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INTRODUCTION

On behalf of the Study 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 2,000 Ohio State students study abroad each academic year, with more than half participating in programs led by Ohio State resident directors. The growth in study 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 part of its plan to achieve global preeminence, Ohio State continues to integrate international dimensions into our teaching, research and engagement mission. Under the guidance of Vice Provost for Global Strategies and International Affairs William Brustein, 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 study 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 this study 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 study abroad.

Grace Johnson
Director, Study Abroad
Role and Expectations of the Resident Director

The roles and responsibilities of the Study Abroad Resident Director extend way beyond the traditional classroom and/or academic advising setting with which you are familiar and experienced and in which boundaries are clearly defined between faculty and students. Study 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 the role of Study Abroad Resident Director, 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 an Ohio State Resident Director are to:

- Promote and enhance the academic integrity of the study abroad program
- Serve as the liaison between OIA, students, and the host institution
- Assist students in meeting the academic, social, and cultural challenges of the study 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 through the OIA evaluation process
ROLES AND RESPONSIBILITIES (cont.)

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)
- 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, program budgetary matters, as needed
- Read the Ohio State Student Study Abroad Handbook (cover to cover!)
- Participate in OIA’s Resident Director Orientation
- Determine division of labor with assistant/co-resident directors

IN-COUNTRY
- Academic oversight of in-country program
- Provide in-country orientation to students
- Hold regular meetings with students throughout the program
- Maintain regular contact with OIA Program Coordinator
- Manage cash advance funds
- Respond to medical/non-medical emergencies
- Serve as liaison between the host institution and/or vendor and OIA
- Facilitate cross-cultural learning for students

POST-PROGRAM
- Submit Resident Director evaluation to OIA
- Submit student grades to OIA
- Submit receipts for cash advance funds to OIA
- Attend de-brief meeting with OIA Program 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

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, s/he 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 OIA Study Abroad Coordinator.
TIME COMMITMENT

The position of Study Abroad 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 Program Coordinator to finalize program details. Your attendance, participation in meetings, and prompt responses to OIA 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 sponsored 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 study abroad coordinator will provide you with a more detailed timeline, specific to your program.

TIMELINE

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

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
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<tbody>
<tr>
<td><strong>Pre-departure preparation</strong></td>
<td></td>
</tr>
<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>
</tr>
<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 OIA coordinator to get overview of RD 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>
</tr>
<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>
</tr>
<tr>
<td>• Arrange air travel (if not on group flight)</td>
<td>2 to 4 months before departure</td>
</tr>
<tr>
<td><strong>On-site responsibilities</strong></td>
<td></td>
</tr>
<tr>
<td>• Inform OIA of group arrival</td>
<td>Within 12 hours after arrival to site</td>
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<tr>
<td>• Conduct on-site orientation</td>
<td>Within 36 hours after arrival</td>
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<tr>
<td>• Send weekly reports to OIA coordinator</td>
<td>Weekly</td>
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<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>
</tr>
<tr>
<td>• Obtain original itemized receipts for program expenditures and maintain detailed fiscal records</td>
<td>As needed</td>
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TIMELINE (cont.)

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<tr>
<th>What</th>
<th>When</th>
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<tr>
<td>Post-program</td>
<td>Within 3 business days after the official last day of the program</td>
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<tr>
<td>• Submit fiscal records and receipts</td>
<td>Within 3 business days after the official last day of the program</td>
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<tr>
<td>• Submit student grades</td>
<td>2 weeks after return</td>
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<tr>
<td>• Submit RD evaluation</td>
<td>2 to 3 weeks after return</td>
</tr>
<tr>
<td>• Debrief with OIA 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>
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ROLES AND RESPONSIBILITIES OF PROGRAM COORDINATOR

The OIA Study Abroad Program 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. Program 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 Program Coordinator. The study abroad experience is greatly enhanced by a close and cooperative working relationship between the Resident Director and OIA Program Coordinator.

Specifically, your OIA Program Coordinator:

• Advises students on study 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, etc.)

The Program Coordinator is supported by staff members who are responsible for student registration, fee posting, grades processing, and health insurance enrollment. The Office of International Affairs has a Business Operations Office 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.
PRE-DEPARTURE

PROGRAM PROPOSAL

For information about proposing a new study abroad program, please see the Faculty Resident Director tab under Study Abroad at oia.osu.edu.

ACADEMICS

Please refer to the Credit Allocation Guidelines for Education Abroad Program under the Faculty and Resident Director tab under Study Abroad at oia.osu.edu.

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. Study 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 to students in the form of a syllabus, preferably posted on Carmen in advance.

Some Resident Directors have suggested including conduct/participation points in their syllabus, as well as points for attending pre-departure orientation meetings.

Student grades must be delivered in written form to the OIA Program Coordinator within two weeks after program conclusion. Please record the final grades and Ohio State course equivalencies on the OIA Study Abroad Grade Report Form which is included in the Appendix, and will be sent to you via email at the program’s conclusion. Incompletes are not permissible. Withdrawals, Satisfactory/Unsatisfactory grade are only permissible with OIA and relevant academic approval.

PROGRAM BLUEPRINT

In the early planning stages of your program, your OIA 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 coordinator will ask you to complete in order to finalize program details.
PROGRAM ARRANGEMENTS PROCEDURE

The Office of International Affairs (OIA) selects host institutions, program providers and travel agents based on their ability to provide responsive, high quality, safe program arrangements at a fair price. When the unexpected occurs, these entities can provide support, information and solutions to OIA. OIA 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 a Resident Director prefers to make these travel arrangements themselves without the assistance of a host institution, program provider or travel agent, the Resident Director will be responsible for securing official invoices to be submitted to OIA for approval in advance. OIA cannot make payments directly to vendors in excess of $50,000. Providers must meet OIA and University service, quality and safety expectations. OIA reserves the right to deny use of any provider(s) that do not meet OIA expectations.

If Resident Directors 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 must be submitted to OIA which will then be forwarded to the host institution or university-designated travel agencies for a quote by the established deadlines (please ask your coordinator or visit the Faculty and Resident Director tab under Study Abroad at oia.osu.edu). Resident Directors will have one opportunity to make revisions to the program itinerary content prior to advertising the program fee.

TRAVEL ARRANGEMENTS

OIA 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 Office of International Affairs program development process. Under no circumstances should private vehicles 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 OIA concludes that no suitable alternatives exist to accommodate the itinerary and academic objectives of the program. Exceptions should be requested to the appropriate OIA Program Coordinator and will only be allowed after consultation with the international risk manager.

Should a request to rent a vehicle be approved, the following conditions apply. Approved drivers should have a valid US 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 and Inter-American Driving Permit (AAA is authorized by the Department of State to issue both - http://www.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 U.S.

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 (https://controller.osu.edu/travel/secure/travel-rental.shtm). 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
TRANSPORTATION AND RENTAL VEHICLE POLICY (cont.)

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 Personal 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 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.

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 made.

Additional information about this policy can be provided by contacting the 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 generally travel with the Ohio State students to and from the program site. In this case, OIA will arrange the group travel and purchase the round trip air ticket for the Resident Director. Deviation from the group flight is by special permission only. Permission must be requested before the application deadline.

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 coordinator will arrange your travel with the university’s designated travel agency, Uniglobe Travel Designers. Your Program Coordinator will arrange for OIA to make direct payment to the travel agency and obtain a unique travel or “T” number for you.

FLIGHTS: DELAYS AND CANCELLATIONS

Flight delays and even cancellations have become increasingly common in the world of air travel. While we hope that you and your group will not experience delays or cancellations, it is nonetheless important to be prepared for such scenarios. In consultation with your OIA Program Coordinator, please agree upon a communications plan in the event that a group flight is significantly delayed or cancelled. You will also want to call Uniglobe’s after hours phone number for assistance. (Listed on your flight itinerary.) This is especially critical for winter or spring break programs since in-country activities may need to be adjusted due to the delayed arrival of your group. Make sure that you and your coordinator have exchanged cell phone numbers in the event that your group’s flight is departing after normal work hours or on the weekend. Once the group has been re-booked, please notify your coordinator who, in turn, will inform the in-country host coordinator.

If the group will arrive significantly later then planned, the OIA Program Coordinator will work with the travel agent/host coordinator to advocate for a smooth readjustment of the in-country itinerary. We will do our best to preserve the integrity of the in-country activities and schedule. OIA cannot guarantee a refund to students for any cancelled activities or days that are missed.
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.

1. Resident Director Responsibility: The Resident Director assumes far greater responsibility than overseeing the academic content of the program. Resident Directors are 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.

2. 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.

3. 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. A nonrelated, adult, childcare professional is permissible so long as they follow the conditions of the policy on accompanying individuals.

4. 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.)

5. Arrangements for Accompanying Individuals: The Office of International Affairs cannot customize flights or in-country arrangements for accompanying individuals; thus, these individuals must choose between participating as a full program participant or as an “accommodations only” 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 program fee plus expenses portion (non-tuition) of the program abroad. 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.

- “Accommodations-Only” Individual: Accompanying individuals who wish to arrange their own in-country schedule can be billed for their accommodations and group flight (if applicable) only. Note: Many hotels charge a per person rate, not a room rate. In no way should accompanying “accommodations-only” individuals benefit from services paid for by student fees if they have not paid the program fee.

6. Expenses of Accompanying Individuals: All expenses for either “full program” individuals or “accommodations only” 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. Therefore if the accompanying individual does not pay the full program fee, s/he will not participate in activities or use any services provided to the group.
ACCOMPANYING INDIVIDUALS POLICY (cont.)

7. 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 should also enroll in the HTH Supplemental Insurance required of Resident Directors and program participants. In some cases due to age or other factors, accompanying individuals may not be eligible to enroll in the supplemental policy. In these instances accompanying individuals must demonstrate comparable coverage prior to accompanying the program. Comparable medical coverage can be purchased directly through HTH (hthtravelinsurance.com/travel_medical.cfm). This will not include comparable evacuation coverage. 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 Agreement Form and sign an Acknowledgement of Risk and Release document by the study abroad application deadline for the relevant program. These forms must be submitted to Dru Simmons, international risk manager, at simmons.541@osu.edu. 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 OIA coordinator and Resident Director contains all of the basic program details such as dates, cost, credit, and application deadline. The program information is posted on OIA’s website. 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.
PUBLICITY AND RECRUITMENT (cont.)

Simply put, your involvement in the recruitment process is critical to the program’s success. You and your OIA 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 OIA coordinator know in advance if you would like assistance.

When recruiting for the program, remind students that studying abroad, by definition, is an academic experience. RDs often emphasize the fun aspects of the study 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 OIA coordinator will share the applications with you for electronic review and set-up interviews (if necessary). Please note that students who are not in good academic standing and/or with certain disciplinary and/or criminal histories may not be eligible to participate in OSU-managed programs. Please see the Application and Policies information under Study Abroad at oia.osu.edu for eligibility information and conditions for participation. Once admission decisions have been made, the OIA 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 as described in the Cancellation Policy. Please see Application and Policies under Study Abroad at oia.osu.edu.

