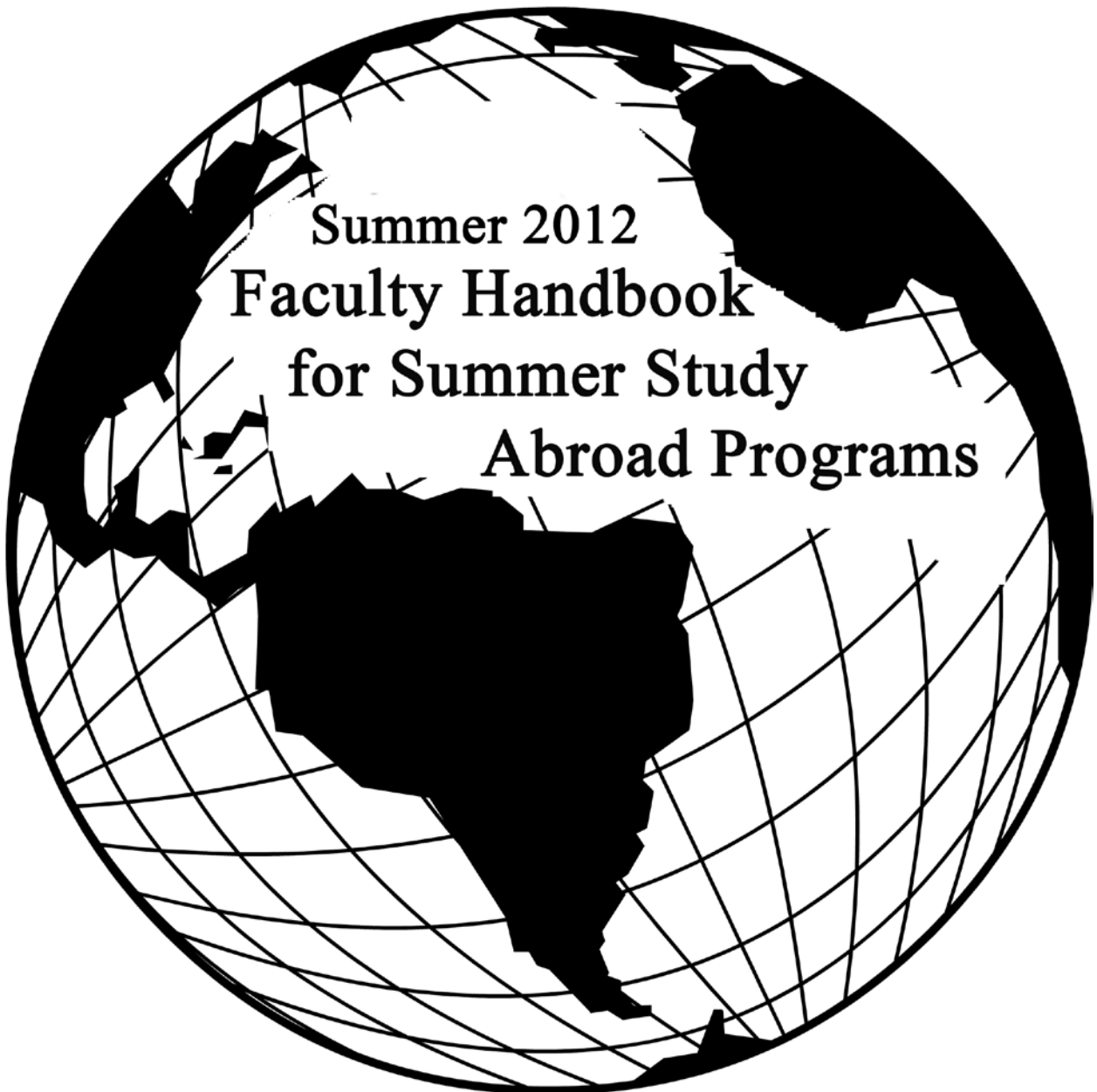




**PRINCETON  
UNIVERSITY**



**Summer 2012  
Faculty Handbook  
for Summer Study  
Abroad Programs**

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## Acknowledgements

Material in this handbook has been adapted from the following websites and publications:

- *Faculty Guide for Short-Term Study Abroad Programs*, Office of International Education, Carnegie Mellon University
- *Faculty Handbook for Duke Summer Programs*, Office of Study Abroad, Duke University
- *Faculty Handbook*, Office of Study Abroad, Michigan State University
- *Program Development Kit for Directors and Designers of International Programs*, Office of International Programs, Rice University
- *Education Abroad: How to Design a Faculty-Led Program*, Education Abroad Office, Washington State University
- Learning Abroad Center (<http://www.umabroad.umn.edu>), University of Minnesota

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## Introduction

Thank you for choosing to commit your time and energy to providing a quality study abroad experience for Princeton students. We appreciate your careful planning and leadership in encouraging students to include study abroad as part of their undergraduate program.

Students often cite overseas learning experiences as one of the most influential aspects of their college experience. Faculty-led overseas programs complement the traditional classroom experience by giving students valuable real-world experience. For faculty, leading such programs can be an enriching professional experience.

This faculty handbook is intended for faculty members who accompany students on a Princeton study abroad program during the summer. In it you will find information outlining the rights and responsibilities of both faculty and students, travel guidelines, suggestions for dealing with behavioral problems, procedures to follow in the event of an emergency, and other important topics. We also recommend reading the *International Travel Handbook*, which contains useful general information about preparing for international travel. The handbook is available online at <http://www.princeton.edu/oip/home/resources/>

The faculty program director's role is crucial. You design all academic aspects of the program, assist with program logistics, and implement a high-quality program that is managed responsibly from the standpoint of risk management. Planning a short-term study abroad program will require you to go beyond the usual realm of course planning to become a travel agent, bookkeeper, and 24-hour contact. By leading a study abroad program, you will spend much more time with your students, both in and out of class, and will likely serve as a close adviser and mentor.

Ongoing global events continually bring to light the importance of accurate and timely response during a crisis. For this purpose, and as a useful reference tool, all faculty program directors (including those who have led programs for years) should take this handbook abroad to use on site.

This handbook was created with the help and guidance of a number of offices on campus: General Counsel, Dean of Undergraduate Students, Vice President for Campus Life, and Risk Management. It will be updated annually, and we welcome any suggestions for changes or ideas on how it can be more useful for faculty program directors.

Thank you again for your time and commitment in providing this transformational experience to our students. Remember that the Office of International Programs staff is available to provide support to faculty program directors, and we are happy to help at any point during the program—from inception through your time abroad.

Office of International Programs  
Princeton University

# Table of Contents

Acknowledgements.....	2
Introduction.....	3
<b>I. Program Administration .....</b>	<b>6</b>
Role and Responsibilities of the Program Director .....	6
Admissions Process and Screening.....	7
Post-Acceptance Requirements for Student Participation .....	8
Accommodating Disabled Students.....	8
Health Insurance .....	8
Personal Property Insurance .....	9
Passport and Foreign Entry Requirements.....	9
Registering the Program with the University.....	9
Communication with Parents.....	10
Liability, Risk Management, and Indemnification .....	10
Program Cancellation.....	10
<b>II. Academic Policies for Princeton Summer Courses Abroad .....</b>	<b>12</b>
Eligibility .....	12
Withdrawal from Summer Courses .....	12
Deadlines for Course Work .....	12
Submission of Final Grades.....	12
<b>III. Budgeting and Accounting for Department-Based Summer Study Abroad Programs and Global Seminars.....</b>	<b>13</b>
Refund Policy.....	14
Basic Accounting Processes .....	14
I. Program Credit Cards .....	14
II. Other Forms of Payment for Program Expenses .....	15
III. Receipts for Purchases .....	15
IV. Payments to Foreign Vendors for Services Performed .....	16
V. Program Director Personal Expenses .....	16
VI. Princeton Travel Policies and Forms .....	17
<b>IV. Effective Program Leadership: Advice and Best Practices .....</b>	<b>18</b>
Preparing Students for the Experience.....	18
Pre-departure Orientation.....	18
On-site Orientation.....	19
Culture Shock.....	19
Community Building .....	20
Student-Faculty Contract .....	20
Responsible Use of Alcohol.....	21
Handling Complaints .....	22
Handling Minor Behavioral Problems .....	22
<b>V. Princeton University Policies and Applicable Laws .....</b>	<b>23</b>
Contractual Agreements.....	23
Conflict of Interest .....	23
Transportation .....	23
Confidentiality .....	24

Discipline and Study Abroad .....	25
Drug Policy .....	27
Sexual Harassment and Assault .....	27
Procedures for Dismissal from a Program .....	29
Voluntary Withdrawal from a Program .....	29
<b>VI. Safety and Crisis Management.....</b>	<b>31</b>
Handling Emergency Situations .....	32
Definition of an Emergency.....	33
Emergency/Crisis Protocol .....	33
Psychological and Psychiatric Emergencies .....	34
International SOS.....	36
Confidentiality in Emergencies and Crisis Situations .....	37
Sending Students Home.....	37
Documenting Incidents .....	38
Guidelines for Media Inquiries .....	38
<b>VII. Post-program Activities.....</b>	<b>40</b>
<b>VIII. Useful Contact Information.....</b>	<b>41</b>
<b>IX. Appendix: Faculty Handbook for Summer Study Abroad Programs .....</b>	<b>43</b>
Suggested Acceptance Letter Template.....	44
Sample Letter to Parents .....	45
Unreceipted Record of Expenses .....	48
Sample Student-Faculty Agreement .....	49
Incident Report.....	50
Behavior Contract .....	52
Expulsion Form.....	53
Authorization for Release of Information.....	54
Terms and Conditions of Participation .....	55
International SOS: Frequently Asked Questions .....	59
Study Abroad Faculty Sexual Assault and Harassment Initial Response (as First Responder) .....	62
Frequently Asked Questions Regarding Allegations of Sexual Assault or Harassment and the University Discipline Process .....	63
A Safe Trip Abroad.....	66
Help for American Victims of Crime Overseas.....	74
How to Have a Safe Trip: Terrorism and Hijacking/Hostage Situations.....	77

# I. Program Administration

## Role and Responsibilities of the Program Director

Faculty leading summer study abroad programs are responsible for taking prudent and reasonable steps to ensure that their program is structured and implemented safely.

When accompanying a student group, program directors are responsible, in the event they have knowledge of a medical emergency, for getting the student to an emergency care provider. If outside the U.S., program directors should also contact International SOS.

If the student is incapable of providing consent, program directors are responsible for making reasonable efforts to contact the person that the student designated as his or her emergency medical contact as indicated on the Consent for Care form. After getting the appropriate immediate care and calling International SOS, program directors should notify Princeton Public Safety (609-258-1000) of the situation.

Program directors not traveling with students are responsible for ensuring that students know the University emergency protocol (see Section VI) for either international or domestic travel as appropriate.

Specifically, program directors are responsible for:

- Serving as the academic and administrative representative of the program, including selecting students for the program; overseeing students' arrival and housing; providing pre-departure and on-site orientations; and organizing academic activities.
- Developing the program and coordinating on-site delivery of the course(s), including engaging teachers and guides and arranging adequate transportation.
- Ensuring that print and web-based materials describing the program are reviewed by the Office of International Programs prior to distribution.
- Communicating information about the program and contact information to the parents of participants.
- Ensuring that the trip and participants are registered in the University Travel Database (<http://www.princeton.edu/travel/database>).
- Maintaining contact with appropriate host country institutions and governmental offices.
- Being available prior to the students' arrival in the host country.
- Planning and organizing cultural orientation on site, including organizing and participating in cultural visits and excursions during orientation and throughout the program.
- Handling behavioral problems according to established procedures (see Chapter II in, *Rules, Responsibilities*). See <http://www.princeton.edu/pub/rrr>.

- Preparing for and responding to emergencies, as outlined in University regulations regarding emergency procedures.
- Attending to the health and well-being of program participants, including identifying in-country health services, learning how to summon local emergency services, assisting students with personal matters, and helping students adjust to a new culture.
- Maintaining clear financial records, including keeping track of expenses and saving receipts. See Section III.
- Maintaining organized records and files for all participants.
- Keeping Princeton informed about developments concerning the program and participating students. The Office of International Programs and the sponsoring program or department should be notified of any changes in itinerary or contact information. E-mail messages satisfy two necessities: communication and documentation.
- Documenting events and activities as well as problems;
- Submitting final grades and final report.

## Admissions Process and Screening

A typical application includes personal data, an official transcript, a faculty recommendation, and a statement that indicates the academic and personal reasons for selecting the particular program. Only Princeton students in good standing may travel on University-sponsored study abroad programs. Interviews of program applicants are strongly recommended.

All eligibility criteria should be stated clearly in program publicity and informational materials, at information meetings, and on the program website. Please note in your program materials that applications may be reviewed by the Office of the Dean of Undergraduate Students to evaluate applicants' disciplinary records and determine a student's eligibility for the program.

Because of the need to exercise reasonable care:

- All students in the program must complete the same admission process.
- Even if you know a student well, you should secure second opinions: letters of recommendation, transcript, etc.

Along with the standard criteria of academic preparedness, academic achievement, and demonstrated interest in the region and program, you may want to consider:

- **Ability to participate in a small group setting:** Ask applicants about experience in groups (lab or design groups, committees, trips with friends).
- **Attitude:** Is the student willing to try new things, even if he or she is nervous? Potential red flags include reluctance to accept responsibility in a group role and requests for exceptions.
- **Group diversity:** Group discussions and hours spent together traveling will be more productive and enjoyable if the group includes both introverts and extroverts, for example.

## **Post-Acceptance Requirements for Student Participation**

After students have been accepted into the program, program directors must ensure that participants complete or are in possession of the following:

- Valid passport and visa (if applicable).
- Pre-departure orientation and on-site orientation.
- Registration in Princeton University Travel Database, including completion of the Terms and Conditions form: <http://www.princeton.edu/travel/database>.
- Travel Medical Profile and Consent for Care (students can download this form from the University Travel Database). Faculty directors should carry sealed envelopes containing copies of emergency medical information from all students.
- Medical insurance that covers the student while abroad. If not covered by the University's Student Health Plan, students should verify that their family health insurance plan covers medical expenses in foreign countries. If it does not, students are required to purchase supplemental health insurance for travel abroad. Students should review their health plan's claim filing procedures for coverage abroad and make sure they carry their health plan ID cards with them.
- International SOS registration. Contact the Office of Risk Management at 609-258-3046 to obtain International SOS identification cards for all students.
- All students with significant on-going health problems or allergies should obtain and wear a MedicAlert bracelet or necklace. Call 1-800-ID-Alert (1-800-432-5378) or visit [www.medicalert.org](http://www.medicalert.org).

## **Accommodating Disabled Students**

Disability-based needs should be addressed in the program planning process to ensure that contracts with vendors or other institutions address how to provide accommodations for students with special needs.

It is the student's responsibility to notify the University (which may mean you) if he or she desires accommodation for any disability. Occasionally, accommodations available in the U.S. may not be available at an institution abroad. For more information and/or guidance, contact Princeton's Office of Disability Services (ODS): 609-258-8840, [ods@princeton.edu](mailto:ods@princeton.edu), <http://www.princeton.edu/ods>.

Note: Students requesting academic accommodations are required to self-identify by registering with ODS and submit documentation prepared by a qualified evaluator.

## **Health Insurance**

Health insurance is required for all students participating in Princeton programs, whether they are on campus or abroad. Students who have purchased the University's Student Health Plan (<http://www.princeton.edu/uhs/student-insurance/student-health-plan/>) are covered under that plan during the summer as well as during the academic year. Students who are covered by private insurance (such as insurance provided via a parent's

employer) must ensure that their medical insurance also covers them during overseas study and in the specific country or region abroad to which they are traveling. There are short-term study abroad insurance plans that students can purchase if their non-Princeton plan does not cover them while abroad. Refer students to the Office of Risk Management for suggested plans.

As the program director you should consult with your own insurance company regarding health coverage while working abroad and purchase supplemental insurance if needed.

