types of crises:

1. **Yellow emergencies-** occurrences that require responses beyond a routine capacity, including, but not limited to: loss of documents, a single, non-life-threatening injury which may or may not require hospitalization, change of transportation modes/routes, etc. These emergencies usually impact one or two students and the group can most likely resume their normal schedule.
2. **Red emergencies-** extraordinary events or the potential for an extraordinary event that requires a response beyond a routine capacity. Examples include, but are not limited to: multiple injuries which require hospitalization, death, disasters, threats to public welfare, bomb threats, protests/riots, hostage situations, individual violence, violent crimes, community health issues, infectious disease outbreaks, terrorist threats or possibility of war in the proximity of the study abroad site, etc. These emergencies will disrupt the study abroad program and may lead to the program ending earlier than anticipated.

Yellow Emergencies:

Student arrest

- Contact On Call International, Assistant Vice Provost, Global Initiatives, and Study Abroad
- Visit arrested student, if possible
- Take a copy of the hospital release paperwork, if applicable
- Gather available data from law enforcement
- Contact emergency contact person in Urbino, if applicable.

Sexual assault or rape, student assault

- Immediately ensure the complainant is safe from further harm
- Discuss circumstances with the student(s)
- Immediately contact:
 - Contact On Call International and Study Abroad - OCI and Study Abroad can guide if it is prudent to include local law enforcement to initiate a criminal investigation
 - Local medical services for the evaluation, treatment, and forensics SANE exam (rape kit), as overseen by local law enforcement, and
 - UTSA Title IX office

- Obtain permission and approval of involved students to communicate with their respective emergency contact person
- Should respondent be another student(s), separate students, and provide accommodations to the complainant as needed

Student is the victim of theft or robbery

- Ensure all students are safe from further criminal harm
- Contact On Call International and Study Abroad
- Take a copy of release paperwork/ police report for student victim (if applicable)
- Assure physical and emotional safety as well as is possible through:
 - Visit to a medical facility, if necessary,
 - Separate students from each other if the alleged crime involved other student(s) and make academic accommodations, and
 - Determine whether the student wishes to take further action with local law enforcement. If so, take the student to law enforcement to report the crime
- Instruct the student to inform family and/or person listed as the emergency contact.
- Take a copy of release paperwork (is applicable)

Acute illness (physical)

- Contact On Call International and Study Abroad
- Take a copy of release paperwork (is applicable)
- Assist the student in finding appropriate medical care through On Call International
- Talk to the treating physician to ascertain the severity of the situation (you may need to bring releases signed by the student with you)
- Keep a log of discussions with the student, physician(s), and other staff
- Assist student in contacting their emergency contact
- Continue to monitor situation and communication with the physician
- Make academic accommodations as needed.
- Provide minimal and appropriate level of information to other students and other participants. Seek to answer questions without revealing private information. The student may consent to share additional information, but this consent and specific parameters of information to be shared should be documented beforehand.
- Should evacuation/transport to an alternate medical facility or the U.S. be necessary, contact On Call International

Moderate Mental Health or Substance Abuse (MH/SA):

Behaviors that might indicate mental health or substance abuse include missing classes frequently, asking to lessen the academic load, withdrawing from friends and activities, observed alcohol and drug misuse, and exhibiting unusual behavior.

- Gather information about the situation, history, and extent of the issue by talking to the student and any other key people
- Keep a log of what you learn and record specific behaviors
- Contact On Call International and Study Abroad
- Assess the extent of the emergency and the student's support network (family, friends, roommates, etc.)
- Have a copy of hospital release paperwork
- Assess whether the student will voluntarily seek help; and

If the student *will* voluntarily seek help:

Ask the student what they need to return to the level of functioning required for the program. The student can consult with a local mental health provider via OCI Telehealth Counseling or Counseling Services +1-210-458-4140. If they are not sure and care is required while the student is abroad, consult with On Call International to find an appropriate provider.

- If the student *will not* voluntarily seek help, but *does not appear* to be dangerous to themselves and/or others:

- Periodically check in on the student and inquire about their welfare and provide resources and referrals as appropriate; and
- Continue to hold the student accountable for all assignments and projects. Provide only the accommodations recommended by Student Disability Services.
- If the student *will not* voluntarily seek help and *appears to be* dangerous to themself and/or others:
 - Contact On Call International and Study Abroad to determine if it is prudent to contact local authorities or their equivalent, then follow notification procedures outlined above.

Other Title IX incidents

Such as discrimination, domestic violence, sexual misconduct, ADA discrimination, etc.
(Those incidents not involving law enforcement action requirement)

- Program Leader to discuss circumstances with student
- Contact On Call International and Study Abroad
- Take release paperwork
- Contact UTSA Title IX Office and request an expedited review.
- Contact Title IX Office directly, with the student, and be prepared to leave the room to allow a private conversation
- Handle any academic accommodations needed
- If the respondent is another student, then separate students for group activities and ask the Title IX office to determine if additional steps to separate the students involved need to be taken and
- Title IX Office will conduct an investigation, if required, and consult program leaders as to the next steps.

Red Emergencies

Reporting of missing student

- Contact On Call International and Study Abroad
- Investigate/question other students and/or roommates regarding recent sightings and/or knowledge of whereabouts
- Check records of planned personal travel to see if that is a factor
- Attempt to contact the missing student via phone, email, text, social media, etc.
- If there is any suspicion of foul play, contact local law enforcement immediately
- If there is no suspicion of foul play and there has been no contact, go to local law enforcement to report the missing student after the student has missed a deadline (did not report to class, activity, meal, or lodging or excursion related check-in);
- Maintain communication with local law enforcement as the situation progresses; and
- After 24 hours, UTSA will contact the emergency contact person.

