



OFFICE OF
**INTERNATIONAL STUDIES
AND PROGRAMS**
Illinois State University

Faculty-Led Program Risk Management Handbook

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Faculty-Led Program Director Responsibilities

This handbook has been designed for faculty directors that will be leading a program abroad. Leading a course abroad is an exciting endeavor which includes many additional considerations regarding student management and group dynamics. While teaching on campus at ISU, a faculty member's interaction with students is more limited to classroom interaction and office hours. However, when leading a group of students abroad, the faculty member assumes not only the role of professor, but also travel liaison, counselor, emergency contact, etc. This handbook focuses on factors to consider when leading a group of students abroad in order to mitigate risk. We hope that this will serve as a guide to help you manage student safety abroad. If you have any questions about the material, please contact the Study Abroad Coordinator. We wish you a successful program abroad!

OISP's Emergency Risk Protocol for Study Abroad Students

OISP recognizes that there are certain inherent health and safety risks associated with travel and study abroad. To minimize these risks OISP follows an emergency-risk protocol with every participant and every program.

1. Upon acceptance participants are required to provide parent/guardian contact information and emergency contacts.
2. They are required and to sign and date the following risk management forms:
 - a. Study Abroad Acceptance Certification
 - b. Assumption of Risk and Release from Liability
 - c. Medical Information Form
3. Participants are required to complete the online Study Abroad Pre-Departure Orientation Course which covers, health, safety, money, budgeting, communication abroad, packing, and insurance.
4. During the Study Abroad Pre-Departure Course, they are provided with the link to the 'Study Abroad Pre-Departure Guide' which can be found on the OISP website.
5. Prior to departure Participants learn about the following topics:
 - a. Country Specific Information Sheets from US Department of State website <http://travel.state.gov> which are specific to each program country.
 - b. Travel Warnings associated with program country (if applicable) from US Department of State website <http://travel.state.gov>.
 - c. International Health Insurance
 - d. Flight Itinerary (requested to be submitted to OISP prior to program start)
6. Prior to departure students are requested to register their travel on the Department of State website <https://travelregistration.state.gov/ibrs/ui/>
7. While participants are abroad:
 - a. OISP staff are available via phone or email (year-round)
 - b. During off-hours, emergency calls are directed to ISU Police who are instructed to contact the Study Abroad Coordinator's 24 hour emergency phone
 - c. Study Abroad Coordinator and full-time Advisor are registered on all Consular Affairs LISTSERVs associated with OISP program countries (these deliver updated Travel Warnings and other important information emails as they become available)

Faculty Pre-Departure To Do List:

In addition to being healthy, students and Faculty Directors should take the proper precautions in order to remain safe while abroad. The Faculty Director should consider the following safety tips from the U.S. Department of State before traveling abroad:

1. Register with Smart Traveler Enrollment Program so the State Department can better assist you in an

emergency: <https://step.state.gov/step/>. This will help us contact you or the students if there is a family emergency in the U.S., or if there is a crisis where you are traveling. In accordance with the Privacy Act, information on your welfare and whereabouts will not be released to others without your express authorization.

2. Sign your passport, and fill in the emergency information: Make sure you have a signed, valid passport, and a visa, if required, and fill in the emergency information page of your passport.
3. Leave copies of the itinerary and passport data page: Leave copies of your itinerary, passport data page and visas with family or friends, so you can be contacted in case of an emergency.
4. Check your overseas medical insurance coverage: Ask your medical insurance company if your policy applies overseas, and if it covers emergency expenses such as medical evacuation. If it does not, consider supplemental insurance. You may also purchase ACE International Health Insurance from OISP if you are leading a program.
5. Familiarize yourself with local conditions and laws: While in a foreign country, you are subject to its laws. The State Department web site at http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html has useful safety and other information about the countries you will visit.
6. Take precautions to avoid being a target of crime: To avoid being a target of crime, do not wear conspicuous clothing or jewelry and do not carry excessive amounts of money. Also, do not leave unattended luggage in public areas and do not accept packages from strangers.
7. Read the Department of State's web site and discuss with your study abroad participants! The Faculty Director and the students should prepare to act safely and know the steps in the case of an emergency.
8. For more safety information to discuss with the students, visit the U.S. Department of State's website at: <https://travel.state.gov/content/passports/en/go.html>.
9. Remind the students to look at the host country's information on: <https://travel.state.gov/content/passports/en/country.html>. This web page contains information about where each consulate is located in each country, more safety information for each country, and background information about each country

Emergencies Abroad

Preparing for an Emergency

While OISP closely monitors the safety of the areas where we hold study abroad programs, it is always important to have an emergency plan for those unforeseen emergency events.

