

**DePauw University**

**Winter Term Off-Campus Study & Service 2010**

**Faculty Leader Handbook**

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**Winter Term 2010  
Off-Campus Study/Service Course Calendar**

<b>SPRING 2009</b>	<b>Tuesday, April 8, 2009</b>	<b>Open House, 11:30-1:30 PM UB Ballroom.</b>
	April 7 - 11	Faculty arranged Spring Recruiting Information Sessions.
	Wednesday, April 16	Student applications due to on Moodle.
	April 18 - 30	Applications considered by Faculty Leaders.
	April 28 – 30	Second and third rounds of application reviews.
	Friday, May 1	Accepted students are notified.
	May 4 – May 8	Faculty leaders meet with accepted students and distribute Intent to Participate form.
	Wednesday, May 13	Deadline for students to submit Intent to Participate form.
<b>SUMMER</b>		Maintain student interest in your courses. Continue working with travel providers. Pay deposits when applicable.
	<b>July 1</b>	\$100 non-refundable, non-transferable deposit charged student accounts.
	<b>August 1</b>	\$150 non-refundable, non-transferable deposit charged student accounts.
<b>FALL 2009</b>	August 24	Itemized budgets, costs per student, and course dates due at Durham House.
	Wednesday, Aug. 26	Classes begin.
	<b>Thursday, Sept. 3</b>	<b>Winter Term 2010 Off-Campus Faculty Meeting, Location: TBA 4:00 – 5:30 PM.</b>
	Late Aug./Early Sept.	Faculty arranged Fall Recruitment Information Sessions.
	September 7 -11	Mandatory faculty-arranged meeting for participating students to sign and turn in required forms: <ul style="list-style-type: none"> <li>• Payment Agreement Form with course costs listed</li> <li>• Code of Conduct</li> <li>• Medical form</li> <li>• Authorization form</li> <li>• Copy of Passports (if needed)</li> </ul>
	Friday, September 11	All Student Forms due in the Durham House. Fall Winter Term Applications due on Moodle.
	September 14 – 21	Fall Winter Term applications reviewed by course leaders.
	Wed., September 23	Fall applicants notified of course admittance. Student support award recipients notified. Fall admit parents emailed with Parent Webpage information.
	Wednesday, September 30	Last day for students to withdraw from a course without additional financial penalty. Students must alert the Durham House and Travel Provider in writing of withdraws. <ul style="list-style-type: none"> <li>• Payment Agreement form and all required forms due at Durham House. Code of Conduct</li> <li>• Medical form</li> <li>• Authorization form</li> <li>• Copy of Passports (if needed)</li> </ul>
	<b>October 1</b>	Winter Term Student accounts charged the full course cost. May participant student accounts charged ½ course cost.

	October – December	Faculty leaders recommended scheduling a minimum of 3 pre-departure sessions. Secure group transportation to Indianapolis Airport if needed. <b>Online Winter Term Pre-departure Orientation through Moodle. All students travelling off-campus are required to login and participate. Topics: health, safety, money, group dynamics, emergency protocol, etc.</b>
	Thursday, Nov. 19	<b>Faculty pre-departure meeting 4 – 5:30 PM; Location: TBA.</b>
	Tuesday, Dec. 1	Course flight itineraries, hotel contact information and dates, and emergency cell phone numbers due at Durham House
<b>Winter Term</b>	January 3, 2010	Residence Halls open.
	January 4 – 29, 2010	Off-Campus Winter Term
<b>Spring 2010</b>	Late January & February	Re-entry & reflection sessions with students. Reconcile expenses. Submit itemized receipts.
	Thursday, Feb. 18	Grades are due ('S' or 'U')
	March	BUDGETS CLOSED
	March 1, 2010	Remaining balance charged to May participant student accounts
	May 23, 2010	Commencement
	May 24 – June 18 2010	Tentative May Winter Term course dates

## Summary of Winter Term Faculty/Staff Roles and Expectations

*New course leaders frequently ask about what to expect while leading a Winter Term course off-campus. Below is a chronological summary of what a course leader can expect as they prepare for and lead groups off-campus. The remainder of this handbook provides detailed information on all the topics listed below, and more.*

*Feedback is always welcome from those who have led groups off-campus. The Winter Term staff is there to assist and support faculty and staff leading courses. Please contact the Durham House with questions.*

### Faculty and Staff Leader Responsibilities:

- **Spring Semester**
  - Attend all meetings and events held by the Durham House and Hartman House (for service courses).
  - Recruit students through the Winter Term Open House, info sessions, poster displays, etc.
  - Review student applications and select students for participation.
  - Communicate frequently with interested and enrolled students about your course, deadlines, costs, upcoming meetings, behavioral expectations, etc.
- **Summer**
  - Communicate frequently with interested and enrolled students about your course, deadlines, costs, upcoming meetings, behavioral expectations, etc.
  - Participate in all course arrangements: transportation, travel agency, accommodation, activity arrangements, securing speakers, getting price quotes, etc.
- **Fall Semester**
  - Attend all meetings and events held by the Durham House and Hartman House (for service courses).
  - Review student applications and select students for participation.
  - Communicate frequently with interested and enrolled students about your course, deadlines, costs, upcoming meetings, behavioral expectations, etc.
  - Conduct information sessions for admitted students and provide updated itinerary and costs information.
  - Submit final detailed budget to Durham House or Hartman House by the start of Fall Semester (Spring Semester for May courses).
  - Communicate frequently with travel providers to check on the progress of the itinerary, changes in student participation lists, to negotiate costs, and to stay informed of upcoming payment and visa deadlines.
  - Communicate any important changes in plans (e.g. itinerary, costs) to students and the Durham House/Hartman House.
  - Request invoices from travel providers well before payment deadlines and submit to Durham/Hartman House for payment.
  - Provide a detailed travel itinerary and emergency contact information by December.
  - Review medical forms and discuss any concerns or planning needs with students who self-disclose.
  - Establish “Alcohol Policy” and Group Behavioral Expectations within the group creating a sense of ownership among the participants.

- Communicate assessment policy for the academic course you will teach.
- Obtain a Commercial Card connected to your Winter Term account.
- Inform students of what to expect regarding accommodations for disabilities, food/medication allergies, curfews, course work assessment, etc.
  
- **During Winter Term**
  - Maintain contact with Durham/Hartman House: check-in upon arrival, inform Durham/Hartman House of any travel/programmatic changes, student behavior issues.
  - Work with all student leaders (officers or TAs).
  - On-site orientation (academic, accommodation, general)
  - Assess and follow up with any student disciplinary issues.
  - Check-in with students regularly.
  - Leaders will be “on-call” in the event of an emergency.
  - Have a plan of action for emergencies.
  - Provide syllabus and give feedback where needed.
  - Maintain communication with travel provider(s) when needed.
  
- **Upon return from Winter Term**
  - Collect and return all itemized receipts for reimbursements.
  - Close out the course account after returning.
  - Submit Winter Term grades (S or U) to the Registrar’s Office.
  - Reconcile all cash advances, commercial card and personal purchases upon return.

## Spring Semester Prior to Winter Term

### Making Travel Plans

Below are some tips for using travel agencies and securing travel arrangements on your own.

### Working with a Travel Agency

- **Benefits:**
  - A travel agency can facilitate the entire course, or they can provide a few essential services (i.e. booking airfare, reserving hotel rooms, etc.).
  - Check prices, working with on-site personnel to ensure feasibility of your plans, and provide options or suggestions not previously considered.
  - Can handle logistical changes mid-course.
  - Work within the proposed course budget.
  
- **Disadvantages:**
  - Somewhat less control over itinerary.
  - Plan to include travel agent fees in the overall budget.
  
- **Suggested Agencies:**
  - **Seminars International**  
**[www.semint.com/](http://www.semint.com/) (312) 332-7027**  
A travel consulting organization created in 1968, Seminars International serves the needs of special interest, educational, religious, and performing arts groups who seek to enhance their programs through travel. A fully accredited travel agency specializing in customized group tours.
  - **AHA: International**  
**<http://www.ahastudyabroad.org/> (800) 654-2051 or [ahamail@uoregon.edu](mailto:ahamail@uoregon.edu)**  
AHA is now offering customized programs providing opportunities for faculty-led and other customized study abroad programs.
  - **STA Travel**  
**<http://www.statravel.com/> (800) 781-4040 or call Group Services at (800) 363-2580**  
A travel booking agency called Student Travel Associates that provides competitive rates for student and faculty travellers.
  - **Travel Leaders**  
**<http://conftvl.com/> (800) 346-9807 (DePauw's official travel agency)**  
The headquarters are located in Fort Wayne, although there are several Indianapolis-area branch offices. Full-service travel agency: hotels, buses, guides, etc.

### What to Consider When Working with Travel Agencies or Planning Independently:

- Anticipated size of group, travel dates, destination(s).
- Arrangement of on-site accommodations/guides/transportation/activities:
  - Provide overview of the course goals and desired destinations.
  - Quality of accommodation. Hotels should be rated for 3 or 4 stars, youth hostels or budget hotels.
  - Relative location of accommodations (city center, near a subway stop, etc.)
  - Meals to be included and arrangement of group meals, please consider any participant dietary restrictions.

- Will you need a guide on a bus or in a museum?
- Will you need classroom space (in the hotel or elsewhere)?
- Can you acquire museum passes or event tickets ahead of time?
- Will the proposed itinerary conflict with any national holidays?
- Securing the necessary travel documents:
  - Students will need passports for international courses (valid at least 6 months after the course return date).
  - Will students or faculty need a visa? Be aware of any foreign nationals participating as they will require additional and different documentations for all destinations.
  - Are there required immunizations or medical tests (i.e. HIV) required for entry to the country?
- Be prepared to negotiate:
  - Ask what features of the proposed plan are the most expensive.
  - To stay within a budget, what plans can be sacrificed without changing the academic goals?

### **Additional costs to consider:**

- Round-trip transportation to the airport from Greencastle (Please reserve early!).
- Contingency Fund: a minimum of \$150 per student.
- Cost of all faculty members' meals.
- Cost of incidentals: tips for drivers, guides and hostesses, photocopying, cab rides, etc.

**Course Itinerary:** As you plan your itinerary, think about the some of the following caveats:

- On-site observed holidays: Offices, banks, universities, etc. will be closed, public trains, subways and buses may run on a different schedule, some restaurants may be closed.
- Museums and galleries: Hours of operation, days closed, etc.
- Transportation time: How long does it take to get between sites, how many transportation stops and line transfers are required?
- Excursions: Many courses have one or two cities ("home base"), and plan day-trips to nearby sites. The Durham House recommends spending at least two full days in each base location to give students time to adjust, orient themselves, and take advantage of free-time.
- Relocation: Packing up and changing locations frequently is tiring, stressful and time-consuming. If relocation is necessary to achieve the course learning goals, please remind students they are responsible for transporting their own luggage during relocation and plan accordingly.
- On-campus Component: The Durham House encourages faculty leaders to develop on-campus pre-departure classes. We urge you to use the pre-departure classroom time for students to research and present information on various topics related to the course site. Upon return, re-entry classroom meetings are beneficial in reviewing the off-campus experience. The Durham House can reserve on-campus meeting rooms according to your needs.

### **Recruiting Student Participants**

Start advertising your course as soon as possible! The Durham House provides opportunities for all courses to advertise equally to the student body, but the main responsibility for recruiting the best participants lies with the faculty leaders. Actively seek out students by word of mouth, creating

posters, attending recruitment events, and providing an informative description for the Winter Term website.

### **Winter Term Open House**

In April, the Durham House will sponsor an Open House to unveil the new, upcoming Winter Term study and service courses. The Winter Term Open House has proven to be an excellent opportunity for faculty to start their recruiting efforts and gauge initial interest in their courses. We recommend you take advantage of this occasion to publicize your course.

