



Risk Management for Faculty Directors

Study Abroad Office

Contents

INTRODUCTION.....	2
Study Abroad Office Staff Contacts	2
Goals of This Handbook.....	3
OUTLINE OF RESPONSIBILITIES.....	3
Faculty Leader Responsibilities.....	3
SAO Responsibilities	3
Student Life.....	4
Risk Manager	4
NON-GONZAGA STUDENTS	4
STUDENT ORIENTATION	5
FACULTY ORIENTATION	5
SMART TRAVELER ENROLLMENT PROGRAM (STEP).....	5
HEALTH AND INSURANCE.....	6
IN-COUNTRY ACTIVITIES AND RESPONSIBILITIES.....	6
Arrival.....	6
In-Country Contacts	7
In-Country Orientation.....	7
Communication	7
Faculty Off-Site Travel	8
Student Off-Site Travel	8
Vehicle Use	8
STUDENT CONDUCT	8
Minor Behavioral Problems	9
Major Behavioral Problems	9
Alcohol	10
Alcohol Misuse	10
Drugs.....	11
Sexual Assault.....	11
Sexual Harassment.....	12
STUDENT DISMISSAL FROM PROGRAM	12
STUDENT WITHDRAWING FROM PROGRAM.....	13
Safety and Emergency Procedures	13
Travel-Pack Components.....	14

Introduction

Thank you for making the choice to commit your time and energy to providing a high quality, innovative study abroad experiences for students. The decision to lead a Gonzaga University study abroad experience provides an opportunity to engage students in a way that is not possible in a classroom on campus.

In this role, you will have more responsibilities than in a traditional on-campus course; you are accepting the challenge of serving as an administrator, an advisor, a facilitator, a first-responder, and of course, an educator. While on the program, you will observe a broadening of student perspectives and an expansion of minds engaging in the learning process. You will facilitate not only classroom-based learning, but also the development of cross-cultural competencies.

The intent of this handbook is to provide an overview of the roles and responsibilities of faculty in regards to risk and crisis management. A handbook of this kind is always a work in progress. Your suggestions on how it might be improved are much appreciated. Please send them at any time to the Study Abroad Office staff.

Thank you again for your commitment and contributions in providing this transformational experience to our students!

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Goals of This Handbook

Our purpose in drafting this handbook reference for our faculty leaders is to assist and support faculty to:

- Understand the importance of risk management in programs abroad and to use that understanding in practice to protect the integrity of the program, faculty member, and University.
- Design and propose a study abroad credit-bearing class offering within the risk management standards of Gonzaga and the Forum on Education Abroad.
- Responsibly manage the risk associated with leading group travel in off-campus and non-US locations to ensure preparedness for unexpected situations.
- Apply protocols and policies described in this handbook to ensure the safety and security of students and the integrity of Gonzaga study abroad programming.

Outline of Responsibilities

Successful study abroad programs are spearheaded by informed faculty, with the strong support of Study Abroad Office (SAO). Outlined below are the responsibilities of faculty and study abroad office; understanding the necessary steps from beginning to end will help secure positive experiences for all from the planning to completion phases of the program and to establish a commonly understood set of accountable activities.

Faculty Leaders Responsibilities

Pre-Departure

- Have students attend a pre-program meeting orientation.
- Advise students and provide input on travel information, such as flights, itinerary, program expectations
- Participate in SAO's Faculty Training Session
- Ensure the submission of all mandatory documents by students through the Study Abroad Office and/or collect any necessary paper version and submit to SAO.

In-Country

- Behavioral oversight for the duration of the program; this includes the adherence of students to the Gonzaga's Student Handbook
- Conduct an in-country orientation for students and hold regular meetings with them as needed.
- Maintain regular contact with SAO Office.
- Act as first-responder to any emergency situation and communicate to the SAO Office.
- Act as liaison between host country (institution, provider, locations, etc.) and Gonzaga/SAO.

SAO Responsibilities

- Hold a safety and security pre-departure session for students and faculty.
- Provide risk and crisis management support services to students, faculty, and staff.
- Ensure necessary documents and information have been compiled prior to departure.

- Maintain contact with crucial parties (faculty, providers, host institutions, parents, insurance, etc.).
- Be readily available to FACULTYs and students as support staff during pre-departure, in-country, and post-program time periods.

Student Life

- Work with Director of Study Abroad, Faculty leaders and Risk Manager to provide crisis management support services to students, faculty, and staff by providing 24 hour a day on-call support from the Student Life office via Security Dispatch.
- Provide consultation and support for triaging behavioral disruptions by student participants while abroad.