What is an Emergency?

True emergencies are actually quite rare. While losing luggage, tickets, or even a passport is inconvenient, they are not emergencies. Emergencies are situations in which there is an immediate threat to a student's health and safety.

Here is a list of events that OISP considers an emergency:

- Events affecting multiple participants or entire program such as life threatening events
- Death
- Serious injury, illness, or hospitalization
- Assault (physical/sexual)
- Missing person
- Arrest
- Terrorist events
- Natural disasters
- Major accidents

When to Keep a Low Profile

During a political crisis or some other emergency during which foreigners or, specifically, U.S. citizens may be at risk, instruct students to keep a low profile. Specifically instruct them to avoid demonstrations, confrontations, or situations

where they could be in danger; to avoid behavior that could call attention to themselves; to avoid locales where foreigners or Americans are known to congregate; and avoid wearing clothes that would label them as Americans.

What to do in an Emergency

Contact the Study Abroad Coordinator immediately. Maintain communication with OISP regarding any issue that arises to reduce liability. If you have any concerns regarding an issue we advise you to document the situation as thoroughly as possible.

The Study Abroad Coordinator will contact the Director of OISP and other appropriate individuals stateside. A specific plan of action will be decided upon and the study abroad coordinator will call the informant or other local contact to indicate what further actions need to be taken.

In any emergency, OISP and all faculty and staff must exercise caution and restraint in deciding when, and with whom, information about an emergency will be shared. In particular, the faculty and staff members overseas must defer comment until they hear from OISP.

Emergency Protocol

1. Contact the Study Abroad Coordinator
2. Study Abroad personnel assess situation and draw immediate plan of action.

If the situation is major:

3. Specific Study Abroad personnel acting on behalf of OISP and ISU field all parent/guardian calls pertaining to the current situation.
4. ISU Director of Media Relations is notified of the situation and asked to forward all parent/family calls to OISP
5. ISU Faculty Directors traveling with students/Host University (if applicable) and Program participants (i.e. students) are contacted via email regarding:
 - a. OISP/ISU's awareness of the situation (this may also include what information is being shared by the US media).
 - b. Participants requested to contact OISP **and** their emergency contacts as soon as possible.
6. As information of the situation becomes available it is shared with all parties involved, including emergency contacts.
7. If situation is resolved, a follow up email is sent to all parties addressing:
 - a. Resolution of situation.
 - b. Statements from embassy (if available).
 - c. Reminder of OISP's availability and willingness to offer assistance.
 - d. Reminder to contact home and inform of resolution.
 - e. Invitation to visit with OISP upon return to discuss situation, resolution, and ideas for improvement.

Worst Case Scenario: If the situation involves a country-wide tragedy, war, public health risks, environmental disaster, etc.

- f. US embassy abroad is contacted regarding the presence of our program participants and further information on the situation.
- g. OISP begins assessment of possible program cancellation and the removal of our students from host country (ISU Legal Counsel and ISU Risk Management is included). Student and Faculty Director responses/communication are also used to assess the level of risk, both perceived and real.

If program is not cancelled, participants are given the choice to withdraw from the program without penalty (academic credit only, they may not necessarily receive a full monetary reimbursement) and are offered assistance if they wish to return home.

Site Evacuation

It is highly unlikely that participants would need to be evacuated from a site abroad. However, we would evacuate

faculty and students home if a situation were to deteriorate to the point where the degree of risk to participants was deemed unacceptable. If this unlikely event were to happen, the Director of OISP, in consultation with you, the U.S. Embassy and State Department, the ISU Office of Risk Management, and other appropriate individuals on the home campus would develop an evacuation plan in as much detail as possible. This plan would be transmitted to you in confidence, and we would continue to work closely with you throughout the process. Please note that an evacuation could entail transporting the group to the nearest safe location, which may be another country nearby rather than to the United States.