The Durham House will provide the following:

- **General Information Table:** A table will be set up near the entrance of the UB ballroom. We will greet students, answer general questions, and provide handouts including a comprehensive listing of all the Winter Term Study/Service Courses, Student Financial Support information, deadlines, passport renewal and issuance procedures, and the Winter Term web address where students can locate most required forms.
- **Individual Exhibit Space:** A table will be set up for each course with a sign indicating your course title. A student sign-up sheet will be provided.
- **Technology:** If you plan on using a laptop, TV, video, or any other equipment that requires a power source as part of your exhibit, please contact the Durham House with a list of your needs and A/V will be reserved for you.

Faculty should provide the following:

- **Decorative and Colorful Table Exhibits:** To effectively promote your courses to prospective students bring colorful brochures, books, posters, pictures, and/or fabric to decorate your table. Consider using music or PowerPoint to enhance your course's display.
- **Study/Service Course Information:** Bring handouts with information about your course for prospective students. This handout should include a brief description of the course, preliminary itinerary, a firm estimate of the fixed-costs, anticipated additional costs, and recommended spending money. 200 copies are recommended.
- **Flyers Announcing Upcoming Interest Meetings:** Use the Open House as an opportunity to publicize any upcoming interest meetings this spring. Bring plenty of flyers with you (200). The Durham House can make copies of flyers upon request (leaders can request up to 20 color-copied flyers).

### **Spring Information Sessions**

Course information sessions should be scheduled before and after the Open House in April.

The following are some topics to address during the spring session:

- **Course Description:** Students need to be aware of the academic component of the course (hence study and service “course” and not “trip”). Be clear about the learning objectives and the criteria for evaluation. Remember you are recruiting and informing students; focus on both the fun and the educational aspects equally at this stage. This will set the tone for subsequent meetings and group dynamics.
- **Course Costs:** Students, and parents, will make participation decisions based on the overall cost of a course. Work closely with travel partners and vendors in the spring to establish the estimated *fixed costs* for your course. By the April Open House, if you are still unsure of the final costs, please estimate high! Once the fixed costs are published, it is very difficult to increase the cost and retain student participation.

Be very clear on the anticipated *non-fixed costs* of the course. These costs might represent meals that are not included, travel to and from DePauw to the airport, costs for ground transportation (e.g. taxis, buses, tips, etc.). Give students a realistic picture of probable additional costs. Include a recommended amount for spending money (gifts, souvenirs, etc.).

- **Student Financial Support Program:** Students can apply for Student Financial Support as part of the Winter Term Off-Campus Study/Service Application by providing their Need Code at the designated space. Awards are given based on the fixed costs listed for the course. Unfixed costs are not included in the calculation of awards. Student Financial Support awards will be announced in mid-September. As demand typically exceeds the funds available, awards are not guaranteed. Very few students withdraw from a course because they did not receive a sufficient award.
  - **Eligibility:** Awards are need-based. Students must have a current FAFSA form on file with Financial Aid in order to be assigned a need-code (0-6: 0= zero perceived need; 6= very significant financial need). Students have access to their need-codes in e-Services. All students are expected to contribute financially towards the cost of the course. Students must be in good financial standing with the University to be eligible.
  - **Deadline:** Due to the limited amount of funding, late-comers to courses will not be eligible to receive awards. Therefore, you are encouraged to fill your roster before the deadline.

### **Student Application Process**

A selection process ensures seriousness among the students which, in turn, reinforces the academic quality of the program. By emphasizing course content and providing clear academic expectations before the students apply, you may be able to reduce the number of students who are looking at Winter Term as a vacation instead of an opportunity to learn and reflect outside the classroom.

Criteria for selection may include academic preparation and strength; sense of maturity, responsibility, and previous travel experience; ability to describe how the off-campus experience will apply to academic and personal goals; and knowledge of the proposed destination and culture. There will be no wait-lists.

### **Common Application**

Interested students must submit an application to the Winter Term Application Moodle site. The Durham House will electronically forward applications to the faculty leaders for review. Students will fill out a general form that collects answers about the students' major/minor, previous Winter Term courses, year at DePauw, previous travel experience, foreign language experience, etc. As part of the application, students will be asked to rank their top three choices of study and service courses in order of preference. Additionally, students will provide responses addressing corresponding questions and prerequisites for each of their three choices. Course leaders will be asked to identify prerequisites and evaluation criteria that will be spelled out in the application instructions. Course leaders will also be asked to designate a question that students should answer. The answer to the question should not exceed 250 words. The question is intended to introduce the applicant and gather information that might set one applicant apart from another. Faculty leaders are encouraged to design their own question, or utilize the default question approved by previous course leaders:

*Of all the potential places one could participate in Winter Term Off-Campus Study/Service, why did you choose this particular course, and how do you*

*believe this course will complement your academic goals at DePauw?  
Please reference course specifics such as location and subject matter (or  
service opportunity) when considering your answer to this question.*

### **Acceptance Process**

Applications will be electronically sent to their indicated “first choice” course leaders for consideration. Course leaders should accept or deny students with the goal of filling their roster. Students not accepted to their first choice will be forwarded to their “second” and “third choice” course leaders until course rosters are filled. There will be no wait-lists, and no roster additions until fall semester. Faculty leaders are strongly encouraged to fill all roster spots available. Students who are not accepted onto a roster will be encouraged to apply for open roster spots during fall semester.

### **Benefits of a Common Application:**

- Decrease the number of applications students fill out.
- Improve the quality of the applications.
- Decrease falsified demand from those students who apply to multiple courses.
- Decrease the number of applications faculty leaders have to read.
- Control the application process, notify all applicants at the same time, and distribute applications to the faculty members for the students.
- Decrease confusion by establishing one place to turn in applications, deadline, and notification timeline.

### **First-year Students**

Some faculty leaders will reserve 3-5 spaces on the roster for first-year applicants. Applications from first-year students will not be accepted until a student has arrived on campus in the fall. Most first-year students have heard about off-campus Winter Term opportunities and will be eager to apply once they arrive on campus.

## **Summer**

Please let participating students know if you will be unavailable for communication during the summer. The Durham House remains open throughout the summer, and can help answer general student questions about financial support, deadlines, applications, passports, etc.

### **Maintaining Interest**

In order to maintain interest in your course over the summer months, email students to provide periodic updates about your course or communicate other course-related messages. Some course leaders create web pages with pertinent information about the course which might include web links of interest, posted assignments, background information/history, recommended vaccinations, meeting times, packing lists, airline luggage restrictions, an itinerary, etc. Moodle is a great tool for posting course information, maintaining communication and dialogue within a course group. Keep the student sign-up sheets from the Open House and collect student email at interest meetings.

### **Preparations for Fall Semester**

Before classes resume in the fall, the following details should be confirmed:

- Final cost – this figure must be submitted to the Durham House by the start of the Academic Year in order to create Payment Agreement forms due from students in mid-September

- General itinerary: students and parents will expect to know more details about the upcoming course. Final details may need adjustment as budgets and situations on-site change.
- Vendor payment deadlines and how payments must be made for your course.
  - Submit invoices to the Durham House for payment.
  - The preferred method of advance payment for Winter Term is by a University issued check. Check requests require 7 – 10 business days to process. Refer to [page 20](#) in the section on Accounting for more information about requesting checks.
- Student participation is capped at 24 students. If more than 24 students are needed (i.e. musical ensembles) a third leader must be identified. Winter Term faculty credit distribution will be determined by the Vice President of Academic Affairs.

## **Fall Semester**

### **Finalizing Transportation from DePauw to the Airport**

For courses beginning on campus, transportation to the Indianapolis Airport must be included in the planning process and overall budget. Most transportation services will charge between \$600 and \$800. Reserve shuttle services as soon as flight reservations are confirmed.

**The price of transportation may increase as the departure date nears.**

The following information will be needed when reserving shuttle services:

- Date of departure, date of return
- Airline and flight numbers; time of flight departure and arrival
- Number of passengers
- Ask for the smallest vehicle that can accommodate your group and their luggage
- Request location for pick up: Union Building at DePauw – 408 S. Locust Street
- Round-trip quote
- Confirm the pick-up, and ask for after hours contact numbers

Airport Shuttle Suggestions:

#### **Star of America**

7111 W. Washington St.  
Indianapolis, IN 46241  
800-524-9144  
317-390-3777  
317-390-3785 (fax)

#### **Turner Coaches**

2135 E. Margaret Dr.  
P.O. Box 2852  
Terre Haute, IN 47802  
Phone: 812-232-5252

#### **Aadvance Limousine**

9330 East 12th Street  
Indianapolis, IN 46229  
(317) 716-1201  
(317) 890-1444 (fax)

### **Cost Per Student Confirmation**

The Winter Term staff will confirm the cost per student participant prior to issuing Payment Agreement forms to students. Because these forms are to be completed and turned into the Durham House by October 1<sup>st</sup>, the price must be finalized prior to the start of classes.

Once the cost per student is published it cannot be increased, barring extreme currency fluctuations or airline fuel surcharges. It is extremely important the Durham House receives confirmation from leaders and travel providers as to the fixed costs per student. Be sure to include additional costs such as transportation to the airport from Greencastle (if necessary).

## **Fall Interest Meetings**

If your roster has room for more participants, plan to hold at least one interest meeting during the first two weeks of September. Leaders are welcome to contact the Durham House to reserve a classroom for course interest meetings. In addition to reiterating some of the preliminary information already covered in the spring information session, the focus should shift to logistical items in the fall. Open courses will be listed as such on the Winter Term website.

## **Fall Information Sessions for Enrolled Students:**

- **Course Requirements and Itinerary:** Provide as much detail as possible when discussing the goals and objectives of your course, the requirements for satisfactorily completing the course and receiving Winter Term credit, and a detailed account of your travel itinerary. If your itinerary has changed over the summer, communicate the changes to the students who signed up for the course in the spring.
- **Student Forms:** Students will not be registered for the Winter Term course until the Durham House has received all of the necessary forms completed and signed. To ensure consistency, hand out and collect the following forms during an early information session. All of these forms are due in the Durham House by October 1st.
  - Payment Agreement Form
  - Medical Information Form
  - Authorization, Medical and Release Form (signed by the student and parents)
  - Code of Conduct Form
  - 2 copies of the passport issuance page (for international courses)
- **Cancellation and Refund Policy**

Make sure students are aware of, and understand, their financial obligations as determined by the travel provider (if applicable). It is very important that students know their financial obligations and are aware of the financial risks if they withdraw. Students will be held financially responsible for all non-refundable funds used on their behalf if they withdrawal after October 1<sup>st</sup>. Students will be encouraged to communicate with Financial Aid prior to the October 1<sup>st</sup> commitment.
- **On-Campus Housing:**
  - If students are required to be on-campus for any portion of Winter Term, remind them to secure alternate housing if needed. Some Greek houses close during Winter Term. Winter Term students who need alternate housing should alert Residence Life early fall semester.
  - All residence halls/duplexes/apartments will be open during Winter Term.
  - Residence halls open at noon the day before Winter Term on-campus classes begin.
  - Students participating on May Winter Term courses and need housing should alert the Durham House early spring semester.
- **Travel Documents:** The need for a passport, visas, and other essential documents should be explained as well as included in a list of unfixed costs. Students can find information and forms for obtaining or renewing a passport online at <http://travel.state.gov/>. For students with a current passport, the passport must be valid for at least 6 months after the return date. If a visa is needed, give students the necessary forms to fill out and provide them with a sample copy so their forms will look uniform. Some travel agencies will assist with this process. Foreign nationals, including Permanent Residents, enrolled in or leading courses will require different travel documents than U.S. citizens and should meet with the International Student Advisor at the Durham House.

- **Travel Dates/Meeting Times:** Travel arrangements should be provided in writing and shared with students. If students are making their own travel arrangements they must share their travel itineraries with both leaders and the Durham House. Coordinate a pick up or meeting time on-site and have an emergency back-up plan for flight delays.
- **Packing Recommendations and airline luggage restrictions:** Include a suggested list of appropriate clothing to bring (and clothing to avoid), how many formal outfits should be taken, and climate expectations. Remind students they are responsible for carrying their own luggage. Encourage students to pack a change of clothes and essential toiletries (while following TSA, [www.tsa.gov](http://www.tsa.gov), requirements) in their carry-on in the event their checked luggage is lost or arrives late.

