# Faculty-Directed Program Handbook

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UKEA Policies and Fees

The following is a short-hand list of policies, procedures and fees which impact faculty-directed education abroad programs. For additional information regarding any of these items, please contact UK Education Abroad & Exchanges (UKEA) at educationabroad@uky.edu.

- **UK Administrative Regulation 4:9**
  - This regulation (hyperlinked above) establishes the policies and procedures for University students, University employees, and non-University individuals participating in international education travel experiences or clinical international programs explicitly endorsed by the University, whether credit-bearing or non-credit-bearing.
  - All participants in international education travel experiences explicitly endorsed by the University, and as defined by this regulation, shall successfully apply or register their international education travel experience with the University of Kentucky International Center (UKIC) and comply with all other requirements established by the regulation.

- **Non-Credit Accompanying Individual Guidelines**
  - Although all education abroad programs are first and foremost academic programs, it is possible for a program director’s spouse, child, or guest to accompany the group (regardless of their level of participation in the program itself), or for students or other guests to travel alongside the program in a non-credit capacity. If this will be the case, be sure to notify UKEA and review and get signed the Non-Credit Accompanying Individual Guidelines (hyperlinked above).

- **Dept. of State Travel Advisory and CDC Warning Level**
  - Faculty members planning a program to a location which is under a U.S. Department of State Level 3 Travel Advisory or a Centers for Disease Control and Prevention (CDC) Warning Level 3 (both hyperlinked above) will need to seek approval from UK’s International Health, Safety & Security (IHSS) committee.
  - UK’s general policy is that programs are not allowed to be run in a Level 3 Travel Advisory country, unless there is a compelling academic reason to run a program in such a location over a lower-risk destination.
  - Programs in countries under a Level 4 Advisory are not permitted for undergraduates.
  - For more information on this process, please contact Jason Hope at jasonhope@uky.edu.

- **RFP Guidelines**
  - One model faculty members have at their disposal to develop an education abroad program is to utilize one of UKEA’s affiliated partner organizations to ‘customize’ a program for them. UKEA has developed a set of guidelines (hyperlinked above) to determine which partners will be asked to submit a bid when the ‘customized’ model is selected.
  - All vendors outside of UKEA’s preferred provider list will be expected to provide the same level of support (particularly with regard to health, safety and security) as those on the list. In cases where a vendor outside the list is not able or willing to provide information requested to the satisfaction of UKEA, the UK faculty program director would be responsible for providing this information as with any other ‘non-customized’ program.

- **Health and Safety Review**
  - The Health and Safety Review (hyperlinked above) is part of UKEA’s on-going effort to assist faculty members in establishing ‘non-customized’ programs which are attentive to the safety and security needs of UK students to the greatest extent possible. Faculty members will need to complete part one in order have their program’s application opened for students to apply, while part two must be completed at least a week prior to the program start date.
• **Contingency**
  - UKEA maintains a university-wide Contingency Fund for the purpose of responding to international emergencies. The amount maintained in this fund is adjusted annually to account for inflation, increase in total population of students studying abroad through UK, or a shift in national best practices.
  - A 3% Contingency Fee is included within each faculty-directed program’s budget. This fee supplies the funding for the wider UKEA Contingency Account, and allows UKEA to respond to health or safety emergencies that may arise on-site. This fee also covers ATM withdrawal fees incurred on an EA pro-card, and wire disbursement fees incurred in pre-paying for program-related expenses.
  - The Contingency Fee may not be used to supplement a program’s budget, as reimbursement for lost or stolen items, or to make up a shortfall in program funds due to a student withdrawal. Use of contingency on-site should be approved by UKEA.

• **International Medical & Evacuation Insurance**
  - Participants in any University approved or sponsored international education travel experience, whether credit-bearing or non-credit-bearing, are required to be covered by international medical and evacuation insurance which meets the minimum standards set by the University.
  - The practice for any faculty-directed program, whether ‘customized’ or ‘non-customized’ is to utilize UK’s insurance, regardless of whether the partner organization in the ‘customized’ model is also providing international medical insurance.
  - UK’s international medical insurance is billed at a rate of $10.50 per week.