Risk Manager

- Work with Director of Study Abroad, Faculty-Director and Associate Vice Provost of Enrollment Management to provide crisis management support services to students, faculty, and staff.

Non-Gonzaga Students

Only students who are registered at Gonzaga may participate in Gonzaga University Study Abroad programs. Students from other universities must apply through the Study Abroad Office first before participating in a faculty-led program. For liability reasons individuals who are not students cannot participate in the programs.

Companion Accompaniment Policy

This policy concerns the exceptional situations when the director(s) of FLSA programs plan to invite persons who are not faculty, staff, or students conducting and/or participating in the program to travel with those who are directly involved. Such “accompanying parties” may include family members of the faculty director or staff, partners, or close friends. Accompanying parties, particularly young dependent children, can add to a FLSA program director’s responsibilities, and in some cases, may impact the program experience of participating students.

1. FLSA Program Directors will consider the value and practicality of allowing accompanying parties to travel with their program. Directors must identify all accompanying parties planning to travel with their program notifying the Associate Director or Director of Study Abroad. Faculty leaders accepting accompanying parties on their program must provide a plan explaining how they will address any contingencies arising from the needs of accompanying parties, especially minors (e.g. a family parenting plan which addresses child care needs, supervision, etc.).
2. Accompanying parties on Gonzaga programs will require evacuation insurance and must pay the per person premium for this insurance coverage.
3. Accompanying parties must meet all of the physical and medical requirements for the program.
4. Under no circumstances should expenses for accompanying parties be charged, without reimbursement provisions, to the program budget.

5. Other program staff and faculty will be informed of accompanying parties joining the program and will be given an opportunity to review and offer feedback on the faculty director's plan for accommodating accompanying parties.
6. Due to institutional liability issues, Director of Study Abroad and University Emergency Manager must approve the director's plan for accommodating accompanying parties.

Student Orientation

The Study Abroad Office will hold a safety and security pre-departure session for students prior to the program's departure. Faculty members can schedule separate or additional presentations that is customized session in order to familiarize students with the country, program expectations and learning outcomes.

Faculty Orientation

In order to better prepare you for your upcoming experience abroad and the responsibilities that accompany it, Study Abroad Office will provide you with a training.

This orientation session is mandatory for all faculty leaders.

At a point shortly before your planned departure, you will be given a travel pack of important documents to take with you to the host country. This may include copies of students' passports, health forms, risk and release forms, and other necessary items. Also please carry with you the program's itinerary, student travel and flight information, contact information of necessary parties (such as embassies, hotels, travel agents, etc.).

Smart Traveler Enrollment Program (STEP)

Every participant and faculty leaders in a Gonzaga faculty-led study abroad program, are registered with the nearest US Embassy or Consulate in their travel location. SAO registers everybody with the State Department's Smart Traveler Enrollment Program (STEP). By being registered with the site, and making your presence in the nation and local whereabouts known in case it becomes necessary to contact you during an emergency, you are able to "stay informed, stay connected, and stay safe" while traveling abroad. Millions of Americans travel abroad each year without difficulties; however, in the event of an emergency US Embassies and Consulates can provide a host of services to citizens abroad. There is no cost associated with this registration.

In compliance with the Family Educational Rights and Privacy Act (FERPA), information on your welfare and whereabouts will not be released without your explicit consent.

Non-US citizens cannot register through the Department of State website, but they are encouraged to check the website of their home country embassy to determine how/if they can register any overseas travel. SAO is committed to ensuring the highest level of safety and welfare of all our faculty and students abroad. In the event of an emergency, contact your host institution administrator and Campus Security +1 509 313 2222.

All faculty leaders are provided with contact information of the nearest US Embassy/Consulate in the program's location. In the event that a situation arises requiring consular assistance, the Embassy/Consulate can assist with reporting and replacing a lost or stolen passport, locating medical facilities, and even seeking legal aid.

Health and Insurance

Just as it is important to have appropriate health care coverage in the U.S., it is essential that both students and faculty are covered while abroad. We also want to ensure all participants are deemed healthy for travel, and that they have taken all necessary precautions for international travel, especially in regard to immunizations and prescription drugs.

Student Health

Before participating in a study abroad program, students are required to complete a Health Form providing information on any pre-existing conditions (such as allergies) as well as prescription medication. You should review the forms and may wish to discuss health concerns with the student, if necessary. A meeting such as this would serve to outline the student's plans for managing his/her pre-existing condition while abroad, and to discuss any special considerations needed to participate in the program. If you decide to hold these meetings, they are confidential, and if you would like, SAO can arrange to include a representative from the Gonzaga University Health Center or Disability Access office.