Student hospitalization due to serious medical condition, and/or emergency medical evacuation

- Contact On Call International and Study Abroad
- Take a copy of the release paperwork
- Talk to the treating physician/medical provider to ascertain the severity of the situation
- Discuss circumstances with the student (if possible)
- Keep a log of discussions with the student, physician(s), and other staff
- Encourage student to speak with their emergency contact
- Continue to monitor situation and communication with the physician
- Should evacuation or transport to an alternate medical facility or the U.S. be necessary, contact On Call International (they should already be aware at the time of admission to the hospital).
- Handle any academic accommodations as needed; and
- Provide minimal and appropriate level of information to other student and program participants. Seek to answer questions without revealing private information.

Student suicide attempt

- Ensure student safety and seek medical care immediately
- Contact On Call International and Study Abroad - OCI and Study Abroad can guide if it is prudent to include local law enforcement
- Take release paperwork
- Take all available measures to protect the individual student
- As the student will likely be put under protective hospital arrest, local medical and psychiatric/counseling professionals will be accessed to assist with the care of the student
- Recognize that local law enforcement will likely remain involved should this fall within the criminal action realm in the host country.
- UTSA will contact person listed by the student as their emergency contact
- Handle any academic accommodation as needed; and
- Get follow-up care and release requirements from local law enforcement and mental health providers. Coordinate implementation with UTSA / Study Abroad.

Death

- Contact On Call International and Study Abroad
- Verify the identity of the student
- Gather as much information about the circumstances surrounding the death and record all information that you gain
- OCI and Study Abroad will assist in notifying local law enforcement / nearest U.S. Embassy.
- Address any safety and well-being concerns for affected students
- The designated UTSA official, will notify the student's designated emergency contact person and offer appropriate support, i.e., transportation arrangements, accommodations, arranging to meet with the physicians, etc.
- Prepare to help with notifying the U.S. Embassy or Consulate in the host country
- Study Abroad will coordinate a plan to deal with the situation, including creating a network to offer support to all involved parties, such as friends, roommates, and other program participants
- Study Abroad, working with Student Affairs, will notify the appropriate offices at UTSA. UTSA home campus will resolve all necessary recordkeeping and documentation requirements but may rely on the local team for assistance.

Pandemic or epidemic diseases or global pandemic disease as defined by the World Health

- Contact On Call International and Study Abroad
- Follow guideline from CDC and the department of state
- Keep students calm and ensure they are staying in place – no travel should be allowed
- All applicable critical incident stakeholders will meet to evaluate the situation and offer further information
- If evacuation is deemed necessary, UTSA/OCI will work together until all students, faculty, and staff are back in the US

Natural disaster, acts of God, fire, explosion, bomb threat, mass shooting, civil unrest, other terrorism

- Once safe, Contact On Call and Study Abroad
- Follow directions of local authorities
- Report to a safe zone identified by local authorities
- Stay clear of affected areas and account for all students
- Be prepared to provide information UTSA as needed

Student Finances

Program leaders are responsible for developing a reasonable program budget. The program fee is only a portion of what a student pays to participate in a study abroad program. Students must be made aware that they will need to have funds to cover additional expenses. When the student budget for a program is published, it includes the program fee and estimates of necessary costs not covered by this fee. This is done for two reasons - to give the student a realistic picture of the total cost of the program and to provide Financial Aid with the information necessary to adjust a student's financial aid award to cover the costs of studying abroad. Study Abroad provides the student budget information directly to Financial Aid as well as the list of accepted students.

What to do if a Student Runs Out of Money

Despite all the advice and pre-departure preparation, some students will find themselves short of funds. This section has both in-the-moment resources as well as post-trip ideas to help students recoup their losses.

If you become aware that a student is short of funds, please notify Study Abroad. **Do not loan funds to students, unless authorized by UTSA Study Abroad / Global Initiatives.** Faculty leaders will not be reimbursed by the University for loaning money to participants unless authorized in advance by Study Abroad. Next steps will depend on unique circumstances but here are some reminders and resources.

If the student is short of funds due to burglary, On Call International has some applicable coverage for such incidents. Here is the relevant policy section: "Money and/or documents left unattended by You in Your accommodation if the accommodation is left unlocked or the Money and/or documents were not left in a suitable sized safe or safety deposit box. However, this exclusion will not apply if a suitable sized safe or safe deposit box was not available and there is evidence that entry into the accommodation was affected by violent and forcible means." Program leaders should help students obtain a police report in this instance.

If the student is short of funds due to a lost or stolen debit/credit card, the program leader should help the student report lost or stolen cards to their credit card company. Some banks offer the ability to freeze a card temporarily. The student can ask them to send a replacement card via express delivery, if available. The credit card company may also be able to verify their account to a hotel, airline, doctor, or hospital. This may mean they can get new airline tickets or other emergency services. In order to get a replacement credit card, the student will need to present proof of identity such as a passport in order to get it. It is wise for students to ask about the benefits their credit card company provides before travel abroad. This includes raising credit limits in case of emergency.

In all circumstances the most likely next step is contacting home and enlisting support from family, friends, or employer, if applicable. Here's how family and friends can assist:

- Mobile Payment Service or "Digital Wallet": use a service such as Venmo, Zelle, CashApp, Samsung Pay, PayPal, Alipay, Google Pay, Apple Pay, WeChat, Skrill to deposit funds directly to the traveler. Access to these funds abroad will vary by location.
- Banks: deposit funds into an existing bank account. This allows the student to use an ATM card to access funds quickly.
- Wiring Money Directly: use a commercial money transfer service, such as Western Union or MoneyGram, to wire money overseas. Students need to present proof of identity such as a passport to collect the money. (Be wary of international financial scams!)

Overseas Bank Transfers: Loved ones can also transfer money directly from a U.S. bank to a foreign bank where students can get funds. Some foreign banks require that a U.S. citizen establish a foreign bank account to use this option. These transfers can take several days.

