EDUCATION ABROAD: INTERNATIONAL COURSES

DIRECTOR HANDBOOK

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IMPORTANT CONTACT INFORMATION

Call these numbers **collect** if necessary.

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sletten@seattleu.edu

SU Education Abroad Office
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Student Development
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US Overseas Citizen Services
Department of State
1-888-407-4747 (within the U.S.)
+202-501-4444 (outside the U.S.)

Faculty/Staff Travel Insurance
AXA Assistance
+312.935.3654 (call collect outside US)
In the US: 800.565.9320

Student Travel Insurance
Wells Fargo/HTH Worldwide
+610.254.8700 (call collect outside US)
In the US: 610-.254.8700
Policy #: HM-3448-A-11

Office of the Provost
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Introduction

Dear Program Director:

This handbook was prepared as a guide to assist you with your role in program safety and emergency procedures as well as other University procedures such as billing and expense reports. Please take time to familiarize yourself with this handbook and bring it with you on your program as a reference tool.

Keep in mind that the staff of the Education Abroad Office is available to assist you along the way. We will register your student participants for global assistance travel insurance and with the U.S. Department of State to inform on-site U.S. Consulates/Embassies of your presence in-country. This enables consulate representatives to assist you and your group in the event of a catastrophe or the more routine task of replacing a passport. We are also here to consult with you and other campus delegates in the event of student misconduct, illness and emergency situations.

Thank you again for your willingness to provide such exciting overseas opportunities to our students.

My best,

Gina Lopardo
Interim Director, Education Abroad

RESPONSIBILITIES: Pre-departure through Return

EAO Responsibilities:

- Adhere to the highest standards of program development as consistent with the SU mission, the SU Program Director Handbook and the Education Abroad Office practices.
- Ensure that SU legal counsel has reviewed all partner organization contracts before they are agreed upon
- Verify compliance with SU's responsibilities according to partner organization contract requirements
- Keep partner organizations contracts on file in EAO
- Provide templates for program applications, pre-departure preparation, program budget, etc.
- Maintain a record of student participation
- Process student applications including discipline history review
- Report students with significant discipline histories to the Program Director
- Provide Program Director with list of participants' emergency contact information
- Assist with accommodations for participants with disabilities
- Conduct pre-departure and reentry programming if requested
- Facilitate Faculty Director Workshop (crisis management, etc.)
- Enroll all eligible program participants into university global travel insurance and facilitate the process to bill student accounts
- Register all program participants, including program director and other faculty with the US Department of State
- Monitor US State Department Travel Advisories, health conditions, etc.
- Respond to student affairs issues and crises reported by faculty directors while in the field
- Assist with student refund policy, if necessary
- Provide a program evaluation form

PROGRAM DIRECTOR Responsibilities:

Student preparation:

- Interview and select applicants
- Create a program application that includes information such as full name, SU ID #, contact numbers and email address
- Advise interested participants of the application, program payment and deposit process
- Organize at least two pre-departure orientation meetings which should include (minimally) the following information: course content, textbooks, country information, health and safety, expectations, visas, passports and emergency contacts
- Disseminate accurate, clear and defensible site-specific orientation materials to students, including faculty pre-departure and on-site contact information and student housing information (with copies to EAO)

- Be informed about student pre-departure materials provided by EAO
- Advise participants of the registration procedures
- Ensure that all participants complete waiver and health information forms and that all forms are collected and sent to EAO at least one month prior to departure or **May 1**, which ever date is sooner
- Conduct an audit of participants at least two weeks prior to departure to be sure that all are registered for the program (which triggers the billing cycle)
- Provide EAO with your on-site contact information including addresses and phone numbers

Academic responsibilities:

- Distribute course syllabus to students, with copy to EAO
- Teach course(s) as approved on program proposal with the appropriate number of contact hours
- Select and arrange for local guest lecturers to enrich course(s)
- Oversee drop/add procedure where applicable
- Provide opportunities for reflection and integration of personal experiences abroad into the learning environment/process as appropriate
- Inform participants of post-program evaluations and encourage them to complete it on-line as soon as they receive it via email from EAO

On-site responsibilities:

