



DEVELOPMENT AND ADMINISTRATION OF FACULTY-LED STUDY ABROAD PROGRAMS



Preface

In an increasingly global economy, university graduates must possess an international perspective. There is no better time during one's life to acquire those skills than the college years, and no better way to experience cultures and traditions unique from the United States than by traveling.

Each year hundreds of UW-Green Bay students distinguish themselves by participating in study abroad programs. While destinations vary, outcomes are constant. Students who have returned from a sojourn abroad consistently report greater levels of independence, self-confidence, and resourcefulness than prior to departure. GPA's tend to improve in the semesters following study abroad, and many credit their overseas experiences with helping to define career objectives.

Faculty also benefit from participation in overseas programs, where opportunities exist to teach in environments that are impossible to duplicate in Green Bay, research potential is abundant, and adventure waits at every turn. Individuals who lead programs reflect a campus-wide commitment of fostering international study, research, outreach, and curriculum development. The Office of International Education has developed an infrastructure that makes planning an overseas program efficient and enjoyable. I hope that you will find this guidebook helpful in answering your questions and planning a meaningful experience. Many of the policies and procedures described within are the result of mandates from the UW System and/or designed to protect the safety of participants and the University from liability. The Office of International Education expects that all faculty and program leaders who agree to lead study abroad programs will review, understand, and adhere to the policies described within this document. If you have questions that are not addressed in this publication, or would like to contribute additions, I encourage you to contact me.

Thank you for considering the advantages of leading a study abroad program, I look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brent Blahnik', with a stylized flourish at the end.

Brent Blahnik
Director, Office of International Education

CONTENTS

Preface

The Basics

Definition	5
Study Abroad Program Designs	5
Travel Courses	5
Direct Enrollment and Exchange Programs	5
Field Study and Internship Programs	5
Pre-Study Abroad Course	6

Timeline

Planning and Approval	7
Step 1: Ascertain Need	7
Step 2: Develop Support	7
Step 3: Site Visit	7
Step 4: Develop a Proposal	8
Step 5: Office of International Education Workup	8
Preparing for Departure	8
Step 6: Marketing and Recruitment	8
Step 7: Student Application, Program Commitment, and Course Registration	9
Step 8: Student Orientations	9
The First Orientation	10
The Second Orientation	10
Step 9: Confirming the Itinerary	10
Step 10: Faculty Orientation	10
On Tour	11
Step 11: On Tour	11
Returning Home	11
Step 12: Grades	11
Step 13: Post-Study Abroad Reentry and Program Evaluation	11
Step 14: Wrap-Up Meeting	12

Roles and Responsibilities

Office of International Education Core Responsibilities	13
Program Leader Responsibilities	14
Exclusions	15
University Departments/Resources	15
Academic Deans	15
Counseling and Health Center	15
Dean of Students	15
Disability Services	15
Financial Aid	15
International Travel Safety Committee	15
Purchasing and Risk Manager	15
Registrar	15
Student Billing	15
University Communications	16
University Webmaster	16

Standard Policies and Procedures	
Airfare	17
Credit Hour Requirements	17
Deadlines	17
Faculty/Leader : Student Ratio	18
Ground Transportation	18
Insurance	18
Lodging	18
Program Cancellation	18
Syllabus	19
Use of Tour Guides	19
Financial Matters	
Faculty	20
Payment of Faculty Salary	20
Alternative Forms of Compensation	20
Academic Staff	20
Faculty Assistants	20
Budget Requirements	21
Program Budget	21
Airline Fees	21
Cancellation Fees	22
Communication of the Program Fee	22
Telecommunication Expenses	22
Changes in Program Cost	22
Currency Exchange	22
Emergency Contingency Fund	22
Insurance	23
Office of International Education Fees	23
Additional Out of Pocket Expenses	23
Family/Companion Costs	23
Financial Aid	23
Meal Allowance	23
Meals and Personal Expenses	24
Original Receipts	24
Payment of Expenses	24
Prohibited Expenses	24
Residency Fees	24
Revenue Deficit	24
Student Payments	24
Surplus Revenue	24
Travel Advance	25
Travel Expense Report	25

THE BASICS

DEFINITION

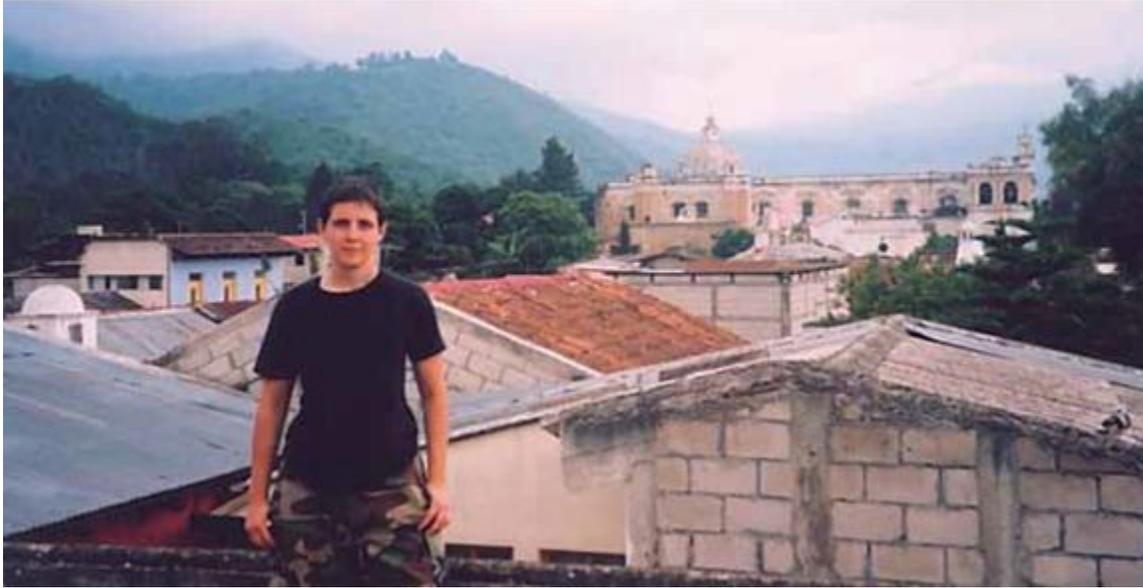
The UW-System defines study abroad as, “any program, credit or non-credit, which takes place outside the geographical boundaries of the United States.” At UW-Green Bay the Office of International Education is given the administrative responsibility for these programs to ensure procedures are in place to protect students, the program leader(s), and the University against risk of injury or lawsuit. The Office of International Education provides support to faculty and staff in the development, implementation, and administration of international programs. International athletic team travel is exempt from OIE oversight but is encouraged to work with international education staff for appropriate insurance and planning protections.