## **Personal Property Insurance**

Program participants (including the program director) may wish to purchase insurance for personal equipment taken on the program, such as camera/video equipment, laptops, etc. Before purchasing insurance, check to see if an existing homeowners' insurance policy would apply in a location abroad.

## **Passport and Foreign Entry Requirements**

Remind students that they need a valid passport for the duration of the program. (Note: passports often must be valid for several months beyond the length of your stay.) The process of obtaining a passport can take four to six weeks, and sometimes longer, so ask students to plan ahead and apply in advance.

U.S. citizens should visit the U.S. Department of State Passport website (<http://travel.state.gov/passport>) for information about obtaining or renewing a passport.

If your program's host country requires a visa for entry or for stays over a certain number of days, students (and program directors) will need to apply to the Consular Services of that country. Some countries require entry visas, even for short stays or for transit through one country to the next. The requirements will be country-specific; you can obtain that information from the country's consulate. A list of many embassies is available at <http://embassy.org/embassies>.

Note: Your program participants will likely include both U.S. citizens and non-U.S. citizens. Non-U.S. citizens may be required to apply for visas in cases where U.S. citizens do not need visas for entry into foreign countries and vice versa.

## **Registering the Program with the University**

Each program participant (students and faculty) must register on the University Travel Database (<http://www.princeton.edu/travel/database>). The program director may register the travel information for the group, but *each* traveler must complete the personal and emergency contact information, the Terms and Conditions form, and the Travel Medical Profile and Consent for Care form—accessible after logging in to the University Travel Database.

## **Communication with Parents**

Program directors should provide information to participants' parents, including the program brochure and country-specific information from the U.S. Department of State (see <http://travel.state.gov/travel>). You may want to create a separate packet of information or letter specifically for parents.

- ✓ See Sample Letter to Parents in the Appendix.

An information packet for parents should include:

- Outline of the program highlighting academic and behavioral expectations.
- Detailed itinerary of the program for the entire period, indicating contact information for hotels or other accommodations.
- Emergency contact information for faculty director and Princeton contacts.
- Copy of Terms and Conditions Form.
- A request that parents impress upon their children the need to act responsibly throughout the entire period of the trip.

## **Liability, Risk Management, and Indemnification**

Leading a study abroad program involves a variety of risks, with a diverse range of legal issues that can arise from these risks. The chance that an individual will take legal action against the University or any of its representatives is not great enough to deter leading an overseas program. Nevertheless, measures should be taken to reduce risk and liability.

The University ordinarily will provide indemnification for a faculty or staff member acting appropriately within the scope of his or her employment, except in cases of willful misconduct or bad faith.

Full disclosure of risks reduces possible liability. Program directors should disclose risks to students and their parents in as much detail and as far in advance as possible. Participants need full information regarding the risks of an activity to make a truly informed decision about participation.

- ✓ See Sample Terms and Conditions Form in the Appendix. All students sign this form as part of Travel Database Registration.

In addition, communicate your personal expectations frankly and clearly to students regarding behavior. You should do your best to inform students of behavior that will result in immediate expulsion from the program without the possibility of a refund.

## **Program Cancellation**

A program may be cancelled by the Dean of the College, in consultation with the President, up to the time students are boarding their flight, if there has been a significant deterioration in the safety and security conditions pertaining to the group's travel arrangements or in the sector of the country or countries where travel is to

occur. Examples include acts of war, terrorism, or wide-spread civil unrest; an outbreak of a severe or infectious disease; major disruption of public utilities or services, or natural disasters such as hurricane or flood. The decision to cancel the trip will take into consideration information received by the Office of Risk Management from in-country U.S. Embassy officials, the appropriate U.S. State Department Desk Officer, and other officials from U.S. agencies, NGOs, or officials at local colleges and universities. **As the University will not be responsible for the financial penalties resulting from program cancellation, it may be prudent to consider flight insurance.** See *Sending Students Home* in Section VI for information about program cancellation once a program has started.

## **II. Academic Policies for Princeton Summer Courses Abroad**

### **Eligibility**

To enroll in a Princeton summer course, students must be matriculated students in good academic standing and not have graduated before the program begins. Students will not ordinarily be admitted if they are currently on disciplinary probation.

### **Withdrawal from Summer Courses**

A designation of “W” for withdrawal will appear on the transcript if a student voluntarily withdraws after the midpoint of the course.

### **Deadlines for Course Work**

All final work for a summer course must be submitted no later than one week after the last class session. If final work is scheduled to be submitted after the course disbands, instructors must make provisions for students to submit the work by the deadline. Instructors must confirm with the student that the work has been received. Students who do not receive such confirmation must follow up with the instructor. Students are responsible for submitting the work on time; travel plans and logistical issues are no excuse for non-submission or late submission of final assignments.

From time to time, serious illness or other emergencies may make it difficult for students to comply with the deadline. Instructors who receive requests for extensions must check with Dean Nancy Kanach, who will be available via email at all times, to approve these requests. Without formal approval, missing work must be counted as a “zero” or an “F” and averaged into the grade for the course

### **Submission of Final Grades**

Instructors must submit final grades to the sponsoring department or program, and all grades must be sent to the Registrar within two weeks (including weekend days) of the deadline for submission of the final work for the course. For example, if a seminar ends on July 31 and concludes with a paper or take home examination (or any other work that is due after the close of the last class), the due date for that work can be no later than noon on August 7 (one week later). Grades would then be due by noon on August 21 (two weeks later). If all required course work is completed by the end of the course, then the grades would be submitted by August 14 or two weeks after the end of the course.

This policy is necessary to ensure that grades are in the hands of the Registrar in a timely fashion and that any follow-up that might be needed can take place long before the beginning of the new academic year. In some cases, a student’s eligibility to return to campus may be dependent upon the successful completion of a summer course.

### **III. Budgeting and Accounting for Department-Based Summer Study Abroad Programs and Global Seminars**

For Princeton department or program-based, credit-bearing seminars and summer study abroad programs, each organizing department or program will submit a standard budget worksheet electronically to the Treasurer's Office and the Office of International Programs. Although some departments may be able to submit their budgets earlier, all budgets should be submitted no later than March 1 each year.

The standard budget worksheet details fixed instructional costs (costs that remain the same regardless of the number of student participants and that are always non-taxable if covered by University scholarships or aid awards), variable instructional costs (costs that are charged on a per student basis but are always non-taxable), and non-instructional costs (costs that may either be paid to the provider in a lump sum or paid directly by the student but are always taxable to U.S. residents if covered by University scholarships or aid awards). The budget worksheet also details the amount and source of subsidies used to underwrite parts of the program and indicates the total advertised cost to students and the total program charge to be recovered by the department. The budget worksheet can be used to calculate the correct amount to charge as a nonrefundable deposit.

Upon approval, the budgets are sent to Student Accounts for data entry into a program budget template. Student Accounts will return the budget template to the program administrator. Once participants have been selected, departments should send a standard acceptance letter, which should include information about availability of funding for students on financial aid through OIP. The letter (which may be in the form of an e-mail) should also include information about a required nonrefundable deposit that will be charged to the student account upon admission.

- ✓ See Suggested Acceptance Letter Template in the Appendix.

Once participants have accepted admission to the program, departments return the budget template generated by Student Accounts back to Student Accounts, with a full list of student participants and their student ID numbers. All programs will charge a non-refundable (except in the event of an emergency) deposit. The deposit amount will be based on a percentage of the advertised program cost total. The due date for the deposit will be set to coincide with Student Accounts billing dates.

The due date for the balance will be set to coincide with the next Student Accounts billing date (in order for the deposit and the balance to be charged in two separate billing cycles).

Prior to the due date for the balance, scholarship funding offices will notify Student Accounts of all awards to students. The funding offices will clearly note what amount

of the total award is intended to cover the costs owed back to the department, and which amount of the total award is intended to cover the costs paid out of pocket by students.

Student Accounts will process checks for awards that cover out of pocket expenses. These checks can be mailed directly to the student, picked up at customer service or deposited directly in the student's account. Departments should not handle checks or distribute them directly to students.

## **Refund Policy**

Students who withdraw from a Princeton program after accepting a place but before the program begins will lose the non-refundable deposit and any unrecoverable costs. There are no refunds after the start of the program. Funders retain the right to recoup funds from the student account if the student does not follow rules regarding travel registration, uses the funds for other purposes, or withdraws from the program. Students must understand that they are responsible for full payment of the amount owed to the department.

## **Basic Accounting Processes**

### ***I. Program Credit Cards***

- a. Once a detailed budget has been submitted and approved and a final list of participants is provided to the Office of the Treasurer and the Office of International Programs, the Office of the Treasurer may issue a program credit card to the sponsoring department, which may have a higher than normal per transaction cap and will have ATM options. The program administrator should notify the Departmental Credit Card Program with details about transaction limits (may be set higher than the standard \$1000) and cumulative monthly limits for each card. (A billing cycle runs from the 16<sup>th</sup> of a month to the 15<sup>th</sup> of the following month.) The program administrator should also ensure that the Credit Card Program has the complete name and contact information for each card holder, as well as the name and contact information for the individual who will be reviewing and reconciling transactions. Each card holder must attend a brief tutorial about using the card at the time s/he picks up and signs for the card.
- b. If there are multiple program directors for a single program or seminar, only one of them should use the credit card to make purchases on behalf of the group. These expenses are to be kept separate from the directors' own, personal expenses (see below). In certain situations, more than one program director may be able to use the same card; however, student program participants and other individuals should never be allowed to use the card to make purchases or withdraw cash.
- c. The transaction limit can be raised temporarily to accommodate a purchase over the established limit. Program directors should contact their department administrator to make the appropriate arrangements well in advance of the expected purchase. Department administrators should also be contacted immediately if a card is lost or stolen.

- d. The program credit card may carry an ATM option, through which cash can be withdrawn in the local currency. ATM machines have varying transaction limits, generally not greater than the equivalent of \$600-\$700 per attempt and \$2000 per day.
- e. Program administrators may make special arrangements with the Office of the Treasurer to postpone the approval of credit card transactions in workflow until program directors return and all receipts are available.

## ***II. Other Forms of Payment for Program Expenses***

- a. Where a credit card is not relevant, program directors may access cash in the local currency by withdrawing funds from an ATM, using the program credit card. Where no ATMs are available, cash can be accessed via wire, foreign draft, or international money order. Any payments that involve federal tax withholding can only be made in U.S. dollars.
- b. To wire funds to a foreign bank account, the following information will be required:
  - c. Name and address of bank
  - d. Name and address of bank account holder
  - e. Bank account number
  - f. Swift Code (unique Bank Identifier) and IBAN (Unique Account Identifier).
  - g. Group expenses can also be pre-paid by the department or can be invoiced to the department. This may be especially useful for very large purchases, especially those in excess of the pre-determined maximum transaction amount for program credit cards.

## ***III. Receipts for Purchases***

- a. Program directors must provide receipts for all program purchases in excess of \$25 (or equivalent in foreign currency). Department administrators will also be required to fully document the appropriateness of all program expenses when reconciling accounts.
- b. If receipts are in a foreign language, an English translation should be provided.
- c. For program expenses **under \$25**, the program director may utilize the Unreceipted Record of Expenses form (see Appendix for a copy of the form) instead of providing a receipt, only in the following situations:
  - i. A one-time incidental service is performed (such as carrying luggage or providing on-site translation) by a non-professional individual who cannot provide a receipt;
  - ii. Food is purchased for the group at a market, fair booth, kiosk or street vendor, or in a similar situation where a receipt cannot be provided;
  - iii. Lodging is provided by a private, non-profit or charitable organization that does not provide receipts;
  - iv. An entrance fee is required for a local museum or attraction that does not issue tickets or receipts;

- v. Transportation is provided for the group via public transportation (such as a local bus or ferry), or private driver and no ticket or receipt can be issued;
- vi. Miscellaneous charges related to running the program such as internet café fees, telephone charges, postage, and items purchased on behalf of the group from a private individual or non-commercial entity.
- d. In the event that a receipt is lost, the program administrator will need to submit a “Missing Original Receipt” form: <http://finance.princeton.edu/form-library/cash-handling-receipts/missing-original-receipts/>.

#### ***IV. Payments to Foreign Vendors for Services Performed***

- a. Taxes should not be withheld on honoraria and payments to foreign vendors (non-U.S. citizens) for services that are performed entirely outside the U.S. A W-9 form is not required as long as all services are performed outside the U.S.; however, when paying honoraria, the recipient of the payment should complete an international Honorarium Acceptance Form ([http://finance.princeton.edu/form-library/buying-paying/honorarium-acceptance-\(in/honorarium acceptance international.pdf?sq=payment in foreign currency\)](http://finance.princeton.edu/form-library/buying-paying/honorarium-acceptance-(in/honorarium%20acceptance%20international.pdf?sq=payment%20in%20foreign%20currency))).
- b. Payments may be made in the form of foreign draft checks or wire transfers. Information about how to request an international wire transfer can be found here: [http://finance.princeton.edu/how-to/buying-paying/how-to-pay/request-a-wire-transfer-s/?sq=international wire transfer](http://finance.princeton.edu/how-to/buying-paying/how-to-pay/request-a-wire-transfer-s/?sq=international%20wire%20transfer).

#### ***V. Program Director Personal Expenses***

- a. The director’s personal expenses (lodging, meals, travel, visa and related costs, and incidentals) should be kept separate from all other program-related expenses. Some of the director’s expenses (such as airfare) may be prepaid by the department. Remaining expenses can be charged to a personal credit card (and be reimbursed once receipts are submitted) or can be covered by a travel advance or per diem.
- b. If program directors prefer not to keep receipts for meal and incidental purchases under \$25, they may elect to receive per diem, as long as the employment period lasts eight weeks or less, and documentation regarding the period of paid status is provided.
- c. If a program director takes any meals with students, charging that meal to the general program budget, s/he may not also take per diem for that meal. In this case, the daily per diem should be prorated to reflect the number of meals charged to the program.
- d. Departments may establish their own per diem rate per program and per country, as long as the rate is at or below the State Department standard. For international per diem rates, see [http://aoprals.state.gov/web920/per\\_diem.asp](http://aoprals.state.gov/web920/per_diem.asp).

- e. Incidental expenses are defined as fees and tips given to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries; transportation between places of lodging or business and places where meals are taken; and the mailing costs associated with filing travel vouchers and payment of employer-sponsored charge card billings.

## ***VI. Princeton Travel Policies and Forms***

- a. For detailed explanations on how to handle specific expense issues that apply to international travel (such as airline tickets, cancellation fees, computer connection fees, and excess baggage fees), see: <http://finance.princeton.edu/policy-library/travel-entertainment/travel-policy/>
- b. For relevant forms, see: <http://finance.princeton.edu/>

## IV. Effective Program Leadership: Advice and Best Practices

This section provides advice and information on best practices for handling aspects of program leadership that are distinct from on-campus responsibilities.

### Preparing Students for the Experience

Faculty program directors must hold (1) a pre-departure orientation on the Princeton campus and (2) an on-site, in-country orientation prior to the beginning of the program. *Students should be required to attend both orientations.* The main objective of the on-site orientation session is to review information that students have previously received about the program and host country. Both orientations allow students to bond with each other and with the faculty director and other staff and are good opportunities to have students discuss and examine their expectations and motivations for participating in the program. Orientation for a faculty-led program is best viewed as an ongoing process, starting well in advance of departure and continuing throughout the program.

### Pre-departure Orientation

- If you are traveling to Africa, Asia, Central or South America, Eastern Europe and former Soviet republics, and the South Pacific (except Australia and New Zealand), contact Princeton University Health Services (UHS) at 609-258-3141 to arrange for a group health briefing (preferred method) or tell students to make appointments at University Health Services. Travelers who have chronic medical condition or are pregnant should make an appointment regardless of destination.
- Review UHS Travel Tips at <http://www.princeton.edu/uhs/healthy-living/hot-topics/travel-tips>.

