2017-2018
Resident Director Handbook

THE OHIO STATE UNIVERSITY
OFFICE OF INTERNATIONAL AFFAIRS
**TABLE OF CONTENTS**

**Introduction**
- Roles and Responsibilities 4
- Time Commitment 5

**Roles and Responsibilities of Education Abroad Coordinator**
- Roles and Responsibilities of Education Abroad Coordinator 8

**Pre-Departure**
- Program Proposal 10
- Academics 11
- Program Blueprint 11
- Resident Director Cellphones 12
- Program Arrangements Procedure 13
- Travel Arrangements 14
- Transportation and Rental Vehicle Policy 15
- Travel to Program Site 16
- Flights: Delays and Cancellations 17
- After Hours 19
- Securing Accommodation/Alternative Arrangements 20
- Accompanying Individuals Policy 21
- Publicity and Recruitment 23
- Student Application Process 24
- Student Withdrawal and Refund Policies 25
- Passports and Visas 26
- Smart Traveler Enrollment Program (STEP) 26
- Student Orientation 27
- Becoming Acquainted with Your Group 27
- Group Expectations Contract 27
- Campus Resources 28
- Resident Director and Education Abroad Coordinator Pre-Departure 29

**Meetings**
- Resident Director Orientations 30

**Post-Program**

**Pre-Departure Finances**
- Resident Director Compensation 31
- Program Budget, Program Fee and Viability of Program 31

**In-Country Finances**
- Travel Cash Advance and Group/Extended Travel (GET) Cards 33
- Resident Director Finances FAQ 34
- Post-Program 36
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health and Insurance</strong></td>
</tr>
<tr>
<td>Students and Health</td>
</tr>
<tr>
<td>Supplemental Education Abroad Insurance</td>
</tr>
<tr>
<td>Health Insurance for Faculty and Staff Resident Directors</td>
</tr>
<tr>
<td>Resident Director Health Appointment</td>
</tr>
<tr>
<td>Students with Disabilities</td>
</tr>
<tr>
<td><strong>In-Country Responsibilities</strong></td>
</tr>
<tr>
<td>Arrival</td>
</tr>
<tr>
<td>Relationship with Host Institution, Travel Agent/Vendor or Guide</td>
</tr>
<tr>
<td>In-Country Orientation</td>
</tr>
<tr>
<td>Routine Communication and Weekly Reports to OIA</td>
</tr>
<tr>
<td>Supervision of Programs, Academics and Activities</td>
</tr>
<tr>
<td>Daily or Weekly Group Meetings</td>
</tr>
<tr>
<td>Social Media</td>
</tr>
<tr>
<td>Students and Off-Site Independent Travel</td>
</tr>
<tr>
<td><strong>Handling Challenges Abroad</strong></td>
</tr>
<tr>
<td>Student Conduct In-Country and Role of Resident Director</td>
</tr>
<tr>
<td>Group Dynamics</td>
</tr>
<tr>
<td>Mental Health</td>
</tr>
<tr>
<td>Behavioral Issues</td>
</tr>
<tr>
<td>Students and Alcohol</td>
</tr>
<tr>
<td>Supporting Survivors/Victims of Sexual Assault</td>
</tr>
<tr>
<td>Sexual Harassment</td>
</tr>
<tr>
<td>Sexual Assault and Misconduct</td>
</tr>
<tr>
<td>Student Dismissal from the Program</td>
</tr>
<tr>
<td>What to do if a Student Wishes to Withdraw from Program</td>
</tr>
<tr>
<td>OIA Policy on Refund of Program Fees</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety and Emergency Procedures</strong></td>
<td></td>
</tr>
<tr>
<td>Safety and Security Issues</td>
<td>56</td>
</tr>
<tr>
<td>Road and Traffic Safety</td>
<td>57</td>
</tr>
<tr>
<td>Water Safety</td>
<td>58</td>
</tr>
<tr>
<td>Fire Safety</td>
<td>59</td>
</tr>
<tr>
<td>Extreme Sports</td>
<td>60</td>
</tr>
<tr>
<td>Clery Act</td>
<td>61</td>
</tr>
<tr>
<td>Medical Emergencies</td>
<td>62</td>
</tr>
<tr>
<td>In-country Routine Care</td>
<td>63</td>
</tr>
<tr>
<td>Non-medical Emergencies</td>
<td>66</td>
</tr>
<tr>
<td>Social Media</td>
<td>67</td>
</tr>
<tr>
<td><strong>Post-Program</strong></td>
<td>68</td>
</tr>
<tr>
<td>Final Grades and Course Equivalencies</td>
<td>68</td>
</tr>
<tr>
<td>Surveys: Student and Resident Director</td>
<td>68</td>
</tr>
<tr>
<td>Fiscal</td>
<td>68</td>
</tr>
<tr>
<td>Post Travel Health Issues</td>
<td>69</td>
</tr>
<tr>
<td>Group Reunion</td>
<td>69</td>
</tr>
<tr>
<td>Recruitment for Next Year’s Program</td>
<td>68</td>
</tr>
<tr>
<td>Maintaining Contact With Your Students</td>
<td>70</td>
</tr>
<tr>
<td><strong>Appendix</strong></td>
<td></td>
</tr>
<tr>
<td>Group Expectations Contract (example)</td>
<td>73</td>
</tr>
<tr>
<td>Off-Site Travel Form</td>
<td>75</td>
</tr>
<tr>
<td>Incident Report Example</td>
<td>77</td>
</tr>
<tr>
<td>Incident Report Form</td>
<td>79</td>
</tr>
<tr>
<td>Emergency Action Plan (template)</td>
<td>81</td>
</tr>
<tr>
<td>Guide to Assist Disruptive or Distressed Individuals</td>
<td>83</td>
</tr>
<tr>
<td>Sexual Violence Response Guidelines (excerpt)</td>
<td>87</td>
</tr>
</tbody>
</table>
On behalf of the education abroad staff in the Office of International Affairs, thank you for sharing your time and talents by serving as one of our resident directors. More than 2,700 Ohio State students study abroad each academic year, with more than half participating in programs led by Ohio State resident directors. The growth in education abroad at Ohio State is directly attributable to you and your fellow faculty and staff who recognize the importance of undergraduates having at least one international experience during their college career.

As a leading national and international flagship institution, Ohio State continues to integrate international dimensions into our teaching, research and engagement mission. Under the guidance of Assistant Vice Provost for Global Strategies and International Affairs Gifty Ako-Adounvo, Ohio State is working to ensure that all students are well equipped to thrive in today’s shifting global marketplace.

In the ongoing effort to graduate globally competent citizens, the university has defined five global competencies to instill in all Ohio State students: the ability to work effectively in international settings; an awareness of and adaptability to diverse cultures, perceptions and approaches; a familiarity with the major currents of global change and the issues they raise; the capacity for effective communication across cultural and linguistic boundaries; and the ability to comprehend the international dimension of one’s field of study. During your time as a resident director, we hope you will consider how you can help your education abroad students begin to attain these competencies, as well as how you can bring them into your classroom upon your return.

The students you will be taking abroad are a diverse group. Some may have never been outside of Ohio, while others may be experienced international travelers. Many students may be in their first or second year of study at Ohio State, and have found the opportunity to study abroad much earlier than they expected. Just as the experiences they have abroad will vary, so too will their levels of comfort, confidence and independence. Despite their many differences, all of your students will regard education abroad as a life changing experience. You will be part of what many students will remember as the most significant experience of their academic career.

This handbook will provide you with vital information about your roles and responsibilities throughout every phase of your experience as an Ohio State resident director. Thank you again, and best wishes for a safe and successful education abroad experience.

Grace Johnson
Director, Education Abroad
ROLES AND RESPONSIBILITIES: STUDENTS FIRST

Role and Expectations of the Resident Director

The roles and responsibilities of the education abroad resident director extend way beyond the traditional classroom and/or academic advising setting with which you are familiar and in which boundaries are clearly defined between faculty and students. Education abroad, by definition, is a 24/7 involvement for participants and resident directors alike. This means that you will handle non-classroom issues and situations which differ significantly from the demands and challenges of the classroom environment. In your position as resident director, daily interactions and close living quarters will acquaint you with student life and culture outside the classroom. You will need to establish appropriate boundaries between you and the students while you are resident director of a study abroad program.

As you undertake this leadership role, it is critical for you to understand and accept that you are a role model. Your behavior, actions and words will always be on display. You will want to maintain professional and neutral relationships with all students in your group, and avoid displays of preferential treatment and/or favoritism. Such displays, at best, will be resented by students and, at worst, misunderstood and considered objectionable.

Above all, you will often have to put the needs of the students above your own and view this experience as a team effort, not an individual one.

Generally, your key roles and responsibilities as a resident director are to:

• Promote and enhance the academic integrity of the study abroad program
• Serve as the liaison between the Office of International Affairs (OIA), students and the host institution
• Assist students in meeting the academic, social and cultural challenges of the education abroad experience
• Respond to emergency situations 24/7
• Maintain accountability for any funds entrusted to your care for program expenses
• Assist in the overall development of the study abroad program with your college/department and the Office of International Affairs
Specifically, you are required to perform the following duties as a resident director:

**PRE-DEPARTURE**
- Attend program information sessions
- Recruit for the program (class and club visits); resident director involvement is critical
- Assist with the selection process and/or interview student applicants (some programs)
- Participate in all pre-departure orientations
- Provide input on flights, in-country itinerary and program budgetary matters, as needed and in a timely fashion
- Read the Ohio State Student Education Abroad Handbook (cover to cover!)
- Participate in the Office of International Affairs resident director orientation
- Determine division of labor with assistant/co-resident directors
- Verify that all students have enrolled in the correct education abroad course(s)
- Read and know Department of State and Centers for Disease Control information for the countries the program will visit

**IN-COUNTRY**
- Oversee academic program in-country
- Provide in-country orientation to students
- Hold regular meetings with students throughout the program
- Maintain regular contact with education abroad coordinator
- Manage cash advance funds
- Respond to medical/non-medical emergencies
- Serve as liaison between the host institution and/or vendor and the Office of International Affairs
- Facilitate cross-cultural learning for students

**POST-PROGRAM**
- Submit receipts for cash advance funds to OIA
- Attend de-brief meeting with education abroad coordinator
- Assist future program leaders
- Begin planning for next year (if applicable)
Essential characteristics of the successful resident director include the following:

- Sense of humor
- Common sense
- Endless patience
- Physical stamina
- Excellent communication skills (verbal and non-verbal)
- Strong record-keeping and documentation skills
- Caring, helpful and supportive attitude
- Genuine interest in host culture and country
- Flexibility
- Firm but fair attitude
- Basic first aid knowledge
- Ability to remain calm in stressful situations

Professor James Phelan, a former resident director, sums up the job this way:

“I would stress that the RD job is one that requires a significant time investment – at least the equivalent of teaching a new course – and that, though the RD does not do formal classroom teaching, he or she is an important element in the students’ experience of the program. Students come to rely on the RD as a link to OSU and even, in an odd way, to their parents. Faculty who do not like taking an interest in undergraduate students’ extracurricular lives won’t be happy doing the job, and I suspect the students won’t be happy with them. At the same time, the RD has to be able to move from the role of older friend to the role of arbitrator and even boss/disciplinarian, if conflicts arise.”

If you would like to speak to an experienced resident director, please ask your education abroad coordinator.
TIME COMMITMENT

The position of resident director requires a significant time commitment before, during and after the program. In addition to attending information sessions and orientations, you will be asked to review applications and consult with your education abroad coordinator to finalize program details. Your attendance, participation in meetings and prompt responses to your education abroad coordinator inquiries are critical to the program’s success. Additionally, you are expected to be available and responsive to students who have questions/concerns about the academic content of the program.

Any questions about the terms of your regular appointment, course load reduction, and/or how the time commitment to the study abroad program is assessed must be directed to the chair or director of your academic unit. See list below for an approximate timeline of activities.

The following gives you an approximate idea of the general flow of activities throughout the life of an Ohio State faculty-led study abroad program. Some details/deadlines will vary, depending on your program. More details for each of these activities can be found in the following pages of this handbook. Your education abroad coordinator will provide you with a more detailed timeline, specific to your program.

TIMELINE

<table>
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<tr>
<th>What</th>
<th>When</th>
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<tr>
<td>Program development/recruitment</td>
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<tr>
<td>• Meet with former resident directors</td>
<td>Ongoing</td>
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<tr>
<td>• Develop itinerary</td>
<td>By OIA deadline (varies)</td>
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<tr>
<td>• Create/revise Program Information Sheet</td>
<td>Summer</td>
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<tr>
<td>• Determine if academic reference will be</td>
<td>Summer</td>
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<tr>
<td>collected</td>
<td></td>
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<tr>
<td>• Meet with education abroad coordinator</td>
<td>One meeting</td>
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<tr>
<td>about roles and responsibilities</td>
<td></td>
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<tr>
<td>• Provide budget information</td>
<td>By OIA deadline (varies)</td>
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<tr>
<td>• Communicate with host institution</td>
<td>Ongoing</td>
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<tr>
<td>(if applicable)</td>
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<tr>
<td>• Hold information sessions/visit classes</td>
<td>Ongoing, before</td>
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<tr>
<td>clubs</td>
<td>application deadline</td>
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## TIMELINE (cont.)

<table>
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<tr>
<td><strong>Pre-departure preparation</strong></td>
<td></td>
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<tr>
<td>• Review applications, interview (if applicable)</td>
<td>Immediately after application deadline</td>
</tr>
<tr>
<td>• Add content to program Carmen shell (if applicable)</td>
<td>Before students are accepted</td>
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<tr>
<td>• Participate in pre-departure orientations</td>
<td>2 to 3 meetings before departure</td>
</tr>
<tr>
<td>• Develop Group Expectations Contract</td>
<td>At pre-departure orientation</td>
</tr>
<tr>
<td>• Meet with education abroad coordinator to get overview of resident director finances</td>
<td>One meeting</td>
</tr>
<tr>
<td>• Meet with business manager to receive cash advance funds (if applicable)</td>
<td>One meeting</td>
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<tr>
<td>• Participate in mandatory health and safety training</td>
<td>One meeting</td>
</tr>
<tr>
<td>• Communicate with host institution (if applicable)</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Obtain passport, visa, immunizations</td>
<td>2 to 4 months before departure</td>
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<tr>
<td>• Arrange air travel (if not on group flight)</td>
<td>2 to 4 months before departure</td>
</tr>
<tr>
<td>• Submit Enrollment Verification form</td>
<td>1 to 2 months before departure</td>
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<tr>
<td><strong>On-site responsibilities</strong></td>
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</tr>
<tr>
<td>• Inform OIA of group arrival</td>
<td>Within 12 hours after arrival to site</td>
</tr>
<tr>
<td>• Conduct on-site orientation</td>
<td>Within 36 hours after arrival</td>
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<tr>
<td>• Send reports to education abroad coordinator</td>
<td>Weekly</td>
</tr>
<tr>
<td>• Respond to medical and non-medical emergencies</td>
<td>Ongoing and as needed</td>
</tr>
<tr>
<td>• Be available 24/7 to students and host institution</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Serve as liaison between host institution and OIA</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Assist host institution in arranging field trips and excursions as needed</td>
<td>Ongoing</td>
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<tr>
<td>• Obtain original itemized receipts for program expenditures and maintain detailed fiscal records</td>
<td>As needed</td>
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</tbody>
</table>
TIMELINE (cont.)

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<thead>
<tr>
<th>What</th>
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</thead>
<tbody>
<tr>
<td>Post-program</td>
<td></td>
</tr>
<tr>
<td>• Submit fiscal records and receipts</td>
<td>Within 3 business days after the official last day of the program</td>
</tr>
<tr>
<td>• Submit student grades</td>
<td>by Registrar’s deadline</td>
</tr>
<tr>
<td>• Debrief with education abroad coordinator</td>
<td>2 to 4 weeks after return</td>
</tr>
<tr>
<td>• Assist future resident directors</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Begin planning for next year</td>
<td>Ongoing</td>
</tr>
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</table>

(Roles and Responsibilities of OIA Education Abroad Coordinator)

The education abroad coordinator is responsible for managing your study abroad program and supporting you in your role as the resident director. Each coordinator manages a diverse portfolio of programs, varying in length and location. Education abroad coordinators have extensive professional and personal international experience and many years of working within the international education profession.

You will have frequent phone conversations, email contact and meetings with your education abroad coordinator. The study abroad experience is greatly enhanced by a close and cooperative working relationship between the resident director and education abroad coordinator.

Specifically, your education abroad coordinator:

• Advises students on education abroad opportunities
• Recruits for study abroad programs
• Manages all non-academic issues relating to the study abroad program (organizing info sessions, pre-departure orientations, logistics, financial aid issues, budgets, payments, etc.)