• **UKEA Fees**
  - $50 Application Fee
    - All participants (excluding the program directors) on a faculty-directed education abroad program will be assessed a $50 application fee. This fee will be billed to the student’s account at the start of the month following the one in which they applied, or it will be invoiced to non-student participants.
  - $100 Administrative Fee/$200 Embedded Fee
    - All participants (excluding the program directors) on faculty-directed education abroad programs which occur in the summer, winter, or for a full semester abroad will be assessed a $100 administrative fee. This fee will be billed to the student’s account near the start of the term in which the program takes place, or it will be invoiced to non-student participants.
    - All participants (excluding the program directors) on faculty-directed education abroad programs whose international experience is embedded in a fall or spring semester on-campus course will be assessed a $200 Embedded Fee. This fee will be billed to the student’s account via a 0-credit EAP 400G course near the start of the term in which the program takes place, or it will be invoiced to non-student participants.
  - EAP 599
    - All undergraduate participants on a UKEA faculty-directed program will be enrolled into EAP 599: a one credit-hour course offered by UKEA during the term in which the participant’s program takes place. Students are charged tuition at the standard rate for one credit-hour based on their residency status at UK (in-state vs. out-of-state). EAP 599 also waives the cost of tuition for the UK course(s) being offered on the faculty-directed program. Note that EAP 599 will not waive Distance Learning (DL) tuition or courses listed without a 700-level section number.
    - Graduate students may also opt-into taking this course (they will not receive the tuition waiver without enrolling in the course), but they will not be required to complete course requirements.
Pre-Departure
Developing a Faculty-Directed Program

UK Education Abroad & Exchanges (UKEA) is the unit of the UK International Center that facilitates for-credit education abroad programs. UKEA is eager to partner with faculty members to develop innovative programming that engages students in understanding their disciplines within a broader, international context.

While steps may vary by college, below are suggested starting points for faculty members to work through in developing an education abroad program:

I. Departmental and UKEA Considerations

In the initial departmental meeting, faculty members should be sure to ask whether both faculty and leadership within their department and college are supportive of such a venture. Some questions to consider:

1) Is the department planning to approve any other faculty-directed programs within the same term, or even within the same academic year, which might compete for a limited pool of students?
   a. Does college support extend to all department-approved programs?
2) What location(s) might best support the learning outcomes of the course(s) to be offered?
3) What are the department’s strategic goals in developing this program?
   a. Will it recruit additional students to the major, relieve the department from an oversubscribed on-campus course, offer professional development for the faculty, etc.?
   b. How will the program appeal to traditionally underrepresented student populations?
4) How sustainable is the program?
   a. Will it be run every year, every other year, etc.?
   b. Are there multiple faculty that might rotate into the role of program director?
5) How will the department and/or college support the program?
   a. Are any financial resources available to help keep the per student cost low?
   b. How will the department and/or college assist in promoting the program to students?
6) How many contact hours will the department/college require be taught abroad?
   a. Typically 40-45 contact hours are needed for every 3 credit hours to be offered.
   b. What is the department/college’s preferred breakdown of those contact hours (i.e. all lecture, mostly lecture with some relevant site visits or guest lectures, etc.).
   c. Will cultural activities be permitted to count toward the contact hours?
   d. Will there be a TA or Grad. Assistant on the program, and if so, what will the division of work be between the two? Note that program directors are expected to participate on all planned activities.

In the initial meeting with UKEA, it will be important to discuss the program idea itself. UKEA can assist faculty members in determining the feasibility of the proposed program. Some questions to consider:

1) Does the selected course(s) to be offered fulfill degree or UK Core requirements?
2) Will the course(s) appeal broadly to UK students across multiple disciplines, or only to a narrow group of students within a specific discipline?
3) In what term will the program run? While summer is most common, it is also possible to run programs over winter break, for a full semester, or to embed an international component into an on-campus course in the spring or fall.
4) Is the location being considered appealing to students?
   a. Does the location support and enhance the intended student learning outcomes?
   b. Is there already student interest in developing a program in this location, or was the location selected primarily on the faculty member’s interest?
c. Is the location under a U.S. Department of State Level 3 or 4 Travel Advisory or a Centers for Disease Control and Prevention (CDC) Warning Level 3 (see UKEA Policy – page 3)?