Program Cancellation

In the case that an unforeseen event (weather, war, disease, Faculty Director unable to participate) occurs, the study abroad program may have to be cancelled. Once the event occurs, the Faculty Director should do the following:

1. Contact the Study Abroad Coordinator and OISP
2. Review the program with OISP (Such as consulting the U.S. Department of State Travel warnings, ISU Legal Counsel, the College Chair/School Director)
3. If cancellation must occur, OISP will:
 - a. Determine the availability of refunds
 - b. Notify the students of cancellation or help them find an alternative program

Emergency Contact Information

Be sure to have all important contact information readily available.

- What are the telephone numbers of the program participants? If you aren't communicating by phone, do you have a group messenger app such as Facebook messenger, skype, whatsapp that you can use to communicate with the group?
- What are the names, titles, addresses, telephone, fax and E-mail numbers of the appropriate officials at the nearest U.S. Embassy/Consulate, and at the State Department in Washington, D.C.?
- What are the names, titles, addresses, telephone, fax and E-mail numbers of any local law enforcement or public security officials involved? Do these people speak English?

Setting the Tone of the Program

Positive Starts/Arrivals

Appropriate pre-departure orientations, on-site orientations, and welcome receptions sure ways to set a positive tone to the beginning of a program. Ensure that students have reliable information at all stages. Upon arrival and after, ensure that they are settled in and comfortable in their housing. On-site orientations help students feel knowledgeable and comfortable exploring their new locale. The challenges of self-orientation in a foreign land are time consuming and overwhelming for students and will certainly lead to dissatisfaction. Faculty Directors should do what they can to avoid negative experiences at the outset when in a new program locale.

Supervision and Backup

Faculty Directors must ensure that someone is always in charge. A Co-Faculty Director must be available in case the faculty leader is unable to function. Students should always be accompanied during official group travel. A faculty leader, assistant leader, host institution staff, to handle emergency situations at all times according to an agreed upon procedure. Students and the person they list as an emergency contact should be informed of whom to contact on campus or in the host country and how to do so should there be a problem at home or should the on-site leader be unavailable or incapacitated.

1. **Group Shepherding:** It is necessary to have strategies in place to help shepherd participants. Examples may include the use of sheriffs, extra staff, or the buddy system. It is important to have contingency plans for separation and insure that students are aware of such plans.

2. **Faculty Free Time:** You are always on duty if a problem arises. Please use your judgment as the situation warrants.

Managing Group Dynamics

As Faculty Directors know from teaching courses on-campus, students form informal groups within the class that can affect, either positively or negatively, the overall success of the course. Students form informal groups even more so on courses abroad because they are in an unfamiliar context and look to each other for support and confirmation. While this can lead to new and productive social networks and personal transformations, there are still plenty of opportunities for group dynamics to go wrong. To minimize the negative effects and maximize the constructive aspects of these informal groups, Faculty Directors should familiarize themselves with the basics of group dynamics and know simple strategies on managing them. We encourage you to be knowledgeable of group-building strategies and be pro-active in the process to minimize problems and dissent. Faculty Directors can minimize possible negative effects through specific strategies:

- Be accessible to the group and communicate with all members regularly on an informal basis, even before course goes abroad.
- Keep the group informed and involve them when possible in decision-making, especially regarding revisions to pre-set plans or general travel planning. Make sure all students participate.
- Encourage the positive influences of the informal group.
- Make group members aware (delicately) of any negative influences of their informal group. They may not even be aware of these negative influences and are likely to modify their behavior.
- Remember that first impressions are lasting. Make arrivals into a new locale smooth and provide a special reception for the group.
- When going to new accommodations, be aware of students' comfort in housing and respond to concerns.

The information provided here is taken in part from the [Accel-Team Web site](#).

Interest in Student Welfare

Faculty Directors should demonstrate interest in student welfare including, in particular, housing arrangements and cultural adjustment issues. Students do complain if they feel that the Faculty Director was not visible or accessible to handle basic life concerns they had.

- Be aware of possible indicators of culture shock that include feelings of helplessness, irritability, and loneliness; homesickness; sleeping more than usual; feeling depressed; getting angry easily; decline in inventiveness, spontaneity, or flexibility; stereotyping of host country/culture; increase in physical ailments or pains; compulsive eating or lack of appetite; unable to work effectively; boredom; or inexplicable crying. Most study abroad participants will experience some form of culture shock. While some might experience it after only two days in the host country, others may take longer. In addition, the concrete indicators of cultural adjustment vary from individual to individual. If your students display one or more of these behaviors, it is very likely that they are going through some phase of cross-cultural adjustment.
- Act as a liaison between the students and the Resident Director/bursar/warden/hotel manager, as well as those individuals providing services related to class activities. If cross-cultural issues or concerns regarding interpretation of the host culture arise, defer to the local resident director or local contact, when such people are available. Cross-cultural misunderstandings with individuals in host families, with host country instructors, etc., may be avoided if you rely on the local knowledge and expertise of these individuals. If a student is dissatisfied with the housing, attempt to correct the situation, first through explaining local cultural norms for living arrangements or addressing other concerns, then, only if the situation cannot be resolved by discussion, through reassignment.