Withdrawal Before Departure
OIA works closely with overseas institutions to provide a full array of in-country services. These services frequently require OIA and host institutions to make deposits and other financial commitments. If a student withdraws any time after the date of his/her notification of acceptance, the student will be held responsible for any costs that have been incurred on his/her behalf.

The cancellation fee must be assumed by the students and will be placed on his/her Ohio State Statement of Account from the Office of the University Bursar as an OIA Study Abroad Program Fee. If a student wishes to appeal the cancellation fee, please contact the Study Abroad Coordinator for a Study Abroad Cancellation Fee Appeals Form. If a student withdraws any time after 11 days of receiving his/her notification of acceptance, the student will be held responsible for a cancellation fee.

Withdrawal After Departure
If a student withdraws after his/her program begins, the OIA Study Abroad Program Fee will not be refunded, and the student may be responsible for non-recoverable costs in addition to the amount of his/her OIA Study Abroad Program Fee.

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/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/she needs to understand that his/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 OIA coordinator will inform the RD and the students if they will need to apply for a visa. In some cases, the OIA coordinator is able to help facilitate applying for visas as a group; in other cases, it is the responsibility of the RD and students to take care of it themselves. International students should visit the Frequently Asked Questions under Study Abroad at oia.osu.edu.

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

Every Ohio State Study 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 cannot register through the U.S. Department of State travel registration website. You are encouraged to check the website of your home country embassy to find out if you can register your 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. 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.

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

In general, OIA organizes at least two pre-departure orientation sessions during the semester immediately preceding departure. Some programs require several orientations before departure. The OIA Program Coordinator will determine an appropriate orientation schedule in consultation with you.

OIA 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 orientations 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 Ohio State Study Abroad 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

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 the OIA coordinator, there are a number of campus units that are willing to lend their expertise, as well, including 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.

CARMEN

OIA generates Carmen shells for every study abroad program onto which pre-departure materials, important resources, and reminders can be posted. Student information can also be collected via the Dropbox. Your OIA coordinator will give you more information and provide ways to take advantage of this convenient way to make information available to your students.
RESIDENT DIRECTOR AND OIA PROGRAM COORDINATOR PRE-DEPARTURE MEETINGS

You will likely have several meetings with your OIA Program 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 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 HTH insurance cards or certificate numbers
- Student cell phone numbers

Itineraries, Flight Information and Program Specific Material

- 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 you attended this orientation during the prior academic year, you are exempt. 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 OIA Business Operations Office 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.
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

Study abroad program budgets are carefully developed by OIA. The study abroad program fee is determined by OIA after a careful calculation of host institution and/or vendor in-country expenses, airfare (if required), exchange rate history, supplemental health insurance, and shared program expenses. Shared program expenses include Resident Director expenses (airfare, lodging, meals), group transportation, lecture fees, a cash advance for items which cannot be prepaid, and any other group charges. For a more detailed description of how a program fee is set, please see contact senior study abroad manager, Michela Shigley-Giusti (shigley-giusti.1@osu.edu).

Study 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 may result in cancellation. Please ask your 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 Resident Directors 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) and/or relevant academic unit, OIA 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, the program will be cancelled.
- If the number of viable candidates falls two students below the pre-determined minimum, the application deadline will be extended by two weeks and/or the academic unit sponsoring the program can agree to provide financial support so the program does not run at a loss.
- OIA is not able to run programs at a deficit; if the required number of participants is not reached after two weeks, the academic unit must cover the difference in revenues and expenditures or the program will be cancelled.

If you have questions about your program’s budget and/or the student program fee, please contact Michela Shigley-Giusti (shigley-giusti.1@osu.edu), senior study abroad 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. OIA requests a travel cash advance for study abroad Resident Directors for those in-country expenses which cannot be prepaid.

The amount of the cash advance is determined by the senior study abroad 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 OIA Study Abroad Business Manager requests the card and notifies the RD when the card is ready for pick up and provides the RD 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 RD’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 OIA 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 OIA (to the attention of the OIA Business Operations Office) within three business days after your study abroad program officially concludes. All expenditures must be recorded in foreign currency amount in the spreadsheet provided by OIA via flash drive. 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 OIA.

You should also be advised that OIA 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 in-country program-related expenses that have not already been pre-paid, 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 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 study 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. Lizeth will provide you with a flash drive that has the template for listing your expense.
RESIDENT DIRECTOR FINANCES FAQ (cont.)

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 RD 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
Oxley Hall, 322B
Phone: 614-247-4026
Fax: 614-292-4725
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 Office or Grace Johnson (johnson.136@osu.edu), director of study abroad at 614-292-6101, or Michela Shigley-Giusti (shigley-giusti.1@osu.edu), senior study abroad manager.

MEALS

How are meals provided?
A allowance covers your meals that are not already provided as part of the program (breakfast included with 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 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 OIA coordinator. Lizeth Rascon, OIA Business Manager, will also provide you with a 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).
RESIDENT DIRECTOR FINANCES FAQ (cont.)

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 Office within three business days after the program officially concludes:

- Unused cash travel advance funds
- 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 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 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. OIA Business Operations is required to reconcile all program expenditures and submit them to the Office of Academic Affairs (OAA) 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 OSU policies made with the GET card must be reimbursed to the university. The compliance determination is made by OAA and cannot be overruled by OIA or Study Abroad. The OIA Business Operations staff is happy to 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 and then reviewed by your OIA Program Coordinator. On occasion, your OIA Program Coordinator may ask to meet with you and a student who has indicated a pre-existing condition on his/her Health Information Form. The purpose of the meeting is to discuss how the student intends to manage his/her pre-existing condition while abroad and discuss any special needs or considerations. These meetings are to be treated confidentially. The Wilce Student Health Center, Counseling and Consultation Service, Office for Disability Services and/or HTH Worldwide will be consulted as appropriate.

It is also your responsibility to inform your OIA coordinator of any pre-existing chronic health conditions that you have.

Your OIA coordinator will give you copies of the Health Information Form for your students. Please take the copies with you and keep them in a safe place. These forms are confidential and must be treated as such.

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.

Inform OIA of any student illnesses which require a visit to a health clinic and/or physician.

SUPPLEMENTAL STUDY ABROAD INSURANCE

Students who participate on Ohio State study abroad programs are automatically enrolled in a supplemental insurance plan through HTH Worldwide Services. In addition, students are required to maintain their regular insurance while participating on Ohio State study abroad programs.

The supplemental insurance covers medical and non-medical emergencies, including political, security and natural disaster evacuation. HTH is available for referrals for non-emergency situations, as well. If a student uses a pre-approved certified HTH provider, the cost of his or her care will be paid directly by HTH. There is no deductible amount per injury or sickness.
SUPPLEMENTAL STUDY ABROAD INSURANCE

If you would like to get a list of HTH providers in your host country before you depart, please ask your OIA coordinator, who can ask HTH for this information.

Please keep in mind that extreme sports are excluded from coverage.

Please note: If the student receives medical care from a physician who is not a HTH provider, she or he must pay out-of-pocket and then submit the receipts to HTH for reimbursement. RDs should not use the cash advance to pay for the expenses on behalf of the student.

Finally, if you are aware of any students going abroad independently, (i.e., for research purposes), please inform them that they are also required to enroll in HTH.

EXTREME SPORTS

Certain extreme sports are excluded by the HTH supplemental insurance: skin/scuba diving, sky diving, hang gliding, bungee jumping.

Although it is not advisable, students may attempt to organize these types of activities for themselves in their free-time. If this occurs,

• The RD should not endorse, encourage or facilitate the activity.
• The RD should not join the students in the activity.
• The activity should never 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.
HEALTH INSURANCE FOR FACULTY AND STAFF
RESIDENT DIRECTORS

Effective autumn 2013, all Resident Directors and their approved guests are required to enroll in the supplemental insurance plan through HTH Worldwide. 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 will be covered by the program budget. Approved guests will be required to pay separately.

Please note that you should maintain your primary insurance coverage while you are abroad. Your study abroad coordinator will provide you with instructions for enrolling.

For more information about HTH Worldwide, please visit: oia.osu.edu/pdf/HTHWorldwideAccidentandSickness.pdf

Graduate Teaching Assistant Resident Directors:
You will be enrolled in OIA’s supplemental study abroad insurance through HTH Worldwide Services. This insurance is especially designed for overseas travelers. You will be covered by HTH insurance for the duration of the study abroad program only. HTH operates on the reimbursement basis.

All Resident Directors (Faculty, Staff, and GTA) must continue regular health insurance coverage (e.g., OSU Prime Care, OSU Student Health Insurance) while overseas.
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 or at the Medical Specialty Clinics. 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 study abroad location.

OSU Rardin Family Practice Center  Medical Specialty Clinics
Northwood-High Building  Cramblett Medical Clinic, 3-D
2231 North High St.  456 W. 10th Ave.

GTA Resident Directors:
Schedule an International Travel Appointment at the OSU Student Health Center, 614-292-4321.

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 study 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 OIA, so that we have an opportunity to consider alternative ways to meet those needs. OIA 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 OIA Program 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 the OIA Program Coordinator (email or phone call) that all students have arrived safely. This is critical since OIA regularly receives phone calls from anxious parents who want to know if their son or daughter has arrived safely. Your OIA Program 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 OIA 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.
IN-COUNTRY ORIENTATION (cont.)

Health, personal safety, drug and alcohol issues, and conduct are always included in OIA 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 study abroad students for the duration of the program including free time. A copy of the Code is published on the university’s website at studentaffairs.osu.edu/pdfs/csc_12-31-07.pdf
- 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 OIA Program Coordinator:

- Arrival notification
- Departure notification
- Any student health or medical concerns, or disturbances affecting the well-being of the students
- Emergency notification as needed
Resident Directors are expected to be fully engaged in all in-country activities of the study abroad program. Resident Directors 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. The Resident Director’s 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.

RESIDENT DIRECTOR AVAILABILITY AND PERSONAL OFF-SITE TRAVEL

As a Resident Director you are required to be accessible around the clock in-country to Ohio State students. If you need to be away from the group, please make the following arrangements:

- Appoint a 24-hour emergency contact person (e.g., host institution coordinator) who will respond to any student concerns. This person needs to have a cell phone
- Discuss your off-site plans in advance with your OIA Program Coordinator. He or she needs to record the name and contact information for the emergency contact during your absence
- Meet with your students as a group to inform them of your upcoming absence and the name and contact information for the emergency contact person
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. This policy, of course, must be communicated to your OIA Program 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. OIA 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 which 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. These cultural adaptation phases are outlined in the “Cultural Adjustment” section of the student Study Abroad Handbook. 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 OIA 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 isolation
• 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 which could be misconstrued as favoritism or preferential/differential treatment.

MENTAL HEALTH

Students can experience a variety of mental health challenges when they study 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.