UTSA Resources: Student Emergency Fund (via Student Assistance Services). UTSA Study Abroad can assist a student in accessing the UTSA Student Emergency Fund is provided through the generous donations from university students, parents, alumni and faculty and staff. This fund is for limited financial assistance (usually less than \$500) when students are unable to meet immediate, essential expenses because of temporary hardship related to an emergency. Some funds are counted as income and are subject to federal taxes. <https://www.utsa.edu/students/services/student-emergency.html>

Last resort resources in the most extreme circumstances: With the assistance of a program leader, students can call the nearest embassy or consulate or the U.S. Department of State's Office of Overseas Citizens Services from abroad (+1 202-501-4444). They may be able to help U.S. citizens abroad who need money, through two options:

- Sending Money through the U.S. Department of State: Family or friends may send funds via the U.S. Department of State to the nearest U.S. embassy or consulate. See "Sending Money Overseas to a U.S. Citizen". The U.S. Department of State charges a \$30.00 fee to create an account and transfer funds. If the account is open for more than a year, they charge the fee each year.
- Repatriation Loans: In some cases, the U.S. government may be able to issue a loan to a destitute U.S. citizen seeking to return to the United States. This loan may cover transportation expenses, short-term food, lodging, and fees. Their passport will be limited at the time the loan is issued, and they will not be eligible for a new full-validity passport until the loan is repaid. These loans are very case-specific. The Embassy or Consulate can explain their requirements and limits.

Post-trip resources: Student should examine any renter's insurance or homeowner's insurance for cash/money replacement coverage. While study abroad expenses are expressly excluded from a UTSA Emergency Aid Application, students may pursue this resource for the term after their term/semester abroad. Emergency Aid is to provide limited, last-resort, financial assistance to currently enrolled degree-seeking students who are experiencing a sudden emergency, accident, or unforeseen event that requires emergency monetary assistance in order to support their ability to stay enrolled and focused on their academic career. These funds are one-time institutional funds that are administered as long as funding is available. Students must meet enrollment and financial aid grant requirements to be considered. Those without a financial aid application (FAFSA or TASFA), or whose aid is not exhausted, may be offered an emergency loan which will need to be repaid within the semester.

HEALTH ISSUES

On a short-term program, health and safety issues can immediately impact a student's academic progress. If a student becomes ill at the beginning of the program and is unable to attend classes for a week, how will credit be earned? If a student has an accident while on a traveling program, who stays behind to attend to the student's medical needs while the group moves on to the next site?

Most safety and health concerns can be drastically reduced with good pre-departure information, planning, and good monitoring on-site. Here are some considerations to take into account.

Health Care Prior to Departure

Good preventative health care before departure is among the most important things participants can do to assure a successful study abroad experience. These issues will be covered on a general level in the student pre-departure orientation program that every participant is required to attend. These topics will vary by country, depending on the level of healthcare delivery system. Program Leaders are encouraged to address more specific healthcare needs and topics in a country-specific manner.

1. Water & Food issues
2. Alcohol & Drugs (legal & illegal)
3. Personal responsibility & health status
 - Pre-existing conditions, special care needs
 - Prescriptions
 - Eyewear
4. Sexuality & Relationships
5. Health care availability abroad
6. Diseases
7. Psychological issues

Health Care While Abroad

Although Study Abroad provides a comprehensive orientation to all students before departure, there may be a need for health care abroad. In the event a student requires medical attention, the Program Lead should be able to assist the student to receive the necessary care.

Try to ensure students feel safe and comfortable discussing any health concerns with you. There might be embarrassing things that they need to talk about. Traveler's diarrhea, for instance, is relatively benign if treated early but can evolve into a serious condition if it persists. Students would never discuss this with you in a classroom in the U.S., but on the program, you might need to have this information. Refer to the Local Health Care checklist in Appendix D (Program Leader orientation) for a detailed checklist.

Be Familiar with the Local Health Care Delivery System

- Where are the local clinics and hospitals?
- Are there English-speaking doctors available?
- Hours of operation?
- Will the clinic treat foreigners?
- What is the method of payment?
- Bring a dictionary with medical terms and phrases (if applicable).

Establish a Medical Emergency Plan

- Where do you find "after hours" health care?
- How do you get someone out of the country quickly?

- Know how to dial the equivalent of 911.
- Make sure that all students also know how to “dial 911.”

Over the Counter and Prescription Medication

- Refrain from distributing medicine to students. Even over-the-counter medicines can be lethal for some people. Consequently, it is better to insist that participants bring their supply of pain relievers, anti-diarrhea drugs, antacids, etc.
- You should know where the local pharmacy is, but be cautious and inform participants that drugs sold over-the-counter in other countries may contain stronger doses than are used in the US.
- Study Abroad has informed students that they should bring an adequate supply of medication with them in bottles labeled with the medication name, patient’s name, doctor’s name, and expiration date.
- If they will need to fill a prescription overseas, they should bring a copy of the prescription from their doctor as well as a complete description of the medication. They might need to show this to the pharmacist if the exact drug they need is not available.
- Advise participants to consult On Call International with questions on the legality and availability of over-the-counter and prescription medications by emailing mail@oncallinternational.com.

Potential Health Problems on a Study Abroad Program

Students may assume that since they are participating in a short-term program, health issues will not be a concern. However, there are health issues associated with travel no matter the length of the program. Most travelers’ complaints are colds, intestinal upsets, and minor aches and pains. Food and waterborne diseases are the number one cause of illness to travelers.

Here is a shortlist of the common health problems on study abroad programs:

- **Jet Lag:** For the first few days of the program, students may experience fatigue, disorientation, insomnia, anxiety, impaired concentration, and loss of appetite. Plan program activities accordingly at the beginning of the program. Encourage students to eat and sleep at the relevant local times and to exercise (light walking is ideal). Exposure to sunlight after arrival also aids synchronization.
- **Intestinal upsets:** At the beginning of the program, students will have to adjust to new food and water; make sure you discuss local safety precautions regarding food and water; if you are in a country where food and waterborne illnesses are common, encourage students to tell you if their traveler’s diarrhea does not improve when treated with over-the-counter medication; medical attention may be needed at that point.
- **Nutritional problems:** Students with dietary restrictions may find it difficult to easily identify local food they can eat and may need your help; keep a closer eye on these students, especially at the beginning, to make sure they know how to find the appropriate nutrition.
- **Physical symptoms of culture shock/cultural adjustment:** A cold and/or digestive problems are common physical manifestations of culture shock; encourage students to take good care of themselves and to eat well and drink plenty of water; see the section below for information on culture shock.