5) Is the location being considered affordable compared to Lexington, or more expensive?
   a. How expensive is airfare to the location being considered?

6) Does the program director have familiarity with the proposed location(s), or would support from one of UKEA’s affiliated partners be needed to arrange the logistics of the program?

II. Program Model Options

If the department and college are initially supportive of an effort to develop the program, and the program idea has been found to be feasible by UKEA, then the next step in the development process will be to determine which model will be used to structure the program. There are two main models to consider:

1) Customized

UKEA has established formal affiliation agreements with certain partner organizations who have experience supporting education abroad programming. Faculty members may choose to develop the program with one of these affiliated partners.

Pros:
1. The on-site responsibilities of the faculty member are primarily instructional.
2. UKEA’s affiliated partners support the academic goals of the program in addition to arranging the on-site logistics which can save program directors a substantial amount of time in the planning, development, and execution of programs.
3. Partners may have a network of pre-established connections (homestay options for accommodations, course-relevant business contacts, etc.) that faculty members tend not to have on their own.
4. Partners typically help promote the program and establish and maintain the program’s budget (so faculty members do not have to save receipts on-site).
5. Partners assist in managing on-site health and safety issues, and provide a network of additional support to faculty program directors.

Cons:
1. Customized programs tend to be more expensive per student than those a faculty member could put together on their own.
2. Partners lock in the program’s budget and per student cost early on, so faculty members might be restricted to working within that budget (i.e. adding a new excursion, activity, etc. could require removing one of equal or greater value).
3. Itineraries are often set in advance, so faculty members generally cannot move activities around on-site quite as easily as they might be able to do on their own.

2) Non-Customized

Faculty members that have significant in-country experience and an already established network of support and connections may develop a program without one of UKEA’s affiliated providers.

In this model, UKEA would provide the faculty member the forms and documentation needed to promote the program, establish and maintain the program’s budget, and address health, safety and security issues while abroad.

Pros:
1. Programs tend to be quite affordable per student, which aids in the likelihood that the program will recruit enough students to run.
2. Faculty members have quite a bit of flexibility to make arrangements for their program, and can more easily shift scheduled activities and items around within their budget up until the point of departure (and occasionally even while on-site).

Cons:
1. Faculty members are responsible for developing out every aspect of the program. Although UKEA is a resource for guidance and advice, this tends to be a very time-consuming model for the faculty member.
2. Faculty members also assume responsibility for the program’s budget while on-site, which includes tracking and saving receipts for all expenses.
3. Faculty members will have dual responsibility for addressing a student’s health or safety issue while simultaneously coordinating the program for the remainder of the students – a service otherwise provided by UKEA’s affiliated partner in the ‘customized’ model (i.e. responding to a student who has injured their ankle during a time when the group is intended to be travelling to a course-related site visit, etc.).

III. New or Recurring Program Proposal

Whether the program being developed is new or has run in the past, all faculty members will need to complete and get signed a program proposal. The program proposal gives UKEA the information needed to begin building an application page for students on the UKEA website, and it formalizes the department and college’s initial support for the program. If the program is being developed under the ‘customized’ model, this document also helps UKEA’s affiliated partner to begin working on a proposal and developing a per student cost of their own.

The typical process for submitting either the New or Recurring Program Proposal would be:

1) After the initial conversation with faculty and leadership within their department and college and with UKEA, the faculty member would select the model to be used, and the department chair would sign the proposal completed by the faculty member(s).
2) UKEA would use that proposal to develop an application page for the program on the UKEA website, request bids from affiliated providers if the ‘customized’ model was selected, and share any final concerns that may need to be addressed before proceeding.
3) UKEA would then sign the proposal and send it on to the Dean or Associate Dean of the sponsoring college with their recommendation for the final signature.
4) Once the Dean or Associate Dean has signed, UKEA would send the faculty program director(s) the fully-signed proposal, as well as the UKEA Program Director Responsibilities list.