- Adhere to all Seattle University policies as delineated in the Faculty Handbook
- Model appropriate conduct and hold students accountable for SU Code of Conduct
- Notify EAO of arrival at program site
- Participate in group excursions and events
- Provide students and EAO with contact information during program free periods; attempt to collect such information from students
- Proactively assist students as needed with logistical challenges (how to ride public transportation, change money, use a telephone, etc.)
- Respond in a timely manner to students in crisis (accident, illness, family problems at home, etc.): contact EAO about serious cases and follow the "no student left behind" rule
- Monitor group dynamics and activities as is feasible and intervene as needed
- Promptly report to EAO and document any inappropriate student behavior
- Monitor spending against program budget

Post-program responsibilities:

- As required by Controller and College/School budget officer, and per University timelines, reconcile cash advances with original receipts
- Pay program expenses as budgeted for the duration of the program (airfare, U.S. and international ground transportation, per diem, lodging, group excursions and events)
- Submit program report to EAO within 30 days of end of program

- Submit grades to Registrars Office according to schedule posted by Registrars Office (e.g. convert N grades to letter grades, etc.)
- Compensation (assuming that the program meets the minimal enrollment goal): consult with College/School policy

PRE-DEPARTURE PAPERWORK DUE DATES

1. The required pre-departure paperwork for you, your students, participating faculty and guests* is due to the Education Abroad Office (EAO) no later than **May 1** or **one month prior** to the program departure, which ever date is soonest. As the program director, you are responsible for turning in all the required paperwork to EAO by these deadlines.

A. Student Forms

1. Online Horizon's Post-Acceptance Forms

B. Program Director Forms

1. Faculty Director Information
2. Crisis Planning

C. Participating Faculty Form

1. Co-Director or Additional Faculty Information

D. Guest* Form

1. Assumption of Risk and Release

These forms are available on-line through the Education Abroad website: http://www.seattleu.edu/abroad/Inner.aspx?id=27228 (Faculty▷International Course Directors▷International Course Documents).

**Not all colleges/schools allow guests to participate on International Course programs. Check with your dean to find out what your college's/school's policy is on guest participation.*

2. **Class rosters** are due to EAO by **May 1** for all programs departing in June or at least **one month prior** to departure for all other programs departing in July, August or September.

PROGRAM FINANCES

I. Cost Center Setup

The money that is collected from students as payment for your program must make its way into your program's account. The money deposited into this account represents your program's budget. In order to ensure that program finances are applied to the appropriate program account, including student payments and program expenses, it is important to set up a program budget in advance of any financial activity, especially collecting program deposits and fees. Program directors should work with their school/college budget manager for this process. In order to setup a program cost center (budget account), a ***Request for New Agency Fund*** form must be completed. This form can be found under the Controller's section of SU's InSite website at https://insite.seattleu.edu/controller/home/ .

II. Requesting a Billing Fee

A billing fee must be requested in order that Student Financial Services properly collect deposits and bill students for the cost of your program. Therefore, directors are expected to **accurately** complete a ***Study Abroad Student Program Fee Billing Request*** with the EAO Assistant Director and their college/school budget manager. Once the form is signed by the budget manager, it must be returned to the Education Abroad Assistant Director, who will review it before submitting it to Student Financial Services. The form is due no later than **February 7**. Forms received after this date will be subject to a significant processing delay. This form is located on the SU website under the faculty tab at: http://www.seattleu.edu/abroad (Faculty▷International Course Directors▷Financial Preparations).

III. Program and Travel Expenses

All forms mentioned in this section can be accessed on line through the SU Controller's Office website: http://insite.seattleu.edu/ on InSite.

a. Reimbursement Requests

Use a ***Check Requisition form*** to request reimbursement of expenses you have incurred on behalf of the program and paid for out of your own pocket. It is how you recoup what you have paid out for the program with your own money. **Original** receipts must be turned in with the reimbursement request. If you made purchases in a foreign currency, use the conversion rate on the date of the incurred expense. Daily foreign currency exchange rates can be found on-line at http://www.oanda.com/convert/classic.

It usually takes a minimum of 5 business days for Accounts Payable to process these payments. Proper approval must be obtained. You cannot approve your

own request for reimbursement. Reimbursement requests must be turned into the Controller's Office **with in 10 business days** of your return.

b. Travel Advance

A ***Travel Advance Request Form*** is used to provide an SU employee with funds to pay for estimated **future** travel expenses. For a travel advance, funds are taken from the appropriate University account and issued in form of a check payable to the employee. Travel advances will not be issued to employees who have an outstanding travel advance.

Submit the form a minimum of **5 business days** prior to the first day of travel for which you are requesting the advance. The Controller's Office will not typically release travel advances any earlier than 5 business days prior to travel, however you should inform them if you need to convert the advance to a foreign currency and inquire if they will be able to release the advance sooner.