The education abroad coordinator is supported by staff members who are responsible for fee posting and health insurance enrollment. The Office of International Affairs has a business operations unit that is responsible for making payments overseas, providing your cash advance and meal allowance and providing overall guidance and support on the university’s fiscal policies for travel.)
ROLES AND RESPONSIBILITIES OF EDUCATION ABROAD LIAISON

A liaison is appointed for every college and regional campus to provide assistance to faculty and departments with interest in developing new opportunities, to lead the annual program reauthorization process and review budgets for individual faculty-led programs in collaboration with the Office of International Affairs. In addition, the liaison manages the enrollment in the college’s education abroad placeholder course for students who are participating on college-approved third party provider and exchange programming, and monitors enrollment numbers in student exchange programs. The liaison is also responsible for promoting the college’s education abroad opportunities to college stakeholders and audiences.
PRE-DEPARTURE

PROGRAM PROPOSAL

For information about proposing a new study abroad program, including Credit Allocation Guidelines, please see the faculty resident director tab under education abroad at oia.osu.edu.

ACADEMICS

The resident director is responsible for the overall academic oversight of the program. In some study abroad programs, the resident director is exclusively responsible for grading students’ work. In most programs, however, the resident director assists host institution instructors in the evaluation of students’ work and performance.

Students will take their grading concerns with them when they study abroad. Education abroad students will be keenly interested in how, when and by whom they will be graded. It is important for the resident director to clarify grading procedures and expectations with the host institution before the program begins. This information must be clearly communicated in advance to students in the form of a syllabus. Some resident directors have suggested including conduct/participation points in their syllabus, as well as points for attending pre-departure orientation meetings.

It is your responsibility to verify that all participants have enrolled in the appropriate education abroad course(s) before departure. Enrollment information and instructions are communicated to students in their acceptance notification email from the Office of International Affairs. At the program’s conclusion, you are responsible for submitting their final grades through the faculty center at buckeyelink.osu.edu.

PROGRAM BLUEPRINT

In the early planning stages of your program, your education abroad coordinator will ask you to complete a program blueprint to work through program details and to confirm your agreement with the arrangements. There may be other documents your education abroad coordinator will ask you to complete in order to finalize program details.
RESIDENT DIRECTOR CELLPHONES

As part of their duties, resident directors are required to carry a smart phone with them 24/7 during official program dates (including departure from and return to Columbus in the case of group flights) to respond to emergencies and communicate with in-country contact, and their students.

If a resident director already owns a smart phone, the Office of International Affairs strongly recommends that this phone be used abroad so that the resident director does not have the burden of setting up a new and unfamiliar rental phone and experience a disruption/delay with communication. Resident directors will be reimbursed for the costs that are incurred for adding an international plan and for program-related calls, texts and data.

If a resident director does not own a smart phone or prefers not to use their personal phone, the Office of International Affairs will rent or purchase a smart phone for program use prior to departure. Phones can be rented or purchased in the host country only if the resident director is arriving several days in advance of the students. Phone numbers must be established and communicated to the Office of International Affairs and the group prior to the students’ arrival.

Please refer to the social media section of the Resident Director Handbook for more information about using messaging apps for group communication.

PROGRAM ARRANGEMENTS PROCEDURE

The Office of International Affairs (OIA) selects in-country service providers based on their ability to provide responsive, high quality, and safe program arrangements at a fair price. When the unexpected occurs, these entities can provide support, information and solutions. The Office of International Affairs is not able to make program arrangements directly with service providers (hotels, airlines, bus companies, etc.) and secures these services through Ohio State’s designated travel provider. If you prefer to make these travel arrangements yourself without the assistance of a host institution, program provider or travel agent, you will be responsible for securing official invoices to be submitted to the Office of International Affairs for approval in advance. The Office of International Affairs cannot make payments directly to vendors in excess of $50,000. Providers must meet OIA and Ohio State service, quality and safety expectations. OIA reserves the right to deny use of any provider(s) that do not meet expectations.
PROGRAM ARRANGEMENTS PROCEDURE (cont.)

If you have taken on the responsibility to develop the in-country itinerary, a proposed list of required services/activities or a detailed day-to-day itinerary it must be submitted to the Office of International Affairs. It will then be forwarded to the in-country provider for a quote by the established deadlines (please ask your education abroad coordinator or visit the faculty and resident director tab under study abroad at oia.osu.edu). You will have one opportunity to make revisions to the program itinerary content prior to advertising the program fee.

TRAVEL ARRANGEMENTS

Education abroad coordinators will make group arrangements and in-country arrangements only through the use of Ohio State’s designated travel agency — with the exception of programs managed by a host institution or in cases when airfare is arranged by the individual participant.

TRANSPORTATION AND RENTAL VEHICLE POLICY

Transportation on study abroad programs should be coordinated by a reputable transportation company that supplies both vehicles and drivers. Arrangement of these services should be done during the program development process. Under no circumstances should an employee’s private vehicle be used to transport students on programs abroad.

Use of rental vehicles by resident directors or other program staff is highly discouraged, but may be allowed in exceptional circumstances. Resident directors and program staff can only rent vehicles if the Office of International Affairs concludes that no suitable alternatives exist to accommodate the itinerary and academic objectives of the program. Requests for an exception should be submitted to the appropriate education abroad coordinator and only will be allowed after consultation with the international risk manager.
TRANSPORTATION AND RENTAL VEHICLE POLICY (cont.)

Should a request to rent a vehicle be approved, the following conditions apply: approved drivers should have a valid U.S. driver’s license, a good driving record and familiarity with the handling of the type of vehicle to be driven. Approved drivers should also make sure they have the appropriate credentials for driving in the destination country and for the type of class vehicle that is rented. For many destinations this will include an International Driving Permit or an Inter-American Driving Permit (AAA is authorized by the Department of State to issue both [aaa.com/vacation/idpapplc.html]). The cost is $15 and can take 4-6 weeks to process. Programs with approved drivers are required to request and read a copy of the Association for Safe International Road Travel (ASIRT) Road Travel Report for their country. The fee for these reports will be included in the program budget and reports can be obtained via the Office of International Affairs. Approved drivers also need to be aware of local traffic laws and the penalties for violating them, which in some cases can be far more severe (e.g. incarceration) than they are in the United States.

When renting an approved vehicle abroad, it is advisable to use the supplier agreement negotiated by the Office of the Controller with National Car Rental [osotravel.osu.edu/discounts/rental-car-discounts]. If not renting through the supplier agreement, an arrangement should only be made with large domestic agencies (Avis, Hertz, etc.). In all cases the vehicle should be rented with a Collision Damage Waiver, inclusive of windshield and glass, with a $0 deductible as well as liability insurance. Depending on the country where the vehicle is being rented, the agreement may or may not include some form of LDW, CDW and/or liability insurance. If it does include a Collision Damage Waiver, it should be verified if there is a deductible and exclusions. If there is a deductible or exclusions, extra insurance options should be available to reduce the deductible to $0 and cover the entire car. The purchase of Collision Damage Waiver with a $0 deductible and liability insurance is an allowable expense for approved vehicles. There is no need for additional persona accident insurance. If insurance is not purchased, the university’s deductibles for collision are $10,000 and liability is $100,000, which would be the responsibility of the department/unit sponsoring the program. University policy restricts the use of 15-passenger cargo vans. For international travel, this is also extended to cargo style vans that are configured for 12-passengers (driver + 11 passengers).

A mini-bus with a driver is permissible, although these will often require a different licensing requirement. The preference for approved rentals is for cars, SUVs or 7-8 passenger mini-vans. Only resident directors or approved program staff are allowed to drive the vehicle(s). Under no circumstances are students allowed to drive program vehicles or transport students in vehicles they have rented.
TRANSPORTATION AND RENTAL VEHICLE POLICY (cont.)

In addition, the following safety precautions should be observed: resident directors and other approved drivers should read the “Traffic Safety and Road Conditions” section of the Department of State Country Specific Information sheet for their destination. Vehicles should be evaluated for overall maintenance; a car should not be rented if it appears to have notable body damage, poor tires or other visible deficiencies. All drivers and passengers should be required to wear seat belts during travel. While driving locally after dark is permissible, no itinerary should include an overnight drive between two destinations on the program. Vehicles rented for program purposes should only be used for program-specific activities and should not be used to transport students to optional activities during scheduled free time. Maps should be obtained and travel routes determined prior to the start of the program. Travel plans should be followed, and no side trips should be made.

Additional information about this policy can be provided by contacting Dru Simmons, international risk manager, at simmons.541@osu.edu or 614-247-8351.

TRAVEL TO PROGRAM SITE

Winter or spring break study abroad programs
Resident directors travel with the Ohio State students to and from the program site. In this case, the Office of International Affairs will arrange the group travel and purchase the round trip air ticket for the resident director.

Regular length study abroad programs
The decision to have a group flight is made on a program-by-program basis. If you travel separately from the students, you must still travel on the official program dates. In the event you arrive early or stay after the official program dates for personal reasons, you will be responsible for any cost difference in airfare.
To arrange travel to your program site, your education abroad coordinator will arrange your travel with the university’s designated travel agency. Your education abroad coordinator will arrange for the Office of International Affairs to make direct payment to the travel agency and obtain a unique travel or “T” number for you.

Deviation from a group flight is by special permission only. Please refer to the resident director flight guide under “current resident directors” at oia.osu.edu.
FLIGHTS: DELAYS AND CANCELLATIONS

The following information is a collection of recommendations on the best steps a resident director can take when a group flight scheduled by Uniglobe Travel Designers (UTD) is delayed or canceled. It is important to understand that every situation is unique. There is a difference between a flight delay and a flight cancellation, and the appropriate steps are separated into those two factors:

FLIGHT CANCELLATION

The following information is a collection of recommendations on the best steps a resident director can take when a group flight scheduled by Uniglobe is delayed or canceled. Students will look to you for guidance. Please maintain a calm, professional demeanor. It is important to understand that every situation is unique. There is a difference between a flight delay and a flight cancellation, and the appropriate steps are separated into those two factors:

• Airline’s fault = (usually) just your flight is affected.
• Not the airline’s fault = (usually) every flight at the airport is affected.

If the cancellation is the airline’s fault (mechanical issue, lack of a crew, etc.) then you should be prepared to be firm but polite when speaking with the airline representative at the boarding gate. (TIP: if there is a huge line at your gate, go to another gate for the same airline. Any gate agent for the same airline can help you.) You should explain that you are the group leader of a university study abroad program and they need to do whatever possible to get the group to their destination due to the program schedule being based on their on-time arrival at the destination. If the airline representative indicates that there are no other flight options, you should remind the agent that, because this was an airline related cancellation, the agent is required to make every attempt to endorse the group on another airline, if possible. This is a common remedy that the airline agent may not immediately offer because they would prefer to have you stay on their airline.

If the cancellation is NOT the airline’s fault (weather, lack of a crew due to weather, airport equipment malfunction, etc.) you are likely to encounter a “you’ll just have to wait” attitude from airline agents. Unfortunately there isn’t a lot that can be done differently. If an airport is shut down by weather (a control tower fire, an Icelandic volcano, etc.), there are thousands of people at the same airport in the same situation as your group.
FLIGHT CANCELLATION (cont.)

In both of these scenarios, the best advice if is for you to get in the shortest line you can find and then phone your education abroad coordinator if it is during business hours (Monday—Friday, 8 a.m.- 5 p.m.). Please see “After Hours” paragraph on next page if applicable. The education abroad coordinator will contact Uniglobe so they can work on a solution for the group. Once you get to the front of the line, Uniglobe can then determine if the most expedient solution will be for you to work with the airline agent or if the education abroad coordinator and Uniglobe can provide a resolution. By approaching the problem this way, we are simultaneously working the two best avenues to fix the problem. Whichever avenue produces a solution quickest is almost always the best, and it is important to let your education abroad coordinator/Uniglobe know the moment you begin a conversation with the airline agent. If they the airline agent attempts to enter the record at the same time a Uniglobe agent is in the record, it creates chaos. If the airline representative is willing to help, which is always best, then the Uniglobe agent needs to be told to get out of the record immediately.

FLIGHT DELAY

A flight delay is considered a smaller problem than a cancellation but can be significantly more aggravating. And, as before, the reason for the delay can either be the airline’s fault or NOT the airline’s fault. Many times, a delay will start out as only a few minutes, only to become several hours. Unfortunately, too often the announcement of the longer delay comes after it is too late to make other arrangements. It is good practice to communicate with the airline gate agent when a delay is first announced to determine the “severity” of the reason for the delay. The agents are trained to say just enough to get you away from the counter, without being too specific. If you explain that you are leading a group of college students on a study abroad trip and the importance of making your next connection, a lot of times they will give you a more “in depth” answer as to how long they expect the delay to be. If they believe the delay to be long enough to cause the group to miss their connection, the agent can immediately start investigating alternate flight options. (TIP: if there is a huge line at your gate, go to another gate for the same airline. Any gate agent for the same airline can help you.) This would also be the time to contact your education abroad coordinator and Uniglobe to discuss if changes need to be made to the in-country portion of the trip if this occurs during business hours. (Please see “After Hours” paragraph below if applicable).
AFTER HOURS

If you experience a delay or cancellation outside of OIA's business hours, you should follow all of the above advice but call the Uniglobe dedicated after hours agent at 855-365-9185 instead of your education abroad coordinator. You should also call the Ohio State 24/7 emergency phone 614-292-6677 to provide an update on the status of the group's new flight itinerary.

SECURING ACCOMMODATION/ALTERNATIVE ARRANGEMENTS DURING A GROUP FLIGHT DELAY/CANCELLATION

If suitable alternate flight arrangements cannot be made, then lodging in that city will likely be required. Typically the cancellation or delay would need to be overnight and/or 12 hours for the airline to offer accommodation. If the cancellation is the airline's fault, then you should request that the airline pay for the hotels.

If the group is delayed overnight in Columbus (before departing), students who have local housing to return to are permitted to do so and return the next morning for the flight. If students do not have accommodations or if the overnight delay is in another U.S. city or abroad, and the cancellation is not the airline's fault, you and your education abroad coordinator should begin the process of securing a nearby hotel by:

• Calling the Ohio State 24/7 emergency number: 614-292-6677. The first responder will contact Uniglobe, who will then be directly in touch with the resident director.

• You should be prepared with the gender breakdown and number of rooms required for your group. Students of the same gender should be placed in a shared room (one student per bed). If there are multiple resident directors of the same gender, they should share a room as well.

• Uniglobe will make every effort to secure a hotel with an airport shuttle. If this is not possible, you should use your GET card funds to pay for taxis for the group.

• Students are responsible for covering their own meals during a delay/cancellation. If the group is placed in a hotel where dining is not convenient, the first responder may be able to authorize delivered food (e.g. pizza).

• The education abroad coordinator will notify in-country contacts and the students’ emergency contacts about the delay.
SECURING ACCOMMODATION/ALTERNATIVE ARRANGEMENTS DURING A GROUP FLIGHT DELAY/CANCELLATION (cont.)

If the group is significantly delayed/canceled in a U.S. connecting city that is within driving distance to Columbus on their return, it may be more practical to have a private coach arranged by Uniglobe take the group back to Columbus instead of lodging in a hotel and having the group split up on multiple flights the next day. You or the education abroad coordinator should inquire about this possibility by:

- Calling the Ohio State 24/7 emergency number: 614-292-6677. The first responder will contact Uniglobe, who will then determine if a private coach is feasible and advisable. Either Uniglobe or the first responder will communicate the decision and next steps to you.

Students are responsible for covering their own meals during a delay/cancellation. The education abroad coordinator will notify the students’ emergency contact about the alternative transportation plans.

Important Reminders
- You should not rent vehicles or permit the rental of vehicles to be used in lieu of university-organized transportation.
- You should not permit students to leave the airports during delays, even if they are significant.

ACCOMPANYING INDIVIDUALS POLICY

The following guidelines apply to all individuals accompanying study abroad programs sponsored by The Ohio State University. While Ohio State does not restrict resident directors from bringing an accompanying spouse, partner or legal dependent(s) on study abroad programs, it is not a practice that is encouraged. Ohio State reserves the right to impose limits and/or conditions on the roles, activities and presence of accompanying individuals. Such limits or conditions derive from concerns related to health, safety or security as determined by Ohio State. In some cases, accompanying individuals may not be permitted to join the study abroad group for some or all activities.
ACCOMPANYING INDIVIDUALS POLICY (cont.)

1. Accompanying Individual Deadline: Accompanying individual(s) requests must be made by the program application deadline, at the latest. The Office of International Affairs will review requests on a case-by-case basis. Requests made after the deadline can be considered, but may be denied if logistical and payment deadline have passed.