On the Health Form, students will also provide a signature, indicating they are willing to receive treatment abroad if incapacitated and unable to make decisions at the time of need. You will take the original hard copy forms with you to the host country as part of a packet of student information. These forms, along with many others you will have in your possession, are confidential so be sure to keep them in a safe place.

As an FACULTY, it is your responsibility to be aware of any student health concerns while in-country. You will need to follow up immediately on any and all student illnesses reported. For instance, if a student does not show up for class or a group activity, find out why and help if needed. You will also need to help the student in seeking medical assistance – SAO will provide you with contact information for local physicians and clinics. **Note: you are required to inform SAO of any student illnesses that require a visit to a health clinic and/or physician during the trip.**

In-Country Activities and Responsibilities

Arrival

Within 12 hours after the arrival of your entire group, please notify SAO via a brief email that all students have arrived safely. In addition, we do recommend students should contact home shortly after arrival to further assuage any potential worry. These two actions are absolutely essential, as SAO receives phone calls from many anxious parents wishing confirmation that students have made it to their destination.

In-Country Contacts

It is important to establish and maintain positive working relationships with faculty and staff at your host institution, as well as travel agents/vendors, museum guides, coach drivers, etc. As the faculty leader you are the primary liaison between SAO, Gonzaga, and these outside vendors. Be sure to meet the key personnel immediately after your arrival, and make yourself available to administrators, instructors, and travel agents, as they may have questions for you and will appreciate your insights on program decisions.

In-Country Orientation

You and the host institution or travel provider (if applicable) are responsible for coordinating an in-country orientation session for faculty, students and accompanying parties soon after their arrival. This crucial event reiterates what has been outlined to students while still on Gonzaga's campus and can help them acclimate to the cultural differences they are sure to experience.

This orientation should cover the following topics:

- Review of program objectives, learning outcomes, and group expectations
- Review of daily itinerary, group meeting schedule, program calendar, group travel, etc.
- Review of the syllabus and learning content as related to the itinerary
- Rules of the accommodation (residence hall, hotel, etc.) and meal schedule, if applicable
- Emergency procedures and contact information
- How to contact you after hours
- Local safety guidelines and health precautions
- How to make/receive local and international calls (if applicable)
- Internet access, postal mail
- Program's guidelines for independent, off-site travel (if permitted)
- Tour of the host institution (if applicable) and nearby facilities
- How to use public transportation (if applicable)

Students will have already heard information about health and safety, drug and alcohol issues, and student conduct in the pre-departure orientation sessions held by SAO, but it is important to review these principles again with students once they arrive in the host country.

- Students must abide by that country's laws and regulations
- Dress and behavior should be discreet, not attention-getting
- Personal conduct can directly impact how the local residents treat and perceive students
- The Gonzaga University Student Handbook applies to students on study abroad programs, even during free time.

Communication

As the faculty leader, you will be expected to maintain, the following communication via email or phone with SAO:

- Arrival notification
- Any student health or medical concerns
- Rape, assault, or any major event that affects a students' well-being
- Emergency notification, as needed
- Departure notification

Depending on the duration of your program, you may also want to hold brief meetings with your students. For instance, on a short-term program, it may be a good idea to have a brief meeting with all the students in the morning to discuss the day's activities or the night before to debrief that day and prepare for the next. These meetings are key to maintaining good communication between you and the students. Through these meetings, they are encouraged to share thoughts, complaints, and overall experiences on the program, and you are given a chance to respond to these concerns and share any updates in the program or travel schedule.

Faculty Off-Site Travel

As a Faculty Leader Abroad, you are required to be accessible to students 24/7 while in the host country. If you need to be away from the group, please be sure to make the following arrangements:

- Appoint a 24-hour emergency contact person (i.e., host institution coordinator) who can respond to any student concerns during your absence. This person needs to have a cell phone in order to maintain 24-hour availability.
- Discuss your off-site plans well in advance with your SAO, who will record the name and contact information of your appointed emergency contact person.
- Meet with your students as a group to let them know about your upcoming absence, as well as the name and contact information of your emergency contact person.

Student Off-Site Travel

While some programs may not permit students to travel off-site due to time constraints and/or safety concerns, most programs do allow students to venture off independently over weekends or holidays. We recommend having an off-site form or list where students can outline their travel itinerary, address/phone number of planned accommodations, a way to contact them in their absence, etc.