As stipulated by the IRS, you will need to reconcile your travel advance on a ***Travel Expense Report*** and include **original** receipts to support your expenses. If you made purchases in a foreign currency, use the conversion rate on the date of the incurred expense. Daily foreign currency exchange rates can be found on-line at http://www.oanda.com/convert/classic. The **original itemized receipts** should be grouped together by categories such as: lodging, meals, transportation and other.

c. SU Reimbursement Policy on Meals Incurred During Travel

Choose one of the two methods for reimbursement:

Option 1: Per Diem (no receipts required) of $35.00 per day

Option 2: Receipts for the actual meal expenses including gratuities are submitted with either a reimbursement request or a reconciliation of travel advance. Amounts are reviewed by the Controller's Office for reasonableness.

d. Missing Documentation

If receipts are lost and cannot be replaced, a credit card statement showing the charge with an "Affidavit for Missing Documentation" (obtained through the Controller's Office) can be used as a replacement.

e. Unique Circumstances

Providing Students with Money On-Site

If you hand out money to students from the program's funds, you will need to create a form (a page from a notebook will do) that asks for students' names,

the money amount given, the date and the students' signatures (which verifies their receipt of the said amount).

Donations
Money donated to on-site representatives on behalf of the program is reimbursable. Provide documentation such as a thank-you note or a form similar to the one described above for providing students with money, in other words, a paper that lists the recipient's name, the amount of the donation, date and signature of recipient, to support the reimbursement of funds.

Consult your budget manager with additional questions regarding reimbursement and travel advances. You can also contact **Danica Cullen**, Senior Accounting Technician, in the Controller's Office: danika@seattleu.edu or (206)296-5499.

INSURANCE: Medical and Travel

1. Students

A. Medical Insurance

- Students will be enrolled in both individual SU student travel and medical insurance, which will cover them abroad.
- Students must **always** carry their medical insurance card and personal identification with them.
- Typically, payment is due at the time medical services are rendered and then students can submit receipts to their medical insurance provider upon return to the U.S. for reasonable and customary reimbursement.
- All medical costs incurred should be submitted to student's health plan and are subject to the policy limits of student's health coverage.

***Note**: Students who can demonstrate current coverage that **meets** or **exceeds** all of the insurance program's services and coverage elements may be exempted with permission of the Education Abroad staff. Requests to waive the insurance are due no later than **May 1** or one month prior to the program departure, which ever date is sooner. Late requests cannot be considered due to the amount of time needed to process insurance enrollments. Requests must include a full description of the student's current insurance program (brochure, etc.).*

B. Wells Fargo/HTH Worldwide

- Students are covered by **Wells Fargo/HTH Worldwide** (Policy #: **HM-3448-A-11** - also listed on students' cards).
- This insurance **is not** a replacement for medical insurance
- All assistance services **must be arranged and provided by HTH Worldwide** – otherwise reimbursement will not be provided.
- **IN THE EVENT** of a **PERSONAL, TRAVEL** or **MEDICAL EMERGENCY:** Call HTH Worldwide **AS SOON AS POSSIBLE** (call collect from overseas) at 1 (610).254.8700 so the team can assess the situation and coordinate the transport to the most appropriate medical facility.
- **The following information is required when a call is placed:**
    - Has the member been assessed by a local medical staff?
    - Is the member hospitalized? Address and phone of hospital
    - Name and phone of treating physician (a medical assessment by in-country licensed medical staff will need to be provided).
    - Verification of medical insurance
    - Family contact information
    - One person from the University who will be the primary contact
- Make sure students give the insurance phone numbers and information to their emergency contact/s

- Students may extend Wells Fargo/HTH Worldwide coverage prior to and after completion of studies for a limited amount of time: 4 weeks before and/or 4 weeks after.
- Wells Fargo/HTH Worldwide information can be accessed on-line at www. studentinsurance .wellsfargo.com/

2. Faculty

A. Medical Insurance

- SU faculty and staff are expected to have individual medical insurance either through SU or another plan, which will cover them both in the U.S. and abroad.
- Faculty and staff must **always** carry their medical insurance card and personal identification with them.
- Typically, payment is due at the time medical services are rendered and then receipts can be submitted to the medical insurance provider upon return to the U.S. for reasonable and customary reimbursement.