Students should be made aware of what does and does not constitute appropriate dress in their host country. In particular, students should be aware that there are certain items of clothing that will identify them as an American, and in today's political climate, American tourists should try to keep a low profile. Suggest to students that they avoid fraternity, sorority, or general college apparel, baseball caps, sneakers, shorts, and jeans. This is a sensitive topic. We don't want to deny students their national or college identity; however, students need to be aware that not everyone in the world looks favorably on Americans.

- **Course costs:** What is and is not included in the program fee (e.g., housing, home stays, group meals, entrance fees) should be provided in writing in the course description. Final costs will be sent to students by mid-September.
- **Spending Money:** Students should be advised about how much additional cash (unfixed costs) will be required to cover meals not included, personal spending, additional travel, etc. Advise students of the best way to carry currency to the host country.
- **Accommodations:** If there is to be a home stay, students should be given as much information as possible about the host family and should be encouraged to bring hospitality gifts (e.g., university shirt, photo book, American art or calendar, etc). Homestay contact information must be shared with the Durham House as well.
- **Communication:** Access to phone and e-mail services abroad may be limited compared to the U.S. Students have been surprised to receive large phone bills from hotels despite the fact that they were using a prepaid card. Remind students to call or email home upon safe arrival. Encourage students to spend their time exploring the culture instead of spending excessive amounts of time emailing or on social networking sites.
- **Academic Expectations:** Course leaders should provide a syllabus and class expectations, a schedule of class meetings (before, during and after travel), and in-field activities.
- **Behavioral Expectations:** Be very clear about your expectations for students' conduct during the entire Winter Term program. Students are held to DePauw University policies, the signed Code of Conduct and local laws. Know in your own mind what does and does not constitute appropriate behavior and make this very clear to students *before* you leave the DePauw campus. Think through scenarios of what students could do that would try your patience and leniency. Clearly state your policies on disruptive and/or unacceptable behavior at orientation, and again when you arrive at your destination.

As a reminder, when students sign the Application and Medical Authorization Form, they are agreeing to adhere to certain expectations regarding their behavior while off campus. In this form, students are informed that they will be sent home *at their own expense* if their behavior is deemed by the leaders to be inappropriate and/or puts the group at risk. We

suggest that you develop your own code of conduct to reinforce the importance of good student behavior while off-campus. We will provide a sample “Code of Conduct” for your convenience. Feel free to use it as is, or modify it for your own needs.

- **Medications:** Take small quantities and keep everything in the original container. Take copies of important records (e.g. prescriptions). Prescriptions should be written in generic as well as brand names.
- **Pre-Departure Medical Care:** See a physician for a physical and receive immunizations (if necessary). This should be done at least three months in advance of departure to allow time for immunization series completion.
- **Medical Emergency Action Plan:** Explanation of how medical emergencies will be handled, and the general availability of medical facilities in the host country.
- **Travel Health Advice:** Advice on how to keep oneself healthy before, during and after travel; include information about jet lag and travelers’ flu.
- **Medical History:** Strongly encourage your students to self-disclose information about their medical histories with you. Caution about depression and mental health concerns; ask student to be frank in sharing medical information with you about such issues. Remind students that all medical histories will remain confidential and it is within their best interest to let the leaders know of mental and physical concerns. If they suffer from a health condition or food/medication allergy that is not easily detected or recognized, students should consider securing a medic alert emblem. (Contact Medic Alert Foundation International, 2323 Colorado Ave., Turlock, CA 95380; 888-633-333-4298; [www.medicalert.org/](http://www.medicalert.org/)).

We recognize that most course leaders are not trained physicians or mental health counselors. However, there are many resources on campus available to assist course leaders who work with students who self-disclose. See [page 30](#) for a list of campus resources.

- **Sexual Health:** Risks of being sexually active with other group members or local people during the program.
- **Alcohol and Drugs:** Create a course policy on alcohol use abroad. Drug use is prohibited and students caught with drugs will be sent home at their own expense. (See Code of Conduct). Purchases of alcohol for students and faculty are not reimbursable by the University.
- **Emergency Contacts:** List of emergency contacts and telephone numbers should be written on the wallet-sized yellow cards provided by Durham House to ensure that students always know how to call for help.
- **Insurance and AIG:** All students participating on international Winter Term courses are enrolled in a medical and security service policy through AIG. However, students are also encouraged to maintain their own medical insurance. Encourage students to check their policies to see how medial incidents are handled from abroad. See [page 25](#) for more information on AIG.
- **Group Dynamics:** Short-term programs are intense experiences that require group cohesion and cooperation. For a list of ice breakers and cross-cultural activities see: <http://www.residentassistant.com/games/icebreakers.htm>
- **Country and Cultural Awareness:** Encourage students to think about where they are going and how it might differ from their own environment. Students will be looking to you to provide essential background information about your destination(s). Encourage students

to take responsibility and ownership for learning about the destination by requiring a guide book or a pre-departure assignment related to your course and destination. Peer teaching assignments have proven to be effective. Use resources that exist on campus: international students/faculty, films, guest lecturers, television specials, public library, Passport to the World series, etc.

### **Commercial Cards**

All Winter Term leaders are asked to obtain a DePauw University Commercial Card. This is the credit card the University issues to leaders traveling on University business. A card for each leader will be issued for your specific Winter Term course account. The card is valid for Winter Term only and must be given back to the Accounting Office after Winter Term ends.

- Commercial Card Training – All leaders must go through a training session in order to receive a card. The session covers topics on appropriate usage of the card and how to reconcile expenses online.
- Leaders who have already had training for a previous Winter Term or departmental commercial card are not required to repeat the training; however, you will need to sign the required paper work in order to have a new card issued.
- Leaders may not use departmental commercial cards for Winter Term.

### **Student Income and Withdrawals**

Payment calendar for Accepted students for Winter Term OCS/Service:

- \$100 non-refundable, non-transferable, deposit charged to student account July 1
- \$150 non-refundable, non-transferable, deposit charged to student account August 1
- Final course cost balance charged to student account October 1

Payment calendar for Accepted students for May OCS/Service:

- \$100 non-refundable, non-transferable, deposit charged to student account July 1
- \$150 non-refundable, non-transferable, deposit charged to student account August 1
- Half of the course cost balance charged to student account October 1
- Remaining course balance charged to student account March 1

Deposits made before October 1<sup>st</sup> are not refundable or transferable. Student who withdraw on or before October 1<sup>st</sup> are not responsible for the remaining course cost balance. Students who withdraw after October 1<sup>st</sup> are responsible for the non-refundable course funds committed on their behalf at that time (i.e. airfare, hotel deposits, etc). Faculty leaders will need to communicate what is and is not refundable with students before they withdrawal.

### **Winter Term Sponsored Moodle Pre-Departure Orientation**

The Durham House requires students to complete a general orientation session held on Moodle, where a consistent message can be relayed across the board in regards to health, safety, traveling in groups and academic goals for Winter Term. The Moodle orientation will be accessible after the October withdrawal deadline.

## **End of Fall Semester: Final Preparations**

### **Finalized itinerary**

Before leaving for the semester break, it is essential that you provide the Durham House with flight numbers, departure and arrival dates and times, the dates and phone numbers/faxes of all the places you will be staying while off campus. Parents call the Durham/Hartman Houses during Winter Term to check on the progress of a course and/or if they have questions about the whereabouts of their student. It is absolutely necessary for us to have this information for safety and proper communication.

### **DePauw Classroom Reservations**

Call the Durham House early in December to reserve a room for Winter Term if needed. Please provide preferred dates, times and technology needs.

### **Before Winter Break**

Collect student cell phone numbers, travel itineraries, email addresses etc. Have a back-up plan for weather related emergencies and delays. Distribute boarding passes (if applicable) and course leader cell phone numbers so that students can make contact en route.

- Gather all cell phone numbers, emails and distribute your cell phone number before the semester ends.
- Collect students' flight schedules if they are flying in from another city to meet the group.
- Distribute boarding passes to students ahead of day of departure.
- Set a group meeting time and place that is well in advance of the departure time.
- Establish an emergency plan.
- When making flight reservations, an afternoon or evening departure time is recommended to allow students ample time to travel (by car or plane) to the airport in the morning.

## **Winter Term**

**Call or email the Durham House (765-658-4355) when you arrive** to let us know that everyone has arrived safely.

### **Stay in touch while away**

If you have any important information to convey to us, such as a medical emergency, serious student illness, lost or stolen purses/passports, missing luggage etc; it is important for us to know about events/matters that may have later consequences and for which we might need to communicate with other parties.

### **On-site Orientation**

The on-site student orientation is one of the most important moments of your off-campus study course. Your orientation meeting will set the tone for the course.

Orientation should address the practical issues as well as the cultural challenges the students are about to face. The Leaders' task is to facilitate their transition to the new environment.

### **General Orientation**

- Course schedule and introduction
- Announce time of daily meetings one day in advance. Best to have this meeting at the same time daily.

- Review expectations for student conduct while off campus.
- Set the tone for seriousness and respectful behavior.
- Explain when free-time occurs and give suggestions for how to use it wisely.
- Program obligations.
- A map of the area with the nearest pharmacy, ATM, subway/bus stops and food shops clearly marked.
- Information on how to call/email home and a reminder to do so upon arrival.
- Walking tour of the neighborhood: public transport stops, ATM machines, the supermarket, the post office, pharmacy, post office, historical sites, parks, local landmarks. Inform students of parts of town, parks, markets, bars or restaurants that are unsafe.
- Health and Safety tips.
- Money and banking: when and where should students change/withdraw money and how much will be needed daily?
- Make sure they know how to act if they get separated from the group.
- Walk in groups of twos or threes instead of as a uniform clump. Avoid being readily identified as American tourists. Do not let your guard down when in a group: protect your money, wallet, passport, and tickets! Always know where you are going. If someone should get separated from the group it is essential that each individual has the name of the hotel, the name of the tour agency, or some way to find the group again.
- Tell students what they will need to wear/bring and explain the approximate time for each excursion. (Hiking boots, dress clothes, pen and paper, warm coat for outdoor activities, dress in layers, student ID, sunscreen, bottle of water, snack for long bus ride or overnight train, etc.)

### **Accommodation Orientation**

- Be clear about rules and regulations of the hotel/hostel/homestay.
- Be clear on course rules about excessive noise, parties, curfews and overnight guests.
- Provide information about telephoning, laundry, e-mail facilities, breakfast times, kitchen rules, etc.
- Responsibility for damage to property and the need to replace anything broken or damaged.
- Obligation for lost keys.
- Home stay tips.
- Emergency evacuation procedures.

### **Food/Alcohol/Drugs**

- Explain options for eating out, what sorts of food students can expect to find, how much various meals cost, tipping, and general cultural differences regarding food and table manners.
- Respect students' dietary restrictions. It is helpful to know upfront about allergies and food restrictions to alert restaurants during group meals.
- Provide tips for how to eat affordably and safely.
- Remind students to drink a lot of bottled water.
- Should students avoid certain foods or drinking the tap water? Explain why.
- Give suggestions for restaurants carrying local cuisine.

- You may not purchase alcohol for students regardless of the local laws or age of the students. Any such purchases will not be reimbursed by DePauw.
- Drug use is prohibited. Students caught with drugs will be sent home at their own expense.

### **Academic Orientation**

- Explain the academic requirements and give suggestions for how students should fulfill these requirements daily – journaling, photos, notes, picking up brochures, asking certain questions, etc.
- Review attendance policy.
- Prepare students as much as possible to engage in the academic theme.