STUDY ABROAD PROGRAM DESIGNS

There is a great deal of flexibility in developing new study abroad programs. To a certain extent, faculty can design a study abroad program however academically appropriate. Travel can take place almost anywhere provided it is safe to do so, and stay there for as long or as short of time as practical. Programs can travel from one location to another, or stay in one city. When developing a new study abroad opportunity, leaders may find it helpful to work from existing models that have proven successful. The most common program models are briefly described below. In some cases, it may be possible to combine elements of more than one program structure.

- **Travel Courses** - are short-term (eight weeks or less), faculty-led programs overseas designed around particular themes. Travel Courses are classified as “Island Programs” whereby classes abroad follow UW-Green Bay’s academic calendar and utilize rented and/or public space for instruction. Students often stay in hotels or hostels. Academic staff may partner with UW-Green Bay faculty in developing and leading travel courses; however, only persons with authorized by academic deans are able to evaluate student performance and assign grades. Travel Courses are most commonly assigned program specific “299” or “499” course numbers depending upon the level. On-campus courses may also be replicated in travel course form, however, the Office of International Education will need to establish unique study abroad sections of the course within SIS to account for registration and billing aspects specific to study abroad. Travel Courses are typically offered during the winter interim, spring break, or summer months.
- **Direct Enrollment and Exchange Programs** - Allow UW-Green Bay students to enroll in an overseas institution. Students participating in a Direct Enrollment and Exchange programs follow the academic calendar of the host institution and are evaluated by host faculty employing their own local standards. Students are required to meet the admission requirements determined by the host institution and seldom register for courses prior to arrival. As such, a great deal of coordination is required to verify the host institution’s accreditation and transferability of courses. Additionally, academic advisors must be extremely flexible when determining which courses to accept as syllabi and course outlines are often not provided in advance.
- **Field Study and Internship Programs** - Often involve research or work outside of the classroom. UW-Green Bay instructors or faculty hired abroad lead the course, which is based on UW-Green Bay’s curriculum and academic calendar. Students live in rented space or with host families. There is a high degree of institutional control over the program and students have a clear understanding of what major and/or graduation requirements will be fulfilled by participation in the program. Field Study and Internship Programs can accommodate both large and small numbers of participants.

- **Pre-Study Abroad Course** - is a relatively new medium for enhancing the study abroad experience. Pre-study abroad courses are taught on the home campus before (and possibly after) students embark on their sojourn abroad. The pre-study abroad course differs from an orientation session in that it does not focus on travel logistics, but rather on academic or cultural preparation.



TIMELINE

The “life cycle” of a study abroad program, from planning and approval to completion and evaluation, can be delineated into 14 steps. Program leaders are encouraged to use the steps described below as a “checklist” for planning, implementation, and administration of study abroad programs.

Planning and Approval

Developing a study abroad program will require a lot of advance planning and research, therefore, the process should begin early enough so that the paperwork required to propose a program is submitted to the appropriate Dean approximately 7-10 months prior to departure (therefore planning may begin as early as 15-24 months prior to the course offering). This is to ensure that faculty and staff have ample time to implement and advertise the program.

Step 1: Ascertain Need

The first step in developing an overseas academic experience is to determine if a need exists. To help determine need, leaders should ask the following questions:

- What, specifically, are my goals for internationalization?
- What, specifically, would I like my students to gain from a study abroad experience?
- What will the purpose(s) for the study abroad program be? (learn a foreign language, learn about another culture, gain a better understanding of U.S. culture, gain a better understanding of world affairs, develop a better understanding of international issues involving a specific field, personal growth, other)
- Who is my target audience? (All UW-Green Bay students, undergraduate students, graduate students, students in a particular discipline, professional adults, community members, etc.)
- How many students do I anticipate would be interested in participating? If I cannot attract a large enough group, can I reexamine my target audience?
- What, specifically, are my Unit’s goals for internationalization?
- Will this study abroad program fulfill program requirements, general education requirements, or a need within my discipline (note: all overseas programs count toward the World Culture general education requirement)?
- Has a course similar to the one I am considering been offered before? Was it successful?
- What is my personal motivation for wanting to develop a study abroad program? Does my motivation address the needs outlined above?

Step 2: Develop Support

If a leader believes that the international program being considered would fulfill a need, he/she should introduce the concept to Unit colleagues. It may be a good idea to begin by discussing plans with colleagues who have already taught or worked abroad. If appropriate, use advice from experienced leaders to refine concepts before completing a proposal.

Step 3: Site Visit

If the leader hasn’t already visited the proposed study abroad location, or if further visits are warranted before the program can be fully developed, leaders should consider making a site visit. Limited funding support for site visits may be available from the following sources:

- The Instructional Development Council provides Teaching Enhancement Grants
- Research Council Grants
- UW System Undergraduate Teaching and Learning Grants

- Units may have funds available to subsidize travel
- Deans may have funds available

Step 4: Develop a Proposal

Once a leader has developed “unofficial” support from the Unit, it is time to formally develop a program. To do so, a leader would complete the UW-Green Bay’s Travel Course Proposal Form available from the Office of International Education’s website, obtain the proper signatures, and submit to the appropriate Dean. The Dean reviews all study abroad program proposals, and makes final approval/disapproval decisions. The criteria used by the Dean may include: academic merit, risk and safety, strategic objectives of the unit, expected cost, likelihood of sufficient enrollment, and diversity of program array within the University. Late submission of the Travel Course Application may result in your proposal being denied at the decanal level.