B. Emergency AXA Assistance USA, Inc.

- SU faculty and staff are covered by **AXA**, a comprehensive program of information, referral, assistance, transportation and evacuation services designed to help respond to medical care situations and many other emergencies while traveling.
- AXA **does not** replace your medical insurance
- Incurred medical expenses should be submitted to your health plan and reimbursements are subject to the policy limits of your policy.
- All assistance services **must be arranged and provided by AXA** – they will not provide reimbursement.
- **IN THE EVENT of a PERSONAL, TRAVEL or MEDICAL EMERGENCY:** Call AXA **AS SOON AS POSSIBLE** (collect if necessary) at +312.935.3654 so the team can assess the situation and coordinate the transport to the most appropriate medical facility.
- AXA Services: pre-trip assistance, medical assistance, emergency transportation services, travel assistance, personal security services and medical supplies. See AXA brochure for more details.

In all cases, the providers (Wells Fargo/AIG Travel Assist and AXA) ***require that their protocol is followed*** *to ensure eligibility for services and benefits. Please* ***notify them and the EAO Assistant Director*** *as early as possible in a crisis so that the maximum benefit coverage can be received.*

PREPARING STUDENTS

Pre-departure

Well-planned and delivered pre-departure preparation should be a standard part of your program for all participants to provide practical information about the experience and the new host culture; in fact, this should be a priority. Having well prepared students is a critical component to the success of your program. Pre-departure is also a good time to build community among your program participants to promote cohesion, cooperation and accountability as well as for the whole group to identify its purpose, goals and objectives.

Suggested areas of discussion with participants during pre-departure:

- Program costs and payment schedules
- Course registration
- Course books/reading materials
- Attendance policy and assignment schedule
- Academic and cross-cultural goals of the program
- Passport/Visa
- Health: inoculations/vaccines needed, insurance, on-site doctors/hospitals
- Personal Safety
- Advice for staying healthy while abroad
- Program Itinerary
- Housing details
- Travel: flights, on-site arrival plans, on-site field trips/excursions
- Handling money: ATMs, credit cards, currency, personal spending estimates
- Packing recommendations
- Phone and email services abroad
- Cultural matters (general introduction to the country, cultural adjustment, issues affecting women, minorities, religion)
- Symptoms of jetlag
- Emergency procedures
- Conduct expectations (beyond the rules ⇨ cultivate positive behavior):
    - Participants are representatives of Seattle University and the program they are on
    - Participants' social identities influence how they are received
    - Participants should demonstrate respectful hospitality and learn from the community rather than take away from it
    - Participants are responsible for being students of the program

On-Site Communication

- Establish a timely way of reaching all students on the program while abroad.
- Launch and test an emergency contact system with all program participants.
- Ensure that participants know how to contact you through the duration of the program.

- Make certain that all program participants have local emergency numbers for the police, fire department, ambulance, U.S. Embassy and nearest hospital.
- Inform participants of emergency protocol: designated meeting places, remaining in living quarters, etc.

Your participants should:

- Know what to do and where to go in an emergency
- Know who to contact and how, both on-site and on-campus, in an emergency
- Be aware of significant on-site risks, dangers, safety concerns, security conditions and health issues
- Know to go to the program director with any complaints of harassment, discrimination and safety

STUDENT CONDUCT

All SU students, including those on short-term off-campus programs, are held to the same standards as they would be on campus. The *SU Code of Student Conduct* applies, and therefore, students will be held accountable for their actions abroad. The Field Study Enrollment Verification that all participants are required to sign informs students of this. One of your responsibilities as program director is to tend to conduct matters during your program. There are resources to assist you with this responsibility. First, it is recommended that you familiarize yourself with the *SU Code of Student Conduct*, which is accessible on-line at http://www.seattleu.edu/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=11496. This provides SU's expectations of its students as well as protocol for the judicial process on campus. You also have the support of various individuals on the SU campus, namely the Director of Education Abroad, the Dean of Students and Public Safety, all of whom can assist with advice, intervention and actions that need to be taken back home.

Please review the section "Urgent/Emergency Notification Procedures" on the back of this handbook to familiarize yourself with SU protocol. You should document incidents concisely in terms of what happened and what actions were taken by responsible university officials as close to the time of the event as possible. It should not include personal reflections and/or feelings. This ensures accurate documentation that could potentially serve as basic official record in the event of any legal action.

Minor Incidents

You are not required to report minor incidents to EAO but need to in the event of serious cases.