2. Resident Director Responsibility: The resident director assumes far greater responsibility than overseeing the academic content of the program. Resident directors must be available on a 24/7 basis to program participants while the program is in session. Programs administered by Ohio State are designed by academic units as complete programs focusing on both the curricular and student development needs of participants. Ohio State expects resident directors to serve as the program participants’ primary contact and to be the first responder to a participant emergency. In the event that the program needs to depart the country for political, natural disaster or other reasons, the resident director’s responsibility is to travel with the group.

3. Definition of Accompanying Individual: An accompanying individual is considered to be the spouse, partner or legal dependent of the resident director. Grandchildren, nieces, nephews, or other relatives and family friends who are not legal dependents are not allowed to accompany a program unless they are enrolled as Ohio State students participating in the program.

4. Supervision of Minor Children: Accompanying individuals who are children under the age of 18 must be accompanied by another supervising adult. Hiring or relying on program participants for childcare during the program is not acceptable. An additional relative or nonrelated adult is permissible so long as their role is to serve as a primary childcare professional while the resident director(s) are performing program duties. Such persons must follow the conditions and requirements of the policy on accompanying individuals.

5. Role and Expectations of Accompanying Individuals: Accompanying individuals are not considered in any way to be resident directors, program staff or official representatives of Ohio State. Therefore they should take no role in leading the group or making decisions regarding the program or program participants. Accompanying individuals are not protected by the university liability insurance. Although accompanying individuals are not program, staff or participants, they are expected to abide by all program policies and any additional restrictions that are imposed for safety reasons.
ACCOMPANYING INDIVIDUALS POLICY (cont.)

6. Arrangements for Accompanying Individuals: Due to logistical and risk management considerations and State of Ohio ethics laws, the strong preference is for accompanying individuals to participate as a full program participant.

“Full Program” Individual: Accompanying individuals who wish to participate in all program travel or events (e.g. group flight, field trips, museum visits, group meals) will be responsible for paying the full unsubsidized program fee plus any necessary additional expenses not included in the program fee. Accompanying “full program” individuals are not permitted to enroll in the program via the Office of Extended Education. Accompanying “full program” individuals are expected to participate in all program events; there should be no ad hoc selection of which events to opt into or out of.

Requests for partial arrangements will be reviewed by the Office of International Affairs and approval will be based on feasibility of in-country logistical and payment options and compliance with Ohio State travel policies and State of Ohio ethics laws.

7. Expenses of Accompanying Individuals: All expenses for “full program” individuals must be paid within two weeks from the date students have been admitted in the program. If the accompanying individual withdraws prior to the program start date, the resident director may only receive a partial refund if “non-recoverable costs” cannot be avoided. By paying the program fee, “full program” individuals will receive the same inclusions (accommodations, transportation, services, meals, etc.) as the students. Any additional expenses for meals or extra activities are the responsibility of the resident director and the accompanying individual. Program funds can only be used toward expenses of paying participating members. Payment arrangements for partial participation will be determined when the request is being reviewed. Therefore if the accompanying individual does not pay the full program fee, he or she will not participate in activities or use any services provided to the group.

8. Liability, Preparation and Insurance for Accompanying Individuals: It is the responsibility of resident directors and accompanying individuals to ensure they have made arrangements for proper documentation and health concerns for travel overseas. In preparation for travel, accompanying individuals are encouraged to read all pre-departure materials and participate in orientation sessions. Ohio State is not responsible for the injury, illness, loss or death of accompanying individuals. Approved accompanying individuals must also enroll in the GeoBlue Supplemental Insurance required of resident directors and program
ACCOMPANYING INDIVIDUALS POLICY (cont.)

participants. In order to enroll in the insurance, the program resident director must be already enrolled in the Office of International Affairs plan. Accompanying individuals must enroll directly with GeoBlue via a Group Health Insurance Enrollment form provided by international risk manager, Dru Simmons. The 2016-17 daily rates for accompanying individuals are:

- Spouse: $4.25
- Child: $2.20
- Children: $4.40

Payment (check, money order, credit card) must be made directly to GeoBlue when submitting the form. The Office of International Affairs must receive verification of the enrollment prior to departure. All insurance premiums, additional medical costs and costs associated in the event of an evacuation are the responsibility of the accompanying individual.

Those resident directors and accompanying participants who understand and are willing to meet these conditions must submit an Accompanying Individual Information Form and sign an Acknowledgement of Risk and Release document by the education abroad application deadline for the relevant program. These forms must be submitted to the education abroad coordinator assigned to the program. The ability of an individual to accompany the program is not final until these documents have been submitted and approved by the international risk manager.

PUBLICITY AND RECRUITMENT

The official program information developed by the education abroad coordinator and resident director contains all of the basic program details such as dates, cost, credit and application deadline and is posted at oia.osu.edu. As details change, the program information will be updated, so please be certain that you use the most recent information when discussing the program or promoting the program on your department’s website.

Your involvement in the recruitment process is critical to the program’s success. You and your education abroad coordinator will organize program information sessions to promote the program. The purpose of these sessions is to give students an opportunity to meet you, learn about the program and to ask questions. We encourage you to visit specific classes and/or clubs that may have prospective students for your program. Please let your education abroad coordinator know in advance if you would like assistance.
PUBLICITY AND RECRUITMENT (cont.)

When recruiting for the program, remind students that studying abroad, by definition, is an academic experience. Resident directors often emphasize the fun aspects of the education abroad experience in order to sell the program. While studying abroad is enjoyable, programs are designed to be academically challenging and enriching. If this point is made clear in the recruitment phase, you are less likely to have applicants who are looking for a vacation. Using the word “program,” rather than “trip,” is a small but important way you can set the proper tone when describing the experience.

STUDENT APPLICATION PROCESS

Students are required to apply for study abroad programs electronically through buckeyelink.osu.edu. Some programs require interviews. In addition to filling out the application, students are required to:

- Write and upload a personal statement
- Obtain an academic reference (not applicable for all programs)
- Upload an advising report
- Submit a $150 application fee

Students who do not submit complete applications by the deadline may be ineligible to participate. After the deadline, the education abroad coordinator will share the applications with you for electronic review and set-up interviews (if necessary). Please note that students who are experiencing difficulty with their academics and/or with certain disciplinary and/or criminal histories may not be eligible to participate in Ohio State-managed programs. Please see the Application and Policies information under Education Abroad at oia.osu.edu for eligibility information and conditions for participation. Once admission decisions have been made, the education abroad coordinator will send email notifications to the students.

Please see “Finances” section for OIA policy regarding minimum number of students required on a program.
**STUDENT WITHDRAWAL AND REFUND POLICIES**

If a student decides to withdraw from the program, or if the student does not meet the conditions for participation in an Ohio State study abroad program after acceptance to that program, the student needs to understand that the decision will have financial consequences. Please see Cancellation Policy under Application and Policies under Education Abroad at oia.osu.edu.

**Refund of Tuition**
Refund of tuition will be handled by the Office of the University Bursar according to its refund schedule as indicated in the Master Schedule.

**Student Financial Aid**
If a student withdraws from a study abroad program at any time prior to departure or after the program commences, the student should inform the Student Service Center of his or her withdrawal, so that the student’s financial aid can be re-adjusted, if necessary, and will continue uninterrupted.

**Academic Consequences**
If a student withdraws from a study abroad program after the program commences, he or she needs to understand that his or her decision may have academic consequences. They may receive a “W” on their Ohio State academic record depending on the date of the withdrawal. Students are encouraged to contact their academic advisor to help ensure minimal interruption of their academic progress.

**PASSPORTS AND VISAS**

Resident directors and students are responsible for having a valid passport by the time the program begins. Applying for a passport is at the resident director’s and students’ own expense. Students should apply for a passport immediately, even if they are just considering studying abroad. For more information go to travel.state.gov and click on Passports.

Some destinations require a visa in addition to a passport. The education abroad coordinator will inform the resident director and the students if they will need to apply for a visa. In some cases, the education abroad coordinator is able to help facilitate applying for visas as a group; in other cases, it is the responsibility of the resident director and students to take care of it themselves. International students should visit the Frequently Asked Questions under Education Abroad at oia.osu.edu.
PASSPORTS AND VISAS (cont.)

All resident directors and students must understand that visas are granted solely at the discretion of the issuing embassy or consulate of the host country. Ohio State, the Office of International Affairs and its visa provider, Travisa, have no control over visa denials, immigration and visa regulations and/or any changes in the Embassies’/Consulates’ policies.

U.S. DEPARTMENT OF STATE AND SMART TRAVELER ENROLLMENT PROGRAM (STEP)

Every Ohio State education abroad resident director and study abroad student who is a U.S. citizen is asked to register with the nearest U.S. embassy or consulate through the U.S. Department of State Smart Traveler Enrollment Program (STEP) at step.state.gov. Registration will make your presence and whereabouts known in case it is necessary to contact you in an emergency. U.S. embassies and consulates can provide both emergency and non-emergency services to American citizens who encounter problems while abroad.

Non-U.S. citizens can register through the U.S. Department of State travel registration website for travel alerts and travel warning updates only. Those students are encouraged to check the website of their home country embassy to find out if they can register their overseas travel.

Ohio State resident directors should carefully review the “country-specific information” for their host country at travel.state.gov. This includes the contact information and the location of the nearest U.S. Embassy or Consulate(s) in the host country in the event that a situation arises that necessitates consular assistance. Such situations may include reporting and replacing a lost or stolen passport, locating a medical facility or even seeking legal assistance. Resident directors should also be familiar with the country-specific information and advice in the Safety and Security, Health and Travel and Transportation sections.

Please see the Safety and Emergency Procedures section of this handbook for emergency protocols.
STUDENT ORIENTATION

In general, the Office of International Affairs organizes at least two pre-departure orientation sessions during the semester immediately preceding departure. Some programs require several orientations before departure. The education abroad coordinator will determine an appropriate orientation schedule in consultation with you.

Pre-departure orientations have three main goals:

- To provide orientation on program policies, itinerary, travel, passports and visas, health, housing, safety and other in-country issues.
- To review academic expectations and requirements of the program.
- To help students understand broad cross-cultural perspectives and develop cross cultural sensitivities.

All students are required to attend a general health and safety orientation, along with one to two program-specific orientations. Your presence is important. The students will want to meet you, hear your enthusiasm for the upcoming experience, and ask you questions about academic work in-country.

BECOMING ACQUAINTED WITH YOUR GROUP

Due to time constraints, the orientation sessions do not always lend themselves well to the resident director and the group becoming acquainted. You are strongly encouraged to organize a social event (movie or a group meal) or invite students to stop by your office hours to discuss their goals and interests in your program. Since resident directors typically have extensive knowledge of the host culture, you should prepare students by sharing relevant reading recommendations or current event news. Resident directors should also acquaint students with the cultural norms and taboos of the host culture.

GROUP EXPECTATIONS CONTRACT

Many resident directors stress the importance of creating a Group Expectations or Behavior Contract prior to departure and in consultation with the students. A Group Expectations Contract is a non-legal, program-specific document in which the students and the resident director express their expectations for each other and as a group during the study abroad program.
GROUP EXPECTATIONS CONTRACT (cont.)

Typically, Group Expectation Contracts are short and to the point, expressing group rules such as:

We agree to:

• Be on time and not keep each other waiting
• Speak in quiet voices and not draw unnecessary attention to our group
• Exercise restraint and discretion when taking photos
• Never listen to iPods when we are on a tour
• Not complain

However, for certain programs, the Group Expectations Contract is where the program can establish protocol for group conduct that might be relevant to the program location or in-country partner, including:

• Curfews
• Limitations on independent travel
• Restrictions or guidelines on the use of alcohol
• Limitations on forms of transportation

Other behavioral expectations might be inserted on account of the program partner or for the health and safety of the students. If a contract includes sanctions or potential consequences leading to dismissal from a program, it should be reviewed by the international risk manager, the Office of Student Conduct and the Office of Legal Affairs.

Development of a Group Expectations Contract with your students can be a very useful exercise and an important way for you to establish appropriate behavior norms and expectations for the group. Examples of these contracts are in the Appendix of this handbook.

CAMPUS RESOURCES

While most orientations are conducted by the resident director and education abroad coordinator, there are a number of campus units that are willing to lend their expertise, as well, including the international risk manager, Student Conduct, Student Wellness Center and Counseling and Consultation Service. Additionally, you may want to consider contacting The Ohio State University Alumni Association, which can put you in touch with alumni living in your host country.
RESIDENT DIRECTOR AND OIA EDUCATION ABROAD COORDINATOR PRE-DEPARTURE MEETINGS

You will likely have several meetings with your education abroad coordinator throughout the lifecycle of your study abroad program. In your first meeting, your coordinator will review the roles and responsibilities of a resident director and will provide you with an updated copy of this handbook. Other meetings will be necessary to finalize program details, program budget or cash advance questions, plan orientations and discuss any student issues or challenges that may be present. A final “hand-off” meeting will also be necessary. Your education abroad coordinator will give you the following items as well as review their use.

**Student Information**
- Completed OIA Health Information Forms for each of your students
- Copies of student passports
- Copies of student GeoBlue insurance cards or certificate numbers
- Student cell phone numbers

**Itineraries, Flight Information and Program Specific Materials**
- Coordinator contact information for arrival notification
- Program itinerary
- Student travel and flight information (including 24/7 phone number of travel agent who booked the flight, if applicable)
- Contact information for host institution and/or travel provider
- Contact information for U.S. Embassy in your study abroad country(ies)
- Cash advance breakdown (how much is reserved for specific payments)/per diem breakdown
- Other material specific to your program

Your coordinator can also provide you with Off-Site Travel Forms and Incident Report Forms (please see Appendix).
RESIDENT DIRECTOR ORIENTATIONS

All resident directors are required to attend an orientation, which will cover emergency response and health and safety overseas. If a partner and/or dependent are traveling with you, we strongly recommend that you bring him or her to the health and safety resident director orientation.

If you will have a cash advance, the Office of International Affairs business operations unit will provide a “GET Card” orientation as well. You will receive notification of the time and date for the orientation you are expected to attend. A flash drive with an Excel spreadsheet to record all expenditures will be provided.
PRE-DEPARTURE FINANCES

RESIDENT DIRECTOR COMPENSATION

Resident directors receive round trip transportation to and from the program site, lodging and meals. A meal allowance is provided for any meals that are not provided directly as part of the program (such as group meals or breakfast included with hotel stays).

Any questions about the terms of your regular appointment, course load reduction and/or how the time commitment to the study abroad program is assessed must be directed to the chair or director of your academic unit.

PROGRAM BUDGET, PROGRAM FEE AND VIABILITY OF PROGRAM

Effective summer term 2014, enrollments for education abroad flow to the sponsoring college instead of to the Office of International Affairs (OIA). This change means that OIA will no longer subsidize study abroad programming. In a new shared responsibility model, the colleges and OIA will work together to promote education abroad access and affordability.

The colleges are actively involved in setting program fees for faculty-led study abroad programs. Education abroad coordinators will work with airlines, vendors, host institutions and other providers to make program arrangements and establish the cost of program services. The Office of International Affairs will then prepare a program fee worksheet for each program and you will have the chance to review its content. Then OIA will send the worksheet to the college education abroad liaison and senior fiscal officer, who will designate the college’s level of support, if applicable. This information is then communicated to OIA so that the final program fee can be set and advertised to students. Education abroad participants pay the OIA Study Abroad Program Fee through the Office of the University Bursar.

If sufficient budget information has not been provided by the host institution, vendor or resident director by the program budget deadline, program viability will be assessed by OIA and the relevant college and may result in cancellation. Please ask your education abroad coordinator or visit oia.osu.edu/faculty-advisor-resources/policies-and-deadlines.html for more information.

Please be aware that OIA will determine the per person amount for emergency funds to be included in the program fee and that you will have one opportunity to ask OIA to make revisions to the program budget prior to advertising the program fee.
In consultation with resident director(s), relevant academic unit and college, the Office of International Affairs will determine the minimum number of students required to run the program.

- If the number of viable applicants falls three or more students below the pre-determined minimum, in consultation with the college the program might be canceled.

- If the number of viable candidates falls two students below the pre-determined minimum, the application deadline will be extended by two weeks (if logistically possible) and/or the academic unit or college sponsoring the program can agree to provide financial support so the program does not run at a loss.

- The Office of International Affairs is not able to run programs at a deficit; if the required number of viable participants is not reached after two weeks, the academic unit or college must cover the difference in revenues and expenditures or the program will be canceled.

If you have questions about your program’s budget and/or the student program fee, please contact Leslie Anderson (anderson.846@osu.edu), education abroad program manager.
IN-COUNTRY FINANCES

TRAVEL CASH ADVANCE AND GROUP EXTENDED TRAVEL (GET) CARDS

The Office of International Affairs makes every effort to prepay for student expenses in-country. Some expenses, however, cannot be anticipated or prepaid. The Office of International Affairs requests a travel cash advance for education abroad resident directors for those in-country expenses which cannot be prepaid.