### **Daily Meeting**

- The purpose of the daily meeting is to re-group, talk about expectations, assignments, excursions, and to distribute information – meeting/meal times, changes to schedule, etc.
- Listen to suggestions from group about good restaurant/events to attend.
- Foster reflection and disband stereotypes.
- Address issues (noise, behavioral, food, cultural, academic)
- Give instructions and preparatory information.

### **Leader Roles**

As a course leader, you will have the opportunity to assume a variety of roles: faculty, tour guide, administrator, counselor and disciplinarian. Often times you may have to walk the thin line between professor and friend for those students who have a difficult time adjusting to a different culture, or are just homesick. For many students, this will be the first time out of the country or even Indiana.

Be clear on the boundaries that will be maintained between leaders and students. Schedule some down time for each leader. Being with a group of students around the clock can be quite draining.

### **Resolving Student Disciplinary Problems**

In addition to the Code of Conduct form, all students have signed an Agreement, Release and Medical Authorization for Off-Campus Programs form that explicitly states the potential consequences of misbehavior. The form reads as follows:

“Student has voluntarily chosen to participate in an authorized off-campus program, and understands that such participation is not required by DePauw. Student will abide by all applicable laws of the countries/states to be visited. Student agrees to conform his/her conduct to all rules, regulations, and policies applicable to DePauw students in general, including the Student Handbook, and understands that failure to so conform may result in early termination from the Program and being returned to DePauw at Student’s expense and without refund of any fees paid.”

If a student breaks the agreement or disrupts the group’s activities in a way that the group cannot carry on with its itinerary, the leaders have the authority to send the student home at their own expense. Should there be any difficulty with student behavior while off campus, file an Incident Report form (see [page 46](#)) with the Durham House as soon as you return to campus.

An Incident Report should be completed for any kind of incident (disciplinary, medical, etc.) at the time of the incident. Identify the name(s) of the person(s) involved in the incident, the date and time the incident took place, a description of the incident, the action taken as a result of the incident, and the names of the persons contacted and consulted regarding the incident. Provide copies to the Durham House to be sent to the Dean of Students office or Public Safety and will be followed up with appropriate disciplinary action.

### **Checking in with Students**

Establish a system for checking in with your students. If you have free days built into your scheduled activities, confirm a meeting place and time when students have to check in with you. We suggest establishing a curfew to ensure students are safe and accounted for at the end of each day. Also, ask students to assemble 20 minutes before you have to leave so as to avoid tardy students from making the group late.

The Durham House will provide students with **emergency contact cards** where they can list important phone numbers (e.g. hotels, consulates) for your course. They should keep these cards with them at all times and know to use them if they get separated from the group. Additionally, we highly recommend that students pick up business cards of the hotels on-site, especially in countries with non-Latin alphabets, so they could present the card to a taxi driver or other official if they become lost.

### **Collect itemized receipts for every transaction**

Because Winter Term Off-Campus Study/Service Courses are directly funded by student money, it is imperative you keep careful track of all receipts and all expenditures that would not typically have receipts (e.g. taxis, tips). An accounting envelope will be provided to assist with receipt collection. You will need to submit these receipts when you return to campus to account for any travel advance you may have requested, commercial card purchases and withdrawals, and to get reimbursed for your expenses. See [page 22](#) for the Business Expense Policy guidelines and accompanying addendums for non-reimbursable items. Note: alcohol purchases for faculty leaders are not reimbursable.

### **Return Travel**

Leaders are expected to travel with their groups. **Under no circumstances should a group be split up or separated from leader supervision.**

## **Spring Semester**

### **Reflection Sessions and Student Presentations**

Leaders are expected to hold a re-entry meeting for the group to talk about their experiences once they have had time to reflect. The Durham House does not have hospitality funds for such events, but you may use remaining funds (if available) from your course account for refreshments.

### **Student Refunds**

Should there be any funds (exceeding \$20 per person) remaining in the course account after all receipts have been submitted, the Durham House will work with you to reimburse students and

credit their student tuition accounts. Please do not promise refunds to your students. Student refunds typically happen at the end of March when all receipts and expenditures have been reconciled.

**Submitting Grades**

Winter Term grades are due in mid-February. To submit grades, go to the Winter Term Grade Entry menu item under faculty e-services. Grades for Winter Term are as follows:

**S** Satisfactory

**U** Unsatisfactory

**I** (or Incomplete, should only be given under extenuating circumstances such as illness or family emergency. An ‘**T**’ should not be given for failure to submit work on time.)

**Winter Term Accounting**

**Winter Term Accounts**

An account number will be assigned to your Winter Term course the April prior to departure. Both leaders will have access to this account via e-Services. Student income will be deposited into this account, and all expenses will be paid or reimbursed from this account.

**Accessing your account:**

- <https://www.depauw.edu/e/index.asp>
- After logging in, scroll down to Business e-Services in the left-hand column
- Click on Budget Activity Report
- Select your Winter Term course from the drop down menu.

What you will see: (Note the course account has three separate lines, called object codes).

Account	Description	Budget	Expense	Encumb	CURRENT Balance	Detail
731000007.4010	Course Name   Student Income	\$0.00	(\$72,600.00)	\$0.00	\$72,600.00	<a href="#">Web</a>   <a href="#">Excel</a>
731000007.6850	Course Name   Insurance	\$0.00	\$880.00	\$0.00	(\$880.00)	<a href="#">Web</a>   <a href="#">Excel</a>
731000007.7990	Course Name   Miscellaneous Expense	\$0.00	\$66,736.79	\$0.00	(\$66,736.79)	<a href="#">Web</a>   <a href="#">Excel</a>
731060007	Account Total	\$0.00	(\$4,983.21)	\$0.00	\$4,983.21	<a href="#">View All</a>   <a href="#">Filter</a>

**Charges to Student Accounts**

When students commit to a course, they must sign deposit and Payment Agreement forms. Students are billed by DePauw according to the payment schedule below. Student financial contributions will be automatically transferred into the course account so leaders have immediate access to funds (e.g. airfare deposits, hotel accommodations, etc.). There will be no need for you to handle cash or checks from students. Payments to vendors can be made before students are charged in October.

**Student Payment Schedule**

Payment calendar for Accepted students for Winter Term OCS/Service:

- \$100 non-refundable, non-transferable, deposit charged to student account July 1
- \$150 non-refundable, non-transferable, deposit charged to student account September 1
- Final course cost balance charged to student account October 1

Payment calendar for Accepted students for May OCS/Service:

- \$100 non-refundable, non-transferable, deposit charged to student account July 1
- \$150 non-refundable, non-transferable, deposit charged to student account September 1
- Half of the course cost balance charged to student account October 1
- Remaining course balance charged to student account March 1

## Methods of Payment & How to Reconcile Expenses

### Payment by Check or Wiring (for invoices from travel agency, hotels, airlines, etc)

- Request an invoice from the agency/company/hotel for large expenses payable in advance. The invoice should include the following information
  - Vendor's name (If you request a check made out to an individual rather than a company, the accounting office will require a social security number for that person)
  - Vendor's Address, or other contact information in order to have the check sent to the proper destination
  - Itemization and explanation of charges
  - Total charge in U.S. dollars
  - Due date
- Bring the invoice to the Durham House at least 10 business days before the payment is due. (It takes approximately ten days to obtain the necessary authorization and have a check processed.)
- The check will be mailed to the vendor.
- Wire requests should be submitted **two-weeks** before payment is due.
- Reconciling: The invoice is all that is needed. Once the check has been sent, the job is done.

### Travel Advances

- Travel Advance requests can be submitted by email to the Durham House. A signature is required on the final paperwork submitted to Accounting.
- Travel Advance request should be completed and submitted no later than **first week of December** in order to have the money before the holiday break. It requires 5 to 10 business days to process a cash advance. If you submit a request late, due to the university being closed during the holiday break, you may not receive your cash in time for your departure.
- Reconciling: **You must provide itemized receipts for all expenses charged against travel advances upon your return.** It is advisable to keep a notebook ledger to record the amounts spent on all expenses including small items for which receipts are not possible (e.g. tips for taxis).
  - Keep the receipt from your cash advance.
  - Each time you spend cash from your cash advance, obtain an itemized receipt.
  - Write "cash advance" on the receipts each time you pay for something with this money (this will help you remember what you used cash for later when you reconcile).
  - Itemized receipts must be submitted and add up to the amount of the original cash advance.
  - Unused cash from the advance must be returned to the Cash Receipts Manager in the Accounting Office in U.S. dollars.
  - If you return unused cash, obtain a receipt to submit with your records to the Durham House.
  - Submit receipts to the Durham House.
  - All receipts for purchases made with a foreign currency must be converted to USD and submitted in chronological order. Please provide conversion rate(s) (i.e. 1 USD = 1.5 Euros) with receipts.

- **Please note** Travel/Cash Advances are separate transactions and must be reconciled as such. Keep Cash Advance cash and receipts separate from Commercial Card ATM Withdrawals.

### **ATM Withdrawals**

Only international courses have access to ATMs with the course Commercial Card. Some ATMs will have withdrawal limits per transaction. If a large amount of cash is needed, please plan ahead. Domestic courses cannot use their Commercial Card at ATMs.

- Obtain a receipt (if available) from the ATM. If a receipt is not available, write down the amount withdrawn, name of the financial institution and the date of the transaction in a designated notebook.
- Each time you spend cash from your ATM transaction, obtain an itemized receipt.
- Write “ATM cash” on the receipts each time you pay for something with ATM cash (this will help you remember what you used cash for later when you reconcile).
- Itemized receipts must be submitted and add up to the amount of the ATM withdrawal.
- Unused cash must be returned to the Cash Receipts Manager at the Accounting Office in U.S. dollars.
- If you return unused cash, obtain a receipt to submit with your records to the Durham House.
- Submit all receipts to the Durham House.

### **Commercial Card**

- Each time you make a purchase using your DePauw Winter Term Commercial Card, collect an itemized receipt (credit card slips from restaurants are not sufficient; please ask for a receipt listing every item purchased).
- You will be prompted by the Accounting Office to reconcile your DePauw Commercial Card purchases online in Business e-Services.
- Instructions for reconciling online:
  - Log on to e-Services <https://www.depauw.edu/e/index.asp>
  - Scroll down to Business e-Services in left-hand column
  - Click on Commercial Card
  - Click view/edit statement
  - Select a purpose, insert a typed explanation for each charge
  - When finished, ‘save changes’, then click ‘printer friendly version of statement’
  - **For ATM withdrawals on Commercial Card** (international courses only): You must itemize all purchases that you paid for using the ATM withdrawal. Type all of these expenditures into the explanation section. Include all receipts. If you have additional cash, remember to deposit it (in U.S. dollars) at Accounting and obtain a receipt which you will list under “explanation”. **Keep this cash and receipts separate from any Cash Advance cash and receipts.**
- Print out the expense approval form, sign it, and bring it to the Durham House with original itemized receipts attached.
- Receipts must be converted by you into U.S. dollars along with the exchange rate used to calculate the amount. Write the dollar amount on the receipt.
- International purchases on the Commercial Card will be charged a 1% fee for each transaction.

### **Personal Credit Card/Personal Cash**

- Each time you make a purchase for your course using your own personal credit card or personal cash, make sure you collect an itemized receipt.
- Bring your itemized receipts to the Durham House and fill out a reimbursement form.
- Receipts must be converted by you into U.S. dollars along with the exchange rate used to calculate the amount. Write the dollar amount on the receipt.