Be aware of the common problems and be prepared to respond immediately.

Students with Disabilities

With planning, it may be possible to accommodate students with disabilities throughout their study abroad experience. It is best to address the question of disabilities directly, as part of the introduction to your class. At the beginning of each course, preferably in the pre-departure stage, make a general announcement to students: "If you need accommodations for any sort of disability, please speak to me after class, make an appointment, or see me during office hours." It is important to remember that disabilities include both physical and learning disabilities. When you meet with a student, explain the course requirements and ask them to clarify any special needs. It is preferable to be aware of student disabilities before departure to ensure that accommodations can be made if possible. Please feel free to consult with the Study Abroad Office regarding how disabilities may be accommodated abroad. For more information about teaching students with disabilities, please refer to the [Student Access and Accommodations Services](#) website.

Behavioral Issues

Faculty Directors should make clear the expected behaviors while participating in the program.

1. Establish a Code of Appropriate Behavior by using the ISU Code of Conduct
 - a. The ISU Code of Conduct can be found at:
<http://deanofstudents.illinoisstate.edu/conflict/conduct/code/>
 - b. Students sign in the Study Abroad Certification that they have read and understand the ISU Code of Conduct.
2. Students are required to attend all classes and all excursions that are a part of the program itinerary. The only acceptable excuse for missing a class or an excursion is illness.
3. Remind students that the grades they receive on their study abroad program count towards their ISU GPA.
4. Participants in a course abroad are expected to serve as ambassadors for both ISU and the United States. It is often difficult for students to understand what is expected of them in this regard. Students need to be aware that behaviors with minimal or no consequences at ISU may have major implications for them and/or the course abroad program.
 - a. If any behavior occurs that is out of line of the ISU Code of Conduct, the Faculty Director should first document all misconduct. Then, the Faculty Director should contact the Study Abroad Coordinator. The Faculty Director, Study Abroad Coordinator, and Legal Counsel will work together to determine an appropriate response to the misconduct.
 - b. The Faculty Director should continue to document all behavior and follow-up with the Study Abroad Coordinator if the issue continues.

Documenting Behavioral and Other Incidences/Concerns

It is critical that all potential problems are documented. E-mail documentation allows us to keep official record of dates and follow up as appropriate. One important reason for documenting potential problems is to protect yourself and the University. As you know, when students go abroad, problems and concerns are different and sometimes more serious than they are when on campus, so it is preferable that we all take a very cautious route in handling disciplinary, safety/health and other issues. Please keep OISP informed of situations that are arising, so that ISU can represent you, your actions, and our program when parents or others call.

To document disruptive behavior, obtain and record as much information as possible on the following using the OISP Incident Documentation Form found on page 17 of this handbook:

- Name of student involved
- Date, place, and time of the incident
- Alleged occurrence (summary of the incident)
- Names of witnesses
- Document any conversation/advice with the student(s) regarding the incident
- Send in writing to [OISP](#), and if more urgent, call (309) 438-5276

Student participating on an ISU-sponsored study abroad program are held to the University's Code of Policies and Regulations applying to all students. Failure to abide by the policies and regulations may be cause for dismissal from the program. Students also sign a Program Dismissal Form for OISP. Students Sign the Study Abroad Certification which informs them they may be dismissed if their behavior violates the Code of Conduct.

If you are having disciplinary or behavioral problems with a student, please address them immediately because if allowed to continue, they may affect the atmosphere and morale of the entire group. Please contact OISP to make a record of the concern. Depending on the circumstances, you may wish to discuss the problem individually with the student or students, or allow it to be openly discussed during general 'debriefing' sessions (non-academic meetings with your students on-site). If the behavior persists after the discussion, you should put into writing the expected change and the consequences if the behavior does not change and both you and the student should sign the paper. Please consult with Samantha Potempa, Study Abroad Coordinator, on wording of agreement. Scan, email, or Fax a copy of this agreement to the OISP. Should the student's inappropriate behavior persist, OISP will have been apprised of the situation and will help resolve it, even if that means dismissal of student. If a faculty leader should bring a case against a student, a preponderance of evidence must support the case. Therefore, faculty should collect all information related to the situation and bring it back to campus for review and consultation.