The amount of the cash advance is determined by the education abroad business manager. The cash advance may be provided to you in two ways. The preferred method is to provide you with a credit card with the amount of the cash advance available on it. This credit card is called a Group/Extended Travel (GET) card. This card may also be used to withdraw cash from ATMs. The education abroad business manager requests the card and notifies the resident director when the card is ready for pick up and provides the resident director with the PIN that can be used to withdraw funds. The business manager will provide you with a thorough orientation about use of the card, including what to do if it is lost/stolen, how to find the balance and how to keep it safe.

In some circumstances, the cash advance funds may be deposited into the resident director’s personal bank account. This is not the preferred method of advancing cash and is used only in cases where the GET card is not feasible. In these cases, the cash advance will be issued by Accounts Payable and will be directly deposited in your account. You will receive an email notification from Accounts Payable when the payment has been submitted to your bank.

As resident director, you are personally accountable for the travel cash advance, whether the cash is loaded onto a GET card or deposited into your personal account. Prior to departure, the Office of International Affairs will give you a flash drive with tools to record all of your cash advance expenditures. You must retain and submit all original receipts and your flash drive to the Office of International Affairs (to the attention of the business operations unit) within three business days after your study abroad program officially concludes. All expenditures must be recorded in foreign currency amount in the spreadsheet provided. Upon return, the foreign currency will be converted using the historical conversion rate for cash or credit card.

Please note that any pre-departure or post-program expenditures must be pre-approved by the director of study abroad or the international programs manager. The cash advance may not be used for any pre- or post-program expenses. Any pre- or post-program expenses not pre-approved will not be reimbursed by the Office of International Affairs.

You should also be advised that the Office of International Affairs cannot purchase or reimburse for any purchase of alcohol under any circumstances.
RESIDENT DIRECTOR FINANCES FAQ

CASH ADVANCE

What is a cash advance and what is it for?
A travel cash advance is money given to a resident director to cover budgeted in-country program-related expenses that have not already been prepaid, including emergencies. Cash advance funds cannot be used to cover pre-departure expenses.

What sort of expenditures would I use the cash advance for?
The cash advance is typically used for communications (program-related phone calls/Internet use), tour guides or drivers, group meals, activities that enhance the academics of the program and emergencies. Please note that OIA determines the amount of the emergency fund. Your education abroad coordinator can tell you what other expenses are included in the cash advance.

How is my cash advance calculated?
The cash advance is calculated based on previous years’ amounts and from resident directors’ input, if necessary.

What if I have questions about a cash advance expenditure?
For questions about documenting expenses according to university regulations, please contact Lizeth Rascon, rascon.1@osu.edu, 614-292-6101, business manager. For questions about an expenditure that was not included in the cash advance budget, please ask your education abroad coordinator.

When and how do I receive my cash advance?
The cash advance will be provided to you just prior to your departure. You will either receive a GET (Group/Extended Travel) credit card or the amount will be deposited in your personal account (the same account that your Ohio State paycheck is deposited). You will be contacted by Lizeth Rascon with more information closer to your departure time.

Do I need to keep receipts and/or log expenses for my cash advance expenditures?
Yes - itemized originals! You will need to have a receipt for every cash advance expenditure. If you are unable to obtain a receipt, you can create your own using the receipt booklet that Lizeth Rascon will provide to you before departure. You will need to provide a description and the business purpose for each expenditure. You will be provided with a flash drive that has the template for listing your expense.
RESIDENT DIRECTOR FINANCES FAQ (cont.)

Can cash advance funds be lent to students?
Cash advance and/or resident director’s personal funds should not be lent to students. Students are advised to have back-up funds in the event of theft and/or for medical care. If an emergency loan is provided, please note that the university cannot require the student to repay it. You will be responsible for reimbursing the university for these funds.

How do I get reimbursed for my travel to and from the airport?
Transportation to and from the airport (taxi or airport parking) will be reimbursed after the program. The resident director is expected to choose the least expensive method of transportation to and from the airport (taxi vs. leaving car) and to submit original receipts for reimbursement.

Who can I follow up with for more information?
Lizeth Rascon, Business Manager
Office of International Affairs
Phone: 614-247-4026
Email: rascon.1@osu.edu

If you have any questions about the correct use of and/or documentation of the cash advance, please contact the OIA business operations unit or Leslie Anderson (Anderson.846@osu.edu), program manager.

MEALS

How are meals provided?
An allowance covers your meals that are not already provided as part of the program (breakfast included at the hotel for example).

How is my meal allowance calculated?
The allowance for meals is based on the federal government’s published meals and incidentals (M&I) rate (for the cities to be visited) as published by the U.S. Department of State (aoprals.state.gov/web920/per_diem.asp). When the program budget is established, the meal allowance is calculated as 80% or less (with prior approval) of the M&I rate.

How do I find out the amount of my allowance?
You can find out the estimated amount from your education abroad coordinator. Lizeth Rascon,
RESIDENT DIRECTOR FINANCES FAQ (cont.)

business manager, will also provide you with an allowance worksheet with the estimated amount just prior to your departure. The final amount of your allowance will be calculated when you return, based on any changes that occurred during the program (if fewer meals were included, for example).

When and how do I receive my allowance?
For programs that are less than 30 days in duration, you will receive your full meal allowance upon your return (the funds will be deposited in the same account that your Ohio State paycheck is deposited).

For programs that are more than 30 days in duration, you will receive an 80% advance of your meal allowance prior to the start of the program. Upon your return, you will receive the remaining 20% (the funds will be deposited in the same account that your Ohio State paycheck is deposited).

If you were responsible for carrying the cash advance, your meal allowance will be refunded to you after your cash advance receipts are reconciled.

Do I need to keep receipts for my meal allowance expenditures?
No, you do not need to keep receipts for your meal allowance.

POST-PROGRAM

The following items must be submitted to the OIA business operations unit within three business days after the program officially concludes:

- Unused cash advance funds in foreign currency or U.S. dollars
- Group/Extended Travel (GET) Card-return the card
- OIA cash advance flash drive
- Original receipts
  " Include ATM or bank receipt for all cash withdrawals
  " Itemized receipt and signed credit card slip for all credit card expenditures
  " Itemized receipt for all cash expenditures

If you are not returning directly to the United States, you must still comply with the requirement to submit original receipts and your OIA flash drive to the OIA business
POST PROGRAM (cont.)

operations unit within five days after the official end date of the program. Please make copies of your receipts. By traceable mail (FEDEX, DHL EXPRESS, etc.), please send your original receipts and flash drive to the OIA business operations unit. The cost of copies and special mail delivery is reimbursable, so please retain the receipt.

Your meal allowance reimbursement (and that of your fellow resident directors) will not be processed until your cash advance receipts have been received. Business operations is required to reconcile all program expenditures and submit them to the Office of Academic Affairs for compliance review and approval. Any expenditures that do not comply with Ohio State policies will not be reimbursed. Any expenditures that do not comply with Ohio State policies made with the GET card must be reimbursed to the university. The compliance determination is made by the Office of Academic Affairs and cannot be overruled by the Office of International Affairs. The business operations staff can answer any compliance or documentation questions you may have prior to departure, while you are engaged in the program, or upon your return.
HEALTH AND INSURANCE

STUDENTS AND HEALTH

Prior to departure, students will fill out an OIA Health Information Form. The purpose of the form is to give students an opportunity to provide information on any pre-existing health conditions and/or prescribed medicines. These forms are collected by your education abroad coordinator. If students indicate on the form they are managing a pre-existing health condition, they will be referenced to three specific resources:

1. Student Health Services to schedule a Travel Consultation with the travel medicine providers at the Wilce Student Health Center – shs.osu.edu/services/vaccinations/travel-consultation.

2. GeoBlue Destination Dashboard (see supplemental insurance section) for consultation on health and medical resources abroad and to make potential arrangements for doctor’s appointments, prescriptions and access to medical equipment or testing supplies.

3. The medical professional currently treating their health condition.

Based on their conversations with these medical resources, students may develop a plan for managing any current health conditions while abroad. The plan may include time to visit with health care professionals abroad, communicate with doctors here in the United States, obtain prescription medications or perform routine testing. On occasion, a student may ask your education abroad coordinator to arrange a meeting with you and the student to discuss how the student intends to manage his or her health while abroad. These meetings are to be treated confidentially. The Wilce Student Health Center, Counseling and Consultation Service, Office for Disability Services and/or GeoBlue will be consulted as appropriate. Unless they are acting in their capacity as a licensed medical professional, faculty and staff leading programs are advised never to offer medical advice to students on their programs.

It is also your responsibility to inform your education abroad coordinator of any pre-existing chronic health conditions that you have. Once enrolled in the GeoBlue insurance, you will also have access to the GeoBlue pre-departure services for managing your health abroad.

As resident director, it is your responsibility to be aware of any student health problems and/or concerns while in-country. Follow up immediately on any and all student illnesses. If a student does not show up for class and/or a required field trip, find out why and offer assistance. Assist the student in seeking appropriate medical assistance through GeoBlue or local resources.

Inform the Office of International Affairs of any student illnesses which require a visit to a health clinic and/or physician.
SUPPLEMENTAL EDUCATION ABROAD INSURANCE

Students who participate in Office of International Affairs study abroad programs are automatically enrolled in a supplemental insurance plan through GeoBlue. In addition, students are required to maintain their primary insurance while participating on Office of International Affairs study abroad programs.

The supplemental insurance covers medical and non-medical emergencies, including political, security and natural disaster evacuation. GeoBlue is also available for referrals in non-emergency situations. Prior to care, if an enrollee (student, resident director or accompanying individual) or the international risk manager contacts GeoBlue to arrange a guarantee of payment at a Network Provider, the cost of an enrollee’s care will be paid directly by GeoBlue. There is no deductible amount per injury or sickness.

Prior to departure, you should be aware of the medical resources available through GeoBlue in their location(s). A search function by country is available under Tools and Services at geobluestudents.com. If you need assistance identifying these, please contact the international risk manager or your education abroad coordinator for assistance. If no GeoBlue Network Providers or local providers are listed in a location, the nearest appropriate medical facilities should be identified.

If an enrollee (student, staff or accompanying individuals) receives medical care from a GeoBlue Network Provider without prearranging a guarantee of payment, or from a physician who is not a GeoBlue participating provider, he or she must pay out-of-pocket and then submit the receipts to GeoBlue for reimbursement. Resident directors should not use the cash advance to pay for medical expenses on behalf of a student. Ohio State has no mechanism for enforcing that students repay loans from faculty for medical expenses. In the event a medical emergency requires significant funds, contact the international risk manager who can verify the authorization to spend funds.

Finally, if you are aware of any students going abroad independently, (e.g. for research purposes), please inform them that they are also required to enroll in GeoBlue.
HEALTH INSURANCE FOR FACULTY AND STAFF
RESIDENT DIRECTORS

All resident directors, approved academic or leadership guests and approved accompanying individuals are required to enroll in the supplemental insurance plan through GeoBlue. This ensures that in the event of an emergency (such as an evacuation), resident directors will have the same level of service and assistance as students and the group can respond as a cohesive unit. The cost of the insurance for resident directors and approved academic or leadership guests will be covered by the program budget. Approved accompanying individuals will be required to pay separately. Your education abroad coordinator will provide you with instructions for enrolling.

Graduate Teaching Assistant Resident Directors:
You will be enrolled in OIA's supplemental education abroad insurance through GeoBlue. This insurance is especially designed for overseas travelers and provides extra coverage beyond that available under the Ohio State employee health insurance. You will be covered by GeoBlue insurance for the duration of the study abroad program only. GeoBlue operates on the reimbursement basis.

All resident directors (faculty, staff and graduate teaching associates) must continue regular health insurance coverage (e.g., OSU Prime Care, OSU Student Health Insurance) while overseas.

Accompanying Individuals:
As outlined in the Accompanying Individuals Policy, all approved individuals traveling with the program will need to manually enroll in GeoBlue.

For more information about GeoBlue, please visit: oia.osu.edu/pdf/GeoBlueStudentMemberGuide.pdf.
RESIDENT DIRECTOR HEALTH APPOINTMENT

Faculty/Staff Resident Directors:
Schedule an appointment with the travel nurse at the Travel and Immunization Clinic of the OSU Rardin Family Practice Center. You are advised to schedule this appointment well in advance of your departure. The travel nurse will advise you on health and safety issues as well as suggested or required immunizations for your education abroad location.

OSU Rardin Family Practice Center
Northwood-High Building
2231 North High St.
General phone number: 614-293-2700
familymedicine.osu.edu/9871.cfm

GTA Resident Directors:
Schedule an International Travel Consultation at Student Life Student Health Services, 614-292-4321. shs.osu.edu/services/vaccinations/travel-consultation.

STUDENTS WITH DISABILITIES

Just as cultures differ from country to country, so do the perceptions of disability and accommodations. Some countries may have a wide range of services for students with disabilities, others may rely on peer or family support and some may have limited disability accommodations available. The most important quality for any education abroad participant is flexibility and an open mind. If one of your students requires academic accommodations through the Office of Disability Services, they MUST communicate this to the Office of International Affairs so that we have an opportunity to consider alternative ways to meet those needs. The Office of International Affairs and the Office for Disability Services can assist students in determining the type of accommodations possible for their program and considerations they ought to think about before studying overseas.

Websites of interest:
Office for Disability Services: ods.osu.edu
Mobility International USA: miusa.org
IN-COUNTRY RESPONSIBILITIES

ARRIVAL

Your education abroad coordinator will inform the host institution or travel provider of your arrival time. The host institution or provider will make arrangements to meet you and the students at the airport or train station (for most programs).

Within 12 hours after arrival, please notify your education abroad coordinator (email or phone call) that all students have arrived safely. This is critical since the Office of International Affairs regularly receives phone calls from anxious parents who want to know if their son or daughter has arrived safely. Your education abroad coordinator will send a “safe arrival” email to parents after hearing from you.

Encourage your students to phone home shortly after arrival. In these times of heightened concern about international travel, families want to be assured of safe arrival.

RELATIONSHIP WITH HOST INSTITUTION, TRAVEL AGENT/VENDOR OR GUIDE

Establishing and maintaining positive relationships with host institution administrators, instructors, travel agent/vendors and/or guides ranks high among resident director responsibilities. The resident director serves as the key liaison between the Office of International Affairs and the host institution. Make sure you meet key host institution personnel immediately after your arrival to the host institution. Be available to administrators, instructors and/or travel agencies/vendors. They will have questions for you and will appreciate your suggestions and insights.
IN-COUNTRY ORIENTATION

You and the host institution or travel provider are responsible for providing in-country orientation to Ohio State students shortly after arrival to the program site. The importance of the in-country orientation to both students and the resident director cannot be underestimated. Please be an active participant in the in-country orientation. Orientation topics to be covered include:

- Review of program objectives and behavioral/academic expectations and responsibilities (including Group Expectations Contract)
- Review of daily schedule, daily or weekly group meetings, program calendar and excursions
- Residence hall (or other) rules and meal schedule
- Emergency procedures
- How to contact Ohio State resident director and host country coordinator after hours (use OIA emergency card)
- Local safety guidelines
- Local health precautions and review of local health facilities
- Telephone instruction: how to make and receive local and international calls
- Internet access
- Program guidelines for independent, off-site travel (if allowed)
- Walking tour of host institution and facilities
- Walking or bus tour of host city or town
- How to use transportation

Please discuss and review in-country orientation with your host institution or travel provider shortly after you arrive to your program site.
Health, personal safety, drug and alcohol issues and conduct are always included in pre-departure orientations. During the in-country orientation for your students, please review these topics again. Key points include:

- Students must abide the laws and regulations of their host country.
- The Ohio State University Code of Student Conduct extends to and includes education abroad students for the duration of the program including free time. A copy of the Code is published on the university’s website studentaffairs.osu.edu/csc.
- Dress and behavior should be discreet, not attention-getting.
- Personal conduct can directly affect how the local people treat and perceive students.

Encourage your students to sharpen their observation and listening skills so that they can learn acceptable modes of behavior and other cultural nuances. Encourage them to discuss their concerns and observations directly with you.

**ROUTINE COMMUNICATION AND WEEKLY REPORTS TO OIA**

**Winter or Spring Break Study Abroad Programs:**

As resident director of a winter or spring break study abroad program, please have the following minimum communications (by phone or email) with your education abroad coordinator:

- Arrival notification
- Departure notification
- Any student health or medical concerns, or disturbances affecting the well-being of the students
- Emergency notification as needed
IN-COUNTRY RESPONSIBILITIES

ROUTINE COMMUNICATION AND WEEKLY REPORTS TO OIA (cont.)