At a minimum, students should receive the following prior to departure:

- Program overview, including program calendar/itinerary, course descriptions, and information about credit and evaluation.
- Staff contact information.
- Costs and refund policy.
- Financial aid and funding information.
- Information about the hosting country and city, including country-specific information from the U.S. Department of State (see <http://travel.state.gov>).
- Country-specific safety and health issues, including necessary immunizations and information about access to health care, physical access issues, assistance in an emergency, and embassy registration.
- Country-specific information related to gender roles, receptivity to public displays of affection, attitudes about homosexuality, culturally appropriate behavior, and the consequences of inappropriate behavior.
- Outline of program drug and alcohol policies and country drug and alcohol laws.

- Information about services and conditions available on the Princeton campus that will not be available at the program site.
- Resources available in a crisis, including information about how to access local emergency medical services.
- Policies regarding use of cars and other modes of transportation.
- Behavioral expectations.
- Information about cultural adaptation and culture shock as well as re-entry or reverse culture shock.

All programs should create and distribute a packet that includes site-specific information, maps, schedules, contacts, etc. This packet should review the academic and behavioral standards of the program. It may also include names and addresses of recommended restaurants, pharmacies, banks, shops, and post offices.

It is advisable to address health-related concerns at the pre-departure orientation session and again during your on-site orientation. You should provide students with basic program emergency information, such as the nearest local hospital/clinic and the phone number for emergencies (equivalent to 911).

## **On-site Orientation**

During the on-site orientation, you should review the program schedule and requirements and set ground rules. You should repeat this information even if you have reviewed it in the pre-departure orientation. Inform students of local laws, regulations, customs of the host country, community, etc. Remind them that they are serving as ambassadors of Princeton; review behavioral expectations.

It can be fun to take at least one group photo on site (preferably with some students wearing Princeton attire). This photo can be used for program-specific and general promotion and publicity. Photos of students engaging in program activities are useful for promotional purposes.

## **Culture Shock**

Be aware of possible indicators of culture shock in students, including compulsive eating or lack of appetite; 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; inability to work effectively; boredom; or unexplainable crying. Most study abroad participants will experience some form of culture shock. However, some might experience it after only two days in the host country, others not until two or three weeks into their stay. In addition, the concrete indicators of culture shock vary from individual to individual.

Encourage students to take care of their health, sleep, and eat well.

## **Community Building**

Seasoned study abroad program directors often report that their biggest challenges abroad are not emergency situations, public transportation strikes, fluctuating currencies, or language barriers, but problems with student behavior. Those who have successfully traveled with students for many years advocate discussing appropriate student conduct and behavior-related problems in the pre-departure orientation as well as upon arrival.

To begin, emphasize that study abroad is an academic experience, and that academic responsibilities take priority over personal interests. Planting this idea helps to combat the occasional notion that study abroad is a travel vacation. Also, refrain from referring to the experience as “a trip,” but instead refer to it as a program or course to emphasize its educational goals.

While abroad, you may want to meet with students (or hold office hours) regularly to discuss non-academic issues such as language issues, housing, health concerns, personal difficulties, and other student concerns.

Holding a required mid-program meeting to have students evaluate and discuss the academic and non-academic aspects of the program is also a good idea. Program directors have reported highly successful sessions specifically arranged to share and discuss impressions, cross-cultural adjustment, personal activities, inappropriate behavior, etc. These sessions can also help to build group cohesiveness, alleviate possible cliques and divisions, and help manage students’ expectations.

Reinforce the concept of students as “cultural ambassadors” and emphasize that their conduct will be seen as representative of the U.S. and of Princeton University. Students need to be reminded that while the consequences of poor behavior at Princeton usually reflect solely on themselves, their misconduct abroad will be attributed to the entire group. In addition, be honest with your students about how their poor behavior reflects poorly on you, as the faculty director, to your local colleagues. Most importantly, participants need to understand that the viability of a program rests in their hands.

## **Student-Faculty Contract**

Consider creating a “student-faculty” contract, specifically tailored to your program. You can create one in advance or work collaboratively with participants to identify acceptable and unacceptable behaviors that the group can agree upon and create a “contract” that the students sign on-site.

- ✓ See Sample Student-Faculty Agreement in the Appendix

In addition to the expected (“don’t be late for bus departures”), ask students to decide on actions to avoid such situations. For example, students can agree to check that everyone is awake at a certain time or phone a classmate after their alarm has rung. The students may also agree upon consequences and/or group response to behavior

that undermines the smooth operation of the program. Students should also be informed of the procedure to follow if they experience the consequences of such behavior (for instance, if they are left behind because they miss a field trip departure). There is no need for complete agreement—consensus should be the desired goal.

It may be more important to emphasize what the students should *do*, rather than what they should *not* do. This applies to peer interactions as well. For instance, if one student sees another student displaying inappropriate behavior, that student should step forward to stop it. Encourage this type of response and allow a healthy kind of peer pressure to flourish.

Ask students to discuss how personality conflicts can undermine the atmosphere of the program. Although it may seem like common sense, you may need to regularly remind students to:

- Be polite and listen to one another.
- Respect each other, leaders, and local people.
- Honor diversity and differences within the group.
- Fight fair and attack the problem, not people.
- Look for compromises.
- Be aware of stress related to group travel.

The program director has primary responsibility for mediating conflicts among students. Be alert to group dynamics and address any concerns you may perceive. Make sure you follow up on your stated consequences. It is important to do what you said you would do if students violate agreed-upon rules.

## **Responsible Use of Alcohol**

See also *Alcohol Policy as It Applies to Study Abroad Programs* in Section V.

Responsible use of alcohol should be emphasized at the pre-departure orientation and should also be discussed during your on-site orientation. Students should be encouraged to use good judgment if consuming alcohol at private homes or other accommodations during non-program hours. If members of the group are misusing or abusing alcohol, students should be encouraged to discuss these issues with the faculty program director. Peers should look out for each other and keep each other safe.

In addition to posing a health and safety risk, alcohol misuse and abuse are the primary sources of behavioral problems and personality conflicts between group members. To begin discussions of this issue, it is helpful to ask students to discuss the consequences of alcohol misuse, such as the following:

- Tardiness or poor attendance at classes and activities.
- Negative student interactions as a result of alcohol-induced behavior.
- Animosity or breakdown of community among members due to such behavior.
- Poor reflection of group to local community and faculty.
- Undue stress on faculty director that requires excessive attention and time.

Discuss with students their perception of alcohol use in the host culture, comparing and contrasting with alcohol use in the U.S. Share your knowledge of alcohol use in the host culture and remind students of the difference between alcohol use and alcohol misuse and abuse. Don't make light of incidents of abuse (such as joking about hangovers).

## **Handling Complaints**

In order to eliminate confusion, disorganization, and competing priorities, the program director should serve as spokesperson for the entire group. Students should be reminded that handling complaints is one of the program director's responsibilities and that the program director will communicate participants' needs and desires to the appropriate party (e.g., staff at a host university, a hired guide or driver, hotel staff) in both academic and non-academic settings.

Note: The program director should document all student complaints and the program's response to them.

## **Handling Minor Behavioral Problems**

Minor behavioral problems are not serious enough to warrant immediate dismissal from a program but can have a negative effect on the program. In addition, behavior allowed to continue may affect the atmosphere and morale of the entire group. Minor problems may escalate into major problems. Examples of minor behavior problems include:

- Excessive tardiness to class or class activities.
- Personality conflicts between program participants.
- Indifferent or rude behavior towards guests or invited speakers.

One should err on the side of strictness when facing even a seemingly minor disciplinary problem. 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 a general debriefing session. Additionally, warnings can and should be issued.

If you are unsure as to how to address a problem, feel free to contact Victoria Jueds, Associate Dean of Undergraduate Students, to discuss your concerns (609-258-3054, [vjueds@princeton.edu](mailto:vjueds@princeton.edu)).

Whether the behavioral problems are minor or significant, we recommend you make a written record of your observations and discussions with the student. Be sure to document any verbal and written warnings that you issue. Should the behavior persist, Dean Jueds will work with you to assess the situation and, if necessary, will facilitate the dismissal of a student from the program.

- ✓ See Sample Behavior Contract and Sample Expulsion Form in the Appendix.

## V. Princeton University Policies and Applicable Laws

### Contractual Agreements

Contractual understandings may be established by oral discussions as well as written agreements with other institutions or service providers. Written agreements are preferable to oral understandings because they are easier to refer to and enforce. Contracts need to address numerous issues including liability, insurance, indemnification, choice of law, and jurisdiction. **All contractual agreements for services related to Princeton-sponsored international travel must be reviewed by the Office of General Counsel.** Such agreements for services include but are not limited to agreements established for housing, meals, tour guides, hired drivers, on-site administrators, and teachers.

Note: All non-Princeton program staff must receive information about and agree to abide by Princeton's policies related to conduct, including sexual harassment, alcoholic beverages, and student conduct.

### Conflict of Interest

Employees of Princeton University who act on its behalf have an obligation to avoid activities or situations that may result in a conflict of interest or the appearance of a conflict of interest. Employees must not use their University positions to influence outside organizations or individuals for the direct financial, personal, or professional benefit of themselves, members of their families, or others with whom there is a personal relationship.

All employees have an affirmative obligation to examine carefully any situation where there is potential for a conflict of interest or the appearance of a conflict of interest. Faculty who are concerned that a conflict may exist, or who are uncertain as to the impact or appearance of their activities, should always consult with their department chair or the Office of the Dean of the Faculty prior to engaging in the activity.

### Transportation

**Students are prohibited from driving in any official capacity in connection with their summer study abroad program.** If program staff members drive students in any vehicles, they must obtain appropriate insurance coverage and be aware of and abide by local traffic laws. They are required to meet the driving qualifications established by the Office of Risk Management.

If the program includes bus, air, or train travel, research the carrier's reputation and consult with Risk Management if any previous questionable conduct is uncovered. In general, it is better to postpone an excursion than to travel with a questionable driver or under questionable conditions.

## Confidentiality

It is University policy to deal directly with students about their academic, personal, and medical records, although we encourage students to communicate with others (e.g. their parents) about these matters.

A variety of legal, policy, and ethical obligations affect the use of student information.<sup>1</sup>

The University's Information Security Policy states:

Personally Identifiable Information (or "PII," as used in this Policy) is information that can be used (either alone or in combination with other information) to identify, contact, or locate a unique person. Examples include (but are not limited to): name, social security number, address, birth date, telephone number, account numbers, etc.

All Personally Identifiable Information in the possession of Princeton University is considered confidential unless:

1. The information is designated as "Directory Information" (Policy Section IV) by the appropriate Information Guardian;<sup>2</sup> or
2. The Information Guardian has otherwise authorized its disclosure.

The University requires that the following pieces of PII may not be collected, stored or used except in situations where there is legitimate business need and no reasonable alternative:

- Social Security Number,
- Date of birth,
- Place of birth,
- Mother's maiden name,
- Credit card numbers,
- Bank account numbers,
- Income tax records, and
- Drivers license numbers.

Personally Identifiable Information is considered confidential and thus may only be shared on a "need to know" basis with authorized individuals.

In addition, student information is regulated by federal privacy laws and may not be shared outside the University except in certain situations or with consent. Faculty should familiarize themselves with Princeton's guidelines as stated in *Rights, Rules,*

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<sup>1</sup> See <http://www.princeton.edu/itsecurity/policies/infosecpolicy/> for Princeton University's Information Security Policy in its entirety.

<sup>2</sup> The guardian of an information collection ("Information Guardian") is typically the head of the department on whose behalf the information is collected or that is most closely associated with such information. For a list of the University's Information Guardians and designated contacts, see <http://www.princeton.edu/itsecurity/policies/infosecpolicy/infosecrelateddocs/info-guardianlist/>

*Responsibilities* (see <http://www.princeton.edu/pub/rrr>). In the event of any question or concern related to the program, contact Princeton's Office of the General Counsel (609-258-2500).

The federal privacy law is the Family Education Rights and Privacy Act of 1974 (or "FERPA"). This law protects the privacy of student education records maintained by colleges and requires that education records be kept confidential. The statute defines the phrase "education records" broadly as "those records, files documents, and other materials which 1) contain information directly related to a student; and 2) are maintained by an educational institution or by a person acting for such agency or institution." Digital records are covered by FERPA.

Education records may be disclosed with the consent of the student, if the disclosure meets one of the statutory exemptions, or if the disclosure is directory information and the student has not placed a hold on release of directory information. For more information, review the University's statement regarding FERPA in *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>).

See also *Confidentiality in Emergencies and Crisis Situations* in Section VI.

## **Discipline and Study Abroad**

All Princeton students participating in study abroad programs are expected to abide by the policies spelled out in *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>). Faculty and staff members leading or participating in study abroad programs should familiarize themselves with these policies as well.

Students on study abroad programs are also expected to obey the laws of the country in which they are studying.

*Behavioral infractions:* The University expects that students on study abroad will act with a considerate regard toward others throughout the program. Actions that will not be tolerated and that may result in termination of the student's participation, and that will also be subject to University discipline, include (but are not limited to):

- Violation of the policy regarding respect for others.
- Behavior that is harassing, intimidating, or offensive to individuals.
- Sexual harassment.
- Sexual assault.
- Disorderly conduct.
- Willful damaging or destruction of property.
- Assault.
- Theft.
- The possession, use, or distribution of illegal drugs.

Any suspected misconduct, including sexual harassment, should be reported to Dean Nancy Kanach without delay, so that Dean Kanach can confer with the Office of the

Dean of Undergraduate Students about an appropriate response and, when necessary, assist with the investigation.

*Investigation of alleged infractions:* When any form of misconduct is reported or suspected, it should be investigated promptly by the appropriate persons. At the direction of Dean Kanach and Dean Victoria Jueds, study abroad faculty may initiate an investigation of the alleged violation. If it appears that a member of the Princeton community (student, faculty, or program staff) may have violated the law at any point during the program, please confer with the Office of International Programs and the Office of the Dean of Undergraduate Students before notifying local police.

*Academic infractions:* Any suspected violation of the University's policies regarding academic integrity (plagiarism, unauthorized multiple submission, cheating on a quiz or test, etc.) must be immediately reported to Dean Jueds.

*Adjudication and program participation:* If the alleged offense must be adjudicated through the University discipline process, and if the student's absence from campus makes such adjudication impracticable, the student may be permitted to continue in the study abroad program until the adjudication occurs. If, however, the student's alleged conduct may pose a threat to the safety of any person, the objective of the program itself, or the student's ability fully to participate in the program, the student may be required to leave the program and return home.

## **Alcohol Policy as It Applies to Study Abroad Programs**

The following information does not supplant Princeton's Alcohol Policy (see *Rights, Rules, Responsibilities*, <http://www.princeton.edu/pub/rrr>); rather, it clarifies how this policy applies to study abroad. The list below offers guidance in that regard:

### Expectations of Faculty, Administrators, Program Directors, and Agents of the University (Collectively, "University Representatives")

- University Representatives are prohibited from providing alcohol to or purchasing alcohol for the students participating in their study abroad programs.
- In choosing facilities to provide meal services for students, University Representatives should seek to avoid facilities that allow unlimited self-service of alcoholic beverages included in the price for meals. In addition, to the extent possible, University Representatives should clarify to the facility and the students that pre-paid meals do not include alcohol.
- If students are individually purchasing alcohol at a group function in the presence of the University Representative, it is the responsibility of the University Representative to monitor responsible alcohol consumption and discourage excessive consumption of alcohol. In addition, as a University Representative, you are in a position of authority and responsibility and must be capable of addressing an emergency should it arise.

## Expectations of University Students

- As noted above, unless otherwise specified, students are expected to comply with Princeton's alcohol policies as set forth in *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>).
- University students are expected to know and abide by the legal drinking age of the country or countries in which they are studying.

## **Drug Policy**

See Princeton's Drug Policy in *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>).

All University policies regarding illegal substances (i.e., substances illegal in the United States) or drug paraphernalia apply to students on a Princeton study abroad program. In addition, students should be aware that criminal penalties for the possession, use, or distribution of illegal drugs may be more severe in the host country than in the U.S.