In summary:

- Due to concerns about liability, student safety and program integrity recommends strict dismissal enforcement when a major infraction has occurred.
- Consult with the Study Abroad Coordinator and other university officials as necessary.
- Thoroughly document all events and behaviors in case dismissal becomes necessary.
- Know that even an immediate dismissal may still leave the dismissed under some level of program supervision until he/she has had opportunity to leave for home.

Student Management

When managing students, behavioral issues and other concerns may arise, which affect the flow and environment of the program abroad. Establish protocol and expectations to deal with disruptive behaviors and communicate them to students to avoid the complications. Knowing how to deal with other issues such as driving abroad, fraternization, sexual harassment, and student supervision can help make student issues abroad easier to manage.

Missing Participant

If a program participant is missing (more than 24 hours):

- Ask friends and associates about his/her whereabouts.
- Notify the U.S. embassy/consulate, local police, and host institution and give them your telephone number.
- Notify OISP immediately at (309) 438-5276, and provide as many details as possible regarding what happened and what is being done.
- Check with authorities daily and inform OISP of any new developments.

Robbery

- Inform the local law enforcement agency.
- Assist the student in obtaining funds to replace stolen money and/or passports by contacting their emergency contact. Go to the nearest U.S. consulate/embassy with a photocopy of the original passport information page for replacement.
- Notify OISP.

- Obtain the police report, if possible.

Student Arrest or Detention

- Obtain as much information as possible concerning the arrest/detention, including:
 - Name of participants
 - Date, place, and time of arrest/detention
 - Charges
 - Alleged occurrence (summary of incident)
 - Who was involved
 - Location at which the person is being held
 - Normal police/judicial procedure from this point
- Obtain a copy of police report
- Contact OISP at (309) 438-5276
- Notify the U.S. embassy/consulate
- Visit the detained/arrested individual and be source of communication.

Alcohol Abuse

As on U.S. campuses, alcohol abuse can be an issue for study abroad programs. The majority of problems students get into on study abroad are alcohol-related. Make sure your students are clear about your expectations and the local culture's social and legal rules regarding alcohol consumption. The ISU Code of Conduct expects students to act responsibly with any alcohol consumption and not disrupt or call into disrepute any University activity.

Responsible use of alcohol includes the following:

1. Students do not miss any scheduled event because of the effects of alcohol consumption.
2. Students do not become ill due to the effects of alcohol consumption.
3. Students are respectful of others sharing the same housing and avoid congregating in loud groups for social purposes.
4. Students do not engage in inappropriate behavior toward other individuals that is the result of alcohol consumption.
5. Students do not engage in destructive behavior toward property that is the result of alcohol consumption.
6. Students abide by the laws of the country or state in which he or she is staying.
7. Students do not engage in behavior that causes embarrassment to the other members of the group, the faculty member(s), the University, or the in-country host(s) as a result of alcohol consumption.
8. Students in a group do not facilitate, encourage, or ignore a fellow student who is abusing alcohol. Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group is considered to be an irresponsible use of alcohol.

Sexual Assault

1. If a student has been sexually assaulted, encourage the student to seek medical attention immediately to ensure they are treated for injuries, STIs, and in needed emergency contraception/counseling regarding pregnancy
2. Inform OISP
3. OISP must [report](#) incidents of sexual assault to the Office of Equal Opportunity, Ethics and Access. OISP can assist in researching local laws and reporting options specifically for the host country should the student wish to report the incident.

Vehicle Use Abroad

Road travel is the single greatest risk abroad. For liability, driving students yourself is highly discouraged. Also, student driving should be discouraged. Instead, use licensed driving services or public transportation.

Managing Fraternization

Inappropriate fraternization can reduce authority or cause misunderstandings. Avoid conflicts between being friends with the students versus being the enforcer of program and university rules. Avoid consuming alcohol with students.