Step 5: Office of International Education Workup

Once the Dean has approved a study abroad program, the Office of International Education will begin implementation. During this process, the Office of International Education will meet with the faculty leader to discuss logistics, itinerary, procedures, and address any questions the faculty leader may have. If the OIE recognizes any safety or security concerns a safety audit may be performed in consultation with the International Travel Safety Committee and could result structural changes made to help ensure participant safety and protect the University from liability. In rare cases a program may be terminated. Additionally, the Office of International Education will reserve airfare, finalize the program budget, build a program-specific website, promote the program, and begin accepting student applications. It is imperative that the program leader and Office of International Education are in regular communication during this phase so that there are clear expectations regarding deadlines and tasks to be performed.

Preparing for Departure

Step 6: Marketing and Recruitment

Having a study abroad proposal approved by the Dean does not necessarily mean that the course will go forward; student still need to sign up. Once a travel course is approved by the Dean and the Office of International Education has completed the administrative logistics, it is time to begin advertising. The faculty leader is primarily responsible for the promotion of his/her specific study abroad program as he/she will have the greatest amount of contact with students in a targeted discipline. Some suggestions for recruitment include:

- Speak to classes about the program you plan to lead
- Ask other faculty within a Unit to discuss the program in their courses, and to encourage students to study abroad
- Talk to academic advisors about possible ways in which a program can fit into academic plans
- Email students inviting them to apply to a program
- Hang posters around campus
- Hold information meetings in high traffic areas like the Common Grounds Coffee Shop
- Reserve display cases/tables around campus to advertise a program
- Contact the Fourth Estate and ask that they run an article about a program

Many more students will express an interest in a program than will actually sign up. Some of those who do complete an application will drop out for a variety of reasons. A faculty leader can supplement advertising with personal messages and reminders. It is a good idea to keep a list of interested students so that a leader can personally remind students via email, text message, or phone about application deadlines and informational gatherings. Leaders may want to address some of the reasons why students sometimes choose NOT to participate including:

- Money - Students should know that financial aid can apply toward study abroad

- Credit - Students should know how a study abroad experience will affect their academic plan and which credits (if possible) they will receive for the experience
- Foreign Language - Students should know what level of fluency they need to attain before participating in your study abroad program
- Benefit - Students should hear from you, the faculty, why your particular program is necessary or beneficial to them in the long-run (impressive to future employers, help them define career objectives, deepen their understanding of a particular topic, etc.)

The Office of International Education supplements leader recruitment by engaging in a number of activities including the development of a program flyer, hosting information sessions, classroom visits, tables in the Union and Garden Café areas, direct mailing campaigns, conducting study abroad fairs, etc. The Office of International Education, however, is tasked with promoting all study abroad programs equitably, and not just individual programs.

Step 7: Student Application, Program Commitment, and Course Registration

Applications for Study Abroad are available from the Office of International Education's website and automatically populate a secure database called *Terra Dotta Software (TDS)*. All students interested in participating in a study abroad program must submit a fully complete application along with a non-refundable \$165 application fee. Other application criteria, such as use of personal statements or supporting documentation can be customized at the request of the program leader.

Students are not accepted into study abroad programs on a first-come, first-served basis. Rather, to ensure that the most qualified students are selected to participate, applicants are reviewed after the application deadline in consultation with the program leader(s). Students from other institutions and community members are eligible to apply; however, preference is given to degree-seeking UW-Green Bay students.

Immediately following the application deadline, the Office of International Education preliminarily screens the applicant pool and clears students with the Dean of Student's Office to ensure that participants do not have a disciplinary/judicial record which may prevent participation. The list of applications is then sent to the faculty leader for review and final approval.

Students are then informed of their acceptance, denial, or waitlist status via the TDU. The Office of International Education will field any concerns which may result from a denial. Acceptance notifications sent by the OIE include the most accurate information available concerning program cost as well as orientation and payment schedules. Students are given approximately one week to confirm their participation and commit to a program electronically through their applicant portal in TDU. Failure to commit to the program by a specific date will result in the students' cancellation from the program (this is done to prevent a run of cancellations after airline tickets have been booked, etc.)

Upon acceptance and student confirmation, the Office of International Education will register students into the appropriate course sections and partner with Student Billing to post appropriate charges to student accounts. Students are not permitted to register themselves for study abroad programs as it would undermine the application and screening process.

Step 8: Student Orientations

The Office of International Education requires that the faculty leader(s) meet with the group of participants a minimum of two times prior to departure. We suggest this is done two months and one month prior to departure. The faculty leader should notify the Office of International Education when and where the orientations will take place so that the information can be included in student acceptance letters. The Office of International Education is also available to assist with orientation programming. Contact the OIE in advance to schedule meetings.

The first orientation (approximately two months prior to departure) should be motivational in nature to get students excited about the trip and to have them become comfortable with each other and with the group leader. Leaders should work on having students talk about their goals for the experience, and assist them in clarifying their visions with in-depth discussions. Leaders should help students work through their fears and anxieties. Leaders may want to ask a student or faculty who is a native of the country to speak. Furthermore, leaders are encouraged to discuss the geography, educational system, language, laws and customs, gender/diversity issues, political structure, culture shock, etc. as necessary to inform students about the travel experience.

Participants should be informed of:

- General program itinerary
- Goals for the course/academic expectations (awarding of credit and grades)
- Instructions on applying for a U.S. passport (OIE can help)
- Instructions on obtaining a visa (OIE can help)
- Additional paperwork that may be required for host institutions/organizations (OIE can help)
- Immunizations that may be required to travel to the country (OIE can help)
- Standards of conduct (OIE can help)
- Local laws (reiterate that students need to know and follow laws of the host country. For example, carrying Mace or Pepper Spray in the U.K. is illegal.)
- State department travel information/alerts (provided by the Office of International Education)
- Cultural “Do’s” and “Don’ts” (appropriate attire, tipping etiquette, greetings, signs of appreciation, etc.)
- Special precautions (altitude precautions, mosquito netting, shaking insects from clothing, what to do in the event of an earthquake, etc.)
- Medical insurance policy (OIE can help)
- Medical issues (remind students to disclose all medications to OIE for customs declarations, carry prescription medication in original container with copy of doctor’s prescription, what to do in event a doctor is needed overseas)
- Money (how to access funds overseas, how much to take, exchanging money)

The second orientation (approximately one month prior to departure) should address any outstanding student questions, as well as:

- Packing (what to take and what to leave home)
- Communication (how to call home, how to contact program leader(s), how to contact Office of International Education staff)
- Detailed program itinerary (departure times, how the group will travel overseas, etc.)
- Lodging expectations

Step 9: Confirming the Itinerary

In an attempt to safeguard student funds and minimize the need for program leaders to carry large travel advances, the Office of International Education prefers to book and pay for as many expenses as possible prior to departure. Ultimately, the Office of International Education will need invoices or signed contracts from service providers to make payment. DO NOT SIGN CONTRACTS as only the Office of International Education, in partnership with Risk Management/Contracting and Purchasing, has the authority to enter into binding contracts. You should begin communicating details of your itinerary with payment requests to the Office of International Education as early as possible.