Remember to encourage students to travel in groups of two or more, and remind them that unless otherwise noted in your program syllabus/guidelines, absences from class and other program activities are not excusable due to independent travel.

Vehicle Use

Faculty should discourage any students who wish to rent a car, Vespa, or any other mode of motor vehicle travel. Due to liability students cannot drive vehicles rented by the university for transportation abroad.

Student Conduct

Students studying abroad may exhibit inappropriate behavior that you, as the faculty leader, will need to address. While many of the potential issues will be similar to situations you would encounter on campus, some of the issues can certainly involve the transition into, and unfamiliarity with, a new culture and environment. We want you to be as prepared as possible for any situation that should arise while you are abroad with your group, as inappropriate behavior is often the manifestation of a deeper issue such as homesickness, culture shock, fear, or depression.

The Gonzaga University Code of Conduct also applies to students on study abroad programs, even during free time. It is also important to remember that the entire group must respect the laws and regulations of the host country.

Minor Behavioral Problems

Minor behavior problems are generally not serious enough to warrant immediate dismissal from a program, but they have a negative effect on the program just the same. More importantly, negative behavior, if allowed to continue, may impact the atmosphere and morale of the entire group, especially if it is allowed to escalate into major problems.

Examples of minor behavior problems include:

1. Excessive tardiness to class or class activities
2. Personality conflicts between program participants
3. Personal hygiene issues
4. Indifferent or rude behavior towards guests/guest speakers

One way to prevent minor behavior problems is to be proactive in your coordination and communication. It is best to provide strong encouragement of positive behavior, rather than setting rules, unless you are prepared to enforce such rules. Informal common sense rules (such as travel in groups, always carry your cell phone, or notify the leader when you leave town) are recommended and can be agreed upon, reminding students they are active participants in the guideline-making process.

Keep in mind that students may make choices that do not break any laws or program regulations, but that you may find unwise (e.g. romantic involvement with a local). Address these choices only if you have good reason to believe the student is putting himself/herself in harm's way. Remember to avoid making judgments and stick to issues of safety and well-being, as most students are accustomed to a great deal of freedom during their personal time here at Gonzaga, and will expect the same abroad.

Major Behavioral Problems

As indicated before, Gonzaga University expects study abroad participants to abide by the laws, regulations, and customs of the host country, community, institution, and program.

Should problems arise, it is generally best to talk to the student in private about the inappropriate behavior. You are also required to document the behavior. Reporting can be done via email to the Director of Study Abroad: include your expectations on how the behavior can improve, which should also be discussed with the student. Should the behavior persist, SAO will continue to work with you on assessing the situation and, if necessary, will facilitate the dismissal of a student from a program.

There are certain areas of major behavioral problems that must be reported back to the home campus:

- Conduct that violates Gonzaga's Student Community Standards
- Violation of the laws, rules and regulations, or customs of the host country, community, institution, and program
- Persistent behavior that is disruptive and detrimental to the group learning process and academic success of the program

- Conduct that damages or destroys property of another person, institution, or organization
- Behavior that gives the FACULTY and SAO Director reasonable cause to believe that the continued presence of the student in the program constitutes a danger to the health or safety of themselves, other participants, other's property, or threatens the future viability of the program
- Repeated offenses or severe infractions of the housing rules and regulations as established by the local facilities
- Alcohol misuse
- Physical or sexual assault
- Harassment
- Possession, use, or distribution of illegal drugs
- Setting a fire or possession of explosives
- Possession of a weapon
- Theft

Alcohol

Inappropriate and/or excessive alcohol consumption is a serious problem with students across the nation. Alcohol consumption abroad can pose added health and security risks to students who may be unfamiliar with the language, cultural norms, and alcohol sanctions (or lack thereof) in another country. Even different altitudes will affect the intoxication levels of students, without them being aware of it. If alcohol consumption is affecting the general health of a student and/or causing interference with program participation, it is your responsibility to bring this to the attention of the student. The Incident Reporting Form should be used to document this conversation, as well as the requested behavioral change.

Please also note that many of the hotels, residence halls, host institutions, and vendors we collaborate with have their own policies regarding on-site alcohol consumption. If such a policy is not in effect, it may be a good idea to implement one. Students will often purchase alcohol and consume it in their hotel/residence hall as a way to save money, but in many cases this can lead to binge drinking and disruptions. Faculty are not allowed to buy alcohol for students.