All of the health issues listed above can be exacerbated by excessive alcohol consumption so you also should watch carefully for signs of alcohol misuse or abuse. See chapter on Alcohol and Drug Misuse and Abuse for more information.

Mental Health Issues

Studying abroad can be stressful. Students are adjusting to a new culture, possibly to a new language, and also dealing with possible difficulties in group dynamics. Be aware of possible

indicators of culture shock and psychological stress that include:

- Nutrition issues: compulsive eating or lack of appetite
- Feelings of helplessness, irritability, and loneliness
- Isolation
- Not coming to program activities
- Excessive alcohol consumption
- Homesickness
- Sleeping more than usual
- Feeling depressed
- Getting angry easily
- Decline in spontaneity, or flexibility
- Stereotyping of host country/culture
- Increase in physical ailments or pains
- Inability to work effectively
- Boredom
- Unexplainable crying

Culture Shock

Most study abroad participants will experience some form of culture shock or form of cross-cultural adjustment period. (Many of its symptoms are listed above.) However, some students might experience it after only two days in the host country, others not until three or more months into their stay. In addition, the concrete indicators of culture shock vary from individual to individual. Encourage students to take care of their health and eat well to help them through these stages. If your students display one or more of these behaviors, they are likely going through a phase of cross-cultural adjustment.

Preventing Mental Stress

Here are some tips to assist students who may experience mental stress:

- Put the student at ease
- Display composure—it's contagious
- Give honest and accurate information
- Temporarily remove the student from the stressful situation
- Question student only after establishing some psychological and physical equilibrium
- Help reorient with a clear plan
- Avoid judgmental remarks
- Adapt to the needs of the person (at least temporarily)
- Increase the identification with other students who are going through the same process
- Put student in touch with supportive peers (don't leave them alone for long periods)
- Moderate the feelings related to the process of separation from family, home country, and culture
- Reaffirm their capacity to confront their frustrations
- Control, where possible, fatigue, hunger, temperature, and sleep loss
- Encourage physical activity, when appropriate
- Promote and maintain group cohesion, morale, and communication
- Provide leadership, including role models
- Promote pacing (predictable periods of rest and renewal).

Student must be aware of the resources available to them while studying abroad. On Call Tele counseling and UTSA's Counseling Services can assist a student in crisis while abroad if necessary. Please contact OCI, Study Abroad, and Counseling Services if you feel that a student has unmet psychological health needs that would benefit from counseling.

SAFETY ISSUES

Student Perceptions of Top Safety Issues

When asked, students often list their top safety concerns in the following perceived order of importance:

1. Theft and pick-pocketing
2. Pedestrian safety and driving
3. Anti-American sentiment, national security issues, protests, demonstration, and terrorism
4. Getting lost
5. Alcohol and drug abuse
6. Sexual assault, harassment
7. Violent assault

Like health concerns, most safety problems can be drastically reduced with good pre-departure information, planning, and action. The following sections advise on how to prepare students to deal with these safety concerns.

What to Bring

- Travelers should dress conservatively to avoid being a target and to avoid the appearance of affluence.
- Travel light.
- Carry the minimum number of important documents and plan a place to conceal them.
- Passport, cash, and credit cards are most secure when locked in a hotel safe
- Avoid putting valuables in purses, fanny packs, and outside pockets which are easy targets for thieves.
- Bring a copy of your passport with you in case yours is lost. Keep this copy separate from the original.
- Leave one photocopy with family or friends at home.
- Use covered luggage tags to conceal identity and nationality.
- Note credit limits on each credit card. Know how to report the loss of your credit card from overseas.

What to Leave at Home

- Valuable or expensive-looking jewelry
- Irreplaceable family objects
- All unnecessary credit cards
- A copy of the itinerary with family or friends
- Copies of passport and credit card numbers (One copy goes with the traveler, separate from originals. Extra copy stays at home.)

State Department Registration and Security Information

The US State Department's maintains helpful information for U.S. citizens abroad. It can be found at the following address: <https://travel.state.gov/content/travel/en/international-travel.html>

All UTSA students participating in study abroad are strongly encouraged to register for the Department of State STEP (Smart Traveler Enrollment Program) Program. Students should visit the following link and register individually: <https://mytravel.state.gov/s/step>. Registration is required for each new trip and STEP registration is purged from the state.gov database annually.

Precautions to Take While Traveling

Here is some additional advice that you will want to share with students:

- All UTSA students are required to have a functioning cell phone while abroad
- Opt in to On Call / On Solve App notifications!
- Encourage students to not look distracted / refrain from looking down while using their phone as it makes them a target for theft.
- Check with locals to learn what parts of the city are unsafe; make sure students are warned about these areas.
- Learn ahead of time about any scheduled public demonstrations; warn students to stay away.
- Check with locals about any scams that might be operating in the area.
- Beware of strangers who approach offering bargains or to be a guide.
- Learn phrases in the local language to signal a need for help, the police, or a doctor.
- Make note of emergency phone numbers for 911, police, fire, your hotel, and the nearest U.S. consulate or embassy.
- Carry the hotel name, address, and phone number in the local language and English.

Safety in Hotels

Advice to share with students:

- Keep hotel room doors locked at all times
- Meet visitors only in the lobby
- Do not leave money and valuables in the hotel room. Use the hotel safe if possible.
- Let someone know when to expect your return when you go out.
- If out late at night, do not get on an elevator if there is a suspicious-looking person inside.
- Read the fire safety instructions in the hotel room. Know how to report a fire. Know where the nearest fire exit and alternate exits are located. Count the doors between the room and the nearest exit.