Dismissing Students from the Program

The program director has the authority to return a student to the U.S. if circumstances necessitate it but should consult with the Education Abroad Office prior to taking any action. Students who are dismissed from a program are responsible for all additional expenses related to this including, but not limited to, changes to airline tickets, transportation, housing, etc. In addition, credit will not be earned, nor will there be a refund of tuition or other costs. The Study Abroad Enrollment Verification that all students are required to sign has a statement to this effect.

CRISIS MANAGEMENT

As indicated in SU's Education Abroad Urgent/Emergency Notification Procedures protocol printed on the back cover of this handbook, SU's Public Safety team should be contacted on its 24-hour line (+1.206.296.5911) in the event of a crisis and/or emergency to ensure program participants receive prompt, appropriate and thorough care, intervention or referral. This will also aid the on-campus team in communicating with parents as appropriate. Often times, when family and friends of program participants do not have a clear understanding of the state of affairs in your on-site location it causes alarm that may be easily alleviated with the information you can provide. In today's age of instant communication, it is good practice to encourage students to discuss and establish a contact system with their families prior to their departure to use in the event of a crisis such as natural disasters and terrorist attacks to alleviate alarm.

1. Provide accurate, helpful information to all program participants regarding what they should expect: dangerous neighborhoods, typical crimes in the area, hazards of service if applicable, etc.

2. Prepare yourself for potential emergencies. And remember, **no student should be left behind**: Decide who will help out in a crisis (not another student).

Checklists are invaluable during crisis management. They assure completeness and greatly increase efficiency. The following checklists were found to be essential or very helpful by the Peace Corps:

- Rosters of all students and their addresses
- List of passport numbers and expiration dates for each student
- Names of students with special medical needs
- Complete information on assembly points, who should go where and when
- Maps and locators for each student
- Contacts where each student is housed and for each excursion
- Maps, travel routes and modes of transportation from each site to assembly points and capital or evacuation point
- Communication networks (calling tree, meeting place, back-up meeting place)
- Emergency telephone numbers for local police, fire, hospital, Embassy, etc.
- List of other agencies, missionaries, government offices, private citizens who could be a resource during an emergency (including names, addresses and telephone numbers)
- Locators for all program staff (addresses, telephone numbers, maps)
- List of food/water/emergency supplies to be kept in student homes, study abroad centers, assembly sites and safe havens
- List of essential items to include in an emergency evacuation pack

In addition to a natural disaster or political upheaval, crimes or incidents that involve bodily harm, the threat of bodily harm, or racially motivated verbal/physical harassment, missing person/s are examples of situations that qualify as urgent emergencies. Local police should also be contacted in the event of certain crimes or incidents such as robbery, burglary, physical and/or sexual assault.

3. Provide participants with an explanation of what to do in a crisis to practice on their own and then practice the plan together during the first day on-site.

4. Advise program participants prior to departure and as often as possible thereafter that in many cases being safe is often a choice. Risking personal safety by walking alone at night, drinking excessively, letting down one's guard too easily with strangers and leaving baggage unattended can bring harm. Everyone has to assume responsibility for his/her own safety and be mindful that the decisions made on a day-to-day basis can have a major impact on health and safety abroad. Share practical safety tips with your program participants so they will be better armed to keep themselves safe.

U.S. Department of State, Consulates and Embassies

Share this information with your students:
Helpful safety information can be accessed by visiting www.travel.state.gov or by calling 1.888.407.4747 from within the U.S. or 202.501.4444 from abroad. This site also includes country specific information sheets, U.S. travel warnings and U.S. public announcements.

Travel Warnings: These are issued to describe long-term, protracted conditions that make a country dangerous or unstable. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a drawdown of its staff.

Travel Alerts: The State Department issues Travel Alerts to disseminate information quickly about terrorist threats and other relatively short-term conditions that pose significant risks or disruptions to Americans.

Passport Security

All program participants (you included!) should make at least **3 photocopies** of the first page of his/her passport – one to keep with him/her at all times, one to place in baggage while traveling and one to leave at home with family. This will assist with replacing a passport should one be lost or stolen. Passports should be kept safely away and hidden from view when not in use. When out and about in the location where you are staying, one should carry a copy of his/her passport and leave the actual one safely in one's room.

How to Replace a Passport

If yours or a participant's U.S. passport is lost or stolen while overseas, report it immediately to the local police and to the nearest U.S. Embassy or Consulate. A consul can issue a replacement passport, often within 24 hours. Links to contact information for U.S. Embassies and Consulates may be found at http://usembassy.state.gov. As mentioned above, a copy of the original passport will help expedite the process. Two passport-size photographs will also hasten replacement.