Step 10: Faculty Pre-Departure Meeting

Shortly before departure a mandatory meeting will take place with the faculty leader(s) and staff from the Office of International Education.

Topics to be covered include:

- Managing Emergencies Abroad
- Visas
- Accounting Procedures
- Insurance
- Communicating with Campus
- Students With Special Needs or Health Concerns (where appropriate)
- Other Questions or Concerns



On Tour

Step 11: On Tour

While on tour, leaders should follow the guidelines discussed in this handbook, during the pre-departure meetings, and if necessary the protocols articulated in the Managing Emergencies Abroad document.

Returning Home

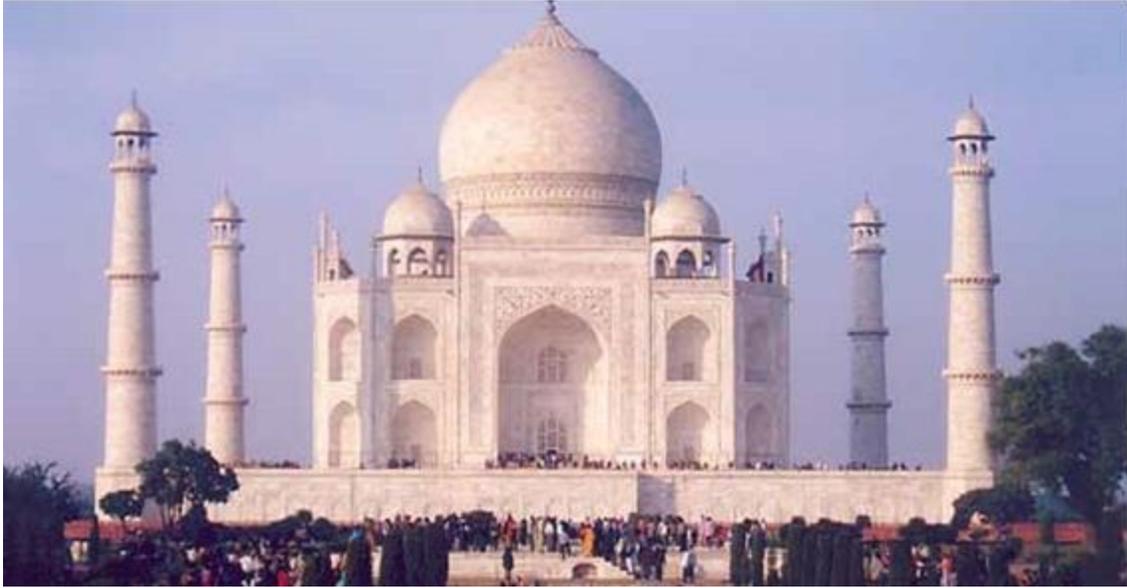
Step 12: Grades

Posting grades for faculty-led study abroad programs follows the same procedures as on-campus courses. Within 96 hours of completion (either returning to the United States or collecting final papers, etc.) the Instructor of Record will log into SIS and access the grade roster.

Step 13: Post-Study Abroad Reentry and Program Evaluation

Shortly after returning to the United States, the Office of International Education will ask students to submit program evaluations. Office of International Education Program Evaluations focus on program logistics such as travel, clarity of expectations, lodging, etc. Office of International Education evaluations are not “academic,” therefore, leaders are encouraged to develop a second, academically focused, evaluation to be distributed to participants. Responses will be compiled and shared with leaders after return to the United States.

Leaders may also consider offering students a forum through which they can readjust to the United States, reflect on their experiences, and then translate those experiences into academic or career plans. Leaders can accomplish this by organizing a series of formal or informal meetings, offering a post-study abroad course which deals with reentry, or by planning occasional events for students interested in international issues.



Step 14: Wrap-Up Meeting

As quickly as possible following program completion (finalized accounting, etc.) the faculty leader(s) will meet with OIE staff to debrief the program. The meeting will review program evaluations, provide the leaders with a summary of revenues and expenses, and discuss positive and negative aspects of the experience that will inform future programs and best practices.

ROLES AND RESPONSIBILITIES

Office of International Education Core Responsibilities

- Maintains study abroad policy and procedure material
- Receives approved course documentation from the appropriate Dean
- Reserves international airfare pursuant to DOA, UW-System, and UW-Green Bay policy
- Audits financial information provided by program leaders
- Establishes final program budgets with input from the faculty leader that conforms with System policies (ACIS 7.1-7.4 and F- 45), is cost recovery, includes reasonable compensation for program leaders, and is affordable for students
- Creates program-specific webpage hosted on the Office of International Education's website
- Writes program flyer copy, compiles images, and sends to University Communications for mock-up
- Prints program promotional flyers
- Fields walk-in inquires, advising sessions, and student/parent concerns
- Reviews and/or drafts affiliation/purchasing agreements pursuant to DOA, UW-System, and UW-Green Bay policy
- Revises budget based on enrollment, exchange rate fluctuations, special student accommodations, and any program changes.
- Records and subsidizes unfunded mandates such as the GI Bill
- Notifies Financial Aid, Student Billing, and Registrar of program budget, dates, course number, fees, etc.
- Establishes student payment schedules and works individually with students requiring individualized payment plans
- Monitors all program revenues and expenses
- Initiates program leader overload/summer service payments
- Collects and processes student applications and supporting documentation
- Updates faculty with number of applicants as requested
- Reviews student misconduct files with Dean of Students Office
- Determines student eligibility for participation
- Sends student acceptance letters including information on program dates, costs, payment schedules, orientation schedules, required documents, course registration, insurance coverage, housing, and visa processes
- Initiates the activation of appropriate "299," "499," or other study abroad course sections with the Registrar
- Registers students in the appropriate course(s)/section(s)
- Establishes cooperative agreements with institutions abroad
- Works with the program leader to plan reasonable accommodations for students with disabilities
- Reviews student health forms and assists students with completing customs forms for medications requiring special clearances
- Enrolls all travelers in mandatory insurance policy
- Processes visa requests for all travelers, if required
- Registers all travelers with the Department of State (STEP)
- Processes student withdrawals, calculates and bills incurred expenses, and informs Financial Aid and Student Billing