Regular Length Study Abroad Programs:
As resident director of a regular length study abroad program, you are required to email weekly reports to your education abroad coordinator. The following is the type of information that should be included in your report:

- Arrival notification
- Home stay and/or residence hall addresses and phone numbers for students
- Brief description of student and program activities
- Progress the program is making toward its educational and academic objectives
- Any student health or medical concerns or disturbances affecting the well-being of the students
- Unanticipated program expenses
- Emergency notification as needed

SUPERVISION OF PROGRAMS, ACADEMICS AND ACTIVITIES

Resident directors are expected to be fully engaged in all in-country activities of the study abroad program. You are expected to:

- Attend classes with the students.
- Participate on program field trips.
- Be available for student and host institution/travel provider consultation.

Encourage students to attend all classes and required program activities. They may need reminders from time to time that they are on a study abroad program, not just a living abroad experience.

Students may have concerns about cultural differences in classroom instruction and grading. As the resident director, you can help them understand and adapt to the differences. Your presence ensures the academic integrity of the study abroad program. Your insights into course content, classroom instruction and program structure contribute to the success of the study abroad program.
DAILY OR WEEKLY GROUP MEETINGS

Winter or Spring Break Study Abroad Programs:
Many Ohio State resident directors for winter or spring break programs recommend having brief daily meetings in the morning to discuss the day’s activities and/or in the evening for reflection.

Regular Length Study Abroad Programs:
Weekly group meetings are strongly encouraged. Group meetings can serve as an important vehicle for good communication between you and the students. Encourage students to share their thoughts, complaints and experiences. You can respond to concerns, monitor group morale and share any changes in field trips or class schedule. It may also be helpful to remind students what is expected of them during both program and free time. Weekly group meetings are a good time to ask students to complete the Off-Site Travel Form if they plan to travel away from the program site.

SOCIAL MEDIA

If your group will have access to Wi-Fi, consider using a messaging app to send out reminders to the group such as departure times, daily schedules or other notifications. Some mobile apps that have been successfully used include WeChat, WhatsApp, GroupMe, Viber and Snapchat.

STUDENTS AND OFF-SITE INDEPENDENT TRAVEL

Some Ohio State study abroad programs do not permit off-site, independent travel due to time constraints and/or safety concerns. If your program does not permit off-site travel, please inform your students of this policy in advance and in the syllabus and the Group Expectations Contract. This policy, of course, must be communicated to your education abroad coordinator.

If your program is one in which off-site, independent travel is permissible during weekends and/or holidays, students who wish to travel are required to inform you in advance and in writing of their travel plans. The Office of International Affairs will provide you with copies of the Off-Site Travel Form for students to complete prior to their independent travel. Always encourage students to travel in groups of two or more. Make sure that they have your 24-hour contact information before they leave. Retain the Off-Site Travel Forms that are submitted to you. A copy of the Off-Site Travel Form is included in the Appendix of this handbook, and is available electronically at oia.osu.edu/pdf/Off-SiteTravelForm.pdf.
HANDLING CHALLENGES ABROAD

STUDENT CONDUCT IN-COUNTRY AND ROLE OF THE RESIDENT DIRECTOR

Prepare yourself for the same questions over and over again from students. By necessity, you must be extraordinarily patient with them. Students will naturally pass through phases in their attitudes toward you, the program and the host culture. At times they may become negative about the experience, so it is important for you to remain positive and firm about the value of the program and the validity of the host country’s culture. Adjusting to a new culture is expressed in a variety of ways, and virtually everyone who lives abroad experiences distinct phases of personal adjustment. Teach by example; students will watch to see how you handle cultural differences and challenges.

Responding to the emotional and mental adjustment issues that some students develop is a challenge for every resident director. Should the need arise, you are encouraged to contact the Office of International Affairs for advice. Here are some suggestions which may minimize problems experienced by your students:

• Communicate frequently with all members of your group.

• Keep a close eye on students who isolate themselves from the group and show signs of loneliness and/or want to be alone.

• Build group cohesion through group activities and include both informal and formal discussions.

• Never display actions which could be misconstrued as preferential treatment and/or favoritism to an individual student and/or group(s) of students.

• Establish a sensible pacing of group activities to reduce fatigue.

• Encourage students to eat at regular intervals, drink plenty of water and establish a sensible sleep schedule.
GROUP DYNAMICS

Study abroad programs by definition are intensive in nature. Students (and resident directors) can get on each other’s nerves after extended periods of time together. You may need to settle conflicts or boost the morale of the group when it is low. Remind the students that they need to be respectful of their classmates, give each other space, keep frustrations to themselves, speak up when something is bothering them and not sweat the small stuff.

Students may need occasional reminders to keep things in perspective. Time and energy spent on small concerns can distract from the experience of living in another culture. Remain aware that your own behavior and actions are being observed at all times by the students. Do not demonstrate behavior or take actions that could be misconstrued as favoritism or preferential/differential treatment.

MENTAL HEALTH

Many students studying abroad may be receiving counseling or treatment for a mental health condition or incurring symptoms of stress, anxiety or depression prior to or during their experience abroad. In some cases, students will self-disclose their condition on the OIA Health Information Form prior to departure, but in many other cases, they will have not disclosed anything. The Office of International Affairs cannot restrict a student managing a mental health condition from participation in the program solely based on their disclosure of the condition.

Changes in environment, diet, routine and cultural norms can all impact students’ health. In addition, compounding factors such as jet-lag, culture shock, intercultural adaptation and changes in their personal support infrastructure can also adversely impact their well-being. It is important that you keep a proactive watch on students to be aware of who might be having issues with travel and intercultural adjustment and who might be dealing with a far more serious issue. It is important to treat a potential mental health issue as seriously as you would a physical health issue.

If you have a student whose behavior leads you to believe he or she may have a mental health condition, resist the urge to diagnose. Instead, use the resources in the Ohio State Guide to Assist Disruptive or Distressed Individuals in the Appendix to focus on disruptive or harmful behaviors and their impact on the learning environment. Start by talking to the student in private. Be sure to listen carefully and show concern and genuine interest. Repeat back the essence of what the student has told you. Avoid criticizing or sounding judgmental. Document what the student has told you and any reactions to the conversation.
MENTAL HEALTH (cont.)

The GeoBlue insurance includes a provision for certain coverage of both outpatient and inpatient support for mental health conditions, including preexisting conditions. If a student indicates they wish to speak with a medical professional, reasonable arrangements should be allowed to facilitate this. If you or the student needs assistance identifying or arranging those services, contact the international risk manager. If the student seeks out-patient treatment abroad, inquire as to whether they kept their appointment and how they felt about the session.

If the student resists help and you are still worried, contact the international risk manager to discuss your concerns. The international risk manager can discuss specific, documented situations with Counseling and Consultation Services or other professional resources. If you consider the situation to be an emergency, call the local emergency facilities (comparable to 911) and stay with the student until assistance has arrived. Once the situation has been stabilized, immediately notify the international risk manager.

For more information about dealing with a distressed individual, please see the Ohio State Guide to Assist Disruptive or Distressed Individuals in the Appendix.

BEHAVIORAL ISSUES

Students may exhibit inappropriate behavior that you will need to address. Some of these behaviors will be ones which you do not typically encounter in the traditional on-campus classroom setting. These include excessive drinking, tardiness/absenteeism to class or mandatory excursions, disrespect to you, classmates, or host nationals or just poor judgment and negative attitudes.

In the event of inappropriate behavior, please remember the adage, “praise in public, criticize in private.” Talk to the student(s) in private about inappropriate behavior. Document the inappropriate behavior on the OIA Education Abroad Incident Report Form. Include your expectations for immediate improvement. Share the Incident Report with the student and ask him or her to respond in writing on how the inappropriate behavior will be corrected. Depending on the severity of the situation, you are encouraged to contact your education abroad coordinator for consultation.
BEHAVIORAL ISSUES (cont.)

Inappropriate behavior is often a symptom of another issue: homesickness, culture shock, anxiety, fear or depression. Many times students just need to vent to a neutral person. Be supportive, but firm, and help the student recognize how his or her negative behavior is impacting the group as well as his or her own experience.

If the negative behavior continues, contact your education abroad coordinator or the international risk manager. The Code of Student Conduct applies to students on study abroad programs, and violation of program rules established in the Group Expectations Contract or federal, state and local laws; disorderly or disruptive conduct; failure to comply with university or civil authority, or behavior endangering the health or safety of themselves or others is prohibited conduct under the code. Incidents need to be well documented.

Students may make choices that do not break any laws or program rules but may seem objectionable to you (e.g. romantic involvement with a local or other member of the group). Address their choices only if you have good reason to believe that they are putting themselves in harm’s way. Avoid passing your own judgment. Most students are used to a great deal of freedom during their personal time at Ohio State and will expect the same when they are abroad.

For more information about dealing with disruptive students, please see the Ohio State Guide to Assist Disruptive or Distressed Individuals in the Appendix.

STUDENTS AND ALCOHOL

Under the Code of Student Conduct, students are allowed to consume alcohol if they are of legal age in the countries or locations to which they are traveling. The International Center for Alcohol Policies (ICAP) maintains a table of minimum age limits from over 100 countries: iard.org/policy-tables/minimum-legal-age-limits.

Inappropriate and/or excessive alcohol consumption is a serious problem with undergraduates nationwide. Ohio State is no exception. In addition, recent research has shown that students who choose to study abroad have higher rates of alcohol consumption than their peers and that consumption tends to increase when students travel abroad. Alcohol consumption overseas poses additional security and health risks to education abroad students who are unfamiliar with the language, cultural norms and lack of sanctions on alcohol.
STUDENTS AND ALCOHOL (cont.)

Although the consumption of alcohol is permissible under the code of conduct where legal, the code also contains prohibitions against disorderly or disruptive conduct, destruction of property and endangering student health and safety. If alcohol consumption is affecting the well-being of a student and/or interfering with his or her participation in the study abroad program, you must bring this to the attention of the student(s) involved and request a change in behavior. Document your conversation in writing and send it to your education abroad coordinator or the international risk manager. The international risk manager can discuss specific, documented situations with the Office of Student Conduct to determine if additional action is warranted.

Please note that many hotels and residence halls have their own policies about whether alcohol can be consumed in the rooms. Often times, students will purchase alcohol and consume it in the rooms in order to save money. In many cases, this leads to binge drinking and other disruptions. If such a policy is not in place, please consider implementing one via the Group Expectations Contract.

It is OIA policy and philosophy to model and encourage healthy behavior and choices for our education abroad students. As resident director of a study abroad program and an adult role model, your actions are being observed by your students and the host partner. Please bear this in mind with your own choices about alcohol consumption while serving as an Ohio State education abroad resident director.

The distinction between “program time” and “free time” is an important one to make. You could be held responsible in the event that you or a student drinks too much during a program-related event if an accident or emergency occurs. While you and the students are permitted to consume alcohol during your free time, it is advised that you do not drink alcohol with students as this can be construed as an official program event.

As indicated in the Cash Advance section of this handbook, the cash advance cannot be used for the purchase or consumption of any alcohol for yourself, students or the host institution. Additionally, no reimbursements will be provided for any purchase of alcohol. It is never appropriate for a resident director to purchase alcohol for students with his or her personal funds.
SUPPORTING SURVIVORS/VICTIMS OF SEXUAL ASSAULT

If one of your student participants abroad has experienced a sexual assault previously, it is possible that the survivor/victim will experience continued emotional and physical effects abroad. Reactions to certain smells, gestures, sounds and other factors are called triggers. These triggers often look different for each survivor/victim. In these situations, it is important to support the survivor/victim to the best of your ability. In order to help, refrain from asking too many questions – particularly about the assault. Instead, ask how you can help him or her and offer your assistance. Remind the survivor/victim that his or her feelings are understandable and valid. Sometimes, reassuring the survivor/victim that he or she is safe can also be helpful. You may also ask if the student has a plan in place for this kind of situation and suggest that the student contacts his or her therapist or support coordinator at Ohio State.

Be aware of what you say to a survivor/victim, as some statements may come across as minimizing his or her feelings. A few things you should not say to a survivor/victim include: It was your fault, you could have avoided it if..., it’s been so long – get over it, it’s not that big of a deal, it happens to a lot of people, I don’t believe you or everything is fine.

SEXUAL HARASSMENT

Ohio State’s sexual harassment policy defines harassment to include unwelcome sexual advances, requests for sexual favors and other physical or verbal conduct of a sexual nature related to academic status, academic decisions or that has the purpose or effect of unreasonably interfering with an individual’s academic performance or creating an intimidating, hostile or offensive environment for learning or living. Sexual harassment as defined by university policy is also a violation of the code of student conduct.

Cultural norms surrounding gender roles and expectations are often different than those in the United States and harassment may be particularly difficult for students to identify abroad. However, cultural sensitivity does not mean that students should be submitted to behaviors that make them feel unsafe. The pre-departure and in-country orientations should address sexual harassment, violence and gender dynamics in the country abroad and empower students to engage in a safe international experience.
SEXUAL HARASSMENT (cont.)

The university encourages education abroad participants to report concerns and complaints so that prompt corrective measures can be taken to stop sexual harassment whenever it occurs. Students are informed that they should report the situation to their resident director, education abroad coordinator and/or the international risk manager. Students may also submit a complaint or report using the online resources available via the Office of University of Compliance and Integrity - titleix.osu.edu/global-navigation/file-a-complaint/report. Ohio State is committed to taking prompt and appropriate action to support students who report sexual harassment. Appropriate disciplinary action will be taken whether Ohio State or foreign students and/or faculty are involved.

SEXUAL ASSAULT AND MISCONDUCT

Ohio State is committed to taking prompt and appropriate action in support of survivors of sexual assault at home and abroad. Students are encouraged to report any incident of sexual assault or misconduct to you or in-country staff. If you receive a report from a student, you should immediately contact the international risk manager at simmons.541@osu.edu or via the 24/7 emergency line at 614-292-6677. Under federal Title IX requirements, any Ohio State faculty or staff member that knows of a sexual assault is required to take certain steps of action and report the assault to the university’s Clery and Title IX coordinator. As faculty or staff, you can offer survivor discretion but not complete anonymity. Instances of sexual assault must be reported to the international risk manager or directly to the Clery and Title IX coordinator. Survivors will receive a notification of assistance and resources from the university’s sexual violence support coordinator in the Office of Student Advocacy. Ohio State is committed to providing support and resources for students who have experienced sexual violence; however the survivor is empowered to avail themselves to or decline the services. If a student reports an assault to Ohio State faculty or staff, those persons should ask the following questions:

- Does the student feel safe right now?  
  If not accommodations should be made for the continued safety of the student.

- Does the student feel safe in the program?  
  If not, accommodations can be made for the continued safety of the student.

- Would the student like to call the police or local authorities?  
  The choice to file a police report is entirely the decision of the survivor. Note: In some countries local staff (host institution) may be legally obligated to notify legal authorities of a known sexual assault.
SEXUAL ASSAULT AND MISCONDUCT (cont.)

- **Does the student need medical attention?**
  The choice to seek medical attention is entirely the decision of the survivor. Visits to a clinic/doctor, examinations and medications would be covered subject to the conditions of the GeoBlue supplemental insurance policy. In addition, subject to conditions, the policy has coverage for ongoing medical care and counseling services. Note: Medical treatment will vary depending on destination and note that not all services may be available in all countries. However, we still strongly encourage that the student goes to the hospital immediately for medical treatment and evidence collection. This will provide additional options for him/her in the future. If the assault has just happened, encourage the student to: not shower, not brush his or her teeth or drink anything, not change his or her clothes or he or she can bring the clothing he or she had on in a bag. Make note of urination frequency post assault. If he or she has already bathed, etc. evidence may still be collected. Also remind the student that he or she is welcome to bring a support person to the hospital visit.

If you feel uncomfortable addressing these issues with the student, the international risk manager, Clery and Title IX coordinator or sexual violence support coordinator can speak with the student.

The Bedside Visit Benefit in the GeoBlue supplemental insurance includes a limited provision for a designated family member, friend or other designee to travel to the country to support a student who is the survivor/victim of a sexual assault. This benefit is subject to authorization by GeoBlue and should be verified before it is extended.

If a student is the survivor/victim of a sexual assault from another participant on the program, arrangements need to be made to immediately separate the survivor/victim and the alleged perpetrator. This can be difficult in confined settings of a study abroad program; however, the university can authorize resources to make the necessary arrangements (e.g. the cost of a new room in a separate accommodation). The international risk manager should be notified immediately, and in consultation with the Clery and Title IX coordinator and the Office of Student Conduct, a decision will be made concerning the removal of the alleged perpetrator from the program.

More resources for sexual violence education and support are available at - swc.osu.edu.
STUDENT DISMISSAL FROM THE PROGRAM

If a student’s behavior poses a threat to her or himself or others, and/or disrupts the program, immediately inform the international risk manager to discuss and agree upon an appropriate course of action. The Office of International Affairs will ask you to provide written documentation of the incident. The Education Abroad Incident Report Form, located in the Appendix, may be used to document the incident. The Office of International Affairs will contact the Office of Student Conduct to determine the appropriate course of action. Please note that the resident director cannot summarily dismiss students from a study abroad program. Due process must and will be observed for Ohio State education abroad students.