What a U.S. Embassy/Consulate CAN Do for You:

1. Contact you in the event of a national or personal emergency. The Education Abroad Office registers your presence with the State Department prior to your departure to facilitate this.
2. Re-issue passports to replace lost or stolen ones.
3. In the event of an arrest, a consulate officer will be able to operate within the framework of the law of the host country, visit U.S. citizens in jail, provide a list of local attorneys, notify family and friends and relay requests for money and other aid, intercede with local authorities to make sure rights under local law are fully observed, the U.S. citizen is being treated humanely according to internationally accepted standards and protest mistreatment or abuse to appropriate authorities.
4. The Citizen's Emergency Center, 1.888.407.4747 from within the U.S. or 202.501.4444 from outside, can get in touch with the U.S. embassy in the appropriate embassy in the event that someone is missing, injured or ill.

What a U.S. Embassy/Consulate CANNOT Do for You:

1. Demand immediate release or get anyone out of jail.
2. Represent U.S. citizens at trial or give legal counsel.
3. Pay legal fees and/or fines with U.S. government funds.

PROGRAM EVALUATION

The Education Abroad Office (EAO) has a standard program evaluation which does not replicate that of a course evaluation. Indeed, they are two different forms. The information gathered through a program evaluation will assist you in identifying what aspects of the program worked and what could use a little tweaking.

An evaluation link will be distributed to your students via email. You will be notified when this is sent. Please encourage your participants to complete it.

Your compiled evaluation results will be sent to you from EAO. In addition, the data will be used by EAO to discern the overall impact of short-term programs on student experiences as well as with the Provost's Office for the accreditation process. The EA Assistant Director can brainstorm program revisions with you should there be areas that could use changes.

PROGRAM DIRECTOR'S CHECK LIST

- ☐ Provide EAO with course roster/s after add/drop period
- ☐ Prepare group prior to departure (see pages 13 and 14)
- ☐ Complete all SU required paperwork and return to EAO by May 1 (see page 5)
- ☐ Attend SU Program Director Workshop
- ☐ Adhere to SU policies as delineated in this handbook
- ☐ Understand basics of both SU faculty/staff and student insurances (see pages 9 - 12)
- ☐ Provide EAO with on-site contact information
- ☐ Provide all participants with emergency phone numbers
- ☐ Ensure that all participants understand emergency procedures
- ☐ Practice emergency procedures on site with the whole group
- ☐ Notify EAO of arrival at program site
- ☐ Keep all receipts related to program spending
- ☐ Request reimbursement for program expenses upon return (see pages 6 - 7)
- ☐ Submit completed program evaluations to EAO within 30 days of the program's completion (see pages 19)

URGENT/EMERGENCY NOTIFICATION PROCEDURES

Purpose
To ensure that in urgent or serious situations Seattle University study abroad & exchange participants receive prompt, appropriate and thorough care, intervention or referral from both program staff and Seattle University officers.

Situations
Any situation or condition which jeopardizes the Seattle University student(s)' physical or mental health, safety, well-being or program participation and/or requires the intervention of program staff. Such events or occurrences may include, but not be limited to: civil disturbance, natural disaster, severe or prolonged illness or injury requiring hospitalization, disciplinary action, emotional or behavioral disorders, illegal actions (i.e. drug use), absence from program site, academic probation, etc.

To assist program directors and staff in addressing or resolving an urgent or emergency situation, it is vital that a Seattle University official be promptly notified.

24 Hour Public Safety +1.206.296-5911

Notification Procedures
Pubic Safety will contact SU's crisis response team including:

Gina Lopardo, Interim Director, Education Abroad
Office: 206/296-6460 Mobile: +1/206/786-8191
Fax: 206-296-2664 craggsr@seattleu.edu

Jacob Diaz, Dean of Students, Associate Vice President for Student Development
Office: 206/296-6066 Mobile: +1/206/391-6329
Fax: 206-296- 6063 diazj@seattleu.edu

Michael Sletten, Manager, Public Safety
24 hour phone: 206/296-5911 sletten@seattleu.edu

Notification Information
Please provide the following in any notification:

- Student(s) name(s)
- Date and time of occurrence/condition
- Description of occurrence
- Action taken by program staff
- Action requested of SU officers (if appropriate)
- Your return contact information