- Prepares program leader binder including accounting/expense detail, copies of passports, emergency contact information, health information, emergency response plan, accounting principles, incident report forms, high risk activities form, etc.
- Meets with program leaders prior to departure to review polices, program budgets, travel advance amounts, etc.
- Requests that student participants complete a non-academic program evaluation
- Shares program evaluation data with program leader(s)
- Processes all program Travel Expense Reports
- Rectifies program budgets and provides financial report to program leaders
- Processes student refunds if program surplus exceeds \$25 per student
- Orders international sashes for commencement ceremony
- Maintains record of program for future reference

Program Leader Responsibilities

- Conceptualizes the study abroad program including learning objectives, grading rubrics, syllabi, prerequisite requirements, day-by-day itinerary, and tentative budget.
- Communicates with unit colleagues and develops faculty/departmental support.
- Completes and submits all required proposal forms to budgetary unit chair and appropriate Dean.
- Serves as the primary responsible party for program recruitment (classroom presentations, email marketing, poster displays, table displays, etc.)
- Meets with Office of International Education staff to describe program in detail. This information will help OIE staff answer student and parent inquiries and administer program logistics.
- Works in cooperation with the Office of International Education to approve/deny applicants to the program
- Assists Office of International Education in wait-listing students should program exceed enrollment capacity
- Works with the Office of International Education to arrange transportation, lodging, and event entrances
- Provides reasonable accommodations to students with disabilities
- Corresponds with students regarding all academic matters related to the program
- Conducts a minimum of two pre-departure orientation sessions to prepare students for travel and study abroad
- Participates in an Office of International Education pre-departure meeting/orientation in which accounting, itinerary, health concerns, contact information, etc. will be addressed.
- Teaches courses appropriate to the program location and/or focus, assesses student performance, assigns grades
- Responds to emergencies while abroad pursuant to UW-Green Bay Emergency Response Plan. Completes Study Abroad Incident Report if warranted.
- Serves as an advisor to students while abroad
- Chooses tokens/gifts for contacts abroad (optional and should be included in the original program budget and follow UW-System purchasing guidelines)
- Retains all travel receipts and categorize into four categories (food, transportation, lodging, and other)
- Sends thank you notes to hosts, speakers, tour guides, presenters, etc. involved with the program
- Reviews completed Travel Expense Report and endorses
- Collects all program coursework
- Grades papers, test, essays, etc.
- Fields grade challenges by students
- Posts participant grades in SIS

- Where appropriate, incorporates the experiences and materials gained abroad to internationalize courses taught at UW-Green Bay

Exclusions

Neither the Office of International Education nor the Program Leader can:

- Guarantee or assure the safety of participants or eliminate all risks from study abroad (safety is our paramount concern and adequate steps are taken to safeguard students and faculty).
- Monitor or control all of the daily personal decisions, choices, and activities of individual participants.
- Assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.
- Assume responsibility for the actions of persons not employed or otherwise engaged by the program sponsor for events that are not part of the program or that are beyond the control of UW-Green Bay, or for situations that may arise due to the failure of a participant to disclose pertinent information.
- Assure that home-country cultural values and norms will apply in the host country.

University Departments/Resources

In addition to the Program Leader, the Office of International Education regularly works closely with the following departments in the administration of study abroad programs:

- Academic Deans - Deans are responsible for reviewing all program proposals in their area and making approval/disapproval decisions. The criteria to be considered by the Dean may include: risk and safety, the unit and college's strategic objectives, expected cost, likelihood of sufficient enrollment, fiscal soundness, and diversity of study abroad program array, etc. Only those programs approved by the relevant Dean will be forwarded to the Office of International Education for implementation.
- Counseling and Health Center - Provides information on healthcare and vaccination recommendations for overseas travel. The Health Center also stocks most frequently used vaccines and will administer them for a nominal fee. The Health Center staff also provides recommendations concerning students with physical or mental health concerns.
- Dean of Students - Reviews applicant roster and notifies the Office of International Education of any disciplinary record which may preclude a student from participation in a study abroad program. Enforces UW-Green Bay Codes of Conduct and follows up study abroad incident reports.
- Disability Services - Assists in making reasonable accommodations for students with disabilities.
- Financial Aid - UW-Green Bay strives to provide outstanding international academic programs at affordable prices. Financial aid packages can often be revised to provide more funds for students planning to study abroad, and additional grants are available to eligible students by the Office of International Education.
- International Travel Safety Committee – Provides advice and guidance to maintain the health and safety of UWGB students, faculty, and staff who study or conduct University-related business internationally. The ITSC may inform the institutional response and support individuals tasked with responding to an emergency situation abroad.
- Purchasing and Risk Management/Contracting - Assists and reviews affiliation, service, and purchasing agreements.
- Registrar-Builds courses in SIS, assigns instructors for grading purposes, transcripts courses and grades.
- Student Billing - Posts program fees (tuition, instruction, insurance, etc.), collects student payments, and reports "educational expenses" for 1098T tax reporting

- University Communication - Receives promotional copy and produces program brochures.
- University Webmaster - Maintains Office of International Education website and online promotional materials.



STANDARD POLICIES AND PROCEDURES

Airfare

To the maximum extent possible, the Office of International Education will book international airfare for faculty-led groups. There are several advantages to flying as a group when leading study abroad programs. Among the advantages are:

- UW-Green Bay is able to hold airline seats and fares months in advance making budgeting more accurate, transparent, and applicable to financial aid disbursement
- Group fares often provide greater flexibility on changes in itinerary or participant names
- In the event of airline delays, cancellations, inclement weather, etc. participants are not scattered in their arrival and you don't have to spend your first day(s) on location worrying about jet-lagged students becoming lost
- Third-party providers, ground transportation companies, partner institutions, etc. will be aware of the groups arrival and departure information
- Group travel provides a sense of security for students who have no prior international travel or flight experience
- The Office of International Education is able to process security evacuations more quickly with group reservations than with reservations made by individual students
- Program participants are able to acquaint themselves with other participants before arriving at the final destination

Groups of 10 or more travelers are required to make group reservations.