Transportation Safety

- Know which taxis/Ubbers are safe to take
- Learn how to negotiate cab fares (if applicable)
- Advise students to be aware of traffic patterns
- Advise students never to step out into the street before checking both ways first and remind them that depending on the country, traffic may be on the opposite side of the street.
- Talk to students about crossing the street as a group. Pay attention to traffic lights. Often the whole group will not be able to cross at the same time. Pedestrians probably do not have the right of way!
- Emphasize that students are prohibited from renting or driving vehicles.
- Traffic deaths are the number one cause of death of students abroad. Be sure the students know this!

Except as authorized in writing by the Vice Provost for Global Initiatives, UTSA faculty, staff and

students are prohibited from driving/operating motor vehicles (to transport other students and staff) while participating in University-sponsored study abroad program activities in foreign countries. Instead, UTSA-led Study Abroad program leaders must arrange/contract for the use of reputable, safe, reliable, and locally hired (public or private vendor) transportation services to service the transportation needs for the program.

How to Avoid Legal Difficulties

Students and faculty are subject to the laws of the country where they are overseas; they are not protected by the U.S. Constitution. Students need to be aware of what is considered criminal in the country visited. See [DOS travel.state.gov](https://travel.state.gov) to learn country-specific information on unusual patterns of arrest.

Some of the offenses for which U.S. citizens have been arrested abroad include:

- Drug violations — More than one-third of U.S. citizens jailed abroad are held on drug charges
- Photography — In some countries, travelers can be stopped or detained for photographing such things as police and military installations, government buildings, border areas, and transportation facilities. If in doubt, ask permission to take a photo.

If a student is arrested, contact On Call and Study Abroad immediately.

DRUG AND ALCOHOL ABUSE AND MISUSE

Overview of What Program Leaders Can Do

- Tell students about behaviors you will not accept on the program. It is recommended to outline expectations in a written document.
- Know that students will drink. Think of ways to help students know how to drink responsibly
- Discuss cultural norms about alcohol
- Do not ignore signs of excessive drinking; talk to the student(s) right away
- Inform students regarding risky behaviors, dangerous neighborhoods to avoid
- **IMPORTANT:** Do not serve alcohol to students under 21 at program-sponsored events regardless of local legal drinking age.

Examples of Alcohol Misuse

- A student misses any scheduled event because of the effects of alcohol consumption
- A student becomes ill due to the effects of alcohol consumption.
- A student is disrespectful of others sharing the same housing and congregates with loud groups for social purposes
- A student engages in inappropriate behavior toward other individuals that are the result of alcohol consumption
- A student engages in destructive behavior toward the property that is the result of alcohol consumption
- A student does not abide by the laws of the country in which he or she is staying
- A student engages in behavior that causes embarrassment to the other members of the group, the faculty member(s), or the in-country host(s) as a result of alcohol consumption
- Students in a group facilitate/encourage or ignore a fellow student who is misusing or abusing alcohol
- Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group

Program leaders can choose to report the above behaviors to Student Conduct at UTSA, as a formal complaint. In some instances, the student will be contacted by Student Conduct upon return to campus and the judicial process will begin. If the student is found responsible for violating university policy, the complaint and its resolution will become a formal part of the student's record at UTSA.

Additional Advice Regarding Alcohol Misuse

- Students should not hold parties in their housing
- Program Leaders should not hold parties in their housing
- Encourage students to discuss alcohol abuse by fellow students with the Program Leaders
- If a student becomes incapacitated or requires medical attention, others must know how to seek emergency help
- Peers are encouraged to make the responsible choice to notify program and emergency personnel immediately
- Texas Good Samaritan law is in effect (The person making the emergency call will not be subject to disciplinary action.)
- Remember that no state funds can be used to purchase alcohol
- If students are individually purchasing alcohol at a group function, it is your responsibility to monitor alcohol use

As a Program Leader, you are in a position of authority and responsibility and you must be capable of addressing an emergency should it arise. As a result, it is strongly advised that you do not consume

alcohol at such functions. Participation in and/or accompanying students to social events that involve excessive consumption of alcohol implies that drunkenness is acceptable and sends a contradictory message regarding responsible drinking.

ADDITIONAL RESOURCES AND WEBSITES

On Call Resources

- On Call International <https://www.myoncallportal.com/>
- [The University of Texas System On Call Resources](#)
- [Plan ID document](#)
- [Faculty Staff Plan Description](#)
- [Student Brochure](#)
- [Traveler Guide – App & Portal](#)
- [Traveler Message – Covid-19 & Quarantine Benefit](#)
- [Tele-Counseling](#) through On Call for students and faculty (*Preferred counseling provider for all students, short-term, available in multiple languages*). Students can reach a counselor 24/7 by calling +1-978-651-9722.

Health Resources

- CDC <https://wwwnc.cdc.gov/travel>
- World Health Organization <http://www.who.int/en/>
- UT System Student International Travel Accident and Sickness Policy website: <https://www.utsystem.edu/offices/risk-management/student-international-travel-accident-and-sickness-policy>
- The [Employee Assistance Program](#) (EAP) is available to UTSA faculty and staff 24/7 regardless of employee's location.
- [UTSA Wellbeing Services](#)
- UTSA students have FREE, 24/7 access to virtual care services with [TimelyCare Talk Now](#). Services are available for students abroad for on-demand single session support.

General

- State Department <http://travel.state.gov>
- U.S. Embass <https://www.usembassy.gov/>
- Currency Convert <https://www.oanda.com/currency-converter/>
- Tips for Students <http://studentsabroad.state.gov/>
- Overseas Security Advisory Council (OSAC) <https://www.osac.gov/>
- American Citizens Services <https://travel.state.gov/content/passports/en/emergencies.html>

Other Information

- [Equal Opportunity Services and Title IX Office](#)
- [Student Conduct and Community Standards](#)
- [Student Assistance Services](#): Student Assistance Services serves as a central hub and collaborative resource to assist students with navigating academic and non-academic matters related to their enrollment to help them bring closure or resolution to their situation or circumstances and support their progress to degree completion and personal and professional development. Student Assistance Services is able to offer assistance virtually, please reach out to them via email for assistance: studentassistance@utsa.edu.