To ensure appropriate academic oversight, the UK Senate has required (per their meeting on 9/26/11) that all UK courses taught as part of a credit-bearing, faculty-directed education abroad program obtain departmental and college-level Curriculum Committee/Education Policy Committee approval.

This requirement applies to all courses, even if already approved by the UK Senate to be taught domestically. The purpose of the approval is to ensure that UK courses taught abroad meet college-approved learning objectives and outcomes. A typical 3 credit-hour course requires 40-45 contact hours.

Some colleges have their own committees or task forces to review, amend and approve proposed education abroad courses. If the sponsoring college does not have such a committee or task force, faculty program directors should complete and submit the Curriculum Committee Approval form to their college-level Curriculum Committee/Education Policy Committee for approval. Signed and approved forms should be submitted to UKEA prior to the start date of the program.
IV. Program Budget and Health and Safety Review

Based on the program model chosen and the term in which the program is to take place, UKEA will provide a budget template with instructions for how to determine the program fee that is advertised to students. Once the budget has been posted on the UKEA website the program fee cannot be increased, so faculty members will need to account for all potential expenses before the budget is officially posted. Adding a new excursion, activity, etc. would, after the program fee has been posted, require removing something of equal or greater value from the program’s budget to keep it in balance.

Program directors who have chosen the ‘non-customized’ model will also need to complete part 1 of the UKEA Health and Safety Review in tandem with their program’s budget. This will give UKEA a sense of the program’s day-by-day itinerary, as well as other key details commonly asked about by students and parents (arrival/departure information, accommodation information, etc.).

Both the budget and (if needed) the Health and Safety Review must be complete before UKEA will open the program’s page for students to begin applying.

Next Steps for Program Success

Once a program page is open and accepting student applications, the two primary tasks for program directors leading up to the program’s application deadline will be to promote their program to students across campus, and to review students’ applications as they are completed.

V. Program Promotion

While there is no required ratio of students to program directors, the average UKEA faculty-directed program has 8-10 students per faculty. The minimum number of students needed for a program to run will vary based on the program’s budget.

UKEA suggests looking into whether the program’s budget would support adding a second faculty member or TA if the program recruits 15+ students. Note that TA’s and Graduate Student Assistants should be current (not graduated) UK students.

In considering outreach strategies for promotion, note:

- UKEA does not do any visa advising. UK faculty members should be sure to note if the travel destination(s) require visas for U.S. citizens or for any international student participants, and what consulate/embassy students should contact for more info.
- Students from SEC institutions will receive in-state tuition at UK on any faculty-directed program.
- UKEA hosts two major promotional events throughout the year: A Fall and Spring Fair. Faculty program directors are strongly encouraged to attend both events to promote their program.
- Social media offers a great platform to promote programs to students across campus.
- With at least a week’s notice, UKEA can send a representative to an information session with the faculty program director(s).
- With at least a week’s notice, UKEA can send a representative to join a faculty program director on their scheduled classroom presentations to offer EA-specific information (accessing the EA website, applying for scholarships, etc.).
- UKEA can, if requested, create a flyer for each faculty-directed program.
- Each program will have $50 from UKEA to use toward the cost of hosting an information session, purchasing additional promotional items, etc. Please notify UKEA in order to utilize these funds.
VI. Student Applications

UK faculty program directors will receive an email notification each time a new application is started for their program, and will be given access to review and approve those applications as they are completed.

Program directors are encouraged to review student applications as they are completed so that students either 1) know they will be accepted and can begin to get their finances in order or 2) know that the program will not be a good fit for them and have time to seek out an alternative program.

UKEA’s advisors will be able to see when a program director has marked a student’s application to be accepted, waitlisted, or denied and can officially change their application status accordingly. The student’s official application status will not be changed until the program director has first reviewed and approved it.

UK is committed to providing reasonable accommodations to all qualified students seeking to have a for-credit international experience. Student applications may be rejected if they do not meet the eligibility requirements set for the program (minimum GPA, class standing, etc.), or if they cannot meet the technical standards set for the program by the program director.