Credit Hour Requirements

Accurately determining an appropriate number of credits depends on detailed syllabi and itineraries. UW-Green Bay defines a credit as, "an amount of work represented in intended student learning outcomes and verified by evidence of student achievement that is an institutionally-established equivalency that reasonably approximates not less than one hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work for each week for approximately fifteen weeks for one semester." As such, one UWGB credit is equal to 45 hours of learner effort. Faculty Leaders, Department Chairs, and Deans should carefully review both the itinerary and syllabus to determine the appropriate number of "credit hours" for a given study abroad program.

Deadlines

Most deadlines are determined by evaluating program travel dates and timelines including payment due dates established by service providers. Deadlines will be communicated to program leaders when a study abroad program is approved and the program leaders meet with OIE staff to begin implementing the program. Missed deadlines may result in the cancellation of a study abroad program. Deadlines will be determined for the following:

- Study Abroad Program Proposals Due to the Appropriate Dean
- Student Study Abroad Applications Due Date
- Student Payment Due Date
- Airline Deposit Due Date
- Travel Agency and 3rd Party Provider Payment Due Dates
- Financial Aid Disbursement Dates (approximately 3 days prior to departure)

Faculty/Leader to Student Ratio

Study abroad programming is based on cost recovery, meaning all program related expenses are paid by program participants. Ordinarily program leader salary and travel expenses can be adequately covered by a ratio of 1 leader for every 10-15 students. If more than 15 students enroll in a faculty-led program, a second leader should be considered. Occasionally, although rarely, ratios less than 1:10 can be accommodated if travel expenses are minimal.

Ground Transportation

Ground transportation providers should be licensed and insured. The liability insurance for ground transportation providers must meet the UW-Green Bay requirements and be approved by the Risk Manager/Contracting Agent.

Insurance

The UW-System mandates specific medical and travel insurance coverage. As a leader of a UW-Green Bay study abroad program, you will be enrolled in the CISI Insurance policy. You will receive a copy of the insurance policy and your insurance card prior to departure. Key features of the insurance policy include:

- Medical Expenses
- Emergency Medical Reunion
- Return Ticket
- Program Fee Refund
- Travel Delay
- Repatriation of Remains
- Accidental Death
- Personal Liability
- Extension of Benefits

Please note that the mandated insurance policy has limited coverage for pre-existing conditions. If you receive treatment for a preexisting condition, you should check with your private insurer about international coverage terms.

While accompanying dependents are not considered part of the UW-Green Bay program, they are able to take advantage of the coverage provided by the UW-System insurance policy. Leaders are required to enroll their dependents directly. Enrollment forms are available from the Office of International Education.

Lodging

Booking conveniently located, safe, affordable lodging well in advance is one of the most important aspects of study abroad program administration. Hostels are frequently used during short-term study abroad programming, as are hotels and apartment rental. Be aware that some hostels have age restrictions and/or curfews. For your safety and comfort, UW-Green Bay requires program leaders to stay in private accommodations and not share rooms with student participants. Additionally, student participants are separated by gender. Exceptions are made only when participants are married or other extenuating circumstances determined on a case-by-case basis.

Program Cancellation

Safety is UW-Green Bay's paramount concern. The Office of International Education will monitor State Department Bulletins and Centers for Disease Control guidelines and will make a request to the appropriate Dean to cancel a program if safety concerns warrant. This is a VERY rare occurrence. UW-Green Bay, like many other U.S. colleges and universities, utilizes the U.S. Department of State's Travel Warnings as guidelines when determining sites suitable for hosting approved UW-Green Bay study abroad programs. UW-Green Bay does not generally permit study abroad programming in locations specifically

mentioned in a U.S. State Department Travel Warning (for example, there may be a Travel Warning for Mexico, however, travel may be permitted to locations within Mexico not specifically addressed as problem areas within the Travel Warning).

There are a minimum number of participants required to assure program viability. This is particularly true when a program involves more than one leader. Historically, programs have traveled with as few as 10 participants; however, that number typically needs to be increased to cover two leaders' expenses. Programs are seldom cancelled if the faculty leader(s) and the Office of International Education work together on promotion and both remain flexible regarding leader's benefits and salary. However, in order to be fair to participants, contacts, and agents, and not to lose deposits, the Office of International Education will set a deadline by which to cancel a program for low enrollment. Assuming that a program is academically well-designed, the decision to go ahead with a study abroad program is generally financially driven.

Syllabus

The syllabus used for study abroad are similar to those developed for courses delivered on-campus. The syllabus should outline the basic academic requirements for your students and list major activities, assignments, readings, rules, expectations, and methods of grading.

Use of Tour Guides

Some faculty leaders are reluctant to hire tour guides out of concern for competing instruction. Tour guides are not substitutes for faculty leadership, but can bring great value to a program by sharing their own expertise and knowledge. Tour guides should be seen as "teaching assistants," able to help you deliver material and clarify student questions. Tour guides should not be utilized for the "majority" of instruction.

FINANCIAL MATTERS

Faculty

Faculty who lead programs overseas have the option of teaching as part of semester load (with Dean approval), or for an overload or summer service payment. Faculty leaders requesting an overload or summer service payment for Travel Course instruction are paid a maximum gross amount of up to \$1,000.00 per credit, plus travel expenses associated with the program (airfare, housing, meals, program-related local travel, etc. The program fee will include the required contribution for fringe benefits which amounts to an additional 25% of salary.)

Approvals for all overload and/or summer service payments must be obtained from the appropriate Dean and follow campus policies. A payment request form will be initiated by the Office of International Education in all instances where a faculty member is receiving compensation for work associated with an international program.

Overload and summer service payments are subject to a variety of limitations. It is the responsibility of the faculty member to know how much has been earned in overload and/or summer service and whether or not eligibility remains for payment associated with travel course leadership. This should be known and planned for at the time of proposal to the Dean.