## **Sexual Harassment and Assault**

Program directors should review "Anti-Harassment Policy and Grievance Procedures," "Study Abroad Faculty Sexual Assault/Harassment Initial Response," and "Frequently Asked Questions Regarding Allegations of Sexual Assault or Harassment and the University Discipline Process," included in the Appendix.

All University policies regarding sexual assault and harassment apply to Princeton students on a Princeton study abroad program.

**As the faculty member in charge of the program, you have certain responsibilities when an incident of alleged sexual assault or harassment is reported to you, including the obligation to initiate an investigation of the matter. For that reason, if a program participant approaches you about a possible case of sexual assault or harassment, you are advised to inform him or her that you are not a confidential adviser and that you are obliged to take action when such an incident is reported to you.**

Students who believe they have been victims of sexual assault or harassment are strongly encouraged to contact the SHARE (Sexual Harassment and Assault Resources and Education) Office for support and guidance. SHARE Director Jacqueline Deitch-Stackhouse can be reached at [jd3@princeton.edu](mailto:jd3@princeton.edu) or 609-258-1898 during working hours; after 5 p.m. and on weekends, she can be reached through the Department of Public Safety at 609-258-1000. International SOS can also assist in identifying local resources (see information on International SOS in Section VI).

Text from *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>):

Every member of the University community should be aware that the University is strongly opposed to sexual harassment and assault and that such behavior is prohibited both by federal and state law and by University policy. It is the intention of the University to take whatever action may be needed to prevent, correct, and, if necessary, discipline behavior that violates this policy.

***Definition of Sexual Harassment.*** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to or rejection of such conduct is made implicitly or explicitly a term or condition of instruction, employment, or participation in any University activity or benefit; or
2. Submission to or rejection of these behaviors by an individual is used as a basis for evaluation in making academic or personnel decisions; or
3. These behaviors are sufficiently severe and/or pervasive to have the effect of unreasonably interfering with an individual's educational experience, working conditions, or living conditions by creating an intimidating, hostile, or offensive environment.

***Definition of Sexual Assault.*** Princeton University defines sexual assault (including but not limited to rape) as committing any of the following acts:

1. Any sexual physical contact that involves the use or threat of force or violence or any other form of coercion or intimidation;
2. Any sexual physical contact with a person who is unable to consent due to incapacity or impairment, mental or physical. "Incapacity" or "impairment" normally includes but is not limited to being asleep or under the influence of alcohol or drugs.

The University defines rape as sexual assault involving an act of penetration and considers it to be an especially serious offense. Sexual assault includes both "stranger rape" and "acquaintance rape" (in which the assailant and victim know each other).

All forms of sexual assault and all attempts to commit such acts are regarded as serious University offenses which are likely to result in suspension, required withdrawal, or expulsion. New Jersey criminal law encompasses the offenses identified above, and prosecution may take place independently of charges under University regulations. Convictions under New Jersey law can result in imprisonment for up to 20 years; see "The University, the Law, and Property Rights" (<http://www.princeton.edu/pub/rrr>).

In determining whether the alleged conduct constitutes sexual harassment or assault, consideration will be given to the totality of circumstances involved in the incident,

including the nature of the sexual conduct and the context in which the alleged incident occurred. Procedures for resolving complaints or grievances relating particularly to sexual harassment and assault are described in *Rights, Rules, Responsibilities* (<http://www.princeton.edu/pub/rrr>). Details of University procedures for responding to complaints, including an explicit listing of victim's rights, can be obtained from the Offices of: SHARE (University Health Services), the Dean of Undergraduate students (West College), the Dean of the Graduate School (Nassau Hall), the Dean of the Faculty (Nassau Hall), and the Vice President for Human Resources (New South).

## **Procedures for Dismissal from a Program**

Should there be any cause for dismissal of a student, the program director should review the course of action for dismissal with the Office of International Programs and the Office of the Dean of Undergraduate Students before taking action.

If you have not already done so, document the cause for dismissal and the program's response in writing.

- ✓ See Sample Expulsion Form in the Appendix.

At the direction of the Office of International Programs and/or the Office of the Dean of Undergraduate Students, provide a copy to the student and inform the student that a report will be filed and that the case may be adjudicated through the University discipline process upon his or her return to Princeton. (A copy should also be submitted to the Office of International Programs and the Office of the Dean of Undergraduate Students.)

## **Voluntary Withdrawal from a Program**

If a student has arrived at the program site and decides to withdraw, he or she must begin by discussing the situation with Princeton program director on site. The program director should consult with Dean Kanach to determine whether a solution exists for the situation. If, after consultation, the student still plans to withdraw from the program, he or she must submit a signed and dated statement to the program director. This statement must indicate that the student understands that effective as of the date indicated, he or she will no longer be considered a student in the program and is therefore responsible and liable for his or her own behavior, transportation home, insurance, etc. The program director should fax this signed and dated statement to Dean Kanach immediately. Dean Kanach will also ordinarily contact the student's parents.

As noted in the Refund Policy stated in Section III, students who withdraw from a Princeton program after accepting a place but before the program begins will lose the non-refundable deposit and any unrecoverable costs. There are no refunds after the start of the program.

Consideration will be given to the student who leaves a study abroad program because of an emergency situation or illness (either personal or of a family member). In such cases,

the program director will want to be supportive of the participant, but should outline, in writing, the consequences that returning home will have on the participant's ability to complete the course and receive credit. The student should sign a written statement of withdrawal that indicates that he or she will be financially responsible for costs incurred in leaving early.

## VI. Safety and Crisis Management

Safety is a prime concern of all who are involved in study abroad ventures. Although statistics are in short supply, it is generally considered that study in a foreign country is no more dangerous than study in the U.S. On the other hand, there are risks unique to settings abroad, and when incidents occur, the impact on participants and their families is often more profound because of the unfamiliarity of the context and the distance that separates participants from their primary sources of consolation and support.

It is important for program directors to obtain and review the relevant U.S. Department of State International Travel Information (Travel Alerts, Travel Advisories, Country-Specific Information, International Travel Safety Information for Students, and Tips for Traveling Abroad). Travel is ordinarily not permitted to countries for which the U.S. State Department warns U.S. citizens against travel (see <http://travel.state.gov>). Some exceptions have been made, but permission is granted only after a thorough assessment of possible risks to program participants; individuals seeking exceptions should consult Dean Kanach.

If traveling on a foreign airline, verify that the country's aviation standards comply with FAA standards for international air travel. If standards are not in compliance and if it is not feasible to use a different airline, contact the Office of Risk Management. For more information, see the FAA's International Aviation Safety Assessments Program webpage: <http://www.faa.gov/about/initiatives/iasa>.

The program director is responsible for the health and safety of the group at all times for the duration of the program. For this reason, if only one Princeton representative is accompanying the group, he or she may not travel independently of the group overnight. At all times, the faculty director must:

- Be available 24-7 to respond to emergencies related to program participants.
- Carry a cell phone.
- Be prepared to communicate via e-mail, fax, or telephone with Princeton Public Safety and/or the Office of International Programs in the event of an emergency.

If there are two program directors and one director travels independently from the group for a day or overnight, he or she should:

- Be certain that the other program director is prepared to take charge of the program and provide for the health and safety of all participants.
- Provide the other program director with his or her itinerary complete with telephone contact information and clear instructions as to how he or she may be reached.
- Carry a cell phone.

In addition to providing information about safety in program materials and during pre-departure and on-site orientations, the program director should consider the following guidelines to ensure safety:

1. Anticipate potential safety issues, even if they seem unlikely, and develop contingency plans in advance.
2. Follow the U.S. Department of State recommendations in “A Safe Trip Abroad,” found in the Appendix.
3. Stress that program participants should make you aware of any and all of their independent travel plans, even if they are just out of town for a weekend.
4. Confirm that participants have registered on the Princeton University Travel Database.
5. Encourage students to keep their documents (passport, etc.) and a small supply of cash accessible. A photocopy of their passport should be kept separately from the actual passport.
6. Make sure that group members are registered with the U.S. State Department’s Smart Traveler Enrollment Program (STEP), formerly known as “Travel Registration” or “Registration with Embassies.” See <https://step.state.gov/step/>.
7. Keep a list of phone numbers—including those of the American embassy, the local police, International SOS, and key Princeton University offices—with you at all times.
8. Remind students not to dress “American”; try to blend in by dressing as the locals do.
9. Discourage students from discussing politics loudly and aggressively in public situations, especially in English.
10. Encourage students to:
  - Seek international news from a variety of sources, including local papers and news broadcasts and U.S. news sources.
  - Talk with you about local sentiment, safety procedures, and communication plans.
  - Consult the U.S. State Department website (<http://travel.state.gov>) for travel warnings and travel alerts.

## Handling Emergency Situations

As someone responsible for leading a Princeton study abroad program, you may find yourself facing an emergency involving one or more of the students who are in your care. Students can and do become ill, suffer accidents, fall victim to muggings and assaults, find themselves caught up in potentially violent political situations, and fail to return on time to programs at the end of long weekends.

**In the case of an emergency, you should be prepared to be on-call 24 hours a day until the emergency is resolved. Princeton has a contract with International SOS to provide Princeton study abroad faculty and students with around-the-clock assistance for medical, personal, travel, security, and legal problems.** For immediate help in any emergency, you should call the International SOS network of multilingual specialists. For more information, see the section on International SOS below.

While it is, of course, impossible to plan for all contingencies involving students abroad, you do need to follow procedures to react in a responsible and level-headed way when emergencies do arise. You need to be prepared to provide—in a consistent and predictable way—for the safety and well-being of the students. You also need to take reasonable and prudent measures to limit the University’s legal liabilities.

## **Definition of an Emergency**

For our purposes, an emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies may include incidents that are “newsworthy” and reach U.S. news agencies and cause alarm to parents or colleagues.

Emergencies include, though are not confined to, the following:

- Physical assault.
- Disappearance, hostage taking, or kidnapping of a student.
- Robbery.
- Sexual assault or rape.
- Serious illness, physical or emotional.
- Psychological crisis.
- Significant accident and/or injury.
- Hospitalization for any reason or length of time.
- Terrorist threat or attack.
- Local political, natural, or man-made crisis or disaster in the vicinity of students, accommodations, or classrooms that could affect students’ safety or well-being.
- Infectious disease among participants or outbreak of an epidemic.
- Arrest or questioning by the police or other security forces.
- Crimes against a student.
- Crimes committed by a student.
- Death of a student.

Emergencies merit thorough preparation and immediate response. Work with the Office of International Programs in responding to specific incidents.

## **Emergency/Crisis Protocol**

1. Take any necessary steps to secure the immediate physical safety of students and colleagues. In the case of a medical emergency, always ensure that the student is in the care of qualified emergency personnel before taking further steps.
2. In all emergency and urgent situations, International SOS should be contacted before attempts are made to contact the University. International SOS can provide referrals to reputable clinicians in the program area (see section on International SOS below).
  - From the U.S., Canada, Mexico, or Central or South America: +1-215-942-8226

- From Europe, CIS (Russia and former Soviet Republics), Africa, or the Middle East: +44-20-8762-8008
  - From Asia, Australia, or the Pacific Rim: +65-6338-7800
3. Contact Princeton Public Safety at 609-258-1000. If possible, Public Safety should be contacted within two hours of discovery of a situation. Public Safety will immediately contact the dean on call in the Office of the Dean of Undergraduate Students, who will oversee:
    - a. Contacting staff in the Office of International Programs and sponsoring department/program.
    - b. Calling students' emergency contacts.
    - c. Addressing U.S.-based and non-U.S. based media, as necessary.
  4. Notify other on-site staff.
  5. Notify student participants.
  6. Contact host university.
  7. Document the situation. Start a journal. Save copies of all e-mails. Take notes on all discussions.
  8. Other steps may be necessary but will depend on the situation. Consult the relevant section of this faculty handbook.

## **Psychological and Psychiatric Emergencies**

The following are some examples of student behavior that may indicate psychological and/or psychiatric problems:

- Recurrent disruptive behavior.
- Missing classes, inability to complete work.
- Signs of depression (lethargy, sadness, withdrawal from friends and activities, tendency to isolate self from others).
- Signs of severe anxiety, such as panic attacks.
- Signs of an eating disorder, such as food bingeing and purging (vomiting), extreme thinness, not eating or eating very little, very frequent and prolonged exercising.
- Self-destructive or self-injurious behavior, such as cutting oneself or threatening self-harm.
- Heavy use of alcohol and/or disruptive behavior while intoxicated.
- Use of illegal drugs.
- Signs of mania, such as rapid speech, racing thoughts, erratic, impulsive behavior, grandiose or unrealistic plans or thoughts.
- Symptoms of possible psychosis, such as paranoia, delusions, hearing voices, or severely disorganized thoughts.

In a situation in which it appears that the student may pose an imminent risk to him or herself or someone else, you must obtain immediate medical care from a hospital or psychiatric facility.

As soon as the student is under medical care, contact Dean Cole Crittenden, Associate Dean of Undergraduate Students, 609-258-3052, [ccritt@princeton.edu](mailto:ccritt@princeton.edu) (after hours, through Public Safety at 609-258-1000). Dean Crittenden will contact the Office of International Programs. Dean Kanach will ordinarily contact the student's parents.

If the student appears to pose no imminent risk to himself or anyone else, the program director should gather as much information as possible by speaking with the student and others who may have information about his or her behavior. Unless it then appears that there is no basis whatsoever for concern, the program director must arrange for the student to be evaluated by a qualified psychological or psychiatric clinician, to assess the level of risk the student may pose to him or herself or others, and to evaluate the student's readiness to remain in the program. Whether or not the director concludes that the student must be evaluated, the director must notify Dean Kanach as soon as possible of the reason for initial concern, and apprise her of the reason(s) for the decision regarding the evaluation.

International SOS can provide referrals to reputable clinicians in the program area (see section on International SOS below).

Before the student is evaluated by the clinician, it will be necessary for him or her to sign a release that authorizes the clinician to share the evaluation results with the program director as well as with any medical staff or administrators at Princeton University who may need access to that information.

- ✓ See Authorization for Release of Information form in the Appendix.

Thereafter, the program director should inform Deans Kanach and Crittenden of the student's condition on a frequent and regular basis and consult with them about the feasibility of the student's remaining in the program and—if the student does remain in the program—what may be required in terms of the student's medical treatment and behavior.

If additional guidance is needed regarding a student's psychological status and/or the appropriate treatment program, the program director can contact Princeton University Counseling and Psychological Services (CPS) at 609-258-3285 (Monday-Friday, 8:45 a.m.-4:45 p.m.). If calling outside of these hours, dial Public Safety at 609-258-1000 and ask for the number of the counselor on call.

*If a student attempts suicide*, or makes a gesture that appears knowingly self-destructive even if not lethal (taking prescription or over-the-counter medication well over the recommended dose, combining medications with alcohol, cutting oneself while under the influence of drugs or alcohol), the student's participation in the

program ordinarily will be terminated once he or she has received necessary medical attention and been stabilized. In such circumstances, the program director should (1) notify Dean Crittenden (609-258-3052; if after hours, contact Public Safety at 609-258-1000), who will coordinate parental notification and any further support needed at/from Princeton and (2) contact International SOS directly to discuss arrangements for transporting the student home.

Bear in mind that other students in the program who may have been negatively affected by a student's worrisome or disruptive behavior may also benefit from attention and counseling.

## **International SOS**

International SOS provides Princeton travelers with worldwide quality health care and emergency assistance services 24 hours a day. International SOS services are designed to help with any medical, personal, travel, security, and legal problems that may arise. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three International SOS alarm centers. In the event of an emergency, call one of phone numbers listed on the card. If you do not have a card, you can print one at <http://www.internationalsos.com> (log in with membership number 11BSGC000022).