It is important that you treat a mental health issue as seriously as you would treat a physical health issue as it can escalate quickly. HTH Worldwide can provide resources for in-country mental health professionals, if necessary and Ohio State’s Counseling and Consultation Service may also be able to provide information and resources.

A recent Resident Director provided the following tips and reminders for dealing with a mental health crisis abroad:

- If the situation has the potential to become a crisis, treat it like one
  - Verify – Ask questions
  - Identify – What are your resources and authority/knowledge in this situation
  - Communicate – Let all constituents know what it going on
  - Action – Based on your findings and advice, take action
  - Report – Let others know what happened
  - Document – Write down what happened
MENTAL HEALTH (cont.)

- Mental illness is viewed differently by various cultures
- Be descriptive when reporting behavior
- Avoid relying on other students to deal with the situation
- Communicate with other students what is going on, being aware of FERPA/HIPPA
- Be clear when communicating your expectations and needs
- In a crisis, get help immediately since mental illness doesn’t just “go away”
- Parents’ perceptions may be slightly skewed and unrealistic
- Stay engaged in the situation
- Know your resources
- In the case of mental illness, health forms may not be accurate
- Obtain training to recognize and deal with warning signs and dealing with suicide/depression. Recommended: “At Risk Simulation Training” ucat.osu.edu/at-risk
- Take care of yourself

For more information about dealing with a distressed individual, please see 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 Study Abroad Incident Report Form. Include your expectations for immediate improvement. Share the Incident Report with the student and ask him/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 OIA Program 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 OIA Program Coordinator who can offer support and contact other Ohio State offices (Counseling & Consultation Service, Office of Student Conduct, etc.) if necessary. Please remember that the Student Code of Conduct “follows” the students abroad. Again, documentation is key!

Students may make choices which 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 Appendix.

STUDENTS AND ALCOHOL

Inappropriate and/or excessive alcohol consumption is a serious problem with undergraduates nationwide. Ohio State is no exception. Alcohol consumption overseas poses additional security and health risks to study abroad students who are unfamiliar with the language, cultural norms, and lack of sanctions on alcohol.

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 OIA Program Coordinator.

Please note that many hotels and residence halls have their own policies about whether alcohol can be consumed in the rooms. If such a policy is not in place, please consider implementing one. Oftentimes, 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.
HANDLING CHALLENGES ABROAD

STUDENTS AND ALCOHOL (cont.)

It is OIA policy and philosophy to model and encourage healthy behavior and choices for our study 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 institution. Please bear this in mind with your own choices about alcohol consumption while serving as an Ohio State Study 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.

SEXUAL HARASSMENT

Sexual harassment may be no more common overseas than in the United States, but it is sometimes more difficult to discern due to cultural differences. In a foreign setting, your students will experience differences in communication norms. Certain behavior that they find unacceptable in the United States may not be viewed as such by another culture. Likewise, certain behavior that they find acceptable in this country may not be viewed as such in a foreign culture.

As Resident Director, you must help students understand as much as they can about the cultural context in which they are living. Students must try to develop a sense of what behavior is acceptable in the host culture, but they should not feel as if they must tolerate unwelcome sexual comments or advances because they are foreigners, nor must they conform to cultural norms with which they are uncomfortable.

Ohio State is committed to taking prompt and appropriate action in support of a student who has been sexually harassed. Therefore, in your role as Resident Director, you will be expected to respond appropriately if a student informs you that s/he has been sexually harassed.
SEXUAL HARASSMENT (cont.)

If a student informs you that s/he has been harassed by a host institution administrator, instructor, a student (Ohio State or host country), or a host family member, please respond as follows:

- Encourage the student to be assertive and to let the individual know that his/her conduct is unwelcome and offensive and, if necessary, immediately arrange new housing for student
- Ask the student to document in writing what has happened
- Report the situation to the host country administrator, if appropriate, and attempt to keep the identity of the student confidential
- Report the situation to the OIA Program Coordinator to discuss an appropriate strategy for prompt investigation of the situation

Ohio State Sexual Harassment Policy 1.15 is included in the Appendix of this handbook.

SEXUAL MISCONDUCT

Sexual Misconduct can take on many forms, including sexual assault, sexual harassment and stalking. Please consider the following questions if a student has been a victim of sexual misconduct:

- Does the student need immediate medical assistance?
- Does the student wish to move their accommodation?
- Should the incident be reported to local police and are there any cultural implications of doing so?

The Code of Student Conduct, studentaffairs.osu.edu/csc, is the document that governs sexual harassment and assault in the student non-employment setting. For more information and resources, please see the Sexual Violence Response Guidelines that are included in the appendix of this handbook.

As a faculty member at a publicly-funded institution taking students abroad, you are considered a mandatory reporter for allegations of sexual misconduct pursuant to Title IX. The Department of Education requires prompt reporting and investigations of all such reports. You many not be able to keep information confidential, even if a students asks. You should advise your students that while you will keep the information they provide private, you may need to notify other university administrators who can provide them with assistance. Failure to report can result in legal liability not only for the institution, but also individually for those who knew about the issue but did not report it to the appropriate university officials.
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 OIA Program Coordinator to discuss and agree upon an appropriate course of action. OIA will ask you to provide written documentation of the incident. The OIA Study Abroad Incident Report Form, located in the Appendix, may be used to document the incident. OIA will contact the Office of Student Conduct to determine the appropriate course of action. Please note that the Ohio State Resident Director cannot summarily dismiss students from a study abroad program. Due process must and will be observed for Ohio State study abroad students.

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

Infrequently a study 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 the OIA Program Coordinator before the student departs. The OIA Program Coordinator will attempt to speak on the phone with the student to answer any questions about refunds, financial aid, and other matters. To document the withdrawal and any special circumstances, please complete the OIA Incident Report Form and send it to your Program Coordinator.

OIA 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. OIA 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 on page 15. Please refer students to the OIA Program Coordinator if they have any questions about this policy.
The safety and well-being of Ohio State study abroad students is the first priority for the Office of International Affairs. OIA follows the advice of the U.S. Department of State and consults with the university’s Study Abroad Health & Safety Committee as needed.

While terrorism is a concern in this current age, the safety issues our study 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.

We encourage you and your students to visit the Department of State’s website travel.state.gov for tips on having a safe international experience. The State Department has also created a comprehensive website devoted to health, safety, and important resources specifically for students who are preparing to go abroad at studentsabroad.state.gov.

While every precaution is taken to ensure that study abroad programs operate in a safe environment, circumstances can occur which put student’s 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).

Planning ahead can save you a lot of stress if something does occur. Some RDs set up an emergency meeting spot/phone tree. At the very least, be sure you have someone who can serve as your back-up (second RD, host institution coordinator, etc.) in the event of an emergency.

Remind students that they have been given the 24/7 Ohio State emergency number (printed on business cards) that they should carry on their person. As RD, you should also have this card, as well as addresses/room numbers/telephone numbers for all students, with you at all times. Some students may purchase or rent a local cell phone, so please be sure to collect these numbers from them after arrival.
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 education abroad programs in which the university owns or controls the property (which includes nearly all OSU-sponsored faculty-led programs). Crimes that are Clery-reportable are aggravated assault, negligent manslaughter, burglary, murder and non-negligent manslaughter, motor vehicle theft, hate crimes (some), robbery, sex offenses and arson if they occur on properties the university controls.

When you serve as a Resident Director, you become a “Campus Security Authority” (individual to who students should report crimes). If a student reports a crime to you, you are required to share this with OIA, who will report it to appropriate campus officials for inclusion in the university’s annual Security Report. 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.

EMERGENCY PROCEDURES

Accurate and consistent communication with all parties (OIA, host institution, students, medical, and other service providers) is of paramount importance when there is an emergency. If a medical or non-medical emergency occurs, remain calm and be prepared to take notes on the events as they unfold. Contact OIA staff via the Ohio State 24-Hour Emergency Phone Number at 614-292-6677 as soon as you are able to report the emergency and to discuss appropriate action. Please communicate non-emergency issues to your coordinator via email or telephone during business hours.

Medical Emergencies: What to do

1. Transport student(s) to where they can receive emergency medical attention. Accompany student(s) to hospital or clinic and assist in obtaining immediate medical care.

2. Report the medical emergency and/or hospitalization to HTH Worldwide Services. Call the 24/7 number collect: 610-254-8771. Keep detailed notes on your conversation(s) with HTH and any medical personnel where the student is receiving care. HTH will give you a case number for the student. Record this case number in your notes. HTH will ask you for the following information:
EMERGENCY PROCEDURES

- Name of student(s)
- HTH Certificate number for the student (if you have it)
- 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)
- Phone number where you can be reached

3. Call the OSU Emergency 24/7 number collect at 614-292-6677. OSU University Security and Protective Services Alarm Center will answer your phone call, take your contact information, and then contact OIA staff. Have all contact information on hand for the student(s) and yourself. An OIA staff person will contact you to discuss next steps.

4. Inform the host institution of the situation and location of the student(s). In consultation with the host institution, appoint a host institution representative who will address concerns of Ohio State students while you attend to the emergency situation.

5. Establish regular (hourly or daily) telephone communication schedule with your OIA Program Coordinator to provide more information and report on condition of the student(s). OIA will contact appropriate university personnel as needed.

6. Maintain regular contact with the student(s) receiving medical care and the medical providers.

7. After consultation with your OIA Program Coordinator, call a meeting with your group to inform them of the emergency and condition of the student(s). 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 off-site.

8. Offer assistance to the student(s) if he or she wishes to contact family. Do not contact a student’s family without his/her permission.

9. Maintain ready access to your cell phone so you are able to make and receive phone calls 24 hours a day.

Please note: If the student receives medical care from a physician who is not a HTH provider, she or he will need to pay out-of-pocket and then submit the receipts to HTH for reimbursement. RDs should not pay for the expenses on behalf of the student unless treatment is being withheld or it is a life-threatening situation.
EMERGENCY PROCEDURES (cont.)

Non-Medical Emergencies: What to do

Non-medical emergencies can include disciplinary issues, financial emergency for the program, lost passport on day of departure, natural disaster or civil unrest.

1. Call collect the OSU 24/7 Emergency Number at (614) 292-6677. Ohio State University Security and Protective Services Alarm Center will answer your phone call, take your contact information, and then contact appropriate OIA staff. An OIA staff person will call you to discuss next steps.

2. Document in writing the incident including the name(s) of the student(s), nature of the incident, location, and time. You may use the OIA Study Abroad Incident Report Form. Email your report to OIA as soon as you are able.

3. After consultation with your OIA Program Coordinator, call a meeting with your group to inform them of the incident and measures taken to resolve the situation. Be available to students to answer their questions and listen to their concerns. Inform students of your whereabouts if you must be away from the program site.

4. Inform host institution administrators and/or academic directors. Request their assistance and cooperation in responding appropriately to the emergency and student needs. Request assistance in filing a police report if one is needed. If necessary, notify the nearest U.S. Consulate or Embassy.