### **Winter Term Expense Reimbursement Policy and Guidelines**

Original receipts are required documentation for reimbursement. There are **no per diems**. Reimbursement will not be made from a photocopy of the original receipt. Credit/charge slips are not adequate documentation if they do not list the items purchased. A photocopy of a credit card bill is not adequate documentation, unless it lists the items purchased. Reimbursable expenses do not include the following:

- Accessories for laptops, PDAs and cell phones
- Cell phone purchases or charges
- Gasoline charges for travel in a personal vehicle (mileage only)
- Gasoline charges by a car rental agency after return of a rental car
- Movie rentals
- Newspapers, magazines, brochures or books not for University business
- Personal entertainment
- Picnics or receptions
- Flowers, hospitality baskets and gifts
- Meals with other university employees discussing university business
- Cleaning/pressing/laundry/dry cleaning
- Airline insurance
- Collision damage waiver
- Personal accident insurance
- Travelers' check fees
- Barber/manicurist/shoe shine
- Property not returned to DePauw at completion of course or approved in advance
- Personal phone calls
- Automobile repair
- Umbrellas or other accessories
- Traffic violations
- Membership fees in airline clubs
- Loss/theft of personal property
- Hotel room bar and movie rentals
- Hotel gym and health facilities charges
- Baby-sitter fees
- Luggage, briefcase, etc.
- Air-phone charges
- Miscellaneous vending machine purchases
- Passport/visa application/immunizations
- Personal medical costs
- Spouse/children accompaniment
- **Alcohol purchases for students or faculty**

## **Risk Management & Liability**

In the design and administration of off-campus study and service courses, the topic of risk management and liability is one of the most important, but often one that gets address the least. The guiding principle in addressing risk management and liability is that of reasonable care, or due diligence.

Students are and must be responsible for their own actions and decisions. Nevertheless, there are basic planning and implementation strategies that we can undertake to further the overall goal of facilitating a program that is both academically rewarding and mindful of the health and safety of our students.

*Reasonable care* is the basic standard against which the operation of any off-campus program may be judged. It is above all simply the self-conscious exercise of good judgment and common sense on the part of the institution and the Course Leaders during the planning and implementation of the course. The effective exercise of this reasonable care standard will help create a successful and safe program.

### **Health and Safety**

No faculty member leading a course is expected to be an expert on all of the various health and safety issues which may occur during the course of a course. At the same time, students (and their parents) will expect that students are:

- Participating in a venture that is relatively free from predictable harm;
- Being informed of reasonable precautions, both prior to departure and during the course of a program;
- Receiving the necessary support and guidance should an unexpected medical condition or potentially threatening situation arise.

Both the Course Leaders and the students involved should be as fully informed as possible, both about current conditions in those sectors of the travel industry which they will be using and with regard to current conditions in their destination area(s). Also, the Course Leaders must be prepared to serve as a resource to students who may require medical care or who express concerns about their safety or security, seeking the assistance of qualified experts as soon as possible.

Students cannot always be protected from any possible threat and the best-laid plans may run afoul of bacteria or bandits. The only adage here is the simplest one: be prepared for the unexpected. Each faculty member should formulate a plan as to how to respond to a medical or security problem, including use of the Minimizing Threats and Emergency Response Protocol discussed below.

### **Minimizing Threats**

There are several easy steps that can be taken to help minimize possible threats to our students and to the course. These should be an integral part of the course pre-departure and on-site orientation and should include discussion on topics such as:

- Health Issues: provide a basic background about the on-site medical system, pharmaceutical, and general health services, advising students to see they have and understand their insurance coverage, precautionary medications or inoculations needed, information about alcohol and substance abuse laws, and advice on obtaining personal health items before departure;

- Travel advisories issued by the U.S. State Department or other agencies concerning the regions on your itinerary; review these advisories and implications during pre-departure orientations;
- Basic tips on travel and personal security (transportation safety, local crime, etc.);
- Emergencies: basic instructions on how to respond to an emergency situation; each Course Leader should know whether there is a member of the group with basic CPR training and should also know of any medical conditions of a participant which may require special attention or foreknowledge.

### **Emergency Response Protocol**

An emergency response protocol establishes basic guidelines and procedures that can be followed in the event of an unexpected or unusual situation. It is a tool that may help to establish a pattern of assessment and response, assisting in both the proper evaluation and reaction to a given situation. By its nature, it must remain flexible enough to provide an appropriate recourse in widely divergent circumstances, yet also formulaic enough to be easily initiated by those involved. There are several key steps involved in the use of any such protocol. These include:

- Initial assessment of the incident, with the gathering of as many facts as possible concerning all of those involved and the exact nature and circumstances of the event;
- Prompt reaction to urgent matters requiring immediate attention through appropriate resources and agencies, whether medical, legal, or Consular, and the collection of names and phone numbers of all those who are enlisted to assist or who become involved in the response to the incident;
- Prompt communication with DePauw, providing the relevant names and facts gathered above to the DePauw contact with whom you are working; and,
- In consultation with DePauw and the officials on the scene with whom you are working, establishing a time line both for future communication and a set of short term goals and mutual plans for further action.

In practice, there is no way to predict all the types of unfortunate or unexpected events that could occur in the course of an off-campus course. To better prepare yourself, consider how you and your faculty partner would respond to the following events:

- A serious illness, injury or death of a member in the party
- Exposure, involvement, or proximity to a terrorist, political or criminal act, or natural disaster;
- An accident, even if not involving injury, where the DePauw name may become involved;
- An arrest or legal dispute involving a member of the group;
- Serious visa or travel complications

In the event that a death, serious injury or calamitous event occurs to a member of your traveling party, issues such as medical care, psychological counseling for the entire party, emergency transportation, and others must be addressed. It is only after the needs of everyone in your group have been taken care of that you should turn your attention to dealing with issues related to the media and/or public relations, and this only after consulting with the appropriate parties at DePauw (i.e. Vice President of Academic Affairs, legal counsel, Public Safety, Center for International & Experiential Education).

Course leaders should remember to take care of their physical and emotional health in the event of an emergency. It is easy to get caught up in taking care of everyone else and forget about your own well-being.

### **AIG World Risk and Assist**

All students and faculty participating in international courses are enrolled in AIG as a medical and securities service and given an ID number assigned to DePauw University enrollees. AIG will assist members of the DePauw University community when traveling abroad with traveler protection and risk management services. Students can call AIG for the following resources for every country:

- Current Medical/Security Alerts
- Vaccination information
- Emergency information
- Financial
- Travel tips
- Visa information
- Weather
- Country facts
- News

AIG program benefits include the following:

### **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 (Country Guides)
- 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

### **Security Services**

- Security evacuation assistance
- Access to security crisis center

## Planning for Emergencies and Crisis

The first and most important step in crisis management is being prepared before a crisis occurs. In the event of an emergency, you and the course participants should be well informed on the following:

### Responsibilities

- What are the faculty/staff members' roles and responsibilities?
- What are the students' roles and responsibilities?
- What are the travel agency's (if applicable) roles and responsibilities?
- What are the host institution's roles and responsibilities?

### Embassy / Consulate Communication

- Do you have access to the Embassy warden system?
- How will you cooperate with the Embassy's emergency action plan?

### Communications

- What is the emergency communications system?
- What are alternative communication methods and contacts in event of telephone failure (e.g., other agencies with radios)?
- What are the emergency telephone numbers and radio frequencies and locations?
- Are there other groups of foreigners or Americans in the vicinity with whom you can collaborate and communicate?

### Facilities

- Have the residential and academic facilities you are using recently been inspected by knowledgeable experts in regards to fire, safety, building and other codes? (e.g., are the smoke detectors working, escape routes functional)
- Have students been informed of evacuation routes from buildings?

### Transportation and Locations to Meet

- What are safe and reliable transportation methods and routes?
- Are the transportation providers reputable and insured?
- Do you have up-to-date and detailed local maps?
- Do you have established assembly points and have you planned on how to get there?

### Local Emergencies vs. National Emergencies

- What are safety precautions for specific emergencies (e.g., natural disasters, civil riot, terrorist attack)
- If it is a local emergency, can you relocate the group to another site? If so, how will you go about this?
- If it is a national emergency, should you leave the country? If so, how will you go about this? If you stay, what precautions do you need to take to ensure the safety and health of the group?
- What emergency supplies will you have at assembly points, housing, vehicles, etc. (e.g., water, gas, maps, money)

- What are the financial implications of responding to emergencies? Do you have money left in your contingency fund to help cover costs?

#### Resources & Materials to Have

- Do you have the program itineraries and contact information, including a student contact sheet, a student roster, a list of passport numbers, a list of students who have special medical needs?
- Do you have a list of emergency supplies that might be needed (e.g., first aid kit, bottled water, radio)
- Do you know how to contact DePauw administrators and AIG?
- Do you know DePauw policies (e.g., sexual harassment, discrimination, drug & alcohol)
- Do you know how to contact local emergency services and other resources (e.g., hospitals, clinics, police, Embassy officials, missionaries, other study abroad programs, local university representatives)
- Do the students know what to do if they must cross a national border and who to contact or where to meet in neighboring countries

### **DePauw University Crisis Management Plan for On-Campus Response to Off-Campus Crisis or Emergency**

*\*This information is adapted from Capital University's Crisis Management Supplement.*

#### **Introduction:**

No faculty advisor or administrator needs to feel alone in handling an emergency – there are local personnel (medical, security) who may be called upon to assist. The DPU Program (e.g., Winter Term, Winter Term In-Service, CIEE) as well as others in the University, may also need to be involved. It is important to determine the level of severity of the emergency and then decide upon appropriate action. *In all cases, it is essential that the faculty advisor or administrator keep a detailed log of events, including a timeline and description of what took place, where it took place, who was present and involved, and how the situation was handled.*

Three levels of emergencies are described below:

#### **Level One: Major Emergency (extremely urgent, volatile, life-threatening)**

- Death or life-threatening injury or accident which may require evacuation
- Behavior posing danger to self or others
- Student reported missing (determine before departure the guidelines for absences)
- Criminal acts by members of the group or others (physical assault, rape, property, damage in excess of \$20,000)
- Political uprisings, natural disasters with potential or real need to evacuate

**Appropriate Action:** Call the director of the DPU Program as soon as possible, day or night, so that the full range of emergency responses can be set in motion. The DPU Program director will make the necessary contact with president, executive vice president & parents. If the emergency involves a single or small group of students, the DPU Program director may ask the faculty advisor or administrator to directly telephone the parents.

**Level Two: Serious, but not life-threatening in which Advisor determines assistance/consultation is necessary:**

- Injury or illness requiring hospitalization
- Depression needing professional intervention
- Student charged with minor offense which may require legal counsel
- Property damage of at least \$500

**Appropriate Action:** Call the DPU Program director, who will be the primary conduit of information for university personnel and parents.

**Level Three: Minor incidents (minor medical event or a worrisome pattern of behavior that is not an emergency, but should be related to the program for future reference).**

- Injury requiring emergency room treatment and release
- Signs of dysfunctional personal or interpersonal behavior, significant student conflict
- Suspicion of alcohol or drug abuse

**Appropriate Action:** At earliest convenience, document the situation in an e-mail or fax to the DPU Program director and keep a copy for your in-country log.

**Responding to a Crisis:**

How you respond to a crisis will depend upon what it is. *In each case, it is important to document the incident in as much detail as possible and communicate with the DPU Program as recommended and required by the severity of the crisis.*

**Medical**

- Always put safety first – attend to immediate needs such as contacting medical personnel – and then contact the DPU Program.
- Contact AIG, if assistance is needed.
- Have ALL pertinent information available (phone numbers, names of witnesses and people directly involved, name of doctors/hospital, timing of events, location and measures already taken). After contacting the DPU Program, complete written report (Incident Report Form).
- Contact others who may be impacted: site coordinator host institution, travel agents.
- Contact US Consulate or Embassy if help is needed.
- Answer questions of other students and make certain they know where you (the advisor) are and if you have to leave the group, designate someone to be “in charge.”

**Missing student:**

- Ask other students for information, speak with host family or someone at student’s residence (apartment, student housing).
- Notify authorities – ask them to check hospitals, police files, etc.
- Contact DPU Program and keep office informed.
- If student is not located within 24 hours – file a missing person report.
- Do necessary follow-up (medical/police) once student is located.

**Death of a student:**

- Verify identity and gather all facts – keep notes in a log for future reference.