To use any of International SOS's services, contact any alarm center by calling directly, calling collect, or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex, and nationality.
- Princeton University's International SOS membership number: 11BSGC000022.
- The telephone number from which you are calling (in case you are disconnected).
- Your relationship to the Princeton University employee or student (if the person calling is not the employee or student).
- Name, location, and telephone number of the hospital, clinic, or treating doctor

Although members can contact any International SOS alarm center at any time, we recommend that in the event of an emergency, the closest lead alarm center be contacted. Be sure to know a country's outbound international dialing code and procedures for making a collect call before travel to that country.

<b>If calling from:</b>	<b>Call alarm center in:</b>	<b>At this number (call collect):</b>
U.S. or Canada	Philadelphia, PA	1-800-523-6586 + 1-215-942-8226
Mexico	Philadelphia, PA	+ 1-215-942-8226
South and Central America	Philadelphia, PA	+ 1-215-942-8226
Europe, CIS (Russia and former Soviet Republics), Africa, or the Middle East	London	+ 44-20-8762-8008
Asia, Australia, Pacific Rim	Singapore	+ 65-6338-7800

## **Confidentiality in Emergencies and Crisis Situations**

FERPA (sometimes known as the Buckley Amendment) may conflict with the desire of parents and others to receive information about on-site events or activities, although it permits disclosures in the event of a health and safety emergency. Some of these conflicts can be avoided by having students sign appropriate authorization forms that recognize that program staff will disclose information to their families in case of emergency. If program staff believe that certain information must be disclosed for a health or safety emergency, they should first contact Princeton’s Office of the General Counsel (609-258-2500) for guidance if at all possible. In rare cases when that is not possible—in cases of serious and immediate medical emergency, for example—the best guideline is to act in the way that will be of most benefit to the students.

Remember to document all emergencies thoroughly and to communicate with the Office of International Programs about the situation.

## **Sending Students Home**

One or all students may need to return to the U.S. early. You should communicate with students during orientation about the circumstances under which returning home or being sent home may happen and clearly describe grounds for expulsion from the program.

When contemplating evacuation, expulsion, or program cancellation, program directors should consult with Dean Kanach.

In consultation with and at the direction of the Office of International Programs/Dean Kanach, the program director may send individual students home in response to:

- Criminal activity on the part of the individual: arrest, drug use, etc.
- Inappropriate behavior on the part of the individual: a continuing pattern of culturally inappropriate behavior that does not improve with advising and that endangers the program’s relationship with the local community or behavior

that is insensitive to other group members or damaging to the program group's morale.

- An emotional crisis that greatly affects an individual.
- Serious illness, including psychological illness.

The program director, in consultation with and at the direction of the Office of International Programs, may cancel the program in response to:

- Death of a program participant or staff member.
- Kidnapping of a program participant or staff member.
- An outbreak of an infectious disease.
- A natural disaster.
- A political or civic emergency.

## **Documenting Incidents**

All emergencies should be documented as completely as possible and as soon as possible after they occur.

- ✓ See Sample Incident Report in the Appendix.

Minor emergencies or incidents may not require implementing the full emergency/crisis protocol, but you must still document them thoroughly. The Office of International Programs should be notified within 24 hours of any incident.

In documenting an incident, make note of the following:

- Date and time of incident.
- Location of incident.
- Names of all students involved.
- Names of all others present.
- How and when you learned of the incident if you were not present.
- Brief description of the incident.
- Brief description of your response to the incident.
- Names and contact information of any physicians, officials, or police involved.
- If a student was injured or ill and received medical attention, a description of the treatment and any recommended aftercare, including the names of medication.
- If a student was incapable of making decisions (about medical treatment, for instance), explain who made those decisions.
- Notes regarding contact with students' parents and any Princeton University offices.

## **Guidelines for Media Inquiries**

Media contact will probably arise from three scenarios:

- Interest in the program's presence in the local community and activities.
- Interest in the University's efforts in the region.
- An emergency involving a student or staff member.

The first scenario is a happy one. Enjoy the press that the program receives and do your best to be accurate during the interview. Take charge of the reporter's presence on the program site by putting together an itinerary and alerting students to the reporter's presence. Allow students to avoid the public eye if they wish.

The second scenario arises from increasing interest in the University's international presence and initiatives. The reporter may view you as a spokesperson for administrative policies, but do not hesitate to redirect the interview and focus on the merits of your program. Encourage the reporter to use online resources, if available, to learn about general policies.

The third scenario demands a much more disciplined response. If a program participant is involved in an emergency, among your first actions will be to contact Princeton Public Safety. The string of events that follow from that phone call will include support and guidelines for media inquiries.

If contacted by the media during an emergency or incident and you have not been in contact with Princeton, please use the following statement:

*My responsibility is to the students on this program, their families, and Princeton University. I will be happy to discuss this matter with you after I have contacted these parties. Thank you for your understanding.*

You may be put in the role of de facto spokesperson. Do not release the name of students or speak on Princeton's behalf without contacting the Office of Communications, which will provide support and assistance in developing responses to media inquiries.

## VII. Post-program Activities

To provide continuity and feedback and make suggestions for future program improvements, returning faculty are expected to submit an end-of-program report to the sponsoring department or program and Dean Kanach. This report should be submitted within one month after return to campus so that the insights, suggestions, and comments can influence the planning for the following year's program.

Once back on campus, you may want to maintain contact with your students. You might suggest to them some of the following ways to use the interests and skills they gained abroad:

- Develop a student website for the program.
- Share their experiences by speaking at events on campus.
- Participate in the annual Study Abroad Fair.
- Get connected with area studies programs.
- Join international organizations and clubs.
- Continue foreign language study or take courses with an international focus.
- Continue studying the host country by taking related courses, reading international papers, viewing films and videos, writing research papers, etc.
- Think about when and how to return abroad. Students may be interested in
  - participating in study abroad programs during the academic year (<http://www.princeton.edu/oip/sap>);
  - doing an international internship (<http://www.princeton.edu/oip/iip>);
  - applying to graduate schools abroad;
  - applying for post-graduate scholarships to study and/or conduct research abroad, such as Fulbright, Marshall, Rhodes, Mitchell, etc. (<http://www.princeton.edu/oip/fellowships>);
  - participating in postgraduate internships such as Princeton in Asia, Princeton in Latin America, and Princeton in Africa;
  - finding employment possibilities in multinational companies;
  - joining the Peace Corps;
  - applying to serve in the U.S. Department of State;
  - returning to visit host family and friends.

## VIII. Useful Contact Information

Note: When calling the U.S. from abroad, dial the international dialing code of the country from which you are calling + 1 + area code + local number.

In emergencies or after hours,  
call Princeton Public Safety:  
**609/258-1000**

<b>Communications, Office of</b> .....	609/258-3601
	Fax: 609/258-1301
Lauren Ugorji, Assistant Vice President for Communications.....	609/258-5732
	<a href="mailto:lauren@princeton.edu">lauren@princeton.edu</a>
Daniel Day, Director of News & Editorial Services.....	609/258-9610
	Note: effective 5/14/12 (e-mail address not yet available)
<b>Dean of the Faculty, Office of the</b> .....	609/258-3021
	<a href="mailto:dof@princeton.edu">dof@princeton.edu</a>
<b>Dean of Undergraduate Students, Office of the (ODUS)</b> .....	609/258-3055
	Fax: 609/258-3831
Kathleen Deignan, Dean of Undergraduate Students .....	609/258-5431
	<a href="mailto:kdeignan@princeton.edu">kdeignan@princeton.edu</a>
Cole Crittenden, Associate Dean of Undergraduate Students .....	609/258-3052
	<a href="mailto:ccritt@princeton.edu">ccritt@princeton.edu</a>
Victoria Jueds, Associate Dean of Undergraduate Students .....	609/258-3054
	<a href="mailto:jueds@princeton.edu">jueds@princeton.edu</a>
<b>Disability Services</b> .....	609/258-8840
	<a href="mailto:ods@princeton.edu">ods@princeton.edu</a>
Eve Woodman Tominey, Director .....	609/258-8840
	<a href="mailto:etominey@princeton.edu">etominey@princeton.edu</a>
<b>General Counsel</b> .....	609/258-2500
	Fax: 609/258-2502
<b>Health Services (UHS)</b> .....	609/258-3129
	<a href="mailto:uhs@princeton.edu">uhs@princeton.edu</a> Fax: 609/258-7636
John Kolligian, Executive Director.....	609/258-1430
	<a href="mailto:jkjr@princeton.edu">jkjr@princeton.edu</a>

Anita McLean, Director, Counseling and Psychological Services..... 609/258-3285  
[amclean@princeton.edu](mailto:amclean@princeton.edu)

**International Programs, Office of** ..... 609/258-5524  
[oip@princeton.edu](mailto:oip@princeton.edu) Fax: 609/258-1019

Nancy Kanach, Senior Associate Dean of the College  
Director, Office of International Programs.... 609/258-5524  
[nkanach@princeton.edu](mailto:nkanach@princeton.edu)

Giorgio DiMauro, Associate Director, Study Abroad Program ..... 609/258-5524  
[gdimauro@princeton.edu](mailto:gdimauro@princeton.edu)

**International SOS**

From the U.S., Canada, Mexico, or Central or South America..... + 1-215-942-8226  
(Philadelphia)

From Europe, CIS (Russia and former Soviet Republics),  
Africa, or the Middle East..... + 44-20-8762-8008  
(London)

From Asia, Australia, or the Pacific Rim..... + 65-6338-7800  
(Singapore)

**Public Safety, Department of** ..... (available 24/7) 609/258-1000  
Fax: 609/258-1958  
609/258-9773

**Risk Management** ..... 609/258-3046  
Fax: 609/258-3448

Megan Adams, Director..... 609/258-2169  
[adamsm@princeton.edu](mailto:adamsm@princeton.edu)

Jeremy Harvey, Assistant Director ..... 609/258-3349  
[jeremyh@Princeton.edu](mailto:jeremyh@Princeton.edu)

**SHARE** (Sexual Harassment/Assault Advising, Resources, and Education .....  
609/258-3310

Jacqueline Deitch-Stackhouse, Director ..... 609-258-1898  
[jd3@princeton.edu](mailto:jd3@princeton.edu)

After 5 p.m. and on weekends, the SHARE Director can be reached through Public Safety at 609-258-1000.

# **IX. Appendix: Faculty Handbook for Summer Study Abroad Programs**

## **Templates and Forms**

- Suggested Acceptance Letter Template
- Sample Letter to Parents
- Unreceipted Record of Expenses
- Sample Student-Faculty Agreement
- Incident Report
- Behavior Contract
- Expulsion Form
- Authorization for Release of Information Form (Princeton University)

## **Princeton Policies**

- Terms and Conditions of Participation in Princeton University Sponsored International Travel
- “Anti-Harassment Policy and Grievance Procedures” (Princeton University)
- Study Abroad Faculty Sexual Assault and Harassment Initial Response (Princeton University)
- Frequently Asked Questions Regarding Allegations of Sexual Assault or Harassment and the University Discipline Process (Princeton University)

## **Safety-Related Travel Resources**

- International SOS Information Sheet and Frequently Asked Questions
- A Safe Trip Abroad (U.S. Department of State)
- Help for American Victims of Crime Overseas (U.S. Department of State)

## Suggested Acceptance Letter Template

*Dear X,*

*Congratulations! We're very pleased to inform you that you've been selected for the [] program, to be held in [] from [] to []. [Include information about any funding that the program is offering the accepted student.]*

*Students on financial aid who wish to request funds to help meet the cost of the program may apply to the Dean's Fund for Study Abroad through the Office of International Programs. To apply, complete and submit by April 1 all parts of the application (see [http://www.princeton.edu/oip/sap/forms/summer\\_funding/](http://www.princeton.edu/oip/sap/forms/summer_funding/)). Questions about available funds through OIP should be directed to Giorgio DiMauro at 8-5524 or via e-mail at [gdimauero@princeton.edu](mailto:gdimauero@princeton.edu). Students on financial aid may also apply for loans through the Office of Financial Aid.*

*To accept or decline a place in the [] program, you must send an e-mail to [] no later than [date] indicating your decision. Once we receive your e-mail accepting a place in the program, you will be responsible for paying a required nonrefundable \$[] deposit that will be charged to your student account. If you are planning to accept a place on the program, please confirm in your e-mail that you have a valid passport. If you do not have a passport, apply for one immediately requesting expedited service. If you are not a U.S. citizen, you should be sure that your home country passport is valid and that you will be able to reenter the U.S. upon conclusion of the program.*

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**As students respond, accepting a place in the program, departments should send a standard response:**

*Dear X,*

*We are delighted that you have accepted a place in the [] program. We will charge your student account the non-refundable deposit of \$[]. [Note: This is a good opportunity for departments to also announce dates for mandatory meetings and pre-departure sessions.]*

## Sample Letter to Parents

April 2007

Mr. and Mrs. \_\_\_\_\_

Address

Address

Dear \_\_\_\_\_,

We are very excited about the inaugural Princeton Global Summer Seminar in Hanoi for June 17 until July 28, 2007, and are very pleased that <student\_name> will participate. This seminar, "America and Vietnam at War: Origins, Implications, and Consequences," will be an extraordinary immersion in the exotic and historically fascinating culture and history of Vietnam. This letter will provide a brief itinerary and description of the program and inform you of the University's policies and expectations for overseas travel.

The fifteen Princeton students will travel from various parts of the United States, although groups may congregate in New York and possibly San Francisco to travel together. Each student is responsible for making his/her travel arrangements. Students should arrive in Hanoi by Friday, June 15, 2007. Students will be housed at the Bao Khanh Hotel, at 22 Bao Khanh Street, Hoan Kiem District, Hanoi, at the edge of the historic "Thirty-Six Streets," the original center of Hanoi.

Most classes and seminars will be conducted at the Social Sciences and Humanities Faculty, National University of Hanoi, at 336 Nguyen Trai Road, Thanh Xuan, District, Hanoi, Vietnam.

Students will study Vietnamese language for the first five weeks as part of their immersion in Vietnamese culture. From Monday through Thursday, I will conduct one seminar daily starting with the French colonial period, through the American period and, end with the highly promising reconciliation that has taken place in recent years between American and Vietnam. In parallel, Vietnamese historians, writers, experts, and former high administration officials will conduct seminars discussing roughly the same subject as we will discuss in my seminar to provide diverse perspectives.

There will regularly be field trips in and out of Hanoi on Fridays and occasionally on Saturday.

We will travel to the imperial capital of Hue and the ancient, trading capital at Hoi An, and to the spectacularly beautiful Ha Long Bay. We also plan community service including joining a two-day service with the Vietnam Youth Union to work with rural farmers in repairing the dikes for rice paddy. In Hanoi we will visit museums, the Hoa Lo prison museum, the One Legged Pagoda, discuss Buddhism with a monk in a Buddhist Pagoda, hear a discussion by a famous historian at the Van Mieu Confucian Temple, visited by both President Clinton and President Bush during their state visits to Vietnam. We are also tailoring some community service in Hanoi to the interests of the students.

The seminar will end on July 28, allowing students to return home or travel in the region afterward.

We want to share with you information from U.S. Government agencies about political, cultural, and personal security issues relevant for travelers to Vietnam. (Please read the

enclosed consular information sheet.) Although we have spent considerable time in planning this trip so that it will be as safe as possible, all travel abroad entails risks and even the most experienced leader cannot prevent all accidents. Please read the enclosed information carefully so that that you too will be aware of the factors students have taken into account when considering whether to participate. All students have read this information, are aware that there may be other risks not mentioned in these materials and assumed any risk that may be involved in their participation. Additional health information has been provided to students the University Health Service's "international travel" nurse.

From my experience living in Hanoi from 1995-97, opening the U.S. Embassy, and in frequent visits since then, Vietnam is one of the safest, friendliest, most hospitable countries in the world. Americans are treated with warmth, respect, and sought after as friends.

Concerning its responsibilities for students, the University distinguishes between seminar-related and personal activity. We have organized the students' participation in the seminars, accommodations, and field trips, and have taken care to make this as safe and productive an experience as possible for the students. To this end, I will stay in the Trang An Hotel two minutes away from the Bao Khanh, and will be available around the clock for help. We are arranging rental of cell-phones for any student who wishes to have one, whereby they can keep in close touch with each other, me, and be able to contact their families at will. Each room in the Bao Khanh has an internet connection, so that contact can also be maintained through the student's laptop. The individual rooms also all have AC, TV, and mini-fridges.