5. Establish and maintain a regular (hourly or daily) communication schedule with your OIA Program Coordinator to provide updates and discuss appropriate action.

6. Maintain ready access to your cell phone so you can make and receive phone calls 24 hours a day.
**POST-PROGRAM**

**FINAL GRADES AND COURSE EQUIVALENCIES**

Within two weeks after the program concludes, you must submit final grades and the Ohio State course equivalencies to your Program Coordinator. Please report the final grades and Ohio State course equivalencies on the **OIA Study Abroad Grade Report Form** (in Appendix). OIA will send the final grades to the Office of the Registrar. Study Abroad grades will appear under the “transfer credit” tab on buckeyelink.osu.edu. See page 35 for more information.

**EVALUATIONS: STUDENT AND RESIDENT DIRECTOR**

Evaluation is a critical aspect of OIA study abroad program development and management. Within two weeks after your study abroad program concludes, OIA will send an on-line evaluation form 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.

In addition, OIA will send an on-line evaluation form to you. In addition to completing the on-line evaluation, you are welcome to write a more lengthy evaluation of the program. The OIA evaluations do not include Student Evaluation of Instruction (SEIs) or ask questions about your teaching. If you would like this evaluated, please arrange for your own survey instrument to be distributed. Unfortunately, the Scanning and Survey Office cannot distribute electronic SEIs to study abroad students. Copies of the standard OIA study abroad student and Resident Director evaluation forms are included in the Appendix.

OIA will collect and collate the results of the student and Resident Director evaluations. Evaluation summaries will be sent to you. Program evaluations will be filed at OIA and made available to sponsoring department or unit heads upon request.

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.

Questions about the OIA study abroad program evaluation process may be directed to Jeannie Simmons, senior study abroad manager, simmons.272@osu.edu.
FISCAL

Please refer to the Finances section of this handbook (page 22) 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 health-care provider, especially if you develop an illness with fever within 6 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. OIA can provide space in Oxley Hall. 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 OIA 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 U.S. Sometimes students feel that their fellow study abroad students and Resident Directors are the only ones who “understand and appreciate” the meaning and significance of their study 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 study 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

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Group Expectations Contract (Example)

H296 Honors London
Dr. Sebastian Knowles and Michela Shigley-Giusti
Group Expectations
(the principles and rules we agree to abide by)

**Live life and experience your surroundings**
- Don’t be afraid to try something new
- Have a positive attitude
- Bring along a sense of humor

**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.
- Try to include others (maybe a classmate different from those you already know) in some of your free time activities, meals or leisure.
- If you’re planning to go somewhere specific, let everyone know so that if anyone else wants to go with you they can (i.e., dinner, evening event, Wednesday event).
- 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 11:00 p.m. and 7:00 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.

**Be safe**
- Let others know where you are going (and, if possible, go with a buddy). Someone should always know where you are.
- Don’t take risks that may put you in danger.
- Make good decisions.
- No one should cause fights over unimportant matters.
- No one should go anywhere by themselves at night in case he/she gets lost.
- Drink in moderation. No drinking in the hotel room.

**Behave appropriately**
- Remember that our behavior will contribute to how English people – and other Americans - view Ohio State University and the U.S.

Special thanks go to Jill, Emily, Peter, Patricia, Leslie, Kevin, Kristin, Amanda R., Tim, Erin and Wohlever, who contributed to this list.
Study Abroad Grade Report Form

Please complete ‘Program Name’ section as you would like it to appear on the student’s transcripts. Please be sure that the grade corresponds with the appropriate course name and number.

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<tr>
<th>Program Name:</th>
<th>Semester/Year:</th>
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<tr>
<th>Course Name and Number (ie. HIST 697)</th>
<th>Credit Value</th>
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<th>OSU ID</th>
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Resident Director Signature                Print Name
Resident Director Evaluation Form

Name:

Name/Date of Program:

Pre-Departure

1. **Participant selection process**: Are there any changes that you would recommend to the overall selection process for the program participants (eligibility, course requirements, application deadline, etc.)?

2. **Pre-departure orientation meeting(s)**: What was helpful/not helpful? What recommendations do you have for improvement? Please be specific.

In-Country

1. **Host institution site services**: Please comment on institutional facilities, classrooms, access to library and computer services, etc.

2. **Host administrators**: How supportive and helpful were host administrators and related personnel? Are there any problems to bring to our attention?

3. **Accommodations and meals**: Please comment on the students’ room and board at the host institution. What did the students like and dislike? Please provide recommendations for improvement.

4. **Academic program and content**: Please comment at length on the academic program including quality of instructors, syllabi, class assignments, reading material, grading process, course content, level of student participation in classroom, etc.

5. **Field trips and excursions**: Please provide a list of field trips and excursions taken by your group. Which were successful and of special interest and relevance to the students? Do you have suggestions for future field trips?

6. **Program finances**: Was the amount of your contingency fund sufficient for your program needs? How much additional money would you recommend that participants take with them for this program? Have we overlooked any additional in-country expenses that students should be told about in pre-departure orientation?

7. **Student health and safety**: What were common health problems experienced by your students? Did your students encounter any personal security and/or safety problems? How can these problems be avoided or overcome?

8. **Student Evaluations**: How and when did you distribute OIA Student Study Abroad Evaluation Forms to your group: (group meeting, individually, etc…?)

Miscellaneous

1. What would you change to make the program more successful? What would you keep the same?

2. How can the Office of International Affairs better assist and prepare future Resident Directors for this program?

Thank you for taking time to complete this questionnaire! Your feedback is very important to us. Any additional comments or recommendations you wish to make are welcome.
Health Information Form

Congratulations on your acceptance to an Ohio State study abroad program. We want to make this a safe and healthy experience. The purpose of this form is to help the Office of International Affairs provide appropriate assistance to you should the need arise during your study abroad experience. It is important that we be aware of any medical problems (past or current), including mental health conditions, which might affect your ability to participate in a study abroad program. This information will be kept confidential in accordance with the law. Any disclosure of such information will be made only to appropriate individuals, and handled with the highest level of discretion to protect student privacy. Relevant information will be shared with program staff, resident directors, or appropriate professionals as it relates to your health and safety. Failure to disclose significant health issues may result in dismissal from the program. Health tests may be required prior to departure in certain circumstances.

<table>
<thead>
<tr>
<th>COMPLETED BY PARTICIPANT - PRINT CLEARLY</th>
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<tr>
<td>Last Name:</td>
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<td>Program:</td>
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### MEDICAL HISTORY

- **Have you ever been or are you currently being treated for a physical health condition?** (If yes, please explain.)
- **Yes**
- **No**

- **Have you ever been or are you currently being treated for a mental health condition (psychological or emotional)?** (If yes, please explain and list your doctor’s name and contact information.)
- **Yes**
- **No**

- **Do you have any allergies?** (If yes, please explain.)
- **Yes**
- **No**

- **Are you taking any medications?** (If yes, please explain.)
- **Yes**
- **No**

- **Have you had any major injuries, diseases, or ailments in the past five years?** (If yes, please explain.)
- **Yes**
- **No**

- **Are you a vegetarian or are you on a restricted diet?** (If yes, please explain.)
- **Yes**
- **No**

Please list any additional information that would be helpful for the program to be aware of during your study abroad experience.

I certify that all responses made on this Health Information form are true and accurate. I will notify the Office of International Affairs hereafter of any relevant changes in my health that occur prior to the start of the program.

Participant Signature__________________________     Date______________________________
Off-Site Travel Form

Name(s): ____________________________________________

Travel destination(s): ____________________________________________

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

Hotel/hostel name, phone number, and address: ____________________________________________

Method of transportation and specifics: ____________________________________________

Date/date leaving: ________________________ Date/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: ____________________________

Revised 9/12/2011
### Incident Report

**Incident Occurred:**

| Location: ______________________________ |
| Date of Activity: ___ / ___ / ___ |
| Time: _____________ a.m. / p.m. |

**Report Written By:**

| Name: ______________________________ |
| Position: ___________________________ |
| Phone: _____________________________ |

**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).
What is Disruptive Behavior?

Behavior that interferes with other students, faculty or staff and their access to an appropriate educational or work environment is considered disruptive behavior.

What are some examples of disruptive behavior?

- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that have the effect of intimidating or harassing another
- Words or actions that cause another to fear for his or her personal safety
- Threats of physical assault

How should I deal with a disruptive person?

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. Inform the individual that 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 feel 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.

If you feel threatened or endangered, call the police!

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 him or 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
- **DO** make personal referrals. Give a name of an individual, when possible, and call ahead to brief the person.
- **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 limitations.

**Resources**

- Equivalent of 911 in your host country.
- OSU Police (614) 292-2121.
- Student Judicial Affairs (614) 292-0748.
- Human Resources (614) 292-2800.

**Dealing with Distressed Individuals**

**What is my role?**

As a staff or faculty member, you are in a good position to spot someone who may be emotionally distressed. While some of this is to be expected, especially during stressful times of the year, you might notice someone acting in a way that is inconsistent with your normal experiences with that person. You may be able to be a resource in times of trouble. Your expression of interest and concern may be a critical factor in helping the individual re-establish emotional equilibrium. You may also be able to alert the university so that an appropriate intervention can be made.

**Possible signs of distress**

- Marked change in academic performance or behavior.
- Excessive absences 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 speak with the individual privately
- DO let him or her know you are concerned about his or her welfare
- DO express your concern in behavioral, non-judgmental terms
- DO tell him or her you are willing to help
- DO listen carefully to what he or she is troubled about
- DO help him or her explore options
- DO suggest resources
- DO make a referral to the appropriate campus department
- DO point out that help is available and 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 interactions or incident

The “DON’Ts”

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

Referrals and Resources

- In a crisis situation, call the equivalent of 911 in your host country
- To consult regarding a student, call Counseling and Consultation Services at 614-292-5766. Refer to the website at ccs.osu.edu
- HTH Worldwide
- To consult regarding a faculty or staff member, call Organization and Human Resource Consulting at 614-292-2800. Refer to the web site at hr.osu.edu
Ohio State Sexual Harassment Policy 1.15

The Ohio State University Sexual Harassment Policy 1.15 applies to: Faculty, staff, student employees, students, and volunteers. The University administration, faculty, staff, student employees, and volunteers are responsible for assuring that the University maintains an environment for work and study free from sexual harassment. Sexual harassment is unlawful and impedes the realization of the University’s mission of distinction in education, scholarship, and service. Sexual harassment violates the dignity of individuals and will not be tolerated. The University community seeks to eliminate sexual harassment through education and by encouraging faculty, staff, student employees, and volunteers to report concerns or complaints. Prompt corrective measures will be taken to stop sexual harassment whenever it occurs.

Policy Guidelines

I. Definition

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:

A. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic status.

B. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual.

C. 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. Sexual harassment can occur between any individuals associated with the University, e.g., an employee and a supervisor; coworkers; faculty members; a faculty, staff member, or student and a customer, vendor, or contractor; students; or a student and a faculty member.