Payment of Faculty Salary

Overload/Summer Service salaries will be paid as closely to program return as possible. If program Travel Expense Reports are not submitted in a timely fashion action may be taken to reconcile program budgets through leader payroll deductions. Furthermore, failure to finalize program accounting in a timely fashion will result in future payments being withheld until program accounts are reconciled. Expenditures not included in the budgeted program fee which cause the program to incur a negative balance may result in a reduction of salary or stipend.

Alternative Forms of Compensation

All compensation must be routed through Payroll. Alternative forms of compensation, such as receiving supplies, gift cards, conference registrations, etc. are not allowed.

Academic Staff

Academic Staff, with supervisor approval, may partner with UW-Green Bay faculty in designing and leading a study abroad program. The amount of vacation and/or leave time deducted for participation in leading study abroad program is determined by the department supervisor and/or appropriate division head. While academic staff members may have content and/or area expertise, UW-Green Bay faculty are the only personnel authorized to evaluate student performance and assign grades.

Academic Staff may not receive additional financial compensation for leading an overseas program unless approved leave from the permanent position is reported for the duration of the program (vacation, personal holiday). If approved leave time is used, an Academic Staff member is entitled to the same level of compensation as faculty leaders (\$1,000 per credit plus approved travel expense).

Faculty Assistants

Faculty assistants are generally non-teaching staff or graduate students who do not receive a salary and are not compensated in addition to the costs of travel, accommodations, and meal stipend. Faculty

assistants are expected to travel with and stay with the study abroad participants throughout the duration of the program.

Budget Requirements

UW-System Policy Paper F45 details the financial regulations for study abroad programs administered by UW-System institutions, including UW-Green Bay. F45 states:

In order to increase student access to UW study abroad programs and minimize the cost of student participation, study abroad programs will be financed on a cost recovery basis. Students studying abroad will be exempt from paying the Board of Regents' approved academic fees. Instead they will be assessed a fee which will recover the actual, reasonable, and necessary costs of the program which are not covered by GPO. Such fees will be deposited to Fund 128.

Per F45, at a minimum, the comprehensive fee shall include, but not be limited to, the following as applicable to the operating costs of each study abroad program:

- Tuition and costs charged by partner institutions
- Salaries and fringe benefit costs
- Replacement costs, to the extent that such funds are not provided by University departments to support a program
- Appropriate travel expenses of participants and program personnel, including instructors and faculty assistants, but not accompanying family members. Faculty shall be housed in a single room for security and liability purposes whenever possible.
- Instructional program-related supplies and expenses (guest lectures, honoraria, equipment and facilities, etc.)
- Visa Fees
- Fees for mandatory health, accident, medical evacuation and repatriation insurance
- Approved Office of International Education administrative fees, including software as a service user fees.
- A small reserve to account for wire fees, fluctuations in exchange rates, and unforeseen charges.
- Students will not have to pay additional tuition for the credits awarded in the study abroad program unless the actual cost of travel and faculty support is less than the given term's tuition amount

Program Budget

The Office of International Education will work with the leaders to create a budget for the program. This is a shared responsibility and must be carefully drafted since all expenses to be incurred by the program must be included in the budget. Expenses not included in the budget may not be reimbursed.

Please note that while the program leader(s) may provide suggestions on budget items and proposed program costs, the Office of International Education is the budget authority for study abroad programs and has the sole authority to determine final budget costs for the program.

Airline Fees

The Office of International Education will follow UW-System policies in bidding and purchasing of airfare and ground transportation. Leaders may work with independent service providers outside of the United States that provide a strong network of resources, including housing, transportation, tour packages, academic facilities, etc. Contracts with independent service providers must be cleared by the Office of International Education and may only be signed by UW-Green Bay's Chancellor, Vice Chancellor for Business and Finance, Director of Purchasing, or Risk Manager/Contractor, or Director of International Education (in consultation with Risk Manager). Contracts should include a detailed proposal of costs, a

clearly articulated cancellation policy and indemnification clause. The Office of International Education will assist in developing contracts should the service provider be unable to draft a contract or encounter difficulties with language translation.

Cancellation Fees

A cancellation policy and schedule of refund is communicated to students at the point of application, and again upon acceptance to the program. Generally, all application fees and deposits are non-refundable and expenses paid on behalf of the student that cannot be recovered are charged to the student. This may include airfare, housing deposit, entry fees, faculty salary and travel, etc.

Communication of the Program Fee

The Office of International Education will provide official publicity materials for all study abroad programs. Program prices will be listed as “approximate” and include a statement reading, “UW-Green Bay pays travel expenses in the currencies of the countries in which students study. Fluctuations in the value of the U.S. dollar may impact the final program cost. Due to fluctuations in exchange rates and airline prices, the Office of International Education reserves the right to cancel, surcharge or alter the itinerary of the program.”

Additionally, program publicity will list what expenses are covered by the program fee. Students should not be expected to pay out-of-pocket expenses for program-related costs unless notified in advance in promotional material. Finally, promotional material must list non-resident fees (\$100).

Telecommunication Expenses

Study abroad leaders must be accessible for the duration of the study abroad program; therefore, you may be required to have an international cell phone. Telecommunication charges for business related matters are reimbursable; however, personal phone calls should be kept minimal and included under incidental expenses.

Changes in Program Cost

Should the program costs change after advertisement due to reduced enrollment, fluctuation of exchange rates, emergency planning, or human error, the Office of International Education may surcharge participants or revise total program cost.

Currency Exchange

When rectifying program expenses, the Office of International Education will utilize the exchange rates indicated on credit card statements, bank statements, and currency exchange receipts. When documented rates for a particular transaction are unavailable, the Office of International Education will calculate the currency exchange by utilizing Oanda (<http://www.oanda.com/converter/classic>). Keep in mind that currency changes daily. It is the faculty’s responsibility to monitor exchange rates prior to departure and notify the OIE in the event budget revisions need to be made.

Emergency Contingency Fund

UW System requires that the Office of International Education maintain an emergency contingency fund to respond to potentially dangerous or unforeseen situations while students and staff travel abroad. This fund is maintained through approved administrative fees (\$165 application fee, \$385 administration fee for long-term programs). These funds may be used to cover evacuations, alternate travel arrangements due to flight cancellations, political unrest, natural disaster, terrorist attack, etc. The Director of the Office of International Education, The Associate Provost, The Provost, and the Chancellor are the only individuals authorized to approve spending from the Emergency Contingency Fund.