But it is understood that the students will be on their own, and responsible for their own actions, when not involved in seminar-related activities, and this would involve, for example, evening and weekend activities and anything after the seminar ends July 28. Students have been informed that if a participant does not comply with the expectations set forth in *Rights, Rules, Responsibilities* -- choosing to taking part in seminar sessions, for example, or exhibiting behavior that is dangerous to the student or others -- appropriate disciplinary action will be taken, and the participant will be sent home immediately.

During the trip, I will contact the PIIRS office and the Office of International Programs regularly and you can leave messages for me or other course participants with PIIRS administrative assistants (609-XXX-XXXX ). <student\_name> has received a detailed list of addresses and phone numbers and we have enclosed a copy for of that for you as well. If you have any questions about the enclosed materials, please contact me by telephone at XXX-XXX-XXXX or e-mail me xxxxx@princeton.edu.

Sincerely,

Faculty Program Director

**Enc. Princeton Global Summer Seminar in Hanoi Contact Information**

## **Princeton Global Summer Seminar in Hanoi Contact Information**

### *Getting there:*

- Please arrange your own flight and arrive by flights of student's choice on Friday, June 15, 2007.
- We will arrange transportation for groups of students arriving in close proximity; others should change a little money at the airport, take a metered-taxi for about 200,000 dong (\$12) to the Bao Khanh Hotel. If you cannot change money, taxi drivers will accept \$12 in US currency.
- Most airlines restrict luggage to two checked bags and one small carry-on, plus a purse or laptop. **REMEMBER YOUR PASSPORT AND KEEP IT WITH YOU, NOT IN CHECKED BAGGAGE.**

### *Hotel Address:*

Hotel Bao Khanh  
22 Bao Khanh Street  
Hoan Kiem District  
Hanoi, Vietnam  
Hotel Telephone: 011 84-4 928 7702~05 (four lines)  
Hotel Fax: 011 84-48289819  
E-mail: [baokhanhotel@gmail.com](mailto:baokhanhotel@gmail.com)

### *Preferable:*

Via e-mail or cell phone directly to student. We will report cell phone numbers to PIIRS for distribution after arrival in Hanoi.

*At the Faculty of Social Sciences and Humanities, National University of Hanoi.*  
Address (letters should be sent to Bao Khanh Hotel)

Ms. Tran Thuy Anh (Call Ms. Anh)  
Deputy Director International Cooperation Department  
336 Nguyen Trai Road, Thanh Xuan District, Hanoi, Vietnam

Tel (From US) 011 84-48.58.37.98  
Fax: (from US) 011 84-48.58.38.21  
e-mail: [thuyanhtran@yahoo.com](mailto:thuyanhtran@yahoo.com) or Mr. Luong Ngoc Vinh (assistant to Ms. Anh)

### *E-mail addresses:*

Please add students' e-mails:  
Desaix Anderson, Seminar Director, [desaix@verizon.net](mailto:desaix@verizon.net)

### *Money*

Hanoi has ubiquitous ATMs the best way for getting cash with credit or debit cards.

## Unreceipted Record of Expenses

Date of transaction \_\_\_\_\_

Location of transaction \_\_\_\_\_

Amount in local currency \_\_\_\_\_

Name of vendor or individual paid (if available) \_\_\_\_\_

Signature of vendor or individual paid (if appropriate) \_\_\_\_\_

Type of expense – Select general category and specific circumstance

- Service fees and tips (one-time service only)
  - Description of services \_\_\_\_\_
  
- Food
  - Street vendor, public market, fair booth or kiosk
  - In-home meal (personally prepared, non-commercial)
  - Vending machine
  - Restaurant
    - Number of people attending \_\_\_\_\_
    - Purpose of event \_\_\_\_\_
  
- Lodging
- Homestay
- Private, non-profit or charitable organization (church, community center, etc.)
- Excursion/fieldwork/field trip
- Local museum or attraction entrance fee (when no ticket or entrance document is issued)  
[Receipts required for pre-booked tours, professional tourism agencies, state museums or attractions that issue entrance tickets]
- Local (on-site) transportation
- Private car or van
- Private, hackney or unlicensed cab
- Public transportation  
[Receipts required for pre-booked travel, commercial van or bus companies, all flights]
- Phone/supplies/non-personal miscellaneous
- Internet café charge
- Items purchased at kiosk, street vendor, or public market
- Items purchased from private individual (non-commercial)  
[Receipts required for program cell phone, bank fees, books and equipment, facility charges, rental fees, items purchased at stores with cash registers]

## Sample Student-Faculty Agreement

Program Name: \_\_\_\_\_

I understand that students in this study abroad program must display proper respect and sensitivity to the host culture as well as to student and faculty members of the program.

I understand that personality conflicts can undermine the atmosphere of a study abroad program. Therefore, I agree to display respectful behavior to all members of our group.

I understand that discourteous or uncooperative behavior, cultural insensitivity, conduct that is disrespectful to other individuals, and behavior or conduct that is disruptive and detrimental to the academic success of the program may result in dismissal from the program.

I understand that as a Princeton student participating in a study abroad program, I am expected to abide by the policies spelled out in *Rights, Rules, Responsibilities*.

I understand that decisions regarding dismissal and inappropriate behavior are the sole discretion of Princeton University and its representatives.

I have had the opportunity to ask questions about this policy, understand its terms, and agree to the terms stated.

Print name \_\_\_\_\_

Sign name \_\_\_\_\_

Date \_\_\_\_\_

## Incident Report

Program Name: \_\_\_\_\_

Name of Person Completing Report: \_\_\_\_\_

Please fill out this form as completely and legibly as possible. In the event of any legal action, this form will serve as the official university record of what transpired and what actions were taken by responsible university officials at the scene of the incident and thereafter. Attach any documentary evidence and extra sheets as necessary.

Fax a copy of this report to the Princeton Office of International Programs at 609-258-1019 as soon as possible. Submit the complete original report and all supporting materials to the Office of International Programs immediately upon return to the U.S.

Date of Incident: \_\_\_\_\_ Location of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_ Were you present? \_\_\_\_\_ Yes \_\_\_\_\_ No

Name of Princeton participant(s) involved:

Name of other participant(s) involved:

Brief description of what happened:

If you were not a witness, who provided this description? (*List all names*):

If you were not present, when were you informed?

What actions did you take?

If the participant was transported to a hospital or clinic, please provide the complete name of the facility, its phone and fax numbers, and address:

Names and phone numbers of all physicians who examined or treated the participant:

Dr. \_\_\_\_\_ Phone: \_\_\_\_\_

Dr. \_\_\_\_\_ Phone: \_\_\_\_\_

Exact names of any medications prescribed to the students (*Keep all packaging/inserts*):

Rx: \_\_\_\_\_ Dose: \_\_\_\_\_

Rx: \_\_\_\_\_ Dose: \_\_\_\_\_

Rx: \_\_\_\_\_ Dose: \_\_\_\_\_

Rx: \_\_\_\_\_ Dose: \_\_\_\_\_

Was the participant conscious and capable of making informed judgments and his or her medical treatment? \_\_\_\_ Yes \_\_\_\_ No

If the participant was not capable of making medical decisions, who made any decisions?

Was any follow-up care recommended? \_\_\_\_ Yes \_\_\_\_ No

If yes, what was recommended?

Were the police or legal authorities notified of the incident or present at the scene?

\_\_\_\_ Yes \_\_\_\_ No If yes, case number: \_\_\_\_\_

If yes, names and phone numbers of responsible legal authorities in charge of the case:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Was the U.S. or relevant embassy notified? \_\_\_\_ Yes \_\_\_\_ No

If yes, name and number of responsible consular official(s) informed of this incident:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Date Informed: \_\_\_\_\_

Telephone Log (document all contacts):

Dates and times that the faculty director contacted Princeton and/or participant's emergency contacts:

Faculty Initials:	Contacted:	Date:	Time:	Discussed:

Attach additional sheets as necessary.

## Behavior Contract

Name of Program: \_\_\_\_\_

I, \_\_\_\_\_, failed to abide by the following program  
(Print Participant's Name)  
rule/expectation on my Princeton study abroad program:

By signing below, I indicate that I understand that:

1. This requirement is meant to benefit the group and that my behavior is a disruption to the successful functioning of this academic program.
2. My actions impact the group and that I must keep the group's interests in mind when making decisions about my behavior.
3. If a similar infraction of this program's rules occurs, I will be sent home at my expense in accordance with Princeton University policy.

I am expected to modify my behavior by (describe behavior change):

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Faculty/Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Expulsion Form

Name of Program: \_\_\_\_\_

\_\_\_\_\_ (Participant's Name), you have exhibited behavior that requires dismissal from the program.

You have violated rules and/or expectations outlined in the Terms and Conditions you signed as part of the program application and/or the program-specific Student-Faculty Agreement. In those documents, you stated that you would comply with *Rights, Rules, Responsibilities* and the expectations of Princeton University, the program's faculty director and/or staff, and any coordinating organization(s).

You have violated one or more rule or expectation on the following occasions (list specific incidents):

You have been clearly reminded of the infraction(s) by the following actions:

Date(s) of Verbal Warning: \_\_\_\_\_

Date(s) of Written Warning: \_\_\_\_\_

Date(s) of Meeting: \_\_\_\_\_

Date of Behavior Contract: \_\_\_\_\_

Date of Decision Letter: \_\_\_\_\_

Due to the nature of your behavior, I, \_\_\_\_\_ (faculty name), have consulted with the Office of International Programs and the Office of the Dean of Undergraduate Students. We have decided to dismiss you from the program. You are expected to return home immediately. Because of the nature of a study abroad program, this decision is final. Your emergency contacts will be notified of your expulsion from this program by \_\_\_\_\_ (name).

Faculty signature: \_\_\_\_\_ Date: \_\_\_\_\_

**I have read and understand this statement.**

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Authorization for Release of Information

Princeton University, Princeton, NJ 08544 U.S.A.

I hereby authorize \_\_\_\_\_ to use or disclose my health information or other education records as described below. I understand that this authorization is voluntary and I may refuse to sign it. I understand that the information used or disclosed pursuant to this authorization may be subject to re-disclosure by the recipient and no longer protected by privacy policies or regulations.

Student name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ E-mail: \_\_\_\_\_

**I hereby authorize disclosure of my information as follows (check all that apply):**

- Complete medical/health information for all services:** History and Physical Exam; Progress Notes; Laboratory Tests, Physician Orders, X-ray Reports, Inpatient Admissions, Physical Therapy.
- Health information related to the following date(s) of service**  
\_\_\_\_\_ **only.**
- Counseling and psychological services/health information,** including alcohol and/or drug information if applicable.

**To facilitate my safe participation in a Princeton University study abroad program, I hereby authorize my records from**

\_\_\_\_\_ **to be released to:**  
University Health Services or Other Entity

\_\_\_\_\_  
Name Phone

\_\_\_\_\_  
Address Fax

**Expiration:**  90 days from the date on which I, or my legal representative, sign(s) this (check one) authorization.

Other (please specify): \_\_\_\_\_

**Right to Revoke:** I understand that I may revoke this authorization at any time by providing written notice. I understand that my revocation will not affect actions taken before receipt of the revocation.

\_\_\_\_\_  
Signature of student or legal representative Printed name of student Date

**If patient's legal representative:** \_\_\_\_\_ and \_\_\_\_\_  
Printed name Relationship to student

\_\_\_\_\_  
Witness Date

PROVIDE COPY TO THE STUDENT AND MAINTAIN A COPY IN THE STUDENT'S RECORD.

# Terms and Conditions of Participation

## Princeton University Sponsored International Travel Undergraduate and Graduate Students

I am a student at Princeton University and will be traveling on a university sponsored trip. Furthermore, I acknowledge that I am a beneficiary of Princeton's educational programs.

1. **Fees and Payments:** I understand I am responsible for any tax implications with respect to the funds received from the university or support organizations.
2. **Travel Database registration.** I understand I have an obligation to complete the University's travel database registration in full and an ongoing obligation to update the information as necessary.
3. **Immunizations and health review:** I certify that I have discussed my travel plans with health care professional(s) and have obtained required immunizations and, if necessary, medication. I understand that it is my personal responsibility to comply with the recommendations of health care professional(s), including but not limited to those relating to immunizations and medication.
4. **Emergency Medical Treatment Profile and Immunizations Record:** As a precaution in the event of a medical emergency occurring during my participation, if traveling with a group, I will provide the trip leader with a sealed envelope containing my medical profile form and an up-to-date copy of my immunization record; if not traveling with a group, I will keep my medical profile form and an up-to-date copy of my immunization record on my person throughout the duration of my travel. I understand that I may use the yellow international certificate of vaccination form or a PUHS Immunization History form as my immunization record.
5. **Insurance, International SOS Card and Assistance:** I certify that (a) my health insurance is valid overseas for hospitalizations and other medical care, (b) that I have obtained other or supplementary insurance that covers these costs while abroad or , c) am prepared to cover all out of pocket expenses at the time of the service. I have read the International SOS contact information and benefits on the university's travel website and obtained an International SOS card from Risk Management or my program sponsor. If I need assistance while traveling including but not limited to assistance involving medical, security and legal matters, I understand that International SOS should be contacted. For immediate medical assistance, travelers should seek local help from a local hospital followed by a call to ISOS (**the phone number is on the ISOS card**). Princeton's Department of Public Safety [**00-1-609-258-1000**,] should also be contacted. Both are available 24/7.
6. **Conduct:** I understand and agree to comply with the laws of the countries in which I will be residing and/or traveling and all applicable academic and disciplinary regulations including (but not limited to) *Rights, Rules, Responsibilities*. I further understand and accept that while participating in the program I will remain enrolled

as a degree candidate at Princeton University and, as such, I remain subject to all of the University's standards of conduct. I understand that if I do not abide by these laws, regulations and standards of conduct, I am subject to appropriate disciplinary actions, including but not limited to premature termination of the trip. If that occurs, I will return as soon as possible to the U.S. at my own expense.

7. **Informed Consent:** I am aware that there are inherent risks associated with travel, study and/or work in international settings, particularly in developing countries. I understand that situations in these countries, including but not limited to those relating to politics, environmental conditions, culture, customs, legal procedures and health issues, differ from those in my own country and at Princeton University. I understand that some of these situations are unpredictable and thus may become volatile and/or dangerous, sometimes within a very short period of time. I understand that in some circumstances evacuation may prove difficult, be delayed or be impossible.

I understand that there may be health risks associated with travel, including but not limited to those involving water quality, food quality and preparation, standards of hygiene, access to medication, as well as non-modern or inadequate medical treatments and technology.

There may be risks of transportation as well, including but not limited to those associated with older or inadequately maintained motor vehicles, poor or rudimentary road conditions, and different driving customs.

I understand that as a foreign visitor I should avoid situations that have the potential for becoming volatile or otherwise dangerous, including not limited to demonstrations, protests, and political events.

I have read the relevant U.S. Department of State travel advisories, including but not limited to travel warnings and travel alerts, as well as the relevant Consular Information Sheets, and I agree to keep abreast of these postings as they may change from time to time.

I have weighed the difficulties and potential dangers inherent in foreign travel, study and work, the risks presented to my own health and well being, and my personal desire to further my educational experiences by traveling in foreign countries. I have had the opportunity to ask questions which have been answered to my satisfaction. I acknowledge that there may be additional factors that may not have been brought to my attention.

I acknowledge the existence of the various risks in foreign travel and have determined they are acceptable. I acknowledge that my participation is voluntary and is not required as part of my education at Princeton.

In consideration of Princeton University including me in the program, I agree to be legally bound by this document and voluntarily assume the risks arising out of my travel in the countries that I will be visiting. I've listed these countries in the travel database and understand that if my plans change, I am required to update the travel

database and, when required, request permission to adjust my travel plans prior to travel.