- Contact DPU Program that will contact the appropriate people on campus, who will take the necessary action – including contacts with parents/family, campus and media.
- Contact US Embassy or Consulate.
- If contacted by media – do NOT give name of student – refer all media to DePauw University
- Contact all appropriate people on site and develop network for support, such as access to counseling.
- Contact AIG for repatriation.

### **Political and Natural Emergencies**

- Safety is the first concern; after which begin writing a log of events.
- Contact DPU Program.
- After determining safety of ALL students, caution them against speculative communication sent home.
- Make certain students know how to reach advisor 24 hours a day.
- If there is potential for anti-American feelings, remove any signs that indicate US affiliation or citizenship.
- Contact US Embassy or Consulate.
- Contact AIG.
- If situation warrants, implement your planned exit strategy and time-line (in writing for students and DPU program).

### **Rape or Sexual Assault**

- Ensure physical and emotional needs of student(s)
- Urge student to go to hospital or doctor; if student declines, make certain someone is with the victim.
- Gather information about assault from victim, witnesses and offender.
- Know legal ramifications in host country, at DePauw (if offender is a DPU student) and ask victim how he/she wants to proceed after having all legal information. (Remember that DePauw's policies on sexual harassment and assault will be applied to this incident.)
- Contact the DPU Program.
- Respect confidentiality
- Make arrangements for counseling, if needed. Contact AIG for referrals to counselors and doctors.

### **Crimes Against a Student Other than Sexual Assault**

- Ensure physical and emotional needs of student(s).
- Gather ALL information (event, people involved, location, time).
- Report the crime – contact the US Embassy or Consulate, credit card companies, etc.
- Contact the DPU Program.

### **Crimes Committed by a Student on the Program**

- Determine all of the details (who, what, where, when, how and why)
- Immediately contact the US Embassy or Consulate and ask for names of lawyers to give student legal help. The Consular Office will also work to ensure the student's human rights are not violated.

- After consulting with the DPU Program on issues of confidentiality, call a meeting of the group and tell them the measures being taken to resolve issue. Listen to concerns of group.
- Visit and reassure student (if being held) and continue to work with the US Consulate.
- Do NOT give media any information; refer them to the DPU Program.

### **Potentially Serious Mental Health Problems**

- If you suspect problems (clinical depression, eating disorder, alcoholism, drug abuse, etc.) begin to gather information such as class attendance and changed behavior.
- Contact DPU Program for suggestions, which may include advice from DPU's health services office.
- If you fear the student may harm self or others, immediately contact DPU Program and identify people (friends/roommates) who may persuade student to seek counseling.
- Depending on severity and procedures in host country, it may be possible to involuntarily commit student to hospital.
- If student needs to return home, DPU Program and DePauw officials will work closely with faculty advisor; most insurance companies will require a medical diagnosis for medical evaluation.

## **Managing Your Risks: Resources**

### **Counseling Services:** x 4268,

- <http://www.depauw.edu/student/counseling/index.asp/>
- Call for consultation regarding group dynamics, culture shock, handling mental illness and eating disorders.
- Hours of operation: Monday/Wednesday/Friday 8:00am to 5:00pm  
Tuesday/Thursday 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m

### **Medical Health Services:** x4555

- <http://www.depauw.edu/student/health/services.asp/>
- Call for consultation regarding immunizations, travel health guides, staying healthy.
- Hours of operation:

Monday	9:00 a.m. - 5:00 p.m.
Tuesday	9:00 a.m. - 12:00 p.m. 1:00 p.m. - 5:00 p.m.
Wednesday	9:00 a.m. - 5:00 p.m.
Thursday	9:00 a.m. - 12:00 p.m. 1:00 p.m. - 5:00 p.m.
Friday	9:00 a.m. - 5:00 p.m.

### **Disability Services:** x 4027

- <http://www.depauw.edu/admin/acadservices/disability.asp/>
- Call for consultation regarding academic, mental and physical disabilities and accommodations.

**Immunizations:** CDC (Center for Disease Control and Prevention)

- <http://www.cdc.gov/travel/index.htm/>.
- Information on world health risks, recommended immunizations, precautionary measures

**Passport & Visa:** U.S. Department of State

- <http://travel.state.gov/>
- How to obtain a passport
- How to renew a passport
- Visa requirements
- How to obtain a visa

**Travel Safety:** U.S. Department of State

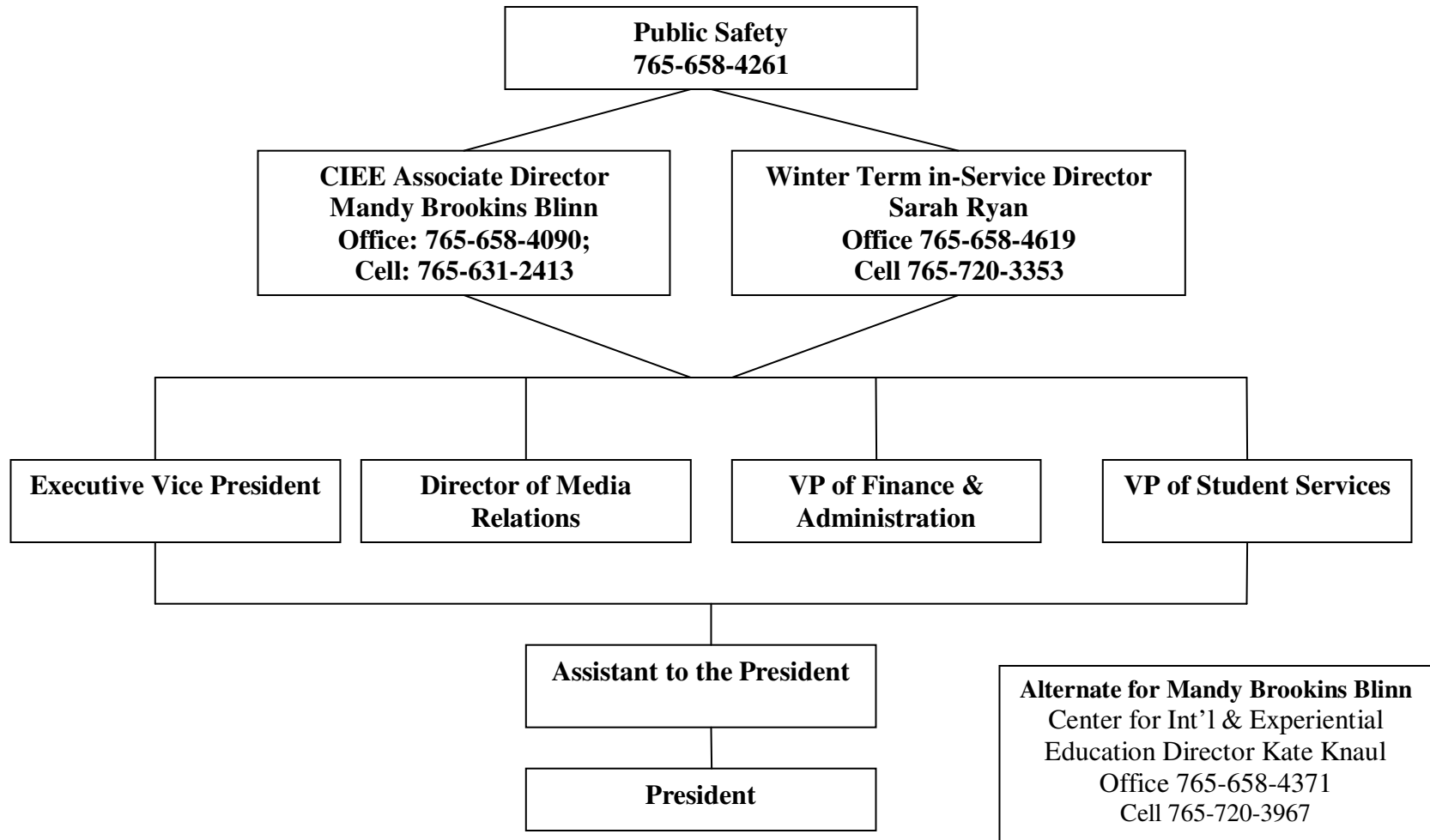
- <http://travel.state.gov/>
- Read up on travel advice, health and safety information specific to your destination
- Public announcements
- Entry requirements
- General synopsis of country conditions

**AIG :**

- From the U.S. or Canada: (888) 873-8394
- Calling collect from anywhere in the world via AT&T International Operator: (713) 260-5539

## Phone Tree Protocol

In the event of a minor or major emergency, you should inform those at DePauw. Public Safety should be the first place to call, who will initiate the calling tree. If possible, you should also contact the director of the program. Depending on the nature of the emergency, the Director will contact other members of the calling tree.



## Case Studies

### Case Study #1

Your program group is going on an excursion this weekend, leaving bright and early Friday morning at 7am. Many of you decide that you'll go out dancing the night before. At the disco, most of you end up drinking and dancing the night away. While you're there, you notice Amy, a student in your program who's known for going out all the time and drinking really heavily, is dancing with a guy you don't know. You notice that Amy is pretty drunk and that she and this guy start making out on the dance floor. They eventually head outside; you sense this is not a good situation so you follow. As soon as you're outside, you notice Amy getting in a cab with this guy and one of his friends. You try to stop her, but she insists on getting in, so at the last minute, you jumped in the cab with her. The taxi drove to a residential area, where one of the men lived. Inside, Amy becomes more involved with the guy she met at the disco. You start screaming and shouting at Amy and eventually the two of you run from the house. You run for several blocks, with the men following behind you. You eventually find a taxi and return to the disco to meet up with your friends, only to find they've gone home. Amy starts dancing with another man. While you return from the bathroom, you are grabbed from behind and pulled into a dark, deserted room where an assault began. The assailant tears at your clothes, and bites your tongue as you scream. Your protests are heard by the bouncer who pulls the assailant off. You and Amy flee, finding a cab and return to your hotel.

You all somehow make it to the bus on time. Amy, still hung over from the previous night, has all of her money and documents shoved in her backpack. When you make it to your excursion site, she puts the backpack on her back and walks around town. She's livened up a bit after having been able to sleep on the bus and now wants to get something to eat. Several of you go to a café, where you sit down and order some food. Amy opens her bag to get her sunglasses and leaves the bag on the ground next to her. When the bill comes, Amy reaches in her bag to get her wallet, but it's gone. So is her passport and camera.

What are some of the issues taking place here? How should you handle the situation?

### Case Study #2

Jack is in a program this semester where he has an internship. He's never had a "real job" before so he's kind of nervous about how to act and what to do. He's also living with a host family, also something he's kind of nervous about. In preparation for the semester, he packs two large suitcases full of favorite outfits he typically wears around campus, along with one nice suit jacket and pair of pants. He's an avid hiker, so he's got his hiking boots and some of his hiking gear. He's also packed a few gifts for his host family. When he arrives to his program site, his host parents greet him; his host father, a 70 year old man who is 5'5" insists on carrying one of Jack's bags, which he had to pay extra for at the airport because it was over the weight limit.

At his internship site, Jack typically wears the typical DePauw cool outfit, but sees most people wearing business suits. He also discovers that his internship site turns out to be a pretty exciting and lively place to work, exactly what he would like for that "real job" one day. His supervisor seems pretty cool and has amazing contacts in other businesses and organizations in the area. Jack senses there's a lot of potential in this internship, so he decides to act as professional as possible. Often, his supervisor asks him to meet him across town for meetings. Jack has had little experience with public transportation since he's from a town with only one stoplight; so, he takes a cab to each of his meetings and expenses them to the company.

While Jack is settling into his internship, he's also settling into his host family. In the first week, his family invites some of their family friends over for dinner to meet him. Their friends have a daughter, Sheila, about Jack's age, so they thought it would be good for them to meet, as she could show him around and introduce him to people. Sheila and Jack hit it off and Jack ends up spending all of his free time with Sheila. Over the course of the semester, they fall in love. By the end of the semester, Jack's had such an amazing experience, that he vows to return here to work. He also can't stand to lose Sheila, so he proposes and she says yes.