SUPPLEMENT 1

Behavioral Checklist — Study Abroad

- Read and discussed UTSA policies on Alcohol/Drugs
- Read and discussed housing rules and policies regarding:
 - Curfew
 - Noise
 - Guests
 - Alcohol
 - Room changes
- Reviewed Local Laws
 - Customs and courtesies of local police and their procedures
 - Expectations if you interact with local authorities
- Reviewed and shared your expectations regarding Local Customs/Cultural concerns
 - Customs/Cultural norms requiring compliance
 - Customs/Cultural norms they may choose to comply with
- Reviewed and shared your expectations regarding driving and transportation issues
- Shared your expectations regarding academic requirements
 - pertaining to attendance
 - pertaining to study times
 - pertaining to the observation of local attractions as a group or individual
- Shared your expectations regarding group interactions:
 - pertaining to your UTSA group
 - pertaining to UTSA student interactions with other university groups
 - pertaining to UTSA and local peoples
- Shared your expectations regarding behavior in your mobile classroom

SUPPLEMENT 2

UTSA — Sexual Assault Response Checklist

This checklist is to be used in the event of a UTSA student being the victim of a sexual assault while participating in a study abroad program.

- Please refer to the UTSA Handbook of Operating Procedures and Title IX website at:
 - <http://www.utsa.edu/eos/titleix.html>
- The Program Leader should talk to the student directly if at all possible to gather information about the assault and the student's physical and psychological state, and to discuss how best to respond to the student's needs. The program leader should be sensitive to issues of gender and be aware that the student may prefer the support and presence of someone of the same gender.
- Issues to be considered:
 - **Medical attention** – The student should be seen by a physician if he/she has not already done so. The director should arrange for medical attention as quickly as possible and, if the student wishes, accompany the student to the appointment. Will the student need a translator?
 - **Psychological counseling** – Does the student wish or need to receive psychological counseling? Are such services in English available locally? If not, seek assistance immediately from On Call and/or Study Abroad, who can arrange for preliminary counseling.
 - **Notification of local police** – Although the student may be disinclined to do so, she/he may consider notifying the local police and given every assistance in doing so. If the local police are the first to report the assault, the program leader should obtain all available information about the incident and the official response and convey this to Study Abroad.
 - **Notification of parents** – The student should be strongly encouraged to notify parents her/himself. If she/he declines to do so, Study Abroad will consider whether or not the situation is sufficiently serious to be considered an emergency and take the initiative to notify the emergency contact/parent.
 - **Academic ramifications** – The program leader should discuss with the student her/his current academic situation (upcoming deadlines, etc.) and whether or not the student feels that they will be able to continue the academic work. It should be made clear that the program can make alternative arrangements if they wish to withdraw and return home so as not to penalize them academically. In that case, the program leader should immediately notify Study Abroad and help the student make arrangements to leave. Discuss with the student how work will be finished at home, late exams are given, and/or other appropriate steps. These arrangements should be clearly outlined, both verbally and in writing, for the student. Financial refunds and other issues about costs will be handled by Study Abroad.
 - **Confidentiality** – The student has the right to confidentiality and may not wish to have other program participants or staff aware of what has occurred. However, Study Abroad must be notified as quickly as possible to provide the necessary support to the student and inform the required university officials.
 - **Future safety concerns** – Program leaders and university officials will evaluate whether or not preventive measures can be taken to avoid a repetition of the assault. The program leader or another on-site administrator should then arrange to meet with other program participants, to discuss what additional measures should be taken. This should be done in such a way as to respect confidentiality.
- A completed incident form (Appendix B) should be submitted to Study Abroad.
- Study Abroad will notify the appropriate office(s) at UTSA that a sexual assault has occurred and provide them with the necessary information.

SUPPLEMENT 3

Sexual Harassment Fact Sheet

Sexual Harassment is...

- ... against the law and UTSA Policy
- ... unwelcome sexual behavior in the workplace
- ... verbal or physical conduct that creates an intimidating, hostile, offensive environment or interferes with someone's job or studies (Hostile Environment)
- ... when submission to sexual pressure is made a condition of employment or student status (Quid Pro Quo)

Some examples include...

- Touching, patting, hugging, brushing up against someone
- Comments, questions, jokes of a sexual nature
- Unwanted pressuring for dates and other social activities
- Displaying or distributing printed materials of a sexual nature (posters, photos, emails, fax, screen savers, etc.)

Impact, not the intent, is the primary factor in cases of sexual harassment. "I didn't mean anything by it" or "I was just joking" is not a legitimate defense for unwanted sexual behavior at work.

Sexual Misconduct is prohibited by UTSA policy. Sexual Misconduct includes unwelcome sexual advances that do not rise to the level of sexual harassment but are unprofessional and inappropriate for the workplace or classroom.

Consensual Relationship Policy

It is UTSA policy to prohibit romantic or sexual relationships between a faculty member and a student enrolled in the faculty member's course or who is under the supervision of the faculty member, and between a supervisor and a person under his or her supervision.

UTSA Handbook of Operating Procedures (HOP 9.1) provides detailed information.

<https://www.utsa.edu/hop/chapter9/>
<https://www.utsa.edu/hop/chapter9/9.24.html>

Training classes for preventing sexual harassment at UTSA are offered each semester. Learn more at training.utsa.edu or 210-458-4658.

SUPPLEMENT 4

Study Abroad Programs & Export Control FAQs

What are export controls?

- Export controls are U.S. laws and regulations that govern the export of strategically important technology, services, and information, including equipment and technology used in research, for reasons of foreign policy and national security.
- The Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR) are the bodies of regulations most likely to affect research institutions.
- Additionally, the U.S. government, through the Office of Foreign Assets Control (OFAC) regulations, maintains boycotts and embargoes of certain countries that can affect many of the activities and financial transactions that take place in an academic institution.