Culture Shock and Difficulty Adjusting

At some point during a student's study abroad experience, it is very likely that he/she will experience some level of culture shock. Culture shock is a combination of emotions a person has for their host location. It can range from excitement, uncertainty, confusion, and frustration about the host location, people, food, language, and way of life. Culture shock is a normal part of adjusting to a new culture. The Faculty Director can help students deal with culture shock by engaging in some or all of the following:

- Talking to students about the stages before leaving
- Talking to students about the host country/culture before leaving
- Listening to students because sometimes they just need someone to talk to about their experiences
- Encouraging students to understand the differences but not dwell on them
- Reminding students of what a great experience study abroad is and how it will positively impact them in the long run
- Encouraging students to participate in group activities, explore the host city, or try new foods
- Encouraging students to journal or blog about their experiences
- Encouraging students to eat healthy and get enough sleep
- Staying positive in order to help students stay positive

Students in Distress

Faculty leaders should be aware of changes in student behavior, especially behavioral signs of students in distress which may include anxiety, culture shock, depression, suicide, sexual assault and substance. Below you will find symptoms to look out for regarding these issues.

<p>This table demonstrates signs/symptoms that students may experience if they are experiencing distress.</p>	<p>The following are symptoms related to depression:</p> <ul style="list-style-type: none">• Feeling slowed down or agitated• Fatigue or loss of energy• Feelings of worthlessness or guilt• Poor concentration• Suicidal thoughts• Sleeping too much/too little• Eating too much/too little• Feeling sad every day• Lack of interest/motivation
<p>The following are signs of suicidal potential:</p> <ul style="list-style-type: none">• Feelings of depression, hopelessness, and futility• A severe loss or threat of loss• A detailed suicide plan	<p>The following are indicators of sexual assault:</p> <ul style="list-style-type: none">• Shock, guilt, confusion, anger, fear, helplessness, and depression• Difficulty concentrating on lectures

<ul style="list-style-type: none"> • History of a previous attempt • History of alcohol/drug abuse • Lethality and availability of method • Poor proximity of social support 	<ul style="list-style-type: none"> • Withdrawal from class discussion • Withdrawal from interaction with peers • Excessive absence from class • Flashbacks while in class
<p>The following are signs of substance abuse:</p> <ul style="list-style-type: none"> • Preoccupation with drugs • Reduced ability to participate in class activities • Lack of motivation • Deteriorating academic performance • Increased absences from class • Period of memory loss (blackouts) • Student is accident-prone 	<p>The following are symptoms related to anxiety:</p> <ul style="list-style-type: none"> • Muscle tension • Difficulty falling asleep, staying asleep, or unsatisfying sleep • Panic • Excessive anxiety and worry • Difficulty controlling worry • Restlessness or feeling on edge • Difficulty concentrating

Faculty Directors can help students in distress by recognizing the symptoms and being willing to help. The following table explains signs of severity levels of distress and what Faculty Directors can do to mitigate the situation:

<p>Low Distress Level</p> <ul style="list-style-type: none"> • Behavior is not yet disruptive • Serious grade problems • Excessive absences • Becoming withdrawn and isolated • Depressed mood • Marked change in appearance • Falling asleep in class 	<p>How Faculty Director can help:</p> <ul style="list-style-type: none"> • Express concern • Be honest and genuine • Stay connected and supportive • Normalize the student's problems • Help get them involved • Help them get support • Don't ignore strange or inappropriate behavior • Consult with host institution counseling services on-site if available
<p>Moderate Distress Level</p> <ul style="list-style-type: none"> • Significant emotional distress • Repeated requests for special consideration • Disruptive behavior in class • Unusual or exaggerated emotional response 	<ul style="list-style-type: none"> • Express concern • Contact Study Abroad Coordinator • Develop a plan of action • Assess for safety • Refer student to host institution counseling services • Follow-up with student
<p>High Distress Level</p> <ul style="list-style-type: none"> • Extreme emotional distress and need for urgent care • Aggressive, hostile, or violent behavior • Inability to communicate clearly • Loss of contact with reality • Overtly suicidal thoughts • Homicidal thoughts 	<ul style="list-style-type: none"> • Remain Calm and firm • Do not escalate situation • Involve host university personnel • Contact local police if necessary • Escort student to hospital and ensure that the faculty member or another authorized program representative other than a student participant stays with the student • Contact Study Abroad Coordinator

***Students in Distress Source:** Iowa State University Study Abroad Center

Study Abroad Health and Safety

Good health is extremely important for having a successful study abroad program. Students that do not feel well will not be able to fully enjoy the academic and cultural aspects of the program. Each student is required to complete a medical form and encouraged to self-report any pre-existing medical conditions. You should remind students to obtain a sufficient supply of their prescription medicines to last the entire trip. In addition, it is always wise to bring stomach medicine because you never know how the local food will affect your stomach. While on the study abroad program, Faculty Directors should encourage students to eat regular and healthy meals, drink plenty of water, and get adequate sleep (especially when traveling). All of these precautions can help students have good health while studying abroad.