II. Examples of Sexual Harassment

Examples of sexual harassment include, but are not limited to:

A. Some incidents of physical assault.

B. Direct or implied threats that submission to sexual advances will be a condition of employment, work status, promotion, grades, or letters of recommendation.

C. Direct propositions of a sexual nature and/or subtle pressure for sexual activity that is unwanted and unreasonably interferes with a person’s work or academic environment.

D. A pattern of conduct that unreasonably interferes with the work or academic environment (not legitimately related to the subject matter of a course) including:

   1. Sexual comments or inappropriate references to gender.
2. Sexually explicit statements, questions, jokes, or anecdotes regardless of the means of communication (oral, written, electronic, etc.).

3. Unwanted touching, patting, hugging, brushing against a person’s body, or staring.

4. Inquiries and commentaries about sexual activity, experience, or orientation.

5. The display of inappropriate sexually oriented materials in a location where others can view them.

III. Romantic and/or Sexual Relationships

Romantic and/or sexual relationships between individuals in a supervisory, teaching, evaluation, advising, coaching, or counseling relationship constitute a conflict of interest. The person in the position of higher institutional authority has the responsibility to eliminate the conflict of interest. The conflict of interest must be eliminated in a way which minimizes potential for harming the person with lower institutional authority.

Faculty, staff, and students who are in the position to influence academic or employment decisions about others with whom they are in a romantic and/or sexual relationship should recuse themselves from such decisions.

In the event of an allegation of sexual harassment, the University will strictly scrutinize a defense based upon consent when the facts establish that an institutional power differential existed within the relationship.

A. Prohibited relationships

1. Romantic and/or sexual relationships between faculty/staff/graduate associates/undergraduate TAs and students, and between attending physicians and medical residents/interns/fellows, cannot continue whenever there are supervisory, teaching, evaluation, advising, coaching, or counseling responsibilities for the student. Alternative academic/supervisory arrangements must be made to avoid being in a prohibited relationship; if acceptable alternative arrangements are not feasible, the relationship cannot continue.

   Romantic and/or sexual relationships between supervisor and employee are prohibited. No person involved in a romantic and/or sexual relationship will have direct responsibility for evaluating the performance or for making decisions regarding the hiring, promotion, tenure, compensation, or termination of the other party to the relationship. Supervisors, including faculty supervisors, must take immediate steps to make acceptable alternative arrangements regarding their supervisory responsibility for the other party to avoid an actual or apparent conflict of interest. If acceptable alternative arrangements are not feasible, the relationship cannot continue.
2. Notification responsibilities to avoid prohibited relationships.

University faculty/staff/graduate associates/undergraduate TAs must notify their supervisor (e.g. dean, chair, vice president, direct supervisor, etc.) of any prohibited relationship in which they are involved; and, have a duty to cooperate in making acceptable alternative arrangements. The Office of Human Resources, Organization and Human Resource Consulting, is available to facilitate or consult with parties about notification and making acceptable alternative arrangements.

Individuals who engage in prohibited relationships (i.e., who do not notify their supervisors and do not make acceptable alternative arrangements) are in violation of this policy. Supervisors, including faculty supervisors, who obtain information that would lead a reasonable person to believe that the Romantic and/or Sexual Relationships section of this policy has been violated, have an institutional duty to report the violation to the Office of Human Resources, Organization and Human Resource Consulting.

Individuals in positions of power, who engage in a series of exploitive sexual or romantic relationships, whether or not notification has occurred, may be held in violation of the romantic and/or sexual relationship policy.

3. Acceptable alternative arrangements

Acceptable alternative arrangements means removing any supervisory, teaching, evaluation, advising, coaching, or counseling responsibilities between the person with institutional power and the student or employee. The alternative arrangements should avoid negative consequences for the student or employee; if acceptable alternative arrangements are not feasible, the relationship cannot continue.

B. Corrective action

After a thorough review of the facts, corrective action will be taken with any faculty/staff/ student employee who violates this romantic and/or sexual relationship policy by:

1. Entering into or engaging in a prohibited relationship without notification and without making immediate acceptable alternative arrangements, or

2. Failing to follow any part of this policy, or

3. Failing to implement any responsibility of supervisors as identified in this policy. This applies to all supervisors, including faculty who serve in supervisory roles.

4. The corrective action process will be in accordance with university policies, faculty rules, or Code of Student Conduct.
An individual who promptly provides notification of a prohibited relationship and cooperates in making acceptable alternative arrangements in a timely manner will not be held in violation of the romantic and/or sexual relationship policy.

C. Important advisory statement on romantic/sexual relationships

Individuals in positions of power must be aware that romantic or sexual relationships with students are fraught with danger for exploitation and pose a legal risk to both the individual and the institution. There are special risks in any sexual or romantic relationship between individuals in inherently unequal positions of power. These relationships may be subject to concerns about the validity of consent and unfair treatment of other students or employees. Such relationships can undermine the atmosphere of trust essential to the educational process and the employment relationship. They may, moreover, be less consensual than the individual whose position confers power believes. The apparent consensual nature of the relationship is inherently suspect due to the fundamental asymmetry of power in the relationship and it thus may be difficult to establish consent as a defense to a charge. Even when both parties consented at the outset to a romantic or sexual involvement, this past consent does not remove grounds for or preclude a charge or subsequent finding of sexual harassment based upon subsequent unwelcome conduct.

The greater the institutional power differential that exists the greater risk there is for exploited consent. Exploited consent exists when consent to a relationship is given as a function of the position of power one occupies over another within an institution.

Many international students, faculty, and staff come from cultures in which deference to any authority figure is important and sexual harassment laws do not exist. Some individuals may be especially vulnerable to exploitive relationships given cultural, language, and immigration/visa issues. Faculty, staff, and students should be very careful to avoid relationships that may be exploitive in nature.

The University discourages romantic and/or sexual relationships between faculty and students, for all the reasons provided above.

The University strongly discourages romantic and/or sexual relationships between faculty and graduate students when in the same department; between faculty and undergraduate students majoring in the faculty member’s area of expertise; when the faculty member has any influence over academic judgments about the student; and, in any context when the perceived power differential may be significant.

Finally, it is important to be aware that in some cases non-consensual relations may constitute sexual harassment, and allegedly consensual relations that “go bad” may later result in allegations of sexual harassment.

IV. Duty to Act
Any Human Resource Professional (HRP); supervisor, including faculty supervisors; chair/director; or faculty member who becomes aware of information that would lead a reasonable person to believe that sexual harassment has occurred will notify the Office of Human Resources, Organization and Human Resource Consulting, by ensuring that a Discrimination/Harassment Complaint Form or other appropriate documentation is filed within five working days of becoming aware of the information. The Complaint Form/documentation will initiate collaboration between the Office of Human Resources, Organization and Human Resource Consulting and the unit HRP to determine how to proceed with resolving the complaint.

V. Regulations

A. Confidentiality and non-retaliation

The University will make every reasonable effort to conduct all proceedings in a manner that will protect the confidentiality of all parties. Parties to the complaint should treat the matter under investigation with discretion and respect for the reputation of all parties involved.

University policy and state and federal law prohibit retaliation against an individual for reporting sexual harassment, or for participating in an investigation. Retaliation is a serious violation that can subject the offender to sanctions independent of the merits of the sexual harassment allegation.

The University has a compelling obligation to address allegations and suspected instances of sexual harassment when it obtains information that would lead a reasonable person to believe that this policy has been violated. The University is not precluded from taking any action it deems appropriate, including informing the alleged harasser of the complaint and pursuing an investigation even in cases when the complainant is reluctant to proceed. The complainant will be notified in advance when such action is necessary.

B. Corrective measures

When it has been determined that sexual harassment has occurred, steps will be taken to ensure the harassment is stopped immediately. Corrective measures consistent with the severity of the offense will be imposed consistent with applicable University procedures and may include sanctions.

Sanctions imposed on the harasser may include, but are not limited to, a reprimand, suspension, or dismissal from the University. In the event that a record of such sanctions will become a part of the harasser’s personnel records, prior notice will be given to the harasser. Sanctions also may be imposed on any individual with a duty to act (under this policy and associated procedures) who fails to respond to a complaint of sexual harassment in a manner consistent with the provisions of this policy and the associated procedures. The complainant will be informed of the corrective measures taken.
C. False allegations

It is a violation of this policy for anyone to knowingly or with reckless disregard for the truth make false accusations of sexual harassment. Failure to prove a claim of sexual harassment is not equivalent to a false allegation. Sanctions may be imposed on individuals who knowingly or with reckless disregard for the truth make false accusations of sexual harassment.

D. Use of sexual harassment allegations in employment actions

When making decisions affecting an individual’s employment or academic status, allegations of sexual harassment may be considered only if they have been addressed through this policy or procedure, a court of law, or other administrative proceeding. Whenever such an allegation is discussed as part of a determinant in the terms and conditions of an employment or academic status, the affected party should be given notice.

VI. Policy and Procedure Administration

The Office of Human Resources is responsible for the administration of this policy and the associated procedures. The president and each vice president, dean, department chair, director, administrator, faculty member, and supervisor is responsible for assuring compliance with this policy. Any such individual who obtains information that would lead a reasonable person to believe that his policy has been violated must refer the matter to the appropriate individual for investigation or, if so authorized, initiate a prompt and thorough investigation.

I. Educational Program Goals and Objectives

The University is committed to eliminating and preventing sexual harassment of faculty, staff, students, student employees, and volunteers and to fostering an environment of respect for all individuals. The University promotes educational programs coordinated by the Office of Human Resources to meet the following goals:

A. Informing all individuals about their rights through training and dissemination of the sexual harassment policy.

B. Including the sexual harassment policy in orientation materials for new faculty, staff, students, and volunteers.

C. Notifying persons of prohibited conduct.

D. Informing all individuals of the appropriate procedures and reporting mechanisms for addressing concerns of sexual harassment.

E. Informing the community about the problems caused by sexual harassment.
F. Addressing issues of sexual harassment from a multicultural perspective.

II. Who Can Make Allegations

Sexual harassment concerns can often be resolved by the person being harassed addressing the matter directly with the alleged harasser. When such resolution is not feasible, any faculty, staff, student, or volunteer may bring an allegation against any member of the University community or any customer, vendor, or contractor of the University.

III. Confidentiality

To the extent possible, all information received in connection with the filing, investigation, and resolution of allegations will be treated as confidential except to the extent it is necessary to disclose particulars in the course of the investigation or when compelled to do so by law. All individuals involved in the process should observe the same standard of discretion and respect for the reputation of everyone involved in the process.

IV. Retaliation

University policy and state and federal law prohibit retaliation against an individual for reporting sexual harassment, or for participating in an investigation. The University will not tolerate retaliation in any form against any faculty, staff, student, or volunteer, who files an allegation, serves as a witness, assists an alleger, or participates in an investigation of sexual harassment. Retaliation is a serious violation that can subject the offender to sanctions independent of the merits of the sexual harassment allegation. Allegations of retaliation should be directed to the Office of Human Resources, Organization and Human Resource Consulting.