WHAT TO DO IF A STUDENT WISHES TO WITHDRAW FROM THE PROGRAM

Infrequently an education abroad participant will decide to withdraw early from the program. If a student expresses to you that she or he wishes to withdraw, spend time with the student and try to find out why. Many situations can be ironed out in-country. Is the student homesick or upset by lack of communication with home? Is the student unhappy with the program content and structure? Is there a roommate problem or a health concern? Try to help the student recognize the benefits of completing the program. Withdrawal from a program can have academic and financial consequences for the student.

If the student is determined to return home, please inform your education abroad coordinator before the student departs. The education abroad coordinator will attempt to speak on the phone with the student to answer any questions about refunds, financial aid and other matters.

POLICY ON REFUND OF PROGRAM FEES

If a student wishes to withdraw early from a program, he or she may ask you if there will be a refund of tuition and/or program fee. The Office of International Affairs will not refund the program fee after a program has commenced. Refund of tuition will be determined by the Office of the University Bursar, according to its refund schedule. For more information, please refer to the “Student Withdrawal and Refund Policies” section. Please refer students to the education abroad coordinator if they have any questions about this policy.
SAFETY AND EMERGENCY PROCEDURES

SAFETY AND SECURITY ISSUES

The safety and well-being of Ohio State education abroad students is the first priority for the Office of International Affairs. OIA follows the advice of the U.S. Department of State and the operating procedures of the university’s International Travel Policy Committee.

While large scale concerns like terrorism dominate the conversation, the safety issues our education abroad students most commonly face are traffic and/or pedestrian accidents, theft or personal injury and health problems arising from excessive alcohol, lack of sleep and poor diet. Many of these concerns can be avoided by encouraging students to make sensible choices about personal behavior and lifestyle while studying abroad.

Resident directors should review information from government resources including the U.S. Department of State and other government agencies. This includes:

1. Department of State Country Information Sheets – the Department of State maintains a country information sheet for each country in the world at travel.state.gov/content/passports/english/country.html.

2. The Department of State listing of countries or regions under Travel Warning or Travel Alert at travel.state.gov/content/passports/english/alertswarnings.html.

3. The Department of State maintains a page of important information specifically for student travelers at studentsabroad.state.gov.


5. GeoBlue provides Health and Security Profiles of countries and major cities across the world at members.geobluestudents.com/DestinationDashboard. You must be enrolled in GeoBlue to access these pages.

While every precaution is taken to ensure that study abroad programs operate in a safe environment, circumstances can occur which put students’ health and safety at risk. Bear in mind that safety issues are discussed in student and resident director orientations, but these topics will need to be re-visited during the in-country orientation (see “In-Country Responsibilities” section of this handbook).
SAFETY AND SECURITY ISSUES (cont.)

Remind students that they have been given the 24/7 Ohio State emergency number (printed on business cards) that they should carry with them. As part of the Emergency Action Plans, resident directors should also have this card, as well as addresses/room numbers/telephone numbers for all students, at all times. Some students may purchase or rent a local cell phone or be using various apps (e.g. WeChat, Viber) for cost effective communication, so please be sure to collect these numbers and forms of communication from them after arrival.

ROAD AND TRAFFIC SAFETY

According to information cited by the World Health Organization and the Association for Safe International Road Travel (asirt.org), road traffic deaths are the leading cause of fatalities among U.S. citizens abroad. This not only includes those riding in vehicles, but crashes involving pedestrians as well. At Ohio State, pedestrians enjoy the right of way, and those on campus often enter cross-walks engaged in conversation, on their phones or wearing headphones. This should not be the expectation overseas, as traffic patterns, expectations and behavior will vary dramatically. As a general rule:

1. Resident directors should acquaint themselves and students with the local traffic laws and regulations, including:
   - Legal regulations (e.g. the direction of traffic, posted speed limit)
   - Local norms (adherence or not to legal regulations)
   - Traffic patterns
   - Local weather conditions or holidays that might impact road traffic and conditions

2. Students should not be allowed to own, rent or drive a motorized vehicle as part of the official program activities. In many cases, driving will not be legal if operating with solely a U.S. license and insurance. Moreover, resident directors and students should recognize that they are not familiar with local road traffic conditions, rules and dangers involved in using a motorized vehicle. There is also an exclusion in the GeoBlue insurance denying medical coverage for enrollees operating a vehicle without a proper license.

3. For resident director use of vehicles, please see the related section Transportation and Rental Vehicle Policy.
ROAD AND TRAFFIC SAFETY (cont.)

4. Resident directors should read and heed the advice in the U.S. Department of State Country Information Sheets about Travel and Transportation. This section often includes specific information about various forms of travel to use or avoid. Advice may include:

- Information on the use of taxis in a given location
- Advice on forms of public or informal transportation to avoid
- Specific recommendations for bus companies for intercity travel
- Recommendations against overnight travel
- Specific roads or highways to avoid or be cautious on when traveling

WATER SAFETY

According to statistics cited by the U.S. Department of State, drowning is the fourth leading cause of death of U.S. citizens abroad. It is not uncommon for programs to travel to oceans, lakes and rivers during their study abroad program. Ocean and river currents have the potential to be imperceptible, swift and dangerous and are subject to change with seasonal weather. In many countries, there may be no lifeguards or signs warning of currents, tides or other inherent dangers. You should exercise caution when permitting swimming abroad, particularly in developing countries where emergency services may not be readily available. You should encourage participants to:

- Acknowledge their capability to swim and not go into the water if they are not trained in swimming (there is no shame in enjoying the shoreline).
- Swim at designated beaches with clear warning systems, where possible.
- Not consume alcohol before or during swimming activities.
- Never swim alone.

If your program itinerary involves travel to a beach, lake or ocean, acquaint yourself with information about identifying and surviving a rip current. The United States Lifesaving Association (USLA) provides a resource on rip currents and survival tips at usla.org/?page=ripcurrents.
FIRE SAFETY

It should not be assumed that fire safety standards will be equal to those in the United States, even when traveling to highly developed countries. In the United States, it is standard regulation for most dormitories, hotels and other accommodations to have working fire detection systems (e.g., smoke detectors, fire alarms), fire prevention systems (e.g., extinguishers, sprinklers) and published and marked fire evacuation plans. These may or may not be present abroad, and the first day in each accommodation resident directors and students should:

• Note if the accommodation has fire detection systems (if yes, do not automatically assume they will function properly).
• Verify the existence and location of fire detection (alarms) and prevention (extinguishers) systems.
• Inquire if the property has a published evacuation plan and review any documentation.

In addition, resident directors and students should plan ahead by:

• Knowing the local version of 911 in their country (note in many countries the fire and police number may be different).
• Locating the two nearest exits from their room and the rooms of the students.
• Having everyone count the number of doors between their room and the exits.
• If above the ground floor, knowing where the stairwell is (if you are above the seventh floor in a high rise property, be aware that fire truck ladders cannot normally reach above the seventh floor and be prepared to move lower).
• Knowing if there are any impediments to their exit (e.g., security bars on windows and doors).

In the event of a fire, resident directors and students should use protocol adapted from the U.S. Fire Administration:

• If the fire is in your room, get out quickly. Close the door, sound an alarm and notify hotel and fire officials.
• Always use a stairwell, never an elevator.
• If the fire is not in your room, leave if it is safe to do so. To check the hallway for fire, touch the door with the back of your hand to test the temperature. If the door is cool, get low to the floor, brace your shoulder against the door and open it slowly. Be ready to close it quickly if there are flames on the other side. Crawl low in the smoke to the nearest exit; the freshest air is near the floor.
FIRE SAFETY (cont.)

- If your room door is hot, do not open it. Instead, seal the door with wet towels or sheets. Turn off the fan, heater and air conditioner. Call the fire department to give your location. Signal from your window.

- Be sure to take your room key with you in case fire blocks your escape and you need to re-enter your room.

In order to prevent a fire from starting in their room, resident directors and students should avoid smoking inside their accommodations and avoid leaving small personal electronics (e.g. hairdryers, straighteners) plugged in when not in use.

EXTREME SPORTS

Certain programs may include activities labeled extreme sports (e.g., scuba diving, sky diving, hang gliding, bungee jumping) as part of the learning program. The inclusion of such activities in programming should only occur if the activity contributes to academic or co-curricular learning. Outside of the official co-curricular programming, students may attempt to organize these types of activities for themselves in their free-time. If this occurs:

- The resident director should not endorse, encourage or facilitate the activity.
- The resident director should not join the students in the activity.
- The activity should not appear on any official itinerary or schedule, even if it is listed as an “optional” activity.
- If the program is using a travel service, representatives of that service should not be allowed to pitch these activities to students in official program information or during any official part of the program. It may prove difficult to prevent a tour guide from mentioning it to students in an impromptu manner, but they shouldn’t be allowed to gather the group together in an effort to sign them up for these activities.
- No transportation that is being used for the program should be used for the free-time excursion – i.e. if the travel service on the ground is providing a mini-bus for the program, the travel to a site to bungee jump should not use the same exact mini-bus.

In all cases it is important to have clear lines between a program activity and a non-program/free-time activity.
CLERY ACT

The Clery Act requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses. This statute now includes study abroad programs in which the university owns or controls the property (which includes nearly all university approved, faculty-led programs). Crimes that are Clery-reportable are aggravated assault, arson, burglary, murder and non-negligent manslaughter, motor vehicle theft, negligent manslaughter, robbery, sex offenses-forceable and sexual offenses-non-forceable (statutory rape and incest) if they occur on properties the university controls. Clery also requires reporting of certain hate crimes related to crimes above, as well as any incidents of larceny-theft, simple assault, intimidation or destruction/damage/vandalism of property that were classified as hate crimes. Additionally, the university is required to report incidents of domestic violence, dating violence and stalking that occur on campus or non-campus property controlled by the university.

One of the key factors with Clery is that the crimes are specific to the property, not the individuals involved in the crime. While Ohio State has a vested interest in knowing of any crimes involving our students and staff abroad, Clery requires the university to report known crimes involving anyone in the property the university owns or controls. When you serve as a resident director, you become a Campus Security Authority (CSA), or individual to whom students should report crimes. If you are made aware of a crime abroad, you are required to share this with the international risk manager, who will report it to appropriate campus officials for inclusion in the university’s annual Security Report. As a CSA you are solely required to report the crime and are not obligated to categorize the crime according to Clery definitions. Contact Dru Simmons (simmons.541@osu.edu), international risk manager, if you have any questions about the Clery Act and your role as a CSA.
In the event of major illness or injury, GeoBlue and its assistance providers operate an emergency global assistance service, available 24 hours a day, seven days a week. If you or the affected participant is in need of immediate medical assistance:

1. Know and contact the local equivalent of 911 in your country.

2.Immediately seek assistance at a local hospital or clinic or from a trained medical provider. While preference should be given to GeoBlue Network Providers, the most important factor is to establish immediate medical care where it is readily available.

3. Contact GeoBlue Health and Safety Services at 1-610-254-8771 (outside United States); 1-800-257-4823 (in United States). Be prepared to give the affected individual’s name, GeoBlue policy certificate number (on the insurance card) and a description of the emergency. The medical care provider can contact them on the individual’s behalf but will need the GeoBlue enrollment card. GeoBlue may be able to coordinate hospital payment guarantees and arrange translation services if necessary.

4. Contact the Ohio State international risk manager by calling University Security Services at 1-614-292-6677. If a case has been established with GeoBlue, please be prepared to provide the GeoBlue case number. Provide this phone number to the medical care provider if they need to contact the international risk manager on the participant’s behalf. In addition, the following information should be provided:
   - The time that the incident occurred abroad
   - Exact location of student: name, address, and phone number for hospital or clinic
   - Name(s) of physician(s) providing care to student(s)
   - Condition of student(s)
   - Other students or persons involved or affected
   - Phone number where you can be reached

5. Establish a communication schedule with the international risk manager for periodic check-up and sharing of information.

6. If the student is to remain hospitalized, the resident director or program leadership will need to remain accessible to the student in care. Establish a contingency plan for additional program leadership or the in-country institution to resume the experience for the additional students on the program.
MEDICAL EMERGENCIES (cont.)

7. Schedule a meeting with your group to inform them of the contingency plan. Keep in mind that the students under medical care have a right to privacy concerning their medical status. Be available to students to answer their questions and listen to their concerns. Inform students of your whereabouts and how you can be contacted when you are assisting the students under medical care.

8. Offer assistance to the student(s) if he or she wishes to contact family. Do not contact a student’s family directly.

Medical Evacuation: If GeoBlue determines the initial provider cannot supply the level of care needed, GeoBlue will provide special assistance in locating the nearest, most appropriate medical care. If medically necessary, GeoBlue will arrange to have participants evacuate to the nearest medical facility in the country or region that can manage the necessary care.

IN-COUNTRY ROUTINE CARE

If you or the affected participant is not in need of urgent medical treatment:

1. If you or a student needs to see a medical professional for a minor illness or injury, or to seek a prescription, consult the directory of local providers at geobluestudents.com or the mPassport app to find local medical providers. GeoBlue will list two types of providers:
   - GeoBlue Network Provider (this will be designated next to the provider’s name or GeoBlue in superscript)
   - GeoBlue listed Non-Participating Provider

2. Contact GeoBlue Health and Safety Services at 1-610-254-8771 (outside United States). Be prepared to give the name, GeoBlue policy certificate number (on the GeoBlue insurance card) and a description of the medical condition. GeoBlue may be able to coordinate hospital payment guarantees and arrange translation services if necessary. The medical care provider can often contact GeoBlue on an individual’s behalf but they will need the GeoBlue enrollment card information. The international risk manager can also help establish a case number with GeoBlue.

Although you do not need to immediately notify the international risk manager of non-urgent, routine care – the illness or injury should still be reported. If a case has been established with GeoBlue, please be prepared to provide the GeoBlue case number.
3. In addition, the following information should be documented and submitted to the international risk manager:
   • The time that the illness or injury occurred or was reported abroad
   • Activities the student was engaged in at the time of the illness or injury (e.g. food poisoning at dinner, or twisted ankle playing soccer in free-time)
   • The name, address and phone number for hospital or clinic
   • Name(s) of physician(s) providing care to student(s)
   • Condition of student(s)
   • Other students or persons involved or affected

There is no deductible and no co-payment for medical care covered by the GeoBlue plan. If medical care is sought from a GeoBlue Network Provider then the cost of medical care will be paid directly by GeoBlue. This will require the information on the GeoBlue enrollment card with the policy number. In many instances, this will require GeoBlue to provide a guarantee of payment. In this case, contact GeoBlue Health and Safety Services at 1-610-254-8771 (outside United States) to initiate this process. GeoBlue will then fax the partner a guarantee to cover the cost of the care according to the coverage of the policy.

If a participant seeks coverage from a listed non-participating provider, they will most likely be required to cover any costs in advance and file a claim for reimbursement (see below). First, seek to find if the provider is amenable to establishing a guarantee of payment with GeoBlue. If so, contact GeoBlue Health and Safety Services at 1-610-254-8771 (outside United States) to initiate this process. If not, in many cases the provider will require payment in advance of service. Be sure the individual receiving treatment collects all receipts for medical expenses incurred overseas so they can submit a claim for reimbursement to GeoBlue upon their return to the United States.

Keep in mind that even if a doctor or facility is listed in the GeoBlue directory, there is no guaranteed access to immediate medical care for routine and non-emergency medical care. Just as a visit to the Wilce Student Health Center on campus can require a student to miss class, making an appointment can sometimes mean long waiting times and missing a scheduled program activity. However, maintaining one’s health is paramount and care should not be delayed, or it can run the risk of further complications that could ultimately cause a participant to miss more of the program.
IN-COUNTRY ROUTINE CARE (cont.)

In some locations, including many program sites in smaller cities or rural areas, there will not be a GeoBlue Network Provider or even a listed non-participating provider. If this is the case, local medical facilities should be identified. If a participant receives medical care from a physician who is not a GeoBlue provider, then they will need to pay costs out-of-pocket. Receipts should be collected for every service provided and then submitted with a completed GeoBlue claim form directly to GeoBlue. Ohio State faculty and staff leading programs are advised that they are not to pay costs for routine and non-emergency medical care in country. Participants should expect to cover these costs and are advised to have an accessible contingency fund or credit card with them to cover any out-of-pocket costs.