How do export controls affect my study abroad program at UTSA?

- Travel to most countries does not usually constitute an export control problem. **However**, any export of technology, even temporarily, is subject to U.S. export control regulations and, in some cases, the host country's import regulations. This can apply even to laptops and other widely available technologies. Additionally, certain entities have been placed on "restricted-party" lists that could prohibit us from doing business with them.

What do I need to do before embarking on a study abroad program?

- Ensure that your destination is not subject to a boycott or embargo (eg. Cuba, Iran, North Korea, etc.). If it is, licenses must be obtained and additional restrictions could apply to the program – start early!
- If UTSA is entering into an agreement or contract with a foreign entity in conjunction with your study abroad program, restricted party screening will be run before entering the agreement or contract to ensure that the entity does not appear on any restricted-party list.
- If UTSA property (laptops, etc.) is being exported during the study abroad, follow the normal procedure for clearing it through the ORIC office. Instructions can be found at <https://research.utsa.edu/compliance/export/export-training-development.html>
- If the study abroad involves conducting or collaborating on research abroad, or the students and/or faculty are planning to take potentially export-controlled research with them, contact The Office of Research Integrity.

Where can I get help with an export control question at UTSA?

- Export Control website at <https://research.utsa.edu/compliance/export/>

SUPPLEMENT 5

Roles & Responsibilities of UTSA's Equal Opportunity Services (EOS) 210-458-4120

The UTSA Office of Equal Opportunity Services is the EEO Office for UTSA. EOS actively promotes equal opportunity for students, faculty, staff, and visitors at UTSA.

EOS provides these services:

- Investigates cases of alleged discrimination, harassment, and sexual misconduct
- Assists with development and maintenance of UTSA's Affirmative Action Plan
- Provides Faculty Recruitment Training for faculty and staff
- Monitors and guides the faculty recruitment process

What is Unlawful Discrimination?

Discrimination is conduct directed at an individual (or group) when the conduct adversely affects the individual's education or employment and the conduct is because of the individual's protected class status (race, color, national origin, religion, gender, age, disability, veteran status, sexual orientation).

What is Harassment?

Harassment is a form of discrimination. Harassment is verbal or physical conduct directed at an individual (or group) because of his/her protected class when the conduct is sufficiently severe and pervasive to interfere with the individual's academic or work performance or to create a hostile academic or work environment.

What is Sexual Harassment?

Sexual Harassment is harassment based on sex. Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment or student status;
- submission to or rejection of such conduct is used as a basis for evaluation in making personnel or academic decisions affecting that individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's performance as an administrator, faculty member, staff, or student, or creating an intimidating, hostile, or offensive environment.

What to do if it's happening to you or someone you know?

Immediately contact the Office of Equal Opportunity Services at 210-458-4120.

Check the UTSA Handbook of Operating Procedures (HOP) Section 9.1 for more information.
<https://www.utsa.edu/hop/chapter9/>

APPENDIX A

UTSA-Led Study Abroad— Pre-Departure Checklist

To plan properly for emergencies that may occur abroad, make sure you have carefully considered the questions below. Completing this checklist before your departure can save valuable time in the event of an emergency.

- Where is your group staying? Do you have contact details?
- Have you provided Study Abroad with a final list of participants?
- Does your department and Study Abroad have your itinerary (with flight numbers and hotel information)?
- Have you provided Study Abroad with your Emergency Plan?
- Have you selected and trained an Alternate Trip Leader?
- Have your students registered with On Call International?
- Do you have copies of student passports, cell phone numbers, room assignments?
- Have you reviewed State Department, Center for Disease Control, and World Health Organization country information for your program site?
- Do you have a local contact/counterpart that can assist you in an emergency? Do you know how to contact him/her?
- Where is the closest clinic, hospital, pharmacy? OCI can assist in helping you find these locations.
- Where is the closest major hospital that can treat any emergency? OCI can assist.
- Are there English-speaking doctors available nearby? OCI can assist.
- How do you call the equivalent of 911? Does this include all emergency services such as police, ambulance, fire department?
- Have you provided the local cell phone for the country to which you are traveling to Study Abroad?
- Where is the nearest US Embassy or Consulate? What is their contact information?
- Are there local laws students need to know about? What are the ramifications of public intoxication or drug use, for example?
- Have you briefed your students on any specific trip rules and policies? What are the consequences for breaking these rules? Do students have written copies of these rules?
- Have you discussed potential medical conditions which may require student medication use abroad? Do the students have the medication to take with them? OCI can assist.
- Are there unsafe neighborhoods students should avoid?
- Are there safety concerns in using public transportation or taxis?
- Are there any current political activities occurring that may disrupt your plans?
- Have you briefed students on any potentially risky activities, including fieldwork?

APPENDIX B



Study Abroad Incident Report UTSA Global

Date:

Name of Faculty/Staff Person Completing Report:

Faculty/Staff Person Contact Information:

Information on Incident

Date of Incident:

Time of Incident:

Program:

Location of Incident:

Name(s) of Student(s) Involved:

Student ID #:

SITUATION

Give a brief description of the situation which prompted the Incident Report.

OVERVIEW

Use this space to identify the steps that occurred which lead to the Incident Report. Use as much detail as necessary to fully explain the situation to someone who was not present when the incident occurred.

ACTIONS:

Detail any actions that were taken on-site in regards to this incident. Include any warnings issued and subsequent steps followed, to include program dismissal.

Contact details: Provide your contact details overseas.

APPENDIX C

Checklist for Handling Illness, Injury or Death of a UTSA Student Abroad

This document contains step-by-step procedures to be followed in the event of a death of a UTSA student participating in a UTSA-led study abroad program.

Whenever feasible, statements to the media should be made exclusively through the appropriate offices at UTSA. Faculty directors abroad should not seek contact with the media, since many difficulties may arise when more than one source releases information to the media.