Further, I have accurately completed:

- Travel database registration including: contact information, terms and conditions certification, SOS certification, downloaded the medical profile, completed it and sent it to trip leader or will carry it with me, and entered my transportation and housing information.

By pressing the 'certify' button, I am certifying and acknowledging that I have read and understood my obligations while traveling on a university sponsored trip.

# **International SOS Program 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

## **Travel Services**

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

## **International SOS Clinics**

- Access to International SOS clinics

## **Security Services**

- Security evacuation assistance
- Online travel security information
- Access to security crisis center

## **International SOS: Frequently Asked Questions**

### **What is the role of International SOS?**

International SOS provides Princeton University travelers and expatriates with worldwide quality health care and emergency assistance services 24 hours a day.

### **How can International SOS help?**

International SOS provides you with peace of mind. One phone call connects you to the International SOS network of multilingual specialists for immediate help in an emergency. International SOS services are designed to help you with medical, personal, travel, security and legal problems when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

### **How does it work?**

Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

### **What do I need to do to use the program?**

In order to utilize any of the medical or travel services listed under Program Benefits, contact any Alarm Center from anywhere in the world by calling directly, calling collect or calling the toll-free number.

To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex and nationality
- Your International SOS membership number: 11BSGC000022
- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the Princeton University employee (if the person calling is not the employee)
- Name, location and telephone number of the hospital, clinic or treating doctor (when applicable)

### **What if I have pre-trip questions about my travel destination?**

In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country Guides from the International SOS website. These comprehensive guides provide both medical and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette, and financial and voltage/plug information.

### **Do I need to activate my membership?**

No, your membership is already active. Simply carry the card in your wallet at all times while traveling. Whenever you need service, contact one of the emergency phone

numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel.

**Are my spouse and children covered under the International SOS program?**

Accompanying spouses/life partners and dependents are covered when accompanying the University traveler on University-related programs or business.

**What are Email Alerts?**

You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts. Medical alerts are issued when there is an unusual health risk that, in the opinion of the International SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when International SOS Security professionals have identified a security risk in a specific country.

**What do I do if my card is lost or stolen?**

You can print a replacement card by going to the International SOS website.

**What if I need a doctor?**

The International SOS Worldwide Alarm Centers are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

**What if I need a lawyer while overseas?**

Call the nearest International SOS Worldwide Alarm Center for legal referrals.

**What if I need prescription medication?**

If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, International SOS will, when permissible by local law, send the needed medication to you.

**What if I am hospitalized?**

Call the nearest International SOS Worldwide Alarm Center. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery.

**What if local medical facilities are not adequate?**

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from Princeton University to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations and, when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

**What happens when I am released from the hospital and still need help?**

When your condition is stabilized and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence,

International SOS will again obtain approval from Princeton University and arrange the repatriation under medical supervision.

**Will International SOS pay my medical bills?**

If necessary, after approval from Princeton University, International SOS will guarantee and pay all costs associated with your medical care. International SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization.

**In the event of death...**

International SOS will render all assistance possible to obtain clearances and arrange transportation for the return of mortal remains.

**What should I do in the event of a security emergency?**

Contact International SOS, and a security specialist will assist you.

**What is security evacuation assistance and coordination?**

The International SOS Security Division will assist you in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

**How do I access up-to-the-minute information about security alerts, warnings and the latest situations?**

You can visit the International SOS Security Online website.

## Study Abroad Faculty Sexual Assault and Harassment Initial Response (as First Responder)

### PRINCETON UNIVERSITY

- ✓ Ask the reporting person if he or she requires medical attention and, if so, ensure that medical attention is available.
- ✓ Inform the alleged victim about the counseling services provided by SHARE and encourage the alleged victim to contact SHARE.
- ✓ Inform the reporting person that he or she may (but is not required to) make a report to you, to Public Safety, or to the Office of the Dean of Undergraduate Students. Make clear to him or her that if a report is made to any of these parties (including you) and if the name of the alleged perpetrator is divulged, disciplinary action may ensue even without the victim's approval.
- ✓ Inform the alleged victim that s/he has the right to file criminal charges, civil charges, and/or University discipline charges, and/or to report the incident anonymously to SHARE, or none of the preceding. Make clear that if criminal or civil charges are filed, the Office of the Dean of Undergraduate Students may be informed of those charges and University disciplinary action may be taken against the alleged perpetrator even without the alleged victim's approval.
- ✓ Inform the alleged victim that if s/he wishes to file criminal charges regarding a sexual assault, collecting evidence is important for future prosecution.
- ✓ Advise the alleged victim of the sexual assault resources available in the local area. This may involve contacting a local hospital.
- ✓ Advise the alleged victim that he or she may choose **any, all, or none** of the sexual assault/harassment resources and services.
- ✓ Find out what interim measures, if any, may be of assistance to the reporting person pending, or in the absence of, formal resolution of the matter.
- ✓ Contact the Office of International Programs to report the matter as soon as possible— even if the participant has opted not to make a report to you—to ensure that all appropriate steps are being taken.

## **Frequently Asked Questions Regarding Allegations of Sexual Assault or Harassment and the University Discipline Process**

- 1. What is a “formal complaint” of sexual assault or harassment?** A formal complaint is an allegation against another student regarding actions that may have violated University policy. Formal complaints are considered as disciplinary matters.
- 2. Whom do I contact if I am considering filing a formal complaint of sexual harassment and assault?** Victoria Jueds, Associate Dean of Undergraduate Students in charge of undergraduate disciplinary matters, is the contact person for a formal complaint. Anyone considering filing a formal complaint of sexual harassment or assault is encouraged first to familiarize himself or herself with all of the options available for addressing such a complaint by meeting with the director of SHARE (Sexual Harassment and Assault Resources and Education).
- 3. What will happen if I file a formal complaint?** Dean Jueds (or her representative) will ask the complainant for a written statement describing the incident(s) in question. She will then contact the respondent (that is, the person who allegedly committed the harassment or assault) and request a statement regarding the incident in question. After receiving statements from both the respondent and the complainant, she will ask each party for the names of any other persons who may have information about the complaint, as well as for any other information of potential relevance (for example, medical reports or communications between or among parties). She will then contact these third parties and request statements and/or other information regarding the allegation.
- 4. What happens to this information?** Dean Jueds (or another dean in the Office of the Dean of Undergraduate Students) reviews the information and decides whether the University will charge the student with sexual harassment or assault. In making this determination, she considers whether the information available may meet the standard of “clear and persuasive evidence” required for a finding of guilt; the degree to which the behavior that is being alleged poses a threat to the University community; the expressed wishes of the complainant regarding disciplinary action; and the disciplinary record (or lack thereof) of the respondent.
- 5. What if the University decides that a charge against the respondent is not warranted?** The dean will share the information she has gathered with the complainant and will encourage her to seek guidance from SHARE as to whether to choose another approach to addressing the complaint (for example, an informal resolution). The complainant may choose to pursue disciplinary action notwithstanding the University’s determination with respect to charging the other student.
- 6. What if the complainant wants a disciplinary hearing even though the University has not charged the student with an offense?** A complainant retains the right to

request that the respondent be charged and the allegation considered regardless of whether the University has charged the respondent.

7. **Who can contact witnesses and others who may provide information regarding the allegation?** Whenever possible, both the respondent and the complainant are strongly encouraged to permit such information to be obtained through the University's investigative agents. Enabling University investigators to take on this function helps to assure a process of information-gathering that transparent and fair. The investigators will make every effort to obtain information relevant to the charge. When, after viewing information that will be considered by the Subcommittee, either party asks for more time in which to obtain information in response, the dean's office will consider this request and, when appropriate, will grant the requesting party or parties a single, reasonable period of time in which to provide information *in response to the information provided* prior to the hearing. The provision of additional time may require a postponement of the hearing date.
8. **Is a respondent or a complainant permitted to submit information they have obtained directly from outside sources?** The Subcommittee will consider information obtained through third parties (for example, private investigators) or from third parties (for example, expert opinion) if it is believed to have possible material relevance to the charge at hand. Again, however, both parties to the complaint are encouraged to enable University investigators to obtain information whenever possible, to avoid any perception that witnesses are being pressured or that one party may be retaliating against the other. Both the complainant and the respondent should also refrain from pursuing information that is not material to the charge in question.
9. **Should either party to the case discuss the case with potential witnesses, or with anyone else?** Allegations of sexual assault or harassment are extremely sensitive matters, particularly for the parties most directly involved. The complainant, the respondent, and anyone who may be giving information regarding the charge are strongly encouraged to refrain from discussing the matter with each other or with anyone with whom they do not have a privileged and confidential relationship, such as a member of the clergy or a psychotherapist. Complete discretion regarding these cases safeguards the integrity of the process and protects each participant from the real or perceived experience of pressure, retaliation, or coercion. In addition, any act of retaliation against an individual for providing information about a report of sexual assault or harassment is itself a very serious violation of University policy.
10. **How soon after the respondent is charged with the hearing take place?** The University is obliged to conduct any disciplinary adjudication with reasonable promptness. Information regarding the allegation will be gathered as expeditiously as possible. Both the complainant and the respondent will be given a fair and reasonable period in which to submit any additional relevant

information and also to review any information that will be considered in the case. If at the time information is submitted, either party requests additional time in which obtain information (such as expert opinion) in response, this request will be considered and, when appropriate, a fair and reasonable additional period of time will be allowed.

11. **What if the complainant changes his or her mind and decides he or she does not want a disciplinary adjudication?** If at any point the complainant wishes to withdraw his or her complaint and asks that the University abandon disciplinary action, the University will weigh several factors in deciding whether that request can be granted. These factors will include (but are not necessarily limited to) whether the information available may meet the standard of “clear and persuasive evidence” required for a finding of guilt; the degree to which the behavior that is being alleged poses a threat to the University community; the expressed wishes of the complainant regarding disciplinary action; and the disciplinary record (or lack thereof) of the respondent.
12. **Is there a “statute of limitations” on filing a complaint of sexual assault or harassment?** The complaint must be filed before the respondent has graduated from the University.
13. **Who can appeal a decision by the Dean of Undergraduate Students upon the recommendation of the Subcommittee on Sexual Assault and Harassment?** The student charged has the right of appeal; the complainant does not.

# **A Safe Trip Abroad**

U.S. Department of State Publication

See [http://travel.state.gov/travel/tips/safety/safety\\_1747.html](http://travel.state.gov/travel/tips/safety/safety_1747.html)

## **Foreword**

When you travel abroad, the odds are you will have a safe and incident-free trip. Travelers can, however, become victims of crime and violence, or experience unexpected difficulties.

No one is better able to tell you this than the U.S. consular officers who work in more than 250 U.S. embassies and consulates around the globe. Every day of the year, U.S. embassies and consulates receive calls from American citizens in distress.

Happily, most problems can be solved over the phone or with a visit to the Consular Section of the nearest U.S. embassy or consulate. There are other occasions, however, when U.S. consular officers are called upon to help U.S. citizens who are in foreign hospitals or prisons, or to assist the families of U.S. citizens who have passed away overseas.

We have prepared the following travel tips to help you avoid serious difficulties during your time abroad. We wish you a safe and wonderful journey!

## **BEFORE YOU GO**

### **What to Take**

Safety begins when you pack. To help avoid becoming a target, do not dress so as to mark yourself as an affluent tourist. Expensive-looking jewelry, for instance, can draw the wrong attention.

Always try to travel light. You can move more quickly and will be more likely to have a free hand. You will also be less tired and less likely to set your luggage down, leaving it unattended.

Carry the minimum number of valuables, and plan places to conceal them. Your passport, cash and credit cards are most secure when locked in a hotel safe. When you have to carry them on your person, you may wish to put them in various places rather than all in one wallet or pouch. Avoid handbags, fanny packs and outside pockets that are easy targets for thieves. Inside pockets and a sturdy shoulder bag with the strap worn across your chest are somewhat safer. One of the safest places to carry valuables is in a pouch or money belt worn under your clothing.

If you wear glasses, pack an extra pair. Pack them and any medicines you need in your carry-on luggage.

To avoid problems when passing through customs, keep medicines in their original, labeled containers. Bring copies of your prescriptions and the generic names for the drugs. If a medication is unusual or contains narcotics, carry a letter from your doctor attesting to your need to take the drug. If you have any doubt about the legality of carrying a certain drug into a country, consult the embassy or consulate of that country before you travel.

Bring travelers checks and one or two major credit cards instead of cash.

Pack an extra set of passport photos along with a photocopy of your passport's information page to make replacement of your passport easier in the event it is lost or stolen.

Put your name, address and telephone numbers inside and outside of each piece of luggage. Use covered luggage tags to avoid casual observation of your identity or nationality. If possible, lock your luggage.

### **What to Leave Behind**

Don't bring anything you would hate to lose. Leave at home:

- valuable or expensive-looking jewelry
- irreplaceable family objects
- all unnecessary credit cards
- your Social Security card, library card, and similar items you may routinely carry in your wallet.

Leave a copy of your itinerary with family or friends at home in case they need to contact you in an emergency.

Make two photocopies of your passport identification page, airline tickets, driver's license and the credit cards that you plan to bring with you. Leave one photocopy of this data with family or friends at home; pack the other in a place separate from where you carry the originals.

Leave a copy of the serial numbers of your travelers' checks with a friend or relative at home. Carry your copy with you in a separate place and, as you cash the checks, cross them off the list.

### **What to Learn About Before You Go**

#### ***Local Laws and Customs***

When you leave the United States, you are subject to the laws of the country you are visiting. Therefore, before you go, learn as much as you can about the local laws and customs of the places you plan to visit. Good resources are your library, your travel agent, and the embassies, consulates or tourist bureaus of the countries you will visit. In

addition, keep track of what is being reported in the media about recent developments in those countries.

## **THINGS TO ARRANGE BEFORE YOU GO**

### **Your Itinerary**

As much as possible, plan to stay in larger hotels that have more elaborate security. Safety experts recommend booking a room from the second to seventh floors above ground level – high enough to deter easy entry from outside, but low enough for fire equipment to reach.

When there is a choice of airport or airline, ask your travel agent about comparative safety records.

### **Legal Documents**

Have your affairs in order at home. If you leave a current will, insurance documents, and power of attorney with your family or a friend, you can feel secure about traveling and will be prepared for any emergency that may arise while you are away. If you have minor children, consider making guardianship arrangements for them.

### **Register your travel**

It is a good idea to sign up for the Smart Traveler Enrollment Program --think of it as checking in-- so that you may be contacted if need be, whether because of a family emergency in the U.S., or because of a crisis in the area in which you are traveling. It is a free service provided by the State Department, and is easily accomplished online at <https://step.state.gov/step/>. (In accordance with the Privacy Act, the Department of State may not release information on your welfare or whereabouts to inquirers without your express written authorization.)

### **Credit**

Make a note of the credit limit on each credit card that you bring, and avoid charging over that limit while traveling. Americans have been arrested for innocently exceeding their credit limit. Ask your credit card company how to report the loss of your card from abroad. 1-800 numbers do not work from abroad, but your company should have a number that you can call while you are overseas.

### **Insurance**

Find out if your personal property insurance covers you for loss or theft abroad. Also, check on whether your health insurance covers you abroad. Medicare and Medicaid do not provide payment for medical care outside the United States. Even if your health insurance will reimburse you for medical care that you pay for abroad, health insurance usually does not pay for medical evacuation from a remote area or from a country where medical facilities are inadequate. Consider purchasing a policy designed for travelers, and covering short-term health and emergency assistance, as well as medical evacuation in the event of an accident or serious illness.

## **PRECAUTIONS TO TAKE WHILE TRAVELING**

### **Safety on the Street**

Use the same common sense traveling overseas that you would at home. Be especially cautious in (or avoid) areas where you may be more easily victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals and crime-ridden neighborhoods.