Insurance

The University of Wisconsin System requires all students, faculty and staff enroll in a mandated health/travel insurance policy. The cost of the insurance will be built into every program budget.

Office of International Education Fees

The Office of International Education assesses study abroad administrative fees of:

- \$165 Application Fee
- \$385 Administrative Fee per semester for programs exceeding 8-weeks in duration
- \$26 Studio Abroad Users Fee

The funds collected from the Office of International Education Fees support the UW-System Mandated Emergency Fund as well as provide development and administrative funds to support study abroad programming and development. Additionally, funds collected from the study abroad administrative fees provide student participants with international sashes for commencement and support the salaries of Office of International Education Staff.

Additional out of Pocket Expenses

It is important to note all additional out of pocket expenses on promotional and orientation material so that students can plan accordingly and have a sense of the total “bottom line” costs for the program and time overseas. Common out-of-pocket expenses may include meals, passport fees, personal exploration, and souvenirs.

Family/Companion Costs

Study abroad leaders are encouraged not to bring along family members, a partner, or friend when leading study abroad programs. If a faculty member does decide to travel with a party not associated with the program, that person should not interfere with the teaching and leading responsibilities of the program. For liability reasons, travel companions should not act in any administrative role or be responsible for program logistics which may represent themselves as employees or agents of UW-Green Bay. Whenever possible, family members and travel companions will be responsible for paying all costs associated with their travel directly to the service provider (i.e. travel agent, accommodation services, bus companies, etc.). In some cases it may be logistically impossible to separate dependents from group costs. In such cases, a detailed accounting will be done by the Office of International Education and the faculty member shall reimburse the University for all dependent costs.

Financial Aid

The Office of International Education will provide final budget figures for each study abroad program to the Office of Financial Aid. Degree-seeking students may apply for financial aid to defray the cost of participation up to the maximum amount set by the Federal Government. Financial aid is typically disbursed to the student three days prior to the departure. The Office of International Education works closely with students and the Financial Aid Office to customize payment plans involving financial aid disbursements.

Generally students must be enrolled full-time to be considered eligible to receive financial aid (12 credit minimum during the fall and spring terms, 6 credits during the summer term).

Students from other institutions participating in a UW-Green Bay study abroad program may be able to transfer financial aid to UW-Green Bay through a Consortium Agreement.

Meal Allowance

Most study abroad programs include a meal allowance for participants. When distributing funds to participants, each person should receive the same amount. Students must sign for received funds each and every time there is a distribution. Only individual student signatures serve as acknowledgement of

receiving funds; check marks by the individual's names or other forms of registering expenses are not acceptable.

Meals and Personal Expenses

Study abroad program leaders ordinarily receive a meal stipend determined prior to departure and up to the Federal Per Diem Maximum. Personal expenses include, but are not limited to, telephone calls, transportation for non-program related activities, laundry, souvenirs, etc.

Original Receipts

Every expense, with the exception of per diem meals, must be accompanied by a receipt. There are, however, instances during international travel where it is impossible to obtain a receipt from the service provider (i.e. taxi or public transportation). In instances where an individual is unable to obtain a receipt, the Office of International Education will provide the leader with generic receipts used to log the expense. Such expenses should be infrequent and generally be less than \$25. The generic receipt should clearly identify the name of the company, date of service, and total cost.

Payment of Expenses

Whenever possible to reduce travel advance amounts and quantity of cash carried by program leaders, the Office of International Education will make advance payments for program related costs. Payments are typically made by credit card, check, or electronic transfer and may require up to 14 business days for processing. All pre-paid expenses must accompany an invoice and be approved and processed by the Office of International Education.

Prohibited Expenses

Expenses that cannot be claimed for reimbursement include alcoholic beverages, spousal or family member travel costs, lost/stolen personal cash or property, traffic citations, parking tickets or other fines, personal entertainment, extra baggage charges, childcare costs, late payment penalties, and interest on credit cards. If a leader is unsure whether or not an expense will be reimbursed, they should consult the Office of International Education.

Residency Fees

All Wisconsin resident students enrolled in a travel course will be charged the same program fee for participation. The UW-System requires non-resident participants be charged more than resident students, therefore, out-of-state students will be assessed a \$100 surcharge that will be retained by the Office of International Education.

Revenue Deficit

Should expenses exceed program revenues, the faculty stipend and/or salary may be reduced to make up the difference.

Student Payments

The Office of International Education works with the Student Billing office to establish payment deadlines. All student fees should be paid directly by the student to the Bursar and must be payable to UW-Green Bay; not the program leader.

Surplus Revenue

Should income exceed costs associated with the program by \$25 per person or more participants will receive a refund. Should the remaining balance not exceed the equivalent of \$25 per person, the funds will be held in reserve by the Office of International Education. These funds may be used for future program development such as site visits, publicity, or program subsidy. Note: fiscal emergencies or budget deficits at UW-Green Bay may require absorption of surplus revenue.

At the completion of study abroad programs, any money left over from a Travel Advance must be returned to the Office of International Education in US Dollars, or Cashier's Check, along with the Accounting Binder. Foreign currency will not be accepted.

Travel Advance

Fortunately, you do not have to pay for trip expenses out of pocket and wait for the University to reimburse you. Every attempt is made to pre-pay group expenses prior to departure. When program costs, such as theatre tickets, cannot be pre-paid, a group travel advance may be requested. Advances for group travel may equal 100% of the estimated cost of travel, however, they must be accounted for in the Travel Expense Reporting process. Travel Advances and accounting principles for TER's are discussed with program leaders during an orientation held with the Office of International Education prior to departure.

Travel expense Report

All receipts must be submitted to the Office of International Education within 14 days of your return to the United States so that a Travel Expense Report can be processed. Cash advances, which are reconciled in the Travel Expense Report Process, become taxable income if outstanding for 60 or more days.



UNIVERSITY of WISCONSIN
GREEN BAY

Office of International Education Phone: 920-465-2190

Fax: 920-465-2949

Email: oiie@uwgb.edu

Web: www.uwgb.edu/international/