V. Counseling and Support

A person seeking counseling or support may contact any of the following units:

A. University Faculty and Staff Assistance Program

B. Student Wellness Center, Sexual Violence Education and Support

C. University Housing Administration

D. Counseling and Consultation Service

E. Office of Student Affairs

The role of the above offices is not to investigate allegations but to provide counseling and support.
VI. Receipt and Referral of Allegations

A. An alleged violation of the University’s sexual harassment policy may be taken to any of the following designated individuals:

1. The human resource professional within a department or unit.


3. Any supervisor, faculty member, or faculty or staff administrator.

B. If the alleged harasser is the alleger’s supervisor, the alleger should directly contact either a higher level administrator in the college/unit or the Office of Human Resources, Organization and Human Resource Consulting.

C. Cases involving student on student sexual harassment not in the employment setting will be handled in accordance with the Code of Student Conduct and are not covered under this procedure. The Office of Student Affairs will be responsible for the investigation and resolution of such allegations.

D. When the above individuals receive an allegation of sexual harassment, they will promptly refer the matter to the appropriate individual for investigation or, if so authorized, initiate a prompt and thorough investigation.

E. The Office of Human Resources, Organization and Human Resource Consulting, is available to provide consultation to any person who has a potential sexual harassment concern. Likewise, consultants are available to assist any administrator in handling an allegation.

F. All individuals who are designated to receive allegations are expected to participate in training provided by the Office of Human Resources, Organization and Human Resource Consulting, related to handling sexual harassment allegations.

VII. Complaints

Procedures for filing and the investigation of allegations of sexual harassment are addressed in Guidelines for Investigating Complaints of Discrimination and Harassment.

Resources

For consultation:

- Office of Human Resources, Organization and Human Resource Consulting (614) 292-2800

- Office of Academic Affairs (614) 292-5881
- University Housing Administration 614-292-3930
- Counseling and Consultation Service 614-292-5766
- Office of Student Affairs 614-292-9334

**For issues of academic freedom:**
- Council on Academic Freedom and Responsibility (CAFR)
  [senate.osu.edu/committees/CAFR/CAFR.html](http://senate.osu.edu/committees/CAFR/CAFR.html)
Sexual Violence Response Guidelines

Information to assist members of the Ohio State community who have experienced sexual violence

Sexual Violence:

- Sexual assault
- Sexual harassment
- Stalking
- Intimate partner abuse/domestic abuse/domestic violence

Summer 2012

The Ohio State University Office of Student Life
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 abuse/domestic violence. 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 an advocate through the Sexual Violence Education and Support area of Student Life's Student Wellness Center.

Definitions

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.

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.
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.

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:

a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic status.
b. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual.
c. 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:

a. Following you,
b. Calling or texting,
c. Damaging your property,
d. Threatening to hurt you or your friends/family/pets/etc.

Intimate Partner Abuse 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 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.

Advocate:
An advocate is a person who has been trained on issues related to sexual violence situations 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 Wellness Center). It is the role of the advocate to provide information, discuss options with a survivor and offer support with any needed step. The help provided by an advocate can be 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).

Medical Options

Medical Care/Treatment & Evidence Collection
For the person who has just experienced an assault, it’s important to get to a safe place and make a decision about what
to do next. Some options include: calling the police, going to the hospital, making a doctor’s appointment and/or telling
a friend or support person.

A medical examination is also recommended for cases of possible sexual assault and where injuries have resulted from
an incident of intimate partner abuse/domestic violence. A medical examination can occur at the Student Health
Center, a doctor’s office, hospital or health clinic. However, a hospital is the location where both an advocate can be
called and evidence can be collected.

If an individual is uncertain about whether or not they want to report what has occurred, they can still get evidence
collected. In cases of sexual assault or severe injuries, the police will be called by the hospital. The survivor can decide if
they want to speak with the police at that time to officially report what has happened.

While evidence may be collected anonymously (i.e. without the survivors name attached to it) and/or when there
is no report made to police, these cases are handled differently. A discussion about the merit of collecting evidence
“anonymously” and in instances where the survivor does not want to report, should be discussed with medical
personnel and/or an advocate.

At local emergency departments, the evidence collection exam may be performed by a doctor, a nurse or a specially
trained nurse: a Sexual Assault Nurse Examiner (SANE). In cases of sexual assault, within the first 96 hours of an assault
is the best time for evidence to be collected. Under certain circumstances, it may be collected after this time frame. It
is not necessary for evidence to be collected in order for a case to be reported. It is easier to investigate and prosecute
cases that have physical evidence but it is not impossible to go forward without it.

If an individual wants to get evidence collected, it is best not to bathe and to take the clothes that they were wearing
at the time of the assault to the hospital with them. It is also recommended to avoid eating, drinking, and going to the
bathroom. However, a lot of people do all of these things before going to the hospital and evidence can still be collected.

The sexual assault evidence collection exam is paid for by a fund within the Ohio Attorney General’s office. However,
other medical care may be needed and in that instance, insurance will be billed or an individual can arrange to “self
pay”. Assistance with additional medical bills may be provided through accessing Victims of Crime Compensation &/
or through the Sexual Violence Assistance Fund. For more information about these options, individuals can contact the
Student Wellness Center (614)292-4527 or www.swc.osu.edu and by clicking on the Sexual Violence Assistance Fund
tab. More information about Victims of Crime Compensation can be found at http://www.ohioattorneygeneral.gov/
Services/Victims.

Follow up medical care can happen at an individual’s doctor, Student Life’s Wilce Student Health Center or other
medical facility, including the OSU Medical Center. Information about STI testing sites on campus and in the
community can be found in the appendix of this document.

The Wilce Student Health Center (Office of Student Life) can provide confidential information and services concerning
sexually transmitted diseases, pregnancy and general medical issues. Services for victims of sexual assault are provided
by the Student Health Center regardless of the duration of time since the assault occurred. If the sexual assault occurred
within the last 96 hours, you will be encouraged to seek care at a hospital where evidence can be collected. This does
not require you to speak to police. If you choose to be seen at the Student Health Center, evidence will not be collected. Concerns about sexually transmitted infections and pregnancy will be addressed, as well as a discussion of resources and a plan for follow-up care.

Reporting Sexual Violence

Reporting to the Police

An individual who has experienced an incident of sexual violence may report this to the police (as many of these incidents may be a crime). Individuals who file a report can have a support person and/or advocate with them. Reporting to police can be done by immediately calling 9-1-1 by or calling the non-emergency number of the appropriate police department (e.g. Columbus police 614-645-4545 or OSU police 614-292-2121). Assistance in reporting can also occur through accessing an advocate through the Sexual Violence Education and Support area of the Student Wellness Center (Office of Student Life).

Reporting a crime is the process of officially documenting what has occurred with the police and does not necessarily mean that an investigation will occur and that criminal charges will be filed. It is ultimately up to the police and the prosecutor to determine if charges will be pursued. A survivor can provide input about what they would like to see happen and has rights within the criminal justice system. More information about victim’s rights can be provided by police, advocates, and/or prosecutors. Reporting a crime may occur at the hospital, the police station or at the site of the crime.

Following the report, an investigation may occur. During an investigation, police/prosecutors may use their discretion in informing survivors of the progress. Survivors may contact the department, and may be given updates. Following an investigation, a charge may be filed and/or the matter forwarded to the prosecutor’s office or Grand Jury. If the case does not move forward, information will be made available about the investigation via public records request. Additionally, an arrest of a suspect may or may not occur at any point in the process.

OSU police investigate crimes which occur on OSU property and may be consulted about possible sexual violence incidents. Police will look at the specific behaviors involved and could take a report, begin an investigation, discuss safety planning or offer other thoughts/remedies.

Ohio State University Police Department Survivor’s Rights Guarantee

If you feel you are the survivor of a sexual assault on campus, the OSU Police Department will guarantee you the following:

1. We will meet with you privately, at a place of your choice in this area, to prepare a Police Report.

2. We will not release your name to the public or to the press during the course of the criminal investigation, without your consent.

3. Our officers will not prejudge you, and you will not be blamed for what occurred.
4. We will treat you and your particular case with courtesy, sensitivity, dignity, understanding, and professionalism.

5. If you feel more comfortable talking with a female or male officer, we will do our best to accommodate your request.

6. We will assist you in arranging for any hospital treatment or other medical needs, including transportation to a local hospital with appropriate survivor services.

7. We will assist you in privately contacting counseling, safety, advising, and other available resources.

8. We will fully investigate your case and will help you to achieve the best outcome. This may involve the arrest and full prosecution of the person responsible. You will be kept up-to-date on the progress of the investigation and/or prosecution.

9. We will continue to be available for you to answer questions, explain the processes involved (prosecutor, courts, etc.) and to be a listening ear if you wish.

10. We will consider your case seriously regardless of your or any suspect’s race, color, creed, religion, sex, sexual orientation, national origin, and age, disability, or Vietnam-era veteran status.

**Reporting to Student Conduct**

If the alleged perpetrator of sexual violence is a student, survivors can report the incident to Student Life’s Student Conduct department which administers the Code of Student Conduct. OSU has a disciplinary hearing process for incidents of misconduct involving OSU students. This process can be discussed with the Director of Student Conduct (or designee) without filing a complaint. It is not necessary that the person filing the complaint is a student.

Like the police, Student Conduct can be consulted about a situation, take a complaint/report and initiate an investigation. This office serves as a neutral fact-finder, once a complaint has been reported. If there is enough evidence to go forward, a hearing may result.

If a student is found in violation of the Code of Student Conduct, there are a range of possible sanctions from an official reprimand to expulsion. However, when students are found in violation of sexual violence provisions, more common sanctions involve possible suspension, probation and “no contact” directives. Depending on the facts of the case, sanctions are designed to address the behaviors and are both educational and punitive in nature.

All information is kept private and notification of the finding is provided to both the accused student and the person who filed the complaint. However, this finding is part of the private record of the accused student and can only be attained through a subpoena.

Individuals who file a complaint and go through this process may have a support person and/or advocate with them. Assistance in filing a complaint can occur through accessing an advocate through the Sexual Violence Education and Support area of the Student Wellness Center (Office of Student Life). An individual can also call the office to schedule an appointment (614-292-0748). More information about the Code of Student Conduct can be found at http://studentaffairs.osu.edu/resources/ - under the documents section.
Reporting to the Office of Human Resources (OHR)

If the incident of sexual violence was committed by a staff or faculty member of the Ohio State University, then a complaint can be made to the Office of Human Resources.

In some ways, the office of Human Resources functions like the student conduct process and the police. This office may be consulted about situations, takes reports/complaints, initiates investigations, and makes a determination. This office investigates complaints of discrimination, harassment (including sexual harassment) as well as other employment issues/disputes.