What are some of the issues taking place here? How should you handle the situation?

### **Case Study #3**

In the first two days of the program, Jane seems as happy as the rest of the group. But as a week passes, you notice she has become very quiet, seems to be eating less and less, and rarely joins in with the rest of the group's activities. You also notice that she begins to never come out of her bedroom, seemingly spending most of her time on the internet. At class one day, you see another friend, Rodrigo approaching Jane. Your group met Rodrigo when you first arrived and he has become an honorary member of the group because of how much he's been around. You overhear him say hello to Jane and then give her a kiss on each cheek. Jane's face says it all – a look of absolute horror and disgust. Jane can't get away fast enough and runs down the hall towards the exit.

Later that day you return to your flat. You confront her with what you saw when Rodrigo said hello to her. You ask her what's been going on, letting her know the other things you've been noticing. You learn that she has been calling home often expressing her complete misery and homesickness. You also learn that Jane feels her classes are a waste of time. All that the other students want to do is party, which is totally not her style. Jane tells you that everybody in this place is rude, the food is horrible – she can't even find peanut butter and jelly anywhere – and she can't find a church that has services performed correctly.

What are some of the issues taking place here? How should you handle the situation?

## Scenarios

### *True stories from students*

- 1) A student is packing before flying from her home town in Texas to the airport in Chicago where she has been instructed to meet her faculty leaders before flying overseas as a group. Her faculty members have held onto the students' overseas tickets and will distribute them at the airport in Chicago once all of the students convene. The student's flight is cancelled and the next flight to Chicago would arrive after the overseas flight had already departed. The student doesn't have any contact information with her for DePauw or the faculty members. What should this student do and what should the faculty members have done differently?
- 2) While you are at your site, a subway bombing occurs in the city you are in (like in Madrid and London). This happens on a "free-day" for your students which means everyone is scattered throughout the city. How should you plan for this scenario? What would you do if you hadn't prepared or if you couldn't locate all of your students? And what steps would you take to communicate with DePauw?
- 3) You have heard that pickpockets infest the public transportation systems. How can you help ensure that students traveling with cash, passports, and other things of value to them (iPod, laptop, etc.) will have a safe ride and not be susceptible to thieves?
- 4) There is a political demonstration going on at the main square of town. George is interested in participating and wants to take pictures of the rowdy scene for his scrap book. Should he participate? Should he take pictures? How might locals react?
- 5) Alice participates on a class excursion to another foreign country where she is familiar with neither the language nor the currency. During some free time, she goes looking for souvenirs. The cashier does not have a digitalized display to show how much Alice owes and the cashier can't speak English. Not understanding how much is owed, Alice holds out all her money and indicates that the cashier should take the appropriate amount out of her hands. Good idea?
- 6) In Europe, the drinking age is lower than in the U.S., so legally all of the student participants can purchase alcohol. A group dinner is held at a restaurant that you plan to pay for with student funds from the course account and some students would like to drink an alcoholic beverage with their meal. You understand that it is locally acceptable, but you know that DePauw will not reimburse you for receipts that include alcohol. How will you handle this situation?
- 7) In country X, certain drugs which are considered illegal in the U.S. are readily available for legal purchase. One faculty leader points this out to students and encourages them to experiment with the substance since they can use it legally. A few of the students decide to try the drug, and one student has a bad reaction and needs to be hospitalized. Will the faculty member who encouraged the use of the drug be liable if charges are pressed by a U.S. court of law?
- 8) While you are traveling with your group, an epidemic of SARS (or Avian Flu) breaks out in your area. What do you do?
- 9) After you return with your group to DePauw, a group member mentions to you that he/she contracted a contagious disease while abroad and is being treated for it. Potentially other

members of your group, or even you, could have been exposed to the disease and now all of you risk spreading it to the DePauw campus. What should you do?

- 10) A student in a country where the water is not safe to drink is invited to have dinner with a family. The student is not sure if the host family washed the salad with purified water, nor does the student know if the ice in his Coke came from bottled water. Is there a nice way to say no thank you to potentially contaminated food?
- 11) Casanova, who you have only just met, wants to take you out and wow you with a night on the town. He will pick you up in his car and drive you all around the city. Do you trust him? What do you know about the local customs on dating?
- 12) Casanova professes complete and total love to you and wants to get married immediately. How common is it in the host country to “fall in love” and get married? Why might this person want to get married after such a short courtship?
- 13) A student needs a ride home at 2:30 in the morning so she hails a cab. She has her address but is not familiar enough with the new city to give the cab driver adequate directions and the cab driver confesses not to know where the student needs to go. Instead he offers that they drive to his mother’s apartment because “she knows every street in the city”. When they arrive at the mother’s apartment, the cab driver invites the student to follow him into the building. Why is this a dangerous situation? What should she do?
- 14) It’s one of your first nights in a new city and you have just had a thorough tour of your surroundings. You leave your hotel without your map to go out with some friends. When you decide to make your way back home, you realize that all the blocks seem to look the same and you have forgotten the name of the hotel. How will you find your way back to your hotel now?
- 15) It is rush hour and the subways are packed. You’re carrying a lot of money in your back pocket or your bag or your purse. How can you protect yourself from potential pickpockets?
- 16) At a restaurant there is a long line of people waiting to pay for their meals. The cashier is doing everything she can to speed things along, so when it’s your turn, you feel obligated to take your change and get out of the way immediately. Outside the restaurant you take out your wallet and slip the wad of bills back inside before walking home. How is this situation potentially dangerous?
- 17) A man has been following you on the street for the past 10 minutes. Should you be alarmed? What should you do?
- 18) You’re lost and you need to pull out your very large map to figure out where to go next, however you don’t want to draw attention to yourself and make it obvious that you are a foreigner in this particular neighborhood. How might you keep yourself from looking like a vulnerable tourist?
- 19) You find yourself very ill in the middle of the night on a Friday. You can go to a hospital by cab, or you can try to find a pharmacy with late hours. You are not sure how your insurance will respond to you seeing a doctor at a hospital, and you’re not sure you trust the medicine in your area. What precautionary measures could you have taken to assure that you would have known what to do before this situation came up?



## Emergency Information

**Instructions:** Please fill in addresses and/or phone numbers for each city you'll be staying. Be as accurate as possible! As the leader of this study course, you will be expected to know how to respond immediately and efficiently to an emergency. Having this information on hand will help. You may ask your travel provider to help you find some of the information; however, you should make sure to acquaint yourself with the websites provided, as you may find them quite handy and useful. These websites contain most, if not all, of the required addresses and phone numbers as well as information about emergency services available to Americans traveling abroad.

	Address(es)	Phone Number(s)	Website	Services Provided
<b>U.S. Embassy or Consulate Abroad</b>			General site with country menu: <a href="http://usembassy.state.gov">http://usembassy.state.gov</a> and <a href="http://travel.state.gov/travel/warnings_consular.html">http://travel.state.gov/travel/warnings_consular.html</a>	-Embassy Address -Hours -Phone Number -Emergency Information -Assistance during emergencies -Passport services -Provide list of English-speaking doctors
<b>Nearest Hospital(s)</b>		(Local "911" equivalency and non-emergency numbers)	This site is not complete for all countries: <a href="http://travel.state.gov/travel/abroad_doctors_hospitals.html">http://travel.state.gov/travel/abroad_doctors_hospitals.html</a>  The in-country consulate or embassy will be able to provide you with a list of doctors: <a href="http://usembassy.state.gov/">http://usembassy.state.gov/</a>	Consider the following medical emergencies which would require immediate emergency medical attention: Broken bones, appendicitis, severe allergic reaction, rape, etc.
<b>Emergency Services (ie. Local police and ambulance)</b>		(Local "911" equivalency)	(Check by city)	-To report a lost or stolen wallet. -To report an assault, rape, or theft. -To request immediate emergency care

<b>AIG</b>	Membership Number and WR10007561	If you need medical or security advice, call: US or Canada: 888-873-8394  Call Collect through an AT&T International Operator: 713-260-5539		-24 hour emergency telephone assistance. -Medical assistance – locate an English-speaking physician and nearest medical facility, and arrange for special emergency medication transportation. -Emergency cash transfer service.
<b>Travel Agent</b>  (Do you have a different local contact than your US contact?)				-To expedite the replacement of lost tickets. To report an unexpected change in schedule. -In some cases, to report a problem with on-site services.
<b>Airlines</b>				-Emergency change of tickets. -To send a student home unexpectedly. -To replace a lost ticket.
<b>Tour Providers (Tour Guides, Buses)</b>				-To report a delay. -To report a change in schedule. -To report a cancellation.
<b>Other</b>				
<b>Notes:</b>				





**Intent to Participate and Deposit Form**  
**Winter Term 2010**  
**Off-Campus Study Courses**

Winter Term Course Title: \_\_\_\_\_

Faculty Leaders: \_\_\_\_\_

Deposit Amount:                   **\$100 NON-REFUNDABLE DEPOSIT charged July 1, 2009**  
   **\$150 NON-REFUNDABLE DEPOSIT charged August 1, 2009**

By signing below, I agree to have the above non-refundable, non-transferable deposit amounts charged to my tuition account on the dates indicated. I also agree that I will sign only one Early Deposit Form in total to show my commitment to the named course.

Additionally, by providing the mailing address of my parent or guardian, I authorize DePauw to send my parent/guardian general information regarding Winter Term Off-Campus Study courses including the payment and refund schedule, Student Financial Support award information, and other general information to help them understand the nature of this type of Winter Term program.

Print your full name as it appears on your student I.D. \_\_\_\_\_

Student ID # \_\_\_\_\_

Please circle one:    first-year    sophomore    junior    senior

DePauw E-mail Username: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/09

Parent/Guardian Names: \_\_\_\_\_

Mailing Address:  
\_\_\_\_\_  
\_\_\_\_\_

**Internationally bound students:** Please check the following statement which reflects the state of your passport:

- \_\_\_ I have a passport that does not expire until at least August 2010 for Winter Term.
- \_\_\_ I have a passport that does not expire until at least January 2011 for May Term
- \_\_\_ I will obtain a passport/ renew my expired/expiring passport this summer.

*Please return completed to your Winter Term course leader by **Wednesday, May 13, 2009.***

**Payment Agreement Form**  
**Winter Term 2010**  
**Off-Campus Study Courses**

Winter Term Course Title: <TITLE>

Faculty Leaders: <NAMES>

Total Fixed Cost per student: <\$COST>

*Your tuition account will be charged on October 1, 2009 for the final amount of the cost for your study course, as listed above. Note that if you paid an early deposit in July and August, your October 1st payment will be \$250 less. (Please mark the appropriate line below.)*

I paid the early deposit in:     \$100 July 2009                     \$150 August 2009

I did not pay an early deposit.

By signing below, I understand that the amount listed above will be charged to my tuition account on the indicated date, and I agree that payment will be made in full prior to January 1, 2010. Any student financial support awards that I may receive from the Winter Term Student Financial Support Program will be credited to my tuition account on **October 1, 2009**. I further attest that I understand I may be subject to a nonrefundable cancellation fee (as determined by travel providers), or for all or part of previously paid course costs should I withdraw from this course. Charges to my tuition account will be reversed only when my share of previously paid course costs are refundable to DePauw University. Please see attached form for complete withdrawal policy.

Furthermore I grant permission to the Durham House to check my academic and social standing at the University. I understand that students on academic and/or social probation are reviewed on a case by case basis, and if it is determined that I am unfit to participate, that I will be responsible for any non-refundable costs.

I understand that if I do not submit the following documents and attend all mandatory meetings, I will not be allowed to participate, I will not receive credit for Winter Term, and I will be held responsible for any non-refundable costs: Payment Agreement Form; Medical Form; Agreement, Release and Medical Authorization Form; Code of Conduct; Immunization Checklist; and two photocopies of passport issuance page.