Here at Gonzaga, it is our goal to encourage healthy behavior and mature choices for our study abroad participants. As a Faculty Leader Abroad, you inherently serve as an adult role model to our students, and a representation of the University to our host institutions. Please keep this in mind with your own choices about alcohol consumption while serving as a Gonzaga University Faculty Leader Abroad.

Alcohol Misuse

Alcohol misuse is defined as any use that is harmful or potentially harmful to oneself or others. The planned, systematic misuse of alcohol becomes alcohol abuse. Alcohol misuse may be present when:

- A student misses any scheduled event because of the effects of alcohol consumption
- A student becomes ill due to the effects of alcohol consumption
- A student is disrespectful of others sharing the same housing, and congregates with loud groups for social purposes
- A student engages in inappropriate behavior toward other individuals as a result of alcohol consumption

- A student engages in destructive behavior toward property as a result of alcohol consumption
- A student does not abide by the laws of the country in which he or she is staying
- A student engages in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption
- Students in a group facilitate/encourage or ignore a fellow student who is misusing or abusing alcohol
- Students transport alcohol to program sites with the intent of sharing the alcohol with the group.

Faculty Directors Abroad may choose to report the behaviors above and any others they see fit for judicial action through Gonzaga's Dean of Students. Faculty should use the incident report to document alcohol misuse.

Drugs

Like alcohol, students are subject to the laws of the host country, rather than the U.S. laws. Certain prescription drugs can be prohibited by Foreign Governments and faculty leading students abroad should be aware of prohibited prescription drugs that students may take with them. (Ex. Adderall is considered an illegal drug in Japan and students can have their medications confiscated and in some cases they can be sent back to the U.S.) Additionally, drug use/possession may carry heavier penalties including capital punishment in other countries.

The illegal use of drugs at Gonzaga University is not tolerated. While outside of the State of Washington, faculty must continue to uphold Gonzaga's Drug Policy, including Gonzaga Policy on marijuana, even in states or countries where drug use is considered legal. Under U.S. federal law, drug use is not allowed on campus or as part of our study abroad programs as outlined under the Drug Free Schools and Communities Act.

Sexual Violence

Sexual violence is a major problem worldwide. Crimes of sexual violence comprise any form of unwanted, unwelcome, forceful or coercive sexual contact. These behaviors exist on a continuum that includes but is not limited to lewdness, criminal sexual contact and sexual assault. Although sometimes called by different names, the common threads that bind these behaviors together are issues of violence, control, power, and inequality. Sexual violence can happen to anyone, regardless of age, race, gender, sexual orientation, class or profession.

Whether in a culture similar to the U.S. or one that is very different, student may experience an illusion of safety when abroad. It is essential to discuss cultural issues specific to each individual host country that may have an impact on the student's response to situation in which they find themselves.

Relevant topics may include:

- Host culture's general attitude to women
- Host culture's general attitude to LGBTQ
- Stereotypical attitudes about American women
- Sexual mores
- Communication styles and cues

- Dress
- Acceptable behaviors
- Notions of modesty

It is useful to address some particular situation that may arise in the specific host culture, and how students can react in ways that ensure their personal safety.

For students who have been a victim of sexual violence please refer to Gonzaga Emergency Response Action and Communication Plan for Study Abroad. **Note: you are required to inform SAO of any sexual violence.**

Sexual Harassment

Sexual harassment abroad can sometimes be more difficult to discern due to cultural differences such as communication norms and variances in acceptable behavior. As a Faculty Leader Abroad, it is your responsibility to help students understand as much as they can about the cultural context where your program takes place. In turn, students must try to develop an understanding of acceptable behavior in the host culture. That being said, they should not feel as if they must tolerate unwelcome sexual comments or advances because they are foreigners, nor are they required to conform to cultural norms with which they are uncomfortable.

Gonzaga University takes sexual harassment very seriously, and is committed to acting promptly and appropriately in support of a student, faculty, or staff who has been sexually harassed. As a representative of the University, you will be expected to respond appropriately if a student informs you that he/she has been sexually harassed. If the student informs you that he/she has been harassed by a host institution administrator, instructor, student (Gonzaga or otherwise), or a host family member, the following steps should be taken:

- Encourage the student to be assertive and inform the individual that this conduct is unwelcome and offensive.
- If applicable, immediately arrange new housing for the student.
- Ask the student to document in writing what happened (Incident Report Form).
- Report the situation to the host country administrator (host institution, organization, provider, etc.) if appropriate and make all attempts to keep the identity of the student confidential.
- Report the situation to the SAO Director or Associate Director (an absolute requirement).