Equally important is that all steps taken after the death be recorded for future reference. It is vital that information is passed promptly, accurately and completely at each communication link.

Steps:

- Verify the identity of the student.
- Gather as much information as possible about circumstances surrounding a student's death abroad. Begin an Incident Report so all information is in one document.
- DO NOT notify the student's family. An official representative of UTSA will do this.
- Inform the Asst Vice Provost, Global Initiatives, and Study Abroad
 - Rhonda Waller's cell: +1 512-605-8668
 - After hours: UTSA Campus Police: 210-458-4242
- Inform On Call International
- Study Abroad will inform necessary UTSA personnel, including the Vice Provost for Global Initiatives, Student Affairs, the UTSA Police Department, the Office of Communications and Public Affairs as well as the Office of Legal Affairs
- Study Abroad and OCI will assist in helping you contact the local US Embassy or nearest consulate. For non-US citizens, notify the embassy or consulate of citizenship for that student. The Overseas Citizens Services (OCS) in the Department of State Bureau of Consular Affairs is responsible for the welfare and whereabouts of US citizens traveling and residing abroad. Staff are trained and experienced and will follow their own protocols.
- UTSA will also contact On Call International initially for repatriation assistance. They will likely contact the program leader abroad directly.
- Notify host institution authorities, if applicable. All circumstances around the death should be kept private until the local police complete an official investigation.
- Notify the rest of the students. Ensure that group discussion, individual counseling, and on-call access to staff is available, to the extent possible. All circumstances around the death should be kept private until the local police complete an official investigation.
- UTSA's Counseling Services: 210-458-4140. They are available for counseling if needed.

APPENDIX D

UTSA-Led Study Abroad Programs Health Care Checklist

The questions below are designed to encourage you to consider potential health issues and how they may impact your program abroad. While you may not have the student medical information available to you, it is important to let students know you are open and available if they would like to disclose this information to you.

Be familiar with the Local Health Care Delivery System

- Where are the local clinics and hospitals?
- Are there English speaking doctors available?
- Hours of operation?
- Will the clinic treat foreigners?
- What is the method of payment?
- Bring a dictionary with medical terms and phrases (if applicable).

Establish a Medical Emergency Plan

- Where do you find “after hours” health care?
- How do you get someone out of the country quickly?
- Do you know how to contact On Call International in the event of an emergency requiring medical evacuation or repatriation?
- Know how to dial the equivalent of 911.
- Make sure that all students also know how to “dial 911.”

Know your students

- Do any of your students have medical issues that may need attention?
- Do any participants have previous mental health issues which may require treatment, or cause potential challenges for other participants?
- Do any students take regular medications which may not be available in the host country?

APPENDIX E

Clery Act Reporting Guidelines for UTSA-Led Programs

Background: The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) requires U.S. colleges and universities who participate in Title IV federal student financial aid programs to disclose information about crime on and around their campuses, or in off-campus facilities as described by the Act. The 2011 Handbook for Campus Safety and Security Reporting (95kb), released in February 2011, contained more detailed guidelines for reporting incidents and crimes that occur on study abroad programs.

Reporting requirements: UTSA must report annually on crime that occurred during the year on university controlled facilities (not dependent upon whether the crime was committed against a student or other person). UTSA-led study abroad programs are included in this definition, “Any building or property owned or controlled by an institution that is used in direct support of, or in relation to, the institution’s educational purposes, is frequently used by students, and is not within the same reasonably contiguous area of the campus.” (Emphasis added)

Examples of non-campus reportable facilities:

Clery Act crimes are reportable as non campus incidents if they occur:

- In space that the institution owns or controls (control requiring only a formal agreement for use, such as a lease or rental agreement) overseas that are used to support the institution’s mission and are frequently used by students (i.e. not just administrative offices);
- If an overseas study trip includes overnight trips and either:
 - The same hotel/hostel is used on a regular basis (multi year or semester); or
 - It is a “trip of longer duration.”
- Crimes that occur in that hotel/hostel are reportable as non campus crimes:
 - Student’s rooms;
 - Entrance and egress, lobby, elevator, escalator, stairwell
 - Public areas (breakfast, pool, gym)
- Not reportable:
 - Crimes that occur in non student private rooms
 - Crimes that occur on floors not inhabited by students
 - Crimes that occur in places not accessible to students (VIP lounge)
- Not Reportable:
 - Crimes that occur on student-organized or private trips.
 - Crimes that occur on college sponsored field trips.
 - Crimes that occur on overnight stays or short stays on college sponsored field trips (assumes no long-term relationship with vendor).

Important Non-Campus Distinction:

- No public property reporting for Non-Campus Property.
- Only count crimes that occur on the dates and times that your institution owns or controls the location (this is very important).
 - Reportable Crimes
 - Murder and Non-Negligent Manslaughter
 - Negligent Manslaughter
 - Forcible Sex Offenses
 - Non-Forcible Sex Offenses
 - Robbery
 - Aggravated Assault
 - Burglary
 - Motor Vehicle Theft
 - Arson

- Additional Reporting For Hate Crimes
- Reportable Arrests/Referrals for Discipline (use LOCAL laws)
 - Illegal Weapons Possession
 - Drug Law
 - Liquor Law

How to report: Complete a crime report form which details any Clery Act reportable event that happens during your program in areas “controlled” by UTSA.

Appendix F

On Call International Member Benefits

Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment
- Inpatient medical expense guarantee, cost review and payment
- Dispatch of medication and medical supplies

Security Services

- Urgent and non-urgent travel security assistance and advice by telephone
- Daily online and email updates on the latest travel security developments
- Special Advisory emails with advice in response to significant travel security incidents
- Security and travel information on 220 countries and more than 330 cities
- Access to security evacuation
- Coordination of post-evacuation debriefs and counselling

Travel Services

- Legal referrals
- Emergency message transmission
- Translations and interpreters
- Lost document advice
- Ground transportation and accommodations for accompanying family members
- Emergency personal cash advances