Health, Medical Emergency, & Repatriation Insurance

Because most U.S. health insurance carriers do not adequately cover the range of issues facing students who study abroad, Illinois State University requires that all study abroad students purchase health insurance coverage through ACE. As a study abroad program participant, students will be enrolled in ACE automatically, and the insurance premium will be added to the student program cost and billed to the student's account. It is *not* possible to waive ACE insurance.

Information about the insurance plan, coverage, and claim forms can be found on the study abroad website:

<http://studyabroad.illinoisstate.edu/healthsafety/insurance/>

Illinois State University Travel Notification Form

The University's insurance carrier requires that we report international travel destinations. All faculty, staff and students traveling abroad on University-sponsored travel should complete this notification. The notification facilitates the University's ability to access and timely deploy emergency resources and support. Availability of these emergency resources may be limited in international destinations subject to travel warnings, sanctions, or other unpredictable circumstances. The University does not guarantee availability of resources.

https://forms.illinoisstate.edu/forms/international_travel_information

Important Contact Numbers

ISU Study Abroad 24 Hour Emergency Phone:

309-533-4450

Office of International Studies and Programs

Office: 309-438-5276

Director

Luis Canales

Office: (309) 438-5276

Email: lacanal@ilstu.edu

Assistant Director/Study Abroad Coordinator

Samantha Potempa

Office: 309-438-3361

Email: shpotem@ilstu.edu

Study Abroad Advisor

Alex Ratcliff

Office: 309-438-8366

Email: alratcl@ilstu.edu

Study Abroad Advisor

Haley Thompson

Office: 309-438-3362

Email: hmdaigna@ilstu.edu

Study Abroad Advisor

Quinn Sifford

Office: 309-438-3367

Email: qboland@ilstu.edu

ISU Police

Nelson Smith Building 105

Phone: 309-438-8631

Web: <http://www.police.ilstu.edu/>

Students' Attorney

Phone: (309) 438-5951

Bone Student Center 140

Phone: 309-438-5951

<http://deanofstudents.illinoisstate.edu/students/get-help/legal/>

Contacting ACE Insurance Abroad:

If you require medical attention while abroad, contact ACE's 24 hour access number for a referral. (This information is also on your insurance card).

ACE at 1-855-327-1414 (Toll-Free) or 1-630-694-9764 (Direct Dial)

Web:

<http://deanofstudents.illinoisstate.edu/services/legal/>

**Illinois State Student Health Insurance –On call
Emergency Number**

Phone: 1-877-480-4161

Web:

<http://illinoisstate.abroadoffice.net/insurance.html>

Student Counseling Services

Student Services Building 320

Phone: 309-438-3655

Web: <http://www.counseling.ilstu.edu/>

Student Health Services

Student Services Building

Phone: 309-438-8655

Web: <http://shs.illinoisstate.edu/>

Sexual Assault Prevention and Survivor Services

Student Services Building

Phone: 309-438-7948

Web: <http://counseling.illinoisstate.edu/sexual-assault/>

US Embassy in your country:

Local 911 Number

State Department Overseas Citizens Services

From within the U.S. 1-888-407-4747

From outside the U.S. 1-202-501-4444

Study Abroad Incident Report

1. Date and Location of Incident: _____

2. Who was involved (please list names):

Student(s): _____

Faculty/Staff: _____

Other: _____

3. Description of Incident (use additional sheets as necessary): _____

Was Alcohol Involved? Yes No

Was a Police Report Filed? Yes No Copy available? Yes No

4. Reported to (OISP Staff):

Name: _____ **Date:** _____ **Time:** _____

5. List in chronological order the steps taken to deal with situation (use additional sheets as necessary):

A. _____

B. _____

C. _____

D. _____

E. _____

6. List any other pertinent information: _____

7. Name and signature of student (if applicable): _____

8. Faculty/Staff documenting incident:

Name: _____ **Email:** _____

Return to Study Abroad Office, Fell Hall 236

Tel. 309.438.5276

Fax: 309.438.3987

24 Emergency phone 309.533.445