Print full name as it appears on your student I.D. \_\_\_\_\_

Student ID # \_\_\_\_\_

DePauw E-Mail Username: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Please return completed form to your course faculty leader by **September 30, 2009**.*

**Withdrawal Policy**  
**Winter Term 2010**  
**Off-Campus Study Courses**

Payment calendar for Accepted students for Winter Term OCS:

- \$100 non-refundable, non-transferable deposit charged to student account July 1
- \$150 non-refundable, non-transferable deposit charged to student account Aug. 1
- Final course cost balance charged to student account October 1

Payment calendar for Accepted students for May OCS:

- \$100 non-refundable, non-transferable, deposit charged to student account July 1
- \$150 non-refundable, non-transferable, deposit charged to student account Aug. 1
- Half of the anticipated course cost balance charged to student account October 1
- Remaining course balance charged to student account March 1

There has been a continued effort to keep the cost of Winter Term Off-Campus Study courses affordable for all students. However, due to the recent escalations in airfare and oil prices, and fluctuations in currency values, this is an ongoing challenge. The course costs published are best estimates, but could increase up to an additional 10-20% of the total course cost once the final cost is determined.

**Withdrawal Policy:**

Students who withdraw on or before October 1<sup>st</sup> are not responsible for the remaining course cost balance. Deposits made before October 1<sup>st</sup> are not refundable or transferable. Students who withdraw after October 1<sup>st</sup> are responsible for the non-refundable course funds committed on their behalf at that time (i.e. airfare, hotel deposits, etc). Charges to your tuition account will be reversed only when your share of previously paid course costs are refundable to DePauw University.

**Payment Agreement Form**  
**May Winter Term 2010**  
**Off-Campus Study Courses**

May Course Title: <TITLE>

Faculty Leaders: <NAMES>

Course Total Fixed Cost per student: <\$COST>

*Your tuition account will be charged on October 1, 2008 for half the courseed cost for your study course, as listed above. The remaining balance of the final cost for your course will be announced and charged on March 1, 2009. Note that if you paid an early deposit in July and August, your October and March charges will total \$250 less. (Please mark the appropriate line below.)*

I paid the early deposit in:    \_\_\_ \$100 July 2009                    \_\_\_ \$150 August 2009

\_\_\_ I did not pay an early deposit.

By signing below, I understand that the amount listed above will be charged to my tuition account on the indicated date, and I agree that payment will be made in full prior to March 1, 2010. Any student financial support awards that I may receive from the Winter Term Student Financial Support Program will be credited to my tuition account on **March 1, 2010**. I further attest that I understand I may be subject to a nonrefundable cancellation fee (as determined by travel providers), or for all or part of previously paid course costs should I withdraw from this course. Charges to my tuition account will be reversed only when my share of previously paid course costs are refundable to DePauw University. Please see attached form for complete withdrawal policy.

Furthermore I grant permission to the Durham House to check my academic and social standing at the University. I understand that students on academic and/or social probation are reviewed on a case by case basis, and if it is determined that I am unfit to participate, that I will be responsible for any non-refundable costs.

I understand that if I do not submit the following documents and attend all mandatory meetings, I will not be allowed to participate, I will not receive credit for Winter Term, and I will be held responsible for any non-refundable costs: Payment Agreement Form; Medical Form; Agreement, Release and Medical Authorization Form; Code of Conduct; Immunization Checklist; and two photocopies of passport issuance page.

Print full name as it appears on your student I.D. \_\_\_\_\_

Student ID # \_\_\_\_\_ DePauw E-Mail Username: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Please return completed form to your course faculty leader by **September 30, 2009**.*

**Medical Information Form**  
**Winter Term 2010 Off-Campus Study and Service Courses**

<b>Name:</b>	Circle Year (during WT '10) First-Year    Sophomore    Junior    Senior
<b>Name of Off-Campus Winter Term Course:</b>	
<b>Date of Birth:</b>	Circle Citizenship: U.S.    Other:
<b>Passport Number: (International Courses only)</b>	
<b>Personal Physician</b>	Phone:
<b>Name of Health Insurance Company/Policy Number</b>	Phone:
<b>Emergency Contact</b>	Relationship to you
<b>Emergency Contact Phone: Day</b>	Emergency Contact Phone: Evening
<b>Prescriptions/Frequency:</b>	

Because physical or psychological disorders can interfere with study off campus, it is important that the Off-Campus Winter Term program be forewarned of any physical or emotional issues that might affect you during off-campus study. We recognize that students with these issues often have a plan to manage them. In a foreign environment, however, new stimuli coupled with different, less accessible support services and resources may hinder the management of that condition. The information you provide will be used only in case of an emergency to determine the best form of treatment and support for you. By disclosing this information you invite the help and resourcefulness of the faculty leaders who are responsible for ensuring that all participants remain healthy and safe.

Do you have a medical condition, physical condition or psychological disorder for which you are currently receiving treatment or about which you believe the Winter Term program should be aware?

(Circle one) **YES**      **NO**

If yes, please explain, including details about prescription medications. Please use back side if additional space is required.

Student should consult with his/her physician in regard to necessary immunizations and any other medical matters relating to Student's participation in the Program.

The undersigned student makes this application to participate in an off-campus Winter Term study or service course. Student acknowledges that he/she has voluntarily decided to participate in an approved DePauw University off-campus Winter Term program. Student further acknowledges that he/she has been advised that it is not necessary to participate in an off-campus Winter Term program in order to meet the graduation requirements of DePauw University, and that credits for graduation can be acquired through on-campus programs.

Student Signature: \_\_\_\_\_

Student Name Printed: \_\_\_\_\_

Date: \_\_\_\_\_

***Study courses:** this form due to your course faculty leader no later than September 30, 2009.  
 Students will not be registered for a Winter Term course until all forms have been completed and submitted.*

## SAMPLE CODE OF CONDUCT

DePauw University requires adherence to professional and ethical standards in its Winter Term program. Student behavior directly reflects upon the University and the relationships it builds with various organizations. The Durham House maintains the expectation that students will pursue professional engagements with corresponding professional behavior.

As an enrolled, credit-seeking student you are bound by obligations to DePauw during Winter Term, on-campus or otherwise. Such obligations are communicated in the Student Handbook (<http://www.depauw.edu/univ/handbooks/>); please review the following excerpt below:

*“As responsible members of the community, DePauw students are expected to maintain the University’s highest ideals of academic and social conduct and are responsible for knowing the published regulations and standards of the University. These guidelines express expectations of student behavior, convey a respect for group living and provide for protection of individual rights.*

*Students, as adults, are presumed to know University policies and the student judicial code. Formal University judicial action may be taken for violation of the University’s Code of Conduct.*

*Generally, DePauw’s jurisdiction for judicial action shall be limited to conduct that occurs on University premises; however, off-campus behavior that adversely affects the University community and/or the pursuit of its objectives may result in University judicial action. At DePauw, we have a vital interest in the character of our students and may regard off-campus behavior as a reflection of a student’s character and his/her fitness to continue to be a member of the student body. It is the responsibility of the Judicial Committee to determine whether University jurisdiction should be asserted.*

*Students traveling away from campus on DePauw-sponsored activities or off-campus study programs are expected to comply with the laws of the state, country, or province they are visiting. A violation of such laws may result in University charges against the student. Students participating in off-campus study programs are also expected to comply with the policies of the host institutions, and a violation of such policies may result in University charges.”* (Expectations for Student Behavior, **DePauw University Handbooks: Student Handbook**).

Additionally, as an independent study course participant you carry the unique responsibility to conduct yourself in a manner appropriate to your off-campus site.

These guidelines are not all-inclusive. They are intended to serve as a framework within which you should conduct yourself as a professional and as a representative of DePauw University. If you have any questions regarding these guidelines, please call the Durham House at x4355.

I have read, understand, and agree to adhere to the Independent Study Course Code of Conduct. I understand that failure to comply with these guidelines may jeopardize my receiving Winter Term credit and my ability to secure future off-campus study courses through DePauw. I agree to participate in all orientation meetings and submit required paperwork to the Durham House by the specified deadlines. I understand that failure to do so jeopardizes my participation in the course and may result in an unsatisfactory grade.

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Student Signature

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Please Print Name

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Date

*Return this completed form to your course faculty leader by September 30, 2009.*

## General Release and Medical Authorization Form for Off-Campus Study

The undersigned student (“Student”) and the Student’s parent(s) or legal guardian(s) (“Parents”) whose signatures appear below agree to the following:

1. Student has voluntarily chosen to participate in an off-campus program, and understands that such participation is not required by DePauw. Student will abide by all applicable laws of the countries/states to be visited. Student agrees to conform his/her conduct to all rules, regulations, and policies applicable to DePauw students in general, including the Student Handbook, and understands that failure to so conform may result in early termination from the program and being returned to DePauw at Student’s expense and without refund of any fees paid.

2. Student and Parents acknowledge that DePauw has not represented that it has superior knowledge of external conditions at the program site(s) and, as a matter of fact, may have none, and that DePauw has not provided guarantees of safety while Student is participating in the program. Student and Parents acknowledge that living and traveling off-campus involves locations which may have health and safety standards substantially below those enjoyed on-campus, and student voluntarily assumes any and all risks of personal injury or property damage, known or unknown, arising out of participation in the program or travel related to the program. If the off-campus program includes international travel, Student acknowledges that he/she should regularly consult with the State Department Consular Information Sheets and Travel Warnings at <http://travel.state.gov/travel/> and the Centers for Disease Control (CDC) at <http://www.cdc.gov/travel/> with regard to their destination country(s) prior to signing this Agreement, as well as prior to departure. If the off-campus program includes international travel to a country with current Travel Warnings issued by the U.S. Department of State, Student has completed a separate Supplemental Acknowledgment regarding that travel.

3. In consideration of DePauw authorizing Student to participate in the program and for other good and valuable consideration, Student and Parents hereby release and discharge DePauw, its officers, employees and trustees, and their successors and assigns, from all claims, liabilities, injuries or demands of any nature whatsoever for or an account of any injuries to person, including death, and/or loss to property, arising out of, or in connection with, participation in the program, including all transportation related to the program and any actions taken under paragraph 4 below.

4. Student grants to DePauw, or any of its designated representatives, full authority to take at Student’s expense, any action deemed necessary to protect Student’s mental or physical health and safety, including but not limited to, placing Student under the care of a doctor or in a hospital or such other appropriate place for medical examination and/or treatment, or returning Student to DePauw. Should the need arise, DePauw is authorized to make available to any health care provider who may during the program provide medical treatment to Student, any and all medical and mental health records, including opinions, reports, notes, x-rays, or any other information or documents in the possession, custody, or control of DePauw. Student hereby waives for such purpose any physician/patient or counselor/patient privilege which Student may have with respect to such information.

**Parent or Legal Guardian**

Signature: \_\_\_\_\_

Printed: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Date signed: \_\_\_\_\_

**Student**

Signature: \_\_\_\_\_

Printed: \_\_\_\_\_

Home Address: \_\_\_\_\_  
\_\_\_\_\_

Date signed: \_\_\_\_\_

<p><b>In case of emergency, notify the following person(s):</b></p> <p>_____</p> <p>Landline phone – area code and phone number</p> <p>_____</p> <p>E-mail</p> <p>_____</p>	<p>_____</p> <p style="text-align: center;">Name (Printed)</p> <p>_____</p> <p>Cell phone – area code and phone number</p> <p>_____</p>
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**Center for International & Experiential Education Fax# 765-658-4045 • Office Phone #765-658-4355**  
**Mailing address: Durham House • 309 E. Seminary St. • Greencastle, IN 46135**

**DePauw University Durham House  
Off-Campus Study Course Incident Report Form**

Persons Involved

Address

Telephone

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Time of Incident: \_\_\_\_\_ am/pm      Date of Incident: \_\_\_\_\_

Place of Incident: \_\_\_\_\_

Description of Incident: (Continue on back of form or additional sheets.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action taken and steps for follow up:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Persons contacted/consulted

Address

Telephone

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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

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