- Don't use short cuts, narrow alleys or poorly lit streets.
- Try not to travel alone at night.
- Avoid public demonstrations and other civil disturbances.
- Keep a low profile and avoid loud conversations or arguments.
- Do not discuss travel plans or other personal matters with strangers.
- Avoid scam artists by being wary of strangers who approach you and offer to be your guide or sell you something at bargain prices.
- Beware of pickpockets. They often have an accomplice who will:
  - jostle you,
  - ask you for directions or the time,
  - point to something spilled on your clothing,
  - or distract you by creating a disturbance.
- Beware of groups of vagrant children who create a distraction while picking your pocket.
- Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.
- Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. Try to ask for directions only from individuals in authority.
- Know how to use a pay telephone and have the proper change or token on hand.
- Learn a few phrases in the local language or have them handy in written form so that you can signal your need for police or medical help.
- Make a note of emergency telephone numbers you may need: police, fire, your hotel, and the nearest U.S. embassy or consulate.
- If you are confronted, don't fight back -- give up your valuables.

### **Safety in Your Hotel**

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

(Count the doors between your room and the nearest exit; this could be a lifesaver if you have to crawl through a smoke-filled corridor.)

### **Safety on Public Transportation**

If a country has a pattern of tourists being targeted by criminals on public transport, that information is mentioned in the Country Specific Information in the section about crime. See [http://www.travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_4965.html](http://www.travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html).

**Taxis.** Only take taxis clearly identified with official markings. Beware of unmarked cabs.

**Trains.** Well-organized, systematic robbery of passengers on trains along popular tourist routes is a problem. It is more common at night and especially on overnight trains.

If you see your way being blocked by a stranger and another person is very close to you from behind, move away. This can happen in the corridor of the train or on the platform or station.

Do not accept food or drink from strangers. Criminals have been known to drug food or drink offered to passengers. Criminals may also spray sleeping gas in train compartments. Where possible, lock your compartment. If it cannot be locked securely, take turns sleeping in shifts with your traveling companions. If that is not possible, stay awake. If you must sleep unprotected, tie down your luggage and secure your valuables to the extent possible.

Do not be afraid to alert authorities if you feel threatened in any way. Extra police are often assigned to ride trains on routes where crime is a serious problem.

**Buses.** The same type of criminal activity found on trains can be found on public buses on popular tourist routes. For example, tourists have been drugged and robbed while sleeping on buses or in bus stations. In some countries, whole busloads of passengers have been held up and robbed by gangs of bandits.

### **Safety When You Drive**

When you rent a car, choose a type that is commonly available locally. Where possible, ask that markings that identify it as a rental car be removed. Make certain it is in good repair. If available, choose a car with universal door locks and power windows, features that give the driver better control of access. An air conditioner, when available, is also a safety feature, allowing you to drive with windows closed. Thieves can and do snatch purses through open windows of moving cars.

- Keep car doors locked at all times. Wear seat belts.
- As much as possible, avoid driving at night.

- Don't leave valuables in the car. If you must carry things with you, keep them out of sight locked in the trunk, and then take them with you when you leave the car.
- Don't park your car on the street overnight. If the hotel or municipality does not have a parking garage or other secure area, select a well-lit area.
- Never pick up hitchhikers.
- Don't get out of the car if there are suspicious looking individuals nearby. Drive away.

### **Patterns of Crime Against Motorists**

In many places frequented by tourists, including areas of southern Europe, victimization of motorists has been refined to an art. Where it is a problem, U.S. embassies are aware of it and consular officers try to work with local authorities to warn the public about the dangers. In some locations, these efforts at public awareness have paid off, reducing the frequency of incidents. You may also wish to ask your rental car agency for advice on avoiding robbery while visiting tourist destinations

Carjackers and thieves operate at gas stations, parking lots, in city traffic and along the highway. Be suspicious of anyone who hails you or tries to get your attention when you are in or near your car.

Criminals use ingenious ploys. They may pose as good Samaritans, offering help for tires that they claim are flat or that they have made flat. Or they may flag down a motorist, ask for assistance, and then steal the rescuer's luggage or car. Usually they work in groups, one person carrying on the pretense while the others rob you.

Other criminals get your attention with abuse, either trying to drive you off the road, or causing an "accident" by rear-ending you.

In some urban areas, thieves don't waste time on ploys, they simply smash car windows at traffic lights, grab your valuables or your car and get away. In cities around the world, "defensive driving" has come to mean more than avoiding auto accidents; it means keeping an eye out for potentially criminal pedestrians, cyclists and scooter riders.

### **How to Handle Money Safely**

- To avoid carrying large amounts of cash, change your travelers' checks only as you need currency. Countersign travelers' checks only in front of the person who will cash them.
- Do not flash large amounts of money when paying a bill. Make sure your credit card is returned to you after each transaction.
- Deal only with authorized agents when you exchange money, buy airline tickets or purchase souvenirs. Do not change money on the black market.

If your possessions are lost or stolen, report the loss immediately to the local police. Keep a copy of the police report for insurance claims and as an explanation of your plight.

After reporting missing items to the police, report the loss or theft of:

- Travelers' checks to the nearest agent of the issuing company
- Credit cards to the issuing company
- Airline tickets to the airline or travel agent
- Passport to the nearest U.S. embassy or consulate

### **How to Avoid Legal Difficulties**

When you are in a foreign country, you are subject to its laws and are under its jurisdiction. You can be arrested overseas for actions that may be either legal or considered minor infractions in the United States. Familiarize yourself with legal expectations in the countries you will visit. Country Specific Information include information on unusual patterns of arrests in particular countries, as appropriate.

### **Drug Violations**

More than 1/3 of U.S. citizens incarcerated abroad are held on drug charges. Some countries do not distinguish between possession and trafficking, and many have mandatory sentences - even for possession of a small amount of marijuana or cocaine. A number of Americans have been arrested for possessing prescription drugs, particularly tranquilizers and amphetamines, that they purchased legally elsewhere. Other U.S. citizens have been arrested for purchasing prescription drugs abroad in quantities that local authorities suspected were for commercial use. If in doubt about foreign drug laws, ask local authorities or the nearest U.S. embassy or consulate.

### **Possession of Firearms**

The places where U.S. citizens most often experience difficulties for illegal possession of firearms are nearby - Mexico, Canada and the Caribbean. Sentences for possession of firearms in Mexico can be up to 30 years. In general, firearms, even those legally registered in the U.S., cannot be brought into a country unless a permit is obtained in advance from the embassy or a consulate of that country and the firearm is registered with foreign authorities on arrival. (Note: There are also strict rules about bringing firearms or ammunition into the U.S; check with U.S. Customs at [http://www.cbp.gov/xp/cgov/travel/vacation/kbyg/prohibited\\_restricted.xml](http://www.cbp.gov/xp/cgov/travel/vacation/kbyg/prohibited_restricted.xml) before your trip.

### **Photography**

In many countries you can be detained for photographing security-related institutions, such things as police and military installations, government buildings, border areas and transportation facilities. If you are in doubt, ask permission before taking photographs.

### **Purchasing Antiques**

Americans have been arrested for purchasing souvenirs that were, or looked like, antiques and which local customs authorities believed were national treasures. This is especially true in Turkey, Egypt and Mexico. Familiarize yourself with any local regulations of antiques. In countries with strict control of antiques, document your

purchases as reproductions if that is the case, or if they are authentic, secure the necessary export permit (often from the national museum). It is a good idea to inquire about exporting these items before you purchase them.

# Help for American Victims of Crime Overseas

U.S. Department of State Publication

See [http://travel.state.gov/travel/tips/emergencies/emergencies\\_1748.html](http://travel.state.gov/travel/tips/emergencies/emergencies_1748.html)

The State Department is committed to assisting American citizens who become victims of crime while abroad. We help in two ways:

- Overseas: consular officers, agents, and staff work with crime victims and help them with the local police and medical systems.
- In the United States: our office of Overseas Citizens Services will stay in touch with family members in the United States, and help provide U.S.-based resources for the victim when possible.

## **If you are the victim of a crime overseas:**

- Contact the nearest U.S. Embassy or Consulate:
  - Consular officers are available for emergency assistance 24 hours/day, 7 days/week.
  - Contact information for U.S. Embassies and Consulates overseas can be found at <http://www.usembassy.gov/>.
  - To contact the Department of State in the U.S. call **1-888-407-4747 during business hours**, and **202-647-5225 after hours**.
- Contact the local police to report the incident and get immediate help. Request a copy of the police report.

## **Consular Assistance to American Crime Victims:**

When an American is the victim of a crime overseas, he or she may suffer from physical, emotional or financial injuries. It can be more difficult because the victim may be in unfamiliar surroundings, and may not know the local language or customs. Consuls, consular agents, and local employees at overseas posts know local government agencies and resources in the country where they work.

We can help:

- Replace a stolen passport
- Contact family, friends, or employers
- Obtain appropriate medical care
- Address emergency needs that arise as a result of the crime
- Explain the local criminal justice process
- Obtain information about your case
- Connect you to local and U.S. resources to assist victims of crime
- Obtain information about local and U.S. victim compensation programs
- Provide a list of local lawyers who speak English

We cannot:

- Investigate crimes
- Provide legal advice or represent you in court
- Serve as official interpreters or translators
- Pay legal, medical, or other fees for you

Resources and Information for Crime Victims upon Return to the United States:  
Some U.S. cities and communities offer programs help residents who are victims of overseas crime, including:

- Rape crisis counseling programs
- Shelter and counseling programs for battered women
- Support groups and bereavement counseling for members of murder victims
- Diagnostic and treatment programs for child abuse victims
- Assistance for victims of drunk driving crashes

All U.S. states have victim compensation programs, and many offer benefits to residents who are victims of violent crime overseas. Most programs require the victim to file a report at the time of the incident, and to provide a copy with the application. Programs include financial assistance to pay for:

- Medical costs
- Funeral expenses
- Lost income or loss of support

Information about each state's compensation program and how to apply for benefits is available from the [National Association of Crime Victim Compensation Boards](http://www.nacvcb.org/): (<http://www.nacvcb.org/>).

Contact Information for Victim Assistance Programs:

Sexual Assault:

- RAINN (Rape, Abuse and Incest National Network) – Toll-free 24/7 hotline for sexual assault counseling and referrals: 1-800-656-HOPE, <http://www.rainn.org>
- U.S. Department of Justice Office on Violence Against Women– Information about local sexual assault victim assistance: <http://www.ovw.usdoj.gov/>

Domestic Violence:

- National Domestic Violence Hotline – Toll-free 24/7 hotline for crisis counseling and referrals: 1-800-799-SAFE
- U.S. Department of Justice Office on Violence Against Women– Information about local sexual assault victim assistance: <http://www.ovw.usdoj.gov/>

Families and Friends of Murder Victims:

- POMC, Inc. (National Organization of Parents of Murdered Children) – Toll-free 24/7 hotline for crisis counseling and referrals: 1-888-818-POMC, <http://www.pomc.org>

Victims and Families of Drunk Driving Crashes:

- Mothers Against Drunk Driving (MADD) – Information about local resources for victims and family members: <http://www.madd.org>

General Victim Assistance:

- U.S. Department of Justice Office for Victims of Crime – Contact information for non-emergency services in communities throughout U.S.: <http://ovc.ncjrs.org/findvictimservices/>
- National Crime Victim Center – Information for crime victims on the impact of crime, safety planning, legal rights and civil legal remedies, and options for assistance and referrals to local programs. Call toll free (8:30 a.m. to 8:30 p.m. EST) 1-800-FYI-CALL or call TTY for hearing impaired (8:30 a.m. to 8:30 p.m. EST) 1-800-211-7996, <http://www.ncvc.org>
- National Organization for Victim Assistance (NOVA) – Toll-free 24/7 hotline for information and referral to victim assistance programs: 1-800-TRY-NOVA, <http://www.try-nova.org>

Overseas Resources:

- Victim Assistance On-line – Information about victim assistance programs in approximately 20 countries: <http://www.vaonline.org>

# How to Have a Safe Trip: Terrorism and Hijacking/Hostage Situations

U.S. Department of State

[http://travel.state.gov/travel/tips/tips\\_1232.html#safe\\_trip](http://travel.state.gov/travel/tips/tips_1232.html#safe_trip)

## **Terrorism**

Terrorist acts occur unpredictably, making it impossible to protect yourself absolutely. The first and best protection is to avoid travel to areas where there has been a persistent record of terrorist attacks or kidnappings.

Most terrorist attacks are the result of careful planning. Just as a car thief will first be attracted to an unlocked car with the key in the ignition, terrorists are looking for the most accessible targets. The chances that a tourist, traveling with an unpublished program or itinerary, would be the victim of terrorism are slight. In addition, many terrorist groups, seeking publicity for political causes within their own country or region, may not be looking for American targets.

Nevertheless, the following pointers may help you avoid becoming a target of opportunity. These precautions may provide some degree of protection, and can serve as practical and psychological deterrents to would-be terrorists.

- Schedule direct flights if possible, and avoid stops in high-risk airports or areas.
- Be cautious about what you discuss with strangers or what others may overhear.
- Try to minimize the time spent in the public area of an airport, which is a less protected area. Move quickly from the check-in counter to the secured areas. Upon arrival, leave the airport as soon as possible.
- As much as possible, avoid luggage tags, dress and behavior that may draw attention to yourself.
- Keep an eye out for abandoned packages or briefcases, or other suspicious items. Report them to airport authorities and leave the area promptly.
- Avoid obvious terrorist targets, such as places where Westerners are known to congregate.
- Watch for people following you or "loiterers" observing your comings and goings.
- Report any suspicious activity to local police, and the nearest U.S. embassy or consulate.
- Keep a mental note of safe havens, such as police stations, hotels, and hospitals. Formulate a plan of action for what you will do if a bomb explodes or there is gunfire nearby.
- Select your own taxicabs at random. Don't take a vehicle that is not clearly identified as a taxi. Compare the face of the driver with the one on his or her posted license.
- If possible, travel with others.

- Be sure of the identity of visitors before opening the door of your hotel room. Don't meet strangers at your hotel room, or at unknown or remote locations.
- Refuse unexpected packages.
- Check for loose wires or other suspicious activity around your car.
- Be sure your vehicle is in good operating condition.
- Drive with car windows closed in crowded streets. Bombs can be thrown through open windows.
- If you are ever in a situation where somebody starts shooting, drop to the floor or get down as low as possible. Don't move until you are sure the danger has passed. Do not attempt to help rescuers and do not pick up a weapon. If possible, shield yourself behind a solid object. If you must move, crawl on your stomach.

### **Hijacking/Hostage Situations**

While every hostage situation is different, there are some general considerations to keep in mind.

- U.S. Government policy is firm: we do not make concessions to terrorists. When Americans are abducted overseas, we look to the host government to exercise its responsibility under international law to protect all persons within its territories and to bring about the safe release of hostages. We work closely with these governments from the outset of a hostage-taking incident to ensure that our citizens and other victims are released as quickly and safely as possible.
- At the outset of a terrorist incident, the terrorists typically are tense, high-strung and may behave irrationally. It is extremely important that you remain calm and alert, and control your own behavior.
- Avoid resistance and sudden or threatening movements. Do not struggle or try to escape unless you are certain of being successful. Don't try to be a hero, endangering yourself and others.
- Consciously put yourself in a mode of passive cooperation. Talk normally. Do not complain, avoid belligerency, and comply with all orders and instructions.
- If questioned, keep your answers short. Don't volunteer information or make unnecessary overtures.
- Make a concerted effort to relax. Prepare yourself mentally, physically and emotionally for the possibility of a long ordeal.
- Try to remain inconspicuous, avoid direct eye contact and the appearance of observing your captors' actions.
- Avoid alcoholic beverages. Eat what they give you, even if it does not look or taste appetizing, but keep consumption of food and drink at a moderate level. A loss of appetite and weight is normal.
- If you are involved in a lengthier, drawn-out situation, try to establish a rapport with your captors, avoiding political discussions or other confrontational subjects.
- Establish a daily program of mental and physical activity.
- Think positively and avoid a sense of despair. You are a valuable commodity to your captors, and it is important to them to keep you alive and well.