Student Dismissal from Program

If the behavior of a student is threatening to the health and safety of self/others, and/or if it causes disruption to the program or program participants, inform the University immediately (refer to Emergency Response Action and Communication Plan). You can discuss the situation with the SAO Director and agree upon the appropriate course of action to take. You will be asked to provide written documentation (using the Incident Reporting Form) of the incident. SAO will then contact the Dean of Students to assist with the next steps and action. Please note that Faculty Directors Abroad (FDAs) cannot summarily dismiss a student from a study abroad program; due process must be observed for any student participating in a Gonzaga University's program.

Student Withdrawing from Program

Occasionally, a student will decide to withdraw early from a study abroad program. If a student conveys to you that he/she wishes to withdraw early, try to find out the reason(s). Often these situations can be resolved in-country, without resorting to withdrawal. Some possible underlying causes to consider:

- Homesickness/lack of communication with home
- Family situations at home
- Unhappy with the program structure or content (including excursions)
- Health issues
- Dissatisfaction with roommates and/or accommodations

Try to help the student understand the benefits of completing the program versus the ramifications (both financial and academic) of withdrawing from the program. If, however, the student is determined to leave the program early, please inform the SAO Faculty-Led Coordinator before the student departs the country of study. He/she will endeavor to speak to the student via telephone or Skype to answer questions about possible refunds, financial aid, and other matters. You will need to document a withdrawal, as well as any special circumstances, by completing the Incident Reporting Form.

Safety and Emergency Procedures

The safety, security, and well-being of Gonzaga University students abroad are our highest priority. SAO adheres to the recommendations of the US Department of State, as well as the advice of experts in the field and at the University when determining if a specific location and/or program is a safe option for students. We also encourage you and your students to visit the State Department's website (<http://www.travel.state.gov>) for pointers on how to have a safe experience abroad. They have developed a very comprehensive website aimed at providing health and safety resources geared toward students studying abroad, which can be found at <http://www.studentsabroad.state.gov>.

Precautions

As you know, numerous precautions are taken prior to students' departure to ensure that Gonzaga's study abroad programs occur in a safe environment. Nevertheless circumstances sometimes arise that could put students' health and safety at risk. The safety issues that students most commonly face while abroad are usually avoidable with adequate precaution and sensibility:

- Traffic/pedestrian accidents
- Theft/pickpocketing
- Personal injury
- Health problems
 - Excessive alcohol
 - Lack of sleep
 - Unfamiliar poor diet/unsafe drinking water

While these issues are discussed at both the student and FACULTY orientation sessions, it is important for the FACULTY to revisit health and safety concerns with the students at the in-country orientation as well. Planning ahead can ease the impact of an unforeseen situation.

Many FACULTYs find it helpful to determine an emergency meeting spot and/or phone tree with their students. It is also a good idea to determine a back-up FACULTY (host institution coordinator, another faculty abroad, etc.) in the event of an emergency.

Travel-Pack Components

When leading any study abroad program, as noted earlier it is essential for a FACULTY to have adequate documentation with him/her in the host country. This “packet” can be electronic (a USB drive) or hard-copy (a binder), and you are required to have these documents and information with you at all times for the duration of the program abroad.

You should compile the following information and documents from students on your program (the SAO Director or Associate Director can assist with this upon request). Several of the forms listed below can be found on-line at the students Study Abroad Page. Should you need additional copies, we are happy to send the electronic version, or you can access them on our website at <http://www.gonzaga.edu/Academics/Undergraduate/StudyAbroad/default.asp>. Please remind students to submit their required documents (travel itinerary, passport copy, health information form, risk/release form, and emergency contact information) to SAO via our website no later than three weeks prior to departure (these deadlines will be listed on the students’ online application pages for their reference).

At a minimum, the pack should include the following items:

- Student health information forms
- Risk and release forms
- Flight and travel itineraries for all students, as well as the group’s main itinerary
- Contact information
 - Host institution and/or travel agent (if applicable)
 - Accommodations (hotel, university, etc.)
 - Local medical provider, Insurance Card
 - Nearest US Embassy or Consulate
 - SAO and Gonzaga 24/7 emergency numbers

You may also want to consider adding some of the following items, depending on your familiarity with the location and the specific demands of your program:

- Any program/student checklists
- References (CDC guidelines, State Department warnings, language resources, blog updates, etc.)
- Copy of your passport and health information
- Outline of the contingency/emergency plan for your group
- Materials for your on-site orientation session