Filing a GeoBlue Insurance Claim

If you receive care without arranging a guarantee of payment with a GeoBlue Network provider, then you will need to submit a medical expense claim form for reimbursement. Your claim form will need to be accompanied by any receipts, itemized provider bill and other documentation for service. We recommend you make a copy of your receipts and completed claim form for your files before submitting it to GeoBlue. Receipts and documentation can be submitted via:

1. In your personal plan page at geobluestudents.com
2. The GeoBlue mPassport mobile app
3. Claims Submission Fax: 1-610-482-9623
4. Claims Submission Email: claims@geo-blue.com
5. Claims Submission Mail:
   GeoBlue Students
   100 Matsonford Rd.
   Attn: International Claims Dept.
   One Radnor Corporate Center, Suite 100
   Radnor, PA 19087 USA
   Customer Service: 1-610-263-2847 or 1-844-268-2686 (toll-free within the U.S.)

Insurance Coverage Before or After Your Program

The GeoBlue supplemental insurance is in effect for the duration of the study abroad program only. Resident Directors and students who plan personal travel before or after your program are advised to obtain health insurance that covers you for international medical care while outside the official dates of the program. You can purchase additional insurance by visiting gebluetravelinsurance.com and selecting Travel Medical Plans from the menu. The plan most similar to the Ohio State supplemental insurance is the GeoBlue Voyager Choice, although coverage amounts and exclusions will vary. Please also note that the single trip plans do not typically include coverage for evacuation in the event of a political emergency or natural disaster.
NON-MEDICAL EMERGENCIES

Non-medical emergencies can include civil unrest, acts of terrorism, natural disasters, a missing person, kidnapping or the death of a student abroad.

1. In an emergency, your first responsibility is to safeguard the safety and well-being of program participants. Do whatever is necessary to ensure this, whether this means obtaining prompt and appropriate medical attention, U.S. Embassy intervention or police protection. In case of a terrorist attack or civil unrest, gather at the pre-arranged location in the emergency action plan to account for all students and follow the directives of the local authorities.

2. Contact the international risk manager by calling University Security Services at 1-614-292-6677. The university has specific emergency protocols for international emergencies that will be implemented.

3. Establish a communication schedule with the international risk manager for periodic check-up and sharing of information.

4. Establish a communication schedule with the participants on the program. In certain emergencies it may be necessary for members of the group to shelter in place. In others, the group may be permitted to return to housing or program activities, but students may be given directives on keeping a low profile.

5. In addition, the following information should be documented and submitted to the international risk manager:
   - The time that the incident occurred or was reported to the resident director
   - Activities the student or group was engaged in at the time of incident
   - The names of the student(s) impacted (if not the entire group)
   - Condition of student(s)
   - Other students or persons involved or affected
NON-MEDICAL EMERGENCIES (cont.)

In the event of political insecurity or a natural disaster that requires evacuation, the GeoBlue supplemental insurance includes a provision for emergency evacuation in the event of a crisis. These services are provided via Drum Cussac, a global business risk consultant. If Drum Cussac issues an order for evacuation, the order will be reviewed by the international risk manager and a subset of the International Travel Policy Committee. If the university follows the guidance of Drum Cussac, the international risk manager will be in touch with you to facilitate this process. In these instances, an evacuation can occur within 24-hours and the group will need to be prepared to exit immediately. In certain instances, the university may decide to withdraw a program in advance of Drum Cussac’s orders. In these instances, the services of Drum Cussac may still be utilized to facilitate the evacuation.

In the event that a program is evacuated, every reasonable effort will be made to allow students to complete the academic content of the program. The Office of International Affairs will work with other offices and units on campus concerning housing, financial issues and other contingencies.

SOCIAL MEDIA

Social media is a powerful and important aspect of many study abroad programs. Sharing information not only increases cultural exchange but helps recruit students for future years. When speaking with your students about using social media, it is important to point out the benefits but also help them know how to mitigate the risks.

If students use social media that give out their location (geotagging of photos, location sharing, blogging with location details, etc.), the group and/or the student may be targeted. Make sure your students are aware of this, and ask them to review their social media’s security setting and what information they are sharing.
POST-PROGRAM

FINAL GRADES AND COURSE EQUIVALENCIES

At the program’s conclusion, resident directors are responsible for submitting their final grades through the faculty center at buckeyelink.osu.edu.

SURVEYS: STUDENT AND RESIDENT DIRECTOR

Evaluation is a critical aspect of study abroad program development and management. Within two weeks after your study abroad program concludes, the Office of International Affairs will send an online survey to each student on your program. Students will have the opportunity to respond anonymously to a variety of questions about all aspects of the study abroad program including OIA services, resident director services, host institution services, structure and format of the program and field trips.

The Office of International Affairs will collect and collate the results of the student surveys and send summaries to you, your college’s education abroad liaison and the head of your unit.

Please be advised that resident directors are expected to follow all university policies and guidelines while engaged in the study abroad program. Allegations of misconduct will be forwarded to the appropriate university office(s) for investigation and follow up.

Your education abroad coordinator will also schedule a debrief meeting with you to obtain your feedback. You are also welcome to provide additional feedback in writing.

Questions about the education abroad survey process may be directed to Jeannie Simmons, associate director of education abroad, simmons.272@osu.edu.

FISCAL

Please refer to the Finances section of this handbook for your post-program fiscal responsibilities.
POST TRAVEL HEALTH ISSUES

According to the Center for Disease Control, 15 to 70 percent of travelers returning to the United States have illnesses related to their travels. Some illnesses start while traveling, but others can take months or years to appear. It is important to share your travel history with your healthcare provider, especially if you develop an illness with fever within six months of your return. If you experienced illness during your program or upon return, please contact OSU Rardin Family Practice Center at 614-293-2700.

Also, don’t forget to finish your anti-malarial pills and get a follow-up TB test if advised at your pre-travel visit. Consider completing any vaccine series not completed prior to travel, so you will be ready for your next program!

GROUP REUNION

We encourage you to schedule a reunion get-together with your students. The Office of International Affairs can provide space in Enarson Classroom Building. Reunions are a great time for students to share memories and photos as well as their reflections on re-entry.

RECRUITMENT FOR NEXT YEAR’S PROGRAM

We hope you will be available to help the Office of International Affairs with recruitment for next year’s program. As a former resident director you will be able to answer the questions and concerns of potential participants.
MAINTAINING CONTACT WITH YOUR STUDENTS

The relationship your students have with you while abroad may be one of the most significant they have with a faculty member throughout their academic careers. You too may find that being abroad with a group of students has had a profound impact on you. Expect that your students will call on you (in some cases, for many years to come!) for references, support and mentoring. In many cases, students will consider changing their academic or career goals after studying abroad and may call on you for advice.

Keep in mind that both you and your students may face some adjustment issues, or reverse culture shock after returning to the United States. Sometimes students feel that their fellow education abroad students and resident directors are the only ones who “understand and appreciate” the meaning and significance of their education abroad experience.

Encourage students to continue using the skills they gained while being abroad by studying a foreign language, getting involved with an international club or organization or helping to recruit for study abroad programs.

THANK YOU!

From all of us at the Office of International Affairs, thank you for your leadership of an Ohio State study abroad program. Your involvement and enthusiasm directly contribute to the growth of education abroad at Ohio State and the internationalization of our campus. We hope your experience was a positive one and that you will want to serve as resident director for another program in the future. Thank you again and keep in touch with us!
# APPENDIX

## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Item</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Expectations Contract (example)</td>
<td>73</td>
</tr>
<tr>
<td>Off-Site Travel Form</td>
<td>75</td>
</tr>
<tr>
<td>Incident Report Example</td>
<td>77</td>
</tr>
<tr>
<td>Incident Report Form</td>
<td>79</td>
</tr>
<tr>
<td>Emergency Action Plan (template)</td>
<td>81</td>
</tr>
<tr>
<td>Guide to Assist Disruptive or Distressed Individuals</td>
<td>83</td>
</tr>
<tr>
<td>Sexual Violence Response Guidelines (excerpt)</td>
<td>87</td>
</tr>
</tbody>
</table>
The Group Expectations Contract can simply cover rules of good behavior and civility, specific requirements for health and safety or rules and protocols of the host institution.

Examples of Good Behavior and Civility:

**Be considerate of others**
- Be patient and helpful. Some members of the group have not traveled abroad before and may be apprehensive or have questions that seem obvious to you. Help that person out kindly.
- Stop talking and listen when the tour guide or professors speak so that everyone can know what is going on and where to be.
- Be punctual! To be early is to be on time and to be on time is to be late (and to be late is to be left behind). We will not wait more than 5 minutes for people who are late.
- No one should bring more luggage than they can carry themselves.
- Practice common courtesy in the hotel, especially between the hours of 11 p.m. and 7 a.m., and keep the noise down in your hotel room. Do not congregate in the hallways – it is not a dorm. Remember there are other people staying the hotel besides our group.
- Be respectful of other people’s interests. We will be visiting a variety of places as a group and some activities may not be as interesting to you, as they are to other participants.

Examples of Requirements for Health and Safety:

**Be safe**
- Participants should not go out alone, and a single student should never be allowed to depart from a group.
- A curfew or set hours when students are not allowed to be outside of the accommodations.
- Not allowing outside guests into the accommodation or program center.
- Not allowing guests to spend the night or share a room.
- Restrictions on travel outside of the program.
- Restrictions on prohibited modes of travel.
- Limitations on frequenting zones, neighborhoods or specific venues.
- Restrictions in alcohol consumption or not drinking in moderation or limits on when and where consumption can take place, (e.g. No drinking in the hotel room and/or during official program activities.)

Examples of Rules and Protocols of the Host Institution:

**Respect our hosts**
- Appropriate standards of dress
- Refraining from objectionable language
- Abstaining from prohibited activities
- Avoiding behavior that could compromise the future relationship between the host organization and Ohio State

Students should all sign and date a copy of the Group Expectations Contract.

If there are sanctions for violating an item on the Group Expectations Contract, those should be explicitly listed.

If sanctions include potential dismissal from the program, the international risk manager will need to consult with the Office of Student Conduct and the Office of Legal Affairs.
Off-Site Travel Form

Name(s): ________________________________

Phone Number(s): ________________________________

Travel destination(s): ________________________________

☐ I/we know or ☐ I/we do not know where I/we will be staying.

Hotel/hostel name, phone number and address: ________________________________

Method of transportation and specifics: ________________________________

Date leaving: ________________________________ Date returning: ________________________________

If my plans change significantly or I am due to arrive later than anticipated, I will notify the Ohio State resident director.

Signature(s):

__________________________________________________________

__________________________________________________________

Date: ________________________________
Incident Report Example

**Incident Occurred:**

<table>
<thead>
<tr>
<th>Location: __________________________</th>
<th>Report Written By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Activity: ___ / ___ / ___</td>
<td>Name: ______________</td>
</tr>
<tr>
<td>Time: _____________ a.m. / p.m.</td>
<td>Position: ____________</td>
</tr>
<tr>
<td></td>
<td>Phone: ______________</td>
</tr>
</tbody>
</table>

**Relevant Information:** Describe what happened. Be as specific as possible and include:

- **Participants Involved**
- Activities engaged in at time of incident (program activity, free time)
- If behavior related:
  - What was the infraction?
  - Were others involved?
  - Were others impacted?
  - Has the behavior been repeated?
  - Have any prior or current warnings been issued?
- If someone is hospitalized provide:
  - The name, address and phone number for hospital or clinic.
  - Name(s) of physician(s) providing care to student(s).
  - Condition of student(s) and any diagnosis.
  - Has GeoBlue insurance been notified? If so, was a case number established?
  - Was a Guarantee of Payment arranged?
  - Did the student wish others (parents, students) to be notified or did they request privacy?
- If police or law enforcement were involved:
  - The name, title and contact information of the responding officer.
  - Were any citations issued.
- If a student is missing
  - What time were they last seen?
  - With whom were they last seen?
  - Where were they last known to be?
  - Have they missed a specific activity on the itinerary or agenda?

**Additional information:**

- Were other persons involved (from the group or outside of the group)?
- Were there additional factors or influences (e.g. alcohol)?
- Has the student notified their family?

**Additional final documentation:**

- When was Ohio State notified?
- The name of who was notified and how they were contacted (phone, email).
Incident Report

<table>
<thead>
<tr>
<th>Incident Occurred:</th>
<th>Report Written By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location: __________________________</td>
<td>Name: _____________________________</td>
</tr>
<tr>
<td>Date of Activity: ___ / ___ / ___</td>
<td>Position: ___________________________</td>
</tr>
<tr>
<td>Time: _____________ a.m. / p.m.</td>
<td>Phone: _____________________________</td>
</tr>
</tbody>
</table>

**Relevant Information:** Describe what happened. Be as specific as possible in stating the facts available to you. Include names of witnesses and give a clear description of the situation (i.e., who, what, when, where, why).
Emergency Action Plan (Template)

If you are partnering with a university, NGO, third-party provider or other logistical provider, they may already have a plan in place that can be utilized and shared with students. Keep in mind that major medical and security emergencies can occur in even the most developed locations (e.g. 2004 Madrid Train bombing; 2005 London Tube bombing, 2010 Chilean earthquake; 2011 Japan Tsunami). In the event of a major catastrophe or a singular medical emergency (student injured on free time), the group should have a plan to react. Any plan, whether drafted by the program leader or the in-country support should include:

How can participants contact the resident director(s) in the event of an in-country emergency (personal cell, rented cell, satellite phone)?

Type:_____________________ _______________ Number:____________________________________

Is there any in-country emergency contact in addition to the Ohio State program leader?

Name:_____________________ _____________ Contact Number: _______________________________

How will you contact participants in an emergency (will they have access to cell phones or other forms of communication while abroad; are they using numbers or mobile apps)?

In the event of a loss of cell or phone communications, how will participants contact/meet you?

In the event of a crisis, has a centralized gathering place in each location been determined?

In the event of a crisis in the program location, has an alternate location in the country/region been identified for replacement shelter?

What additional risk mitigation factors will the program take to promote safety and well-being (depending on location examples might include a curfew, restricted student travel, avoiding certain modes of travel)?

Where are the nearest U.S. Embassies and/or Consulates to the locations of the programs?

City:_____________________ ___ Phone Number (with country code: ____________________________
Address: ____________________________________________________________________________

What is the local emergency equivalent to 911 in each country (if police, fire and EMT are different, list each one)?

Number(s):_____________________ ______________________________________________________

Where is the nearest hospital/clinic to each location where the participants will be staying?

Address:_____________________ ___ Phone Number (with country code:_______________________
Guide to Assist Disruptive or Distressed Individuals

Ohio State’s Counseling and Consultation Service and Employee Assistance Program developed this information guide to help you assist anyone in the university community experiencing distress or causing a disruption.

If you are concerned for your safety or that of others, CALL 911 immediately.

- If you are concerned about the individual’s self-harm, call Suicide Prevention Services ........................................ 614-221-5445
- When the situation allows...
  - If the individual is a student, call Student Conduct ........................................................................................................ 614-292-0748
  - If the individual is a faculty or staff member, call the Office of Human Resources ........................................................................................................................................ 614-292-2800

If you are NOT concerned for your immediate safety or that of others:

- Discuss the situation with the person to address the inappropriate behavior.
- Consider asking any disruptive individual to leave the room.*
- Suggest the following:
  - STUDENTS can contact Student Life’s Counseling and Consultation Service .......................................................... 614-292-5766
    - Counseling is confidential.
    - Counseling does not affect academic records.
    - Counseling sessions are free to registered Ohio State students.
  - FACULTY OR STAFF can contact the Employee Assistance Program ................................................................. 1-800-678-6265
    - Counseling is available to university employees, their immediate families and domestic partners.
    - Counseling is not a part of personnel or human resource files.
    - Five free counseling sessions are available; counseling is confidential and voluntary.

*Consult pages 2 and 3 of this document for helpful hints on understanding and addressing distressed or disruptive behavior.

Ohio State Suicide Prevention’s REACH Training Program

suicideprevention.osu.edu

Nationally, suicide is the second leading cause of death in young adults aged 19-24. Suicide is preventable, however, and you can help prevent a suicide by learning warning signs and how to intervene.

Ohio State Suicide Prevention is a free resource. Its REACH training program is a short, easy and free program available to all Ohio State affiliated organizations, units, departments and individuals upon request. For further information and/or to schedule training, call 614-688-5829 or email osusuicideprevention@osu.edu.

24-Hour Crisis/Suicide Prevention Services

Suicide Prevention Services
614-221-5445

National Suicide Prevention Lifeline
800-273-8255
(Veterans, press 1 to talk with a veteran)

Call for yourself or for someone else. Services are free and confidential. Available 24 hours a day, 365 days a year.
ASSISTING Disruptive Individuals

WHAT IS DISRUPTIVE BEHAVIOR?
Behavior that interferes with students, faculty or staff and their access to an appropriate educational or work environment is considered disruptive.