During the investigation, an individual who has filed a complaint may have a support person and/or advocate with them when meeting with OHRC. The office makes an effort to complete the investigation within 45 calendar days. Depending on the outcome of the investigation, if corrective action needs to be imposed, the Office of Human Resources will determine what it will be.

This office takes steps to protect the confidential nature of reports, while remaining attentive to any concerns around retaliation. There are a number of ways to initiate a case with Human Resources. Assistance in doing so can occur through accessing an advocate through the Sexual Violence Education and Support area of the Student Wellness Center (Office of Student Life).

The university cannot promise complete confidentiality. Each situation is resolved as discreetly as possible. Ohio State is obligated to follow up on all allegations. There are times that a one-on-one conversation with the alleged harasser can resolve the situation without revealing the complainant's identity (e.g. investigating an anonymous report). If this doesn't work, then it is often necessary to reveal the complainant's identity to conduct an investigation. An individual can also go online to complete a form Discrimination/Harassment Complaint Form. To file a complaint anonymously, an individual can call the Anonymous Reporting Line (24-hour) at (866) 294-9350 or visit https://secure.ethicspoint.com/domain/media/en/gui/7689/index.html for more information about OHRC policies or processes, please visit: http://hr.osu.edu/hrpubs/guidelinesdiscrim.pdf

Support Services

Confidentiality:
Medical services provide confidentiality to patients. Confidential services are offered by: Student Life’s Counseling and Consultation Service and Wilce Student Health Center, and Ohio State’s Wexner Medical Center. In general, a medical/health professional is required to keep a patient's information confidential. That is, no information can be shared without explicit permission by the survivor unless it is subpoenaed due to a court case. Please note, however, that if someone presents a danger to themselves or others, medical/health professionals may break confidentiality to insure safety.

Various areas within the Office of Student Life including the Student Wellness Center, Sexual Violence Education and Support, Hall Directors or Assistant Hall Directors, the Student Advocacy Center, and other university departments can provide services which aren’t confidential but where privacy is protected. Information can only be shared within the university if there is a “legitimate educational need”. In order for information to be shared outside of the university, a survivor would need to give explicit permission or that information would need to be subpoenaed. If a survivor or co-survivor has any questions about what will happen if they share information with any university employee, it is important to ask.
Counseling and Consultation Service (CCS)

Student Life’s CCS provides counseling and consultation to currently enrolled undergraduate and graduate students and their spouses/partners covered by the students’ Comprehensive Student Health Insurance. CCS offers counseling and therapy to help students address personal, academic, and career concerns. Both individual and group counseling are available. In counseling, they work to help develop more personal awareness and the skills needed to overcome problems and help them grow and develop in ways that allow them to take advantage of the educational opportunities at the university.

Their diverse staff specializes in a number of issues, including (but not limited to) substance abuse, eating disorders, sexual assault, relationship violence, international student concerns, LGBTQIA issues, and multiculturalism.

The Student Wellness Center, Sexual Violence Education and Support (SVES)

These services, found in RPAC, are part of the Office of Student Life and work with students dealing with sexual assault, intimate partner abuse and stalking and provides education/prevention programs around these issues. Speak with SVES for support in understanding your medical and legal options, and for support throughout criminal or OSU conduct proceedings. Financial assistance is available for students who have experienced sexual assault, intimate partner abuse and stalking through the Sexual Violence Assistance Fund. To fill out an online application please click on: Sexual Violence Assistance Fund Application

Student Advocacy Center

Student Life’s Student Advocacy Center can assist you with academic, housing, and financial concerns. The Student Advocacy Center is committed to assisting students in cutting through campus bureaucracy. Its purpose is to empower students to overcome obstacles to their growth both inside and outside the classroom, and to help them maximize their educational experience while pursuing their degrees at The Ohio State University.

University Housing

Student Life’s University Housing team provides services to the students who live in residence halls (“on-campus”). Staff assesses both initial and long term needs. Housing staff, including RA’s, Hall Directors and other full time staff are available to assist. While there is a hearing process for non-suspendable infractions, situations which could result in a suspension are typically forwarded to Student Conduct. University Housing also provides educational programming to enhance academic studies and foster student development.

Faculty/Staff Assistance Program provides free, confidential counseling services to OSU staff and faculty.

Anonymous support

Anonymous support is provided in central Ohio through the SARNCO 24 hour Rape Helpline (614-267-7020). The Rape Helpline is staffed by trained volunteers who can provide information about options, provide appropriate referrals and offer emotional support. Another local hotline is the one sponsored by CHOICES for Victims of Domestic Violence (614-224-4663). Like the Rape Helpline, the hotline sponsored by CHOICES is staffed by individuals with expertise on relationship abuse and also provides a direct way for those needing emergency shelter to access it.

Hotlines/Helplines can answer questions, explain options and provide emotional support. There are national hotlines
that can be called regardless of where an individual lives, and online sources of support can be found through any number of web searches. A few anonymous resources are listed further on in this document.

NOTE:
If a person is dealing with a stalker or intimate partner abuse/domestic violence situation, it is important to take precautions when accessing any kind of support. In some circumstances, stalkers and/or abusers may access phone or computer records. When possible, people in these situations may want to use public computers or phones to seek out information. It is also good to safeguard your information by frequently changing passwords to random, unpredictable ones. It may also be helpful to think about steps that can be taken to keep information away from a stalker or intimate partner (e.g. keeping things with a friend or getting mail at a different address).

Other Resources

Sexual Violence Assistance Fund

The purpose of the sexual violence assistance fund is to provide financial support to OSU students who have experienced sexual violence. Funds will be used to supplement, not replace, existing sources of financial support, such as Victims of Crime Compensation, health insurance, the Margaret Herlan Busch Student Assistance Fund, etc.

Any OSU student who has alleged to a university official that they have experienced sexual violence can apply for assistance. A police report is not necessary in order to qualify for the Sexual Violence Assistance Fund. This fund was created with the support of the Office of Student Life, Undergraduate Student Government and Women and Allies Rising in Resistance. To fill out an online application please visit www.swc.osu.edu and click on the related link.

Eligibility for Funding:
- Currently enrolled OSU students are eligible to apply for funding if they allege to a university official that they have experienced sexual violence.
- Eligibility for funds will be determined on a case-by-case basis by Student Wellness Center staff in consultation with other university officials as appropriate.
- Each request will be evaluated based on all relevant considerations, including but not limited to: demonstrated need, the nature and extent of the support requested, accompanying documentation, and the availability of alternative university or community resources or sources of funding.
- First priority will be given to requests for funding relating to medical care or treatment.
- There is a $500 maximum cap per case
- Qualifying Expenses
- Qualifying requests for funding may include, but are not limited to:
  1. Replacement items (e.g. bedding and clothing).
  2. Books
  3. Alarms
  4. Uncovered, documented medical costs related to the incident(s)
  5. Cell phones with pre-paid minutes
  6. Transportation needs (e.g. cab fare, gas cards or bus tickets)
  7. Costs for assistance with obtaining protection orders, terminating a lease (if Student Housing Legal Clinic is not involved), filing for Victims of Crime Compensation, etc.
  8. Emergency Housing - e.g. assistance with rent, cost of short-term stay in residence hall or other location
Process:
To initiate a request for funding, students must submit an application form to the Student Wellness Center. A student may request assistance up to the maximum cap of $500 per case. Each request will be independently considered. The funding of requests is not guaranteed and may vary based on each individual student’s situation, assessment of need, and the availability of funds. Students may be asked to provide documentation of their financial need and/or provide permission to verify their status with other financial sources (e.g. Victims of Crime Compensation). Information pertaining to a request for funding will be private to the extent feasible.

HIV Antibody & Other STI Testing Sites in Columbus:

Anonymous & Confidential Testing:
There are two forms of testing that are available: anonymous and confidential. You have a right to choose which form of testing is right for you. Anonymous testing means your name is not linked to your blood sample. People who choose the anonymous test are given a number code to bring back or are asked to call at a specific time to get the test result. With anonymous testing, your HIV status will not be documented.

Confidential testing means your name is linked to your blood sample. The test results are protected to a certain extent by state laws, agency policies and staff commitment to confidentiality. The test results may become part of your permanent medical record. The health department is also required by law to notify any previous or current partner(s) of a positive HIV status.

OSU Student Wellness Center (Office of Student Life):
Anonymous HIV Testing (OraQuick ADVANCE tests, oral specimen)
B130 RPAC, 337 W. 17th Avenue (on campus)
www.swc.osu.edu  292-4527
Once a quarter, SWC brings the Columbus Public Health Department on campus for Free STI testing. Check the SWC events calendar for the next testing date.

OSU Wilce Student Health Center (Office of Student Life):
Confidential HIV & STD Testing
Cost is based on insurance, phone ahead to see if your insurance is accepted
Phone your insurance company to check if testing is a covered service with or without signs/symptoms
1875 Millikin Road (on campus)
www.shc.osu.edu  292-4321

Columbus Public Health (CPH):
STD Testing: $20-60, based on income
Free Anonymous or Confidential HIV Testing
240 Parsons Avenue
www.publichealth.columbus.gov
645-6446 or 645-7772 (24-Hours)
We recommend phoning ahead to find out the days/times they will provide testing and arrive early as they only do a certain number of test each time. Also, take reading material or something to do as you may wait for your test.

Planned Parenthood:
OSU Campus (18 E. 17th Avenue): Every Monday from 1-3p
Central Ohio Resources

Sexual Assault Response Network of Central Ohio (SARNCO) 24-Hour Rape Helpline (614) 267-7020

Services:
24-Hour Emergency Room Advocacy – Trained volunteer advocates provide emotional support, crisis intervention and community referral information to survivors of sexual violence in local hospital emergency departments. In addition, SARNCO works with Deaf Women Against Violence Everywhere to provide culturally appropriate advocacy to survivors who are Deaf in the emergency department.

24-Hour Rape Helpline – Trained volunteer advocates provide emotional support, crisis intervention and community referral information over the telephone to survivors of sexual violence, co-survivors and the community.

Sexual Violence Prevention Program – SARNCO provides prevention education and outreach about sexual assault, dating violence and sexual harassment in the community.

Long-Term Advocacy and Recovery Resources – SARNCO provides long-term advocacy and support to survivors and co-survivors who need assistance working with law enforcement, navigating the criminal justice system and with links to other community services during the recovery process. Recovery books geared toward healing from sexual violence are available at no cost to survivors and co-survivors of sexual assault. Long-term advocacy services and free recovery books can be accessed through the 24-Hour Rape Helpline at (614) 267-7020. SARNCO also maintains a Resource Center which has hundreds of books, journals, videos and resource materials on sexual assault and relationship violence that can be checked-out by survivors, co-survivors and members of the community.

Mt. Carmel Crime & Trauma Assistance Program (614) 234-5900

The Mount Carmel Crime and Trauma Assistance Program provides specialized professional assistance to victims of crime and trauma. Available to both adults and children, the program facilitates recovery through education and therapeutic intervention, with personal and empathetic opportunities for support and healing in both group and individual settings. Mt. Carmel provides free counseling services and begins their intake process by phone. Please call them for more information.