WHAT ARE SOME EXAMPLES OF DISRUPTIVE BEHAVIOR?
- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that intimidate or harass another
- Words or actions that cause another to fear for his/her personal safety
- Threats of physical assault

WHAT IS MY ROLE?
Disruptive behavior should not be ignored. Remain calm. Remind yourself that it is not about you; it is about the situation. Tell the individual that such behavior is inappropriate and there are consequences for failing to improve the disruptive behavior. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. Although this may seem like an eternity in the throes of the situation, often it is best to “wait it out” before progressing.

DOCUMENTATION
Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms. Share the documentation appropriately.

THE DOs
- DO listen through the anger. Use active listening.
- DO acknowledge the feelings of the individual.
- DO allow the person to vent and tell you what is upsetting to him/her. Use silence to allow the person to talk it out.
- DO set limits. Explain clearly and directly what behaviors are acceptable: “I will be willing to speak with you as soon as you lower your voice.”
- DO be firm, steady, consistent and honest.
- DO focus on what you can do to help resolve the situation safely.
- DO make personal referrals. Give a name of an individual when possible, and call ahead to brief the person.
- DO maintain clear and consistent boundaries and expectations.
- DO report the behavior to University Police and/or Student Conduct or Human Resources.

THE DON'Ts
- DON'T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON'T minimize the situation.
- DON'T get into an argument or shouting match.
- DON'T blame, ridicule or use sarcasm.
- DON'T touch.
- DON'T ignore warning signs that the person is about to explode.
- DON'T ignore your own limitations on established boundaries.

If you feel threatened or endangered, call 911!

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

Referrals & Resources
(614 area code except where noted):
Emergency .......................................................... 911
University Police .................................................. 292-2121
Student Conduct .................................................. 292-0748
Employee Assistance Program .................. 1-800-678-6265

See SOMETHING. Say SOMETHING.
ASSISTING Distressed Individuals

WHAT IS MY ROLE?
You might be in a good position to spot someone who may be emotionally distressed. While some of this is expected, especially during stressful times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You may be able to be a resource in time of trouble, and your expression of interest and concern may be critical in helping the individual re-establish emotional equilibrium. You also may be able to alert the university so that an appropriate intervention can be made.

POSSIBLE SIGNS OF DISTRESS

- Marked change in performance or behavior
- Excessive absence or tardiness
- Trouble eating and/or sleeping
- Disruptive behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Excessive confusion

- Dramatic weight loss or gain
- Dependency (individual hangs around or makes excessive appointments to see you)
- Behavior indicating loss of contact with reality
- Feelings of helplessness or hopelessness
- References to suicide
- References to homicide or assault
- Isolation from friends, family or classmates
- Giving away prized possessions
- Preparing for death by making a will and final arrangements

THE DOs

- DO be mindful of cultural norms.
- DO speak with the individual privately.
- DO express your concern in behavioral, non-judgmental terms.
- DO tell him/her you are willing to help.
- DO listen carefully to what he/she is troubled about.
- DO help him/her explore options.
- DO suggest resources.
- DO make referrals to the appropriate campus department.
- DO point out that help is available and that seeking such help is a sign of strength and courage, rather than of weakness or failure.
- DO maintain clear and consistent boundaries and expectations.
- DO recognize your limits.
- DO enlist the help of others as appropriate.
- DO document the interaction or incident.

THE DON’Ts

- DON’T promise confidentiality.
- DON’T judge or criticize.
- DON’T ignore the unusual behavior.
- DON’T make the problem your own.
- DON’T involve yourself beyond the limits of your time or skill.

If you feel threatened or endangered, call 911!

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

Referrals & Resources

(614 area code except where noted):

- In a crisis situation, call University Police at 911.
- To consult regarding a student, call Counseling and Consultation Service at 614-292-5766. Refer to ccs.osu.edu.
- Student Conduct: studentconduct.osu.edu
- To consult regarding a faculty or staff member, call:
  - Ohio State Employee Assistance Program: 800-678-6265 (or visit osuhealthplan.com/OhioStateEAP)
  - Office of Human Resources, Employee and Labor Relations: hr.osu.edu/elr
- Ohio State Department of Public Safety: ps.ohio-state.edu

See SOMETHING. Say SOMETHING.
When in doubt, **call 911!**

### IMPORTANT NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>911</td>
</tr>
<tr>
<td>University Police</td>
<td>292-2121</td>
</tr>
</tbody>
</table>

### HELPFUL RESOURCES

(614 area code except where noted)

**Student Life Departments**

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling and Consultation Service</td>
<td>292-5766</td>
</tr>
<tr>
<td>Disability Services</td>
<td>292-3307</td>
</tr>
<tr>
<td>Multicultural Center</td>
<td>688-8449</td>
</tr>
<tr>
<td>Student Advocacy Center</td>
<td>292-1111</td>
</tr>
<tr>
<td>Student Conduct</td>
<td>292-0748</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>292-4321</td>
</tr>
<tr>
<td>Student Life, Office of the Vice President</td>
<td>292-9334</td>
</tr>
<tr>
<td>Student Wellness Center</td>
<td>292-4527</td>
</tr>
<tr>
<td>University Housing</td>
<td>292-8266</td>
</tr>
</tbody>
</table>

**Faculty/Staff Resources**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Assistance Program</td>
<td>800-678-6265</td>
</tr>
</tbody>
</table>

**Additional Resources**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BART (to report bias or discrimination)</td>
<td>688-8449</td>
</tr>
<tr>
<td>BRAVO (for cases of violence against GLBTQI)</td>
<td>294-7867</td>
</tr>
<tr>
<td>Campus Suicide Prevention Program</td>
<td>688-5829</td>
</tr>
<tr>
<td>Military and Veterans Services</td>
<td>247-VETS (8387)</td>
</tr>
<tr>
<td>Psychological Services Center</td>
<td>292-2059</td>
</tr>
<tr>
<td>(at OSU Harding Hospital)</td>
<td>293-9600</td>
</tr>
<tr>
<td>Sexual Assault Response Network of Central Ohio</td>
<td>566-4770</td>
</tr>
<tr>
<td>SVES (Sexual Violence Education and Support)</td>
<td>292-4527</td>
</tr>
</tbody>
</table>
The Ohio State University is committed to creating a community free from sexual violence.

Sexual violence can affect anyone. All students have full and equal access to the information and services related to sexual violence, regardless of gender, race, sexual orientation, nation of origin, religion, age, disability or living arrangement.

Services are available to any student, no matter where an incident occurred, and survivors are given the ability to determine which resources they would like to utilize.

Updated – May 2014
**MEDICAL CENTERS:**

Seek medical attention and/or evidence collection at the following hospitals if the violence/sexual assault occurred with the last 96 hours. A specially trained Sexual Assault Nurse Examiner (SANE) is usually available, and an advocate will be called to assist you. All central Ohio emergency departments should be able to provide these services. This is just a partial list of emergency departments.

- OSU Medical Center 293-8333
- Grant Medical Center 566-9270
- Riverside Methodist Hospital 566-5321
- The Wilce Student Health Center 292-4321

**The Wilce Student Health Center 292-4321**

This Student Life department provides medical care, addresses concerns about sexually transmitted infections and pregnancy, discusses resources, and provides follow-up care. The SHC does not collect evidence.

**REPORTING AGENCIES:**

To report an assault that happened on-campus, to a legal authority contact the OSU police department. If the assault occurred off-campus, please contact the Columbus Police Department (CPD).

- OSU Campus Police 292-2121
- CPD Sexual Abuse Unit 645-4701
- CPD Domestic Violence & Stalking Unit 645-6232

**Student Conduct 292-0748**

This Student Life department manages the disciplinary process for incidents of misconduct involving OSU students. This process can be discussed with staff in this office without filing a complaint.

**SUPPORT & ADVOCACY:**

It’s important to get help when dealing with issues related to sexual assault, intimate partner violence, or stalking in order to heal from the effects of these issues.

**Student Advocacy Center 292-1111**

The Sexual Violence Support Coordinator provides advocacy for survivors of sexual violence, assists in understanding and navigating university policies and procedures, and helps promote the academic success and personal wellness of survivors. Other ways the Support Coordinator may assist: Processing immediate reactions and response, referrals to counseling support, safety planning and accessing the Sexual Violence Assistance Fund.

**Counseling & Consultation Service 292-5766**

This Student Life department provides free, confidential services for students at any time during the recovery process.

**Student Legal Services 247-5853**

This non-profit law office provides legal advice, representation, education, and resources to OSU students.

**Residence Hall Staff**

Student Life’s Hall Directors can provide support and help identifying and connecting to resources on and off-campus.

**SARNCO 24-Hour Rape Helpline 267-7020**

**CHOICES 24-Hour Domestic Violence Hotline 224-4663**
Introduction

This document was created by members of the Sexual Violence Committee at The Ohio State University to assist students who have experienced sexual violence. It is our goal to provide information and to encourage those who would like to access services. Staff, faculty, family and friends are all encouraged to seek out information as they support people who disclose to them. This document can be used to help any individual connected with the Ohio State University come up with a plan on how to address sexual violence situations.

The Ohio State University is committed to creating a community free from sexual violence. Please note that we are using “sexual violence” to denote incidents which can be defined as sexual assault, sexual harassment, stalking, and/or intimate partner violence/domestic abuse. The University strives to achieve this goal through prevention, survivor support, the student conduct process, and referrals to the criminal justice system. It is understood that any person may be affected by sexual violence. The University therefore implements relevant policies in such a manner that all students and groups have full and equal access to the information and services related to sexual violence, regardless of factors such as gender, race, and sexual orientation, nation of origin, religion, age, disability, or living arrangement. Applicable services are available to any student, whether the assault occurred on or near campus, or elsewhere.

It is up to a survivor to decide how to cope with their experience. Each person decides which “first step” to take. An initial response may include immediately calling the police. However, it is very common for a person to seek out medical care or other information first. If a person has recently experienced an assault, please skip ahead to the “medical care/treatment” or “reporting” sections for more information about these options. Regardless of the decision to report, in any instance where physical contact and/or injury has been experienced, all survivors should be encouraged to seek medical care.

At the University, when a “university official” is told about an instance of sexual violence, it is important that both the university employee and the student understands what will happen. University officials can be found in a wide range of roles in different offices/departments. Staff or faculty will need to report their knowledge of what has happened (when they are given specific information) to police or to the Office of Human Resources. Exceptions do exist. For example, counselors with Student Life’s Counseling and Consultation Service are required to keep information confidential.

A university official is required to balance their requirements as a staff or faculty member with the obligation to insure public safety and the needs of a survivor. It is important for a staff member to check with their department’s policy regarding disclosures of sexual violence. Staff and faculty are also encouraged to contact some of the university offices listed in this document to consult about situations when they arise. Staff and faculty may also contact the Sexual Violence Support Coordinator from Student Life’s Student Advocacy Center.

Definitions

Please note that these definitions of sexual violence are behavioral definitions and not legal ones. Police and prosecutors will determine whether a crime occurred based on legal definitions from the Ohio Revised Code.

Survivor: In this document, we will refer to those who have experienced sexual violence as “survivors” of these experiences. In other contexts this person may be referred to as a “victim”, a “client” or a “patient”. We
use “survivor” as a term of respect and to acknowledge that people who experience sexual violence have survived an event or events that can be life-changing.

A sexual assault occurs when a person experiences a sexual act or acts against their will. Sexual assault includes a number of acts (e.g. rape, incest, molestation, etc.) and may be defined based on the specific factors of a situation. It’s important to acknowledge that experiencing a sexual assault is not the victim’s/survivor’s fault. Sexual abuse is used to denote a pattern of sexual assaults that occur over time.

Consent: According to the Ohio State University Sexual Misconduct Policy consent shall be defined as the act of knowingly and affirmatively agreeing to engage in a sexual activity. Consent must be voluntary. An individual cannot consent who is substantially impaired by any drug or intoxicant; or who has been compelled by force, threat of force, or deception; or who is unaware that the act is being committed; or whose ability to consent is impaired because of a mental or physical condition; or who is coerced by supervisory or disciplinary authority. Consent may be withdrawn at any time. Prior sexual activity or relationship does not, in and of itself, constitute consent.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other physical or verbal conduct of a sexual nature when it meets any of the following:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or academic status.
- Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive environment for working, learning, or living on campus.

Stalking occurs when a person repeatedly behaves or acts in a way that invades your life and causes you mental distress and/or fear of bodily harm. Stalking may even look “romantic” or non-threatening (like sending flowers, cards, “friendly” e-mails or instant messages, etc.). It is important to understand the context and impact of the stalking behavior. Stalking occurs when the contact is known to be unwanted and causes distress to the recipient. Common stalking behaviors may include:

- Following you,
- Calling or texting,
- Damaging your property,
- Threatening to hurt you or your friends/family/pets/etc.

Intimate Partner Violence is a pattern of controlling behavior with a current or former dating partner or spouse. Abuse knows no boundaries and occurs regardless of age, income, culture, religion, education and race. It often begins with isolation, jealousy, threats or name-calling and may include emotional, sexual or verbal abuse. Physical violence may or may not be part of this pattern.

Domestic violence/abuse is a broader term which acknowledges that abuse and control can happen within a family structure or between members of the same household. A domestic violence survivor can be someone who grew up in a family or household where this occurred or someone who is currently in this situation.
An advocate is a person who has been trained on issues related to sexual violence and who provides support services through their work with a community organization (e.g. the local rape crisis center) or at the university (e.g. the Student Advocacy Center). It is the role of the advocate to provide information, discuss options with a survivor, connect them with resources and offer assistance as a one-time occurrence (e.g. during the evidence collection exam) or on an ongoing, longer-term basis (e.g. reporting to police and going through the criminal justice and/ or student conduct processes).

Victim blame is the phenomenon where the survivor is held responsible for causing or not avoiding the attack or violence. This includes blaming the survivor for “risky” behavior such as walking alone at night, drinking and/or taking drugs, wearing “provocative” clothing, having multiple sex partners, doing things that “imply” consent like flirting or going to the other person’s room, etc. It is important to note that what a person does or doesn’t do is NOT what causes an assault to happen. It is the presence of someone willing to commit a crime that causes an assault.

How to Help a Survivor

A survivor has had an experience where they have lost control over the situation. It is natural to feel a tremendous loss of power and control over life during these times. It can be hard to know what to do or say to help a friend or family member who is a survivor of sexual violence. In addition to seeking assistance from the resources in this guide, below are some suggestions about how you can help.

What to say to a survivor:
- I’m sorry this happened to you
- It wasn’t your fault
- You survived; obviously you did the right things
- Thank you for telling me
- I’m always here if you want to talk
- Can I do anything for you?

What NEVER to say to a survivor:
- It was your fault
- You could have avoided it had you
- It’s been so long! Get over it!
- You wanted it
- It’s not that big of a deal; it happens to lots of people
- I don’t believe you
Other Suggestions:
Do not judge the survivor. An individual is likely examining him or herself very critically during this time. Asking questions regarding details of the assault, why the individual was at a specific place, doing a specific behavior, etc. only places blame on the survivor for the actions of the perpetrator. No matter what their behavior prior to the assault, they are NOT responsible- the perpetrator is. Following sexual violence, an individual may try to understand their role in what happened, but it's important to be clear that they are not responsible for the actions of others.

Do not attempt to impose your explanation of why this has happened or try to “fix” the situation. It may come across to the survivor as victim-blaming. The only real explanation is that the perpetrator chose to act as they did. Additionally, you don’t have to fix the situation; you just have to be supportive.

Remind survivors that their feelings are understandable. There are many symptoms that the individual may experience; these are typical reactions to traumatic events. If they are experiencing feelings, emotions, or physical symptoms that are out of the ordinary, it is due to the fact that they have just experienced a horrific and traumatic event.

Do not attempt to reassure the person that everything is “Okay” or tell them you know how they feel. Because at this time, everything is not “okay”. Making statements such as “Don’t worry about it,” “You’re going to be fine,” etc. may serve to minimize the victimized person’s feelings and downplay the seriousness of the event(s) which occurred. Also, chances are you don’t know exactly how they feel. You may know what it feels like to be hurt, to be violated, or to be angry. However, you probably don’t know quite how they feel at this moment.

Do offer to gather information about their options and who may be able to help. Once you educate yourself and have information to share, encourage them to take a step. It’s okay to offer your support in taking a step but be mindful of not taking over or pressuring the survivor to do what you think they should do. Whatever step they take will reinforce that they can take another.

Be willing to say nothing. Just being there is often the biggest help.

Do not feel intimidated by the intense emotions of survivors. Remember: you don’t have to fix the situation, just be supportive. There are many people at our university who can help provide support.

Encourage the survivor to seek counseling and post-trauma services. There are specially trained mental health professionals that can assist the survivor on many levels. Counseling is not a sign of weakness; it is a sign of strength and of taking control of the situation.

Find your own support. You are also affected by this situation. You can’t support someone else if you aren’t supported as well. You cannot expect the survivor to provide support for you, find other friends, support people, or counseling to share your own feelings related to what happened to your friend.