Asian American Community Services (614) 312-0337

The Family Support Program (FSP) is a volunteer-based program that addresses issues of violence such as: domestic violence, sexual assault, human trafficking, and hate crimes. FSP assists Asian victims and their families who suffer from any types of above violence in the community. The program supports and assists the victims by helping them to understand their options and working with them on making important decisions about the American social system including legal/court, medical and educational system. They have trained staff and volunteers who are bilingual in Cambodian, Chinese, Korean, Japanese, Laotian, and Vietnamese. FSP provides necessary intervention, ensuring confidential, efficient, accurate and client-friendly services.

Buckeye Region Anti-Violence Organization (BRAVO) (866)86-BRAVO, (614) 294-7867

BRAVO provides survivor advocacy and assistance - regarding hate crimes, discrimination, domestic violence, and sexual assault. BRAVO is a founding member of the National Coalition of Anti-Violence Programs (NCAVP). Each year, BRAVO documents incidences of hate crimes and domestic violence along with similar agencies across the United States.
Columbus Urban League (614) 257-6300
Free support and education services for African American clients. The Columbus Urban League provides community education and support services for rape and sexual assault victims. They may also help victims/survivors file for Victims of Crime Compensation and offers a school based curriculum on rape and sexual assault.

Columbus Police Department
Sexual Abuse Squad (614) 645-4701
Takes reports and investigates sexual assault cases which occur off campus in the city of Columbus. Columbus police detectives may meet a victim/survivor in the emergency department of central Ohio hospitals, at the location of the crime, in the victim/survivor's home (if they reside in Columbus) or at the police station located in downtown Columbus.

Columbus City Attorney's Domestic Violence & Stalking Unit (614) 645-6232
This office takes reports, investigates cases and assists with needs of victims/survivors during the court process for misdemeanor domestic violence and stalking cases. A referral may be made for those seeking a protection order. If you wish to file a criminal complaint you must appear in person at the Prosecution Resources Unit, Intake Section which is located on the 7th floor of 375 South High Street, Columbus, Ohio 43215.

Franklin County Prosecutor's Office
Victim/Witness Assistance Unit (614) 462-3555
The Victim Witness Assistance Unit provides information regarding the practices and procedures of the criminal justice system to victims and/or witnesses. The unit assists victims, witnesses, and the Assistant Franklin County Prosecuting Attorney assigned to the cases. The Victim Witness Assistants in the Adult Criminal Division assist victims in cases where the defendant is an adult accused of certain felony crimes. These crimes include sexual assault, domestic violence, child abuse, stalking, homicide, and others.

Capital University Law School's Family Advocacy Clinic (614) 236-6500
The Clinic serves victims of domestic violence who do not meet eligibility criteria to receive legal aid assistance, but who are still unable to afford a private attorney. The Clinic's partners include the Legal Aid Society, CHOICES Shelter, and the Columbus City Attorney's Office. If students meet their criteria, they may assist with attaining a protection order.

Ohio Victims of Crime Compensation Program (877) 584-2846 (614) 466-5610
This office can provide financial compensation for those who have experienced crimes and meet the requirements for the program.

Rape, Abuse, & Incest National Network (RAINN) (800) 656-4673
National hotline that connects callers to their nearest rape crisis line

Stalking Resource Center 1-800-FYI-CALL (M-F 8:30 AM - 8:30 PM EST) or e-mail gethelp@ncvc.org

FirstLink 24-Hour Information & Referral Services (TTY# 341-2272) (614) 221-2255
A general referral resource to help address a wide range of needs (e.g. clothing, housing, food, etc.).

Suicide Prevention Services 24-Hour Hotline (614) 221-5445
Ohio Victims of Crime Compensation
The following was excerpted from information which can be found online at http://www.ohioattorneygeneral.gov/Services/Victims/Victims-Compensation-Application
If you or your family members are innocent victims of a violent crime, financial assistance may be available. The following is a list of guidelines to help you determine whether you might be eligible for a payment. For specific questions, call the Attorney General's Office at (800) 582-2877.

Crime Victims Compensation Guidelines
Who may be eligible to receive a payment:
• Those injured during a violent crime.
• Dependents of people killed in crimes.
• Anyone responsible for a crime victim's finances, such as a parent or guardian.

Who cannot receive a payment:
• Anyone convicted of a felony offense within 10 years before the crime, or while the compensation application is pending.
• Anyone convicted of child endangering or domestic violence within 10 years before the crime, or while the compensation application is pending.
• Anyone who engaged in misconduct that caused or contributed to the injuries.

Payments can cover:
• Medical and related expenses.
• Counseling for immediate family members of victims of homicide, sexual assault or domestic violence.
• Wages lost because of the crime.
• Crime scene cleanup for personal security.
• The cost to replace items taken as evidence.
• Lost wages and travel expenses for family members of a deceased victim to attend court proceedings.
• Financial support for dependents of a deceased victim.
• Funeral and burial expenses.

Total payments are limited to $50,000, and payments cannot be made for pain and suffering or for stolen, damaged or lost property. The Attorney General’s Office will not pay victims for expenses that can be covered by other sources, such as insurance. Make sure to report the crime to law enforcement within 72 hours of the crime and to file an application for payment within two years.

*Please note that assistance in filing an application for Victims of Crime Compensation is provided through SVES staff at the Student Wellness Center. For more information, please call 614-292-4527 or visit www.swc.osu.edu

VINELink
The following was excerpted from: https://www.vinelink.com/vinelink/initMap.do

VINELink is the online version of VINE (Victim Information and Notification Everyday), the National Victim Notification Network. This service allows crime victims to obtain timely and reliable information about criminal cases and the custody status of offenders 24 hours a day. Some states have the ability to display this website in Spanish. Victims and other concerned citizens can also register to be notified by phone, email, text message (SMS) or TTY device when an offender’s custody status changes. Users can also register through their participating state or county toll-free number.
Protection Order Information
For more information about protection orders, please visit the Columbus City Attorney's website at: http://www.columbuscityattorney.org/prosecution/guidetoprotection.aspx

Some important notes about Protection Orders
An order of protection (protection order) is a temporary order intended to help provide safety and protection to victims of certain crimes. If you have a protection order against someone and they show up or violate the protection order in any way, the police can arrest them and charge them with this violation. Do not warn the person that you are calling the police, do it as quickly and quietly as possible.

Types of Protection Orders that can be enforced by the police
1) DV Temporary Protection Order (DVTPO) (requires a criminal charge)
2) Criminal Stalking Protection Order (CRPO) (requires criminal charge)
3) Civil Protection Order (CPO) (civil case does not require charges)
4) Civil Stalking or Sexually Oriented Offense Protection Order (SSOOPO) (civil case does not require charges)

OSU police and Sexual Violence Education and Support staff from the Student Wellness Center (Office of Student Life) can help you with getting a protection order. There is no court fee for protection orders and individuals at the courthouse can explain the process and assist you with attaining one. However, it does help to have a lawyer advise you and represent you with Civil Protection Orders.

Once a protection order is issued, the person can have no contact with you – even with your permission. Only a judge can change the terms and conditions of the order. A protection order is intended for persons who are in fear for their safety.

It is also good to try to be out of town or in an unknown location when the protection order is served. If possible, allow a couple of days away from locations where you may be easily found by the individual who is being served with the protection order.

If you have questions about criminal or civil protection orders, please call the Columbus City Prosecutor's Domestic Violence & Stalking Unit (614-645-6232).

When you have a Protection Order it is helpful to;
Make sure you have a copy of your Protection Order with you at all times.
- If possible, have someone stay with you or you stay with them – especially around court dates.
- Do your best to have absolutely no contact with the abuser/stalker (or someone acting on their behalf). This includes social networking sites and other online resources. Block all access to you.
- Do not go where the person is staying or places he/she may be – if you are able to anticipate this.
- Take a copy of the Protection Order to your neighborhood police station and/or OSU police, to notify them of your situation. Call the police if there is any violation, however minimal, to the order.
- If possible, you may want to change your routines, change your door locks and keep your doors and windows locked. You may also want to change all passwords and notify friends, family and co-workers of the situation and your desire to have no contact with the abuser/stalker.
- Plan your escape route and think about what you would do in each room if you were to be confronted by the
abuser/stalker (how you could get out, what you could do to draw attention to the situation, what you could use to defend yourself and/or buy you time to leave).

- Alert neighbors to call the police if they see the abuser/stalker at your home or if they hear or see anything suspicious.

If Someone You Know Has Experienced Sexual Violence
(SEXUAL ASSAULT, STALKING, INTIMATE PARTNER ABUSE/DOMESTIC VIOLENCE)

A survivor has experienced a crime (or crimes) 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. Surviving sexual violence is a testament of the individual’s strength; however, they may not feel strong. Below are some suggestions about how you can help.

- 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 works to place blame on the survivor for the violence 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.
**SEXUAL VIOLENCE RESOURCE LIST**

**RESOURCE LIST FOR OSU STUDENTS WHO HAVE EXPERIENCED SEXUAL VIOLENCE**

**MEDICAL CENTERS:**
Seek medical attention and/or evidence collection at the following hospitals if the violence/sexual assault occurred with the last 72 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.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSU Medical Center</td>
<td>293-8333</td>
</tr>
<tr>
<td>Grant Medical Center</td>
<td>566-9270</td>
</tr>
<tr>
<td>Riverside Methodist Hospital</td>
<td>566-5321</td>
</tr>
</tbody>
</table>

The Wilce Student Health Center
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 affects of these issues.

Counseling & Consultation Service 292-5766
This Student Life department provides free, confidential services for students at any time during the recovery process.

Sexual Violence Education and Support (SVES), 292-4527
Student Wellness Center (Office of Student Life)
- Provides advocacy and support for students dealing with sexual violence
- Provides information about medical and legal options
- Offers support throughout the criminal or OSU conduct proceedings

Student Advocacy Center 292-1111
This Student Life department assists with academic, housing, and financial concerns

Residence Hall Staff
Student Life's Hall Directors can provide support and help identifying and connecting to resources on and off-campus

24-Hour Rape Helpline 267-7020
Provides anonymous support and information

**CHOICES (24 Hour Domestic Violence Hotline)** 224-4663

Sexual Violence Assistance Fund
Provides financial assistance for students who have experienced sexual assault, intimate partner abuse and/or stalking. Current Ohio State students can apply for up to $500 to assist with related expenses. For more information, please contact 614-292-4527, sves@osu.edu, or www.swc.osu.edu

The Sexual Assault Resource Guide is available online by going to http://www.studentlife.osu.edu/ and clicking on the Sexual Assault Resource Guide (PDF)
The Resident Director Handbook is printed once per year. All information is subject to change and any updates will be communicated via the Office of International Affairs website and/or a handbook addendum.