Decision Date and Final Tasks

A faculty-directed education abroad program can only run 1) if it reaches the minimum number of committed students established in the program’s budget, or 2) if the budget can be revised to accommodate a lower minimum number of students at the originally advertised price.

Here are the final tasks needed to prepare for directing a program abroad:

VII. Application Deadline and Deposit Date

Each faculty-directed program will have an established application deadline and deposit date. The application deadline is the date by which students must have started their application in EA’s system (ideally it will also be complete by this date).

Students become financially committed to a program on the deposit date; the date on which the first $500 of the program fee is charged to the participant’s UK student billing account. Students have from the application deadline to the deposit date to withdraw their application without financial penalty. As of the deposit date, completed and approved applications will be moved from ‘pending’ to ‘committed’ status, and incomplete applications will be withdrawn. Students who withdraw on or after the deposit date may be subject to a cancellation penalty (the amount of the penalty will vary by program).

Programs which have enough ‘committed’ students to meet their program’s minimum enrollment as of the deposit date will be able to run. Those programs which have not met their minimum enrollment must either revise their budget to accommodate a lower number of students or be cancelled. Students who applied for a cancelled program may either transfer their application to a different program or receive a refund of their application fee (which is all they should have paid up to that point).

VIII. Course Listing on myUK/Canvas

The faculty program director(s), in conjunction with their department, are responsible for listing the course(s) associated with their education abroad program on myUK/Canvas so that students can enroll themselves prior to the start of the program. Alternatively, departments may choose to manually enroll the students into the course(s) offered. Each department has at least one designated staff member responsible for listing UK courses on myUK/Canvas. Be sure to communicate with that person to ensure that the program’s course(s) has been listed according to the guidelines below:
Courses offered on a UKEA program should be listed as “off-campus” with the international location indicated and a section number of 700-799.

- Summer = section 710/720
- Winter = section 730
- Fall or Spring = section 701

Additionally, there should be a note attached to each course indicating that it is taught overseas. If students are to enroll themselves in the course, program directors may need to remind students to do so to ensure they do not miss the course enrollment window.

IX. International Airfare

Once the program’s deposit date has passed and the program has enough committed students to run, UKEA will send the program director(s) instructions for how to book international airfare.

Group airfare is generally not included on any program, as students often 1) travel from an airport which is closer to their home, 2) extend their stay abroad either before or after the program, or 3) purchase a ticket using points, miles, etc. all of which can be difficult to coordinate through a group flight.

Program directors should share their flight itinerary with the students and encourage them to book a seat on the same flight. Those flying separately should be given arrival instructions to ensure they can meet the group at the right airport within the correct window of time (on a customized program, this window is provided by the partner).

Orientations, Applications and Trainings

The role of a program director encompasses the traditional faculty responsibility for academic instruction with the added responsibility of serving as UK’s representative abroad in other matters affecting participants and the program, including UKEA, Risk Management, and the Dean of Students Office.

Faculty must be prepared to assume these additional roles for the duration of the program, including evenings and weekends, so UKEA has established a series of orientations, applications and trainings to give program directors the tools they need to be effective leaders while abroad.

X. Program Director Orientation(s)

In the term prior to the start of each faculty-directed program, UKEA will offer an orientation in conjunction with UK’s Office of Student Conduct and Office of International Health, Safety and Security (IHSS) regarding student health, safety & behavior (offered across multiple dates).

All program directors must attend this session to ensure consistency across program directors in managing varying degrees of emergency situations and student issues while abroad.

Program directors utilizing the ‘non-customized’ model will also need to complete a financial management orientation. This orientation is offered as a webinar which should be completed prior to departure from the U.S., and covers topics such as making payments abroad, keeping receipts, etc.

XI. Student Pre-Departure Orientation and Expectation Setting

Although students will have signed a Participation Agreement in which they agree to abide by the UK Student Code of Conduct, the laws and customs of the host destination(s) and the policies of the partner customizing the program (if applicable), it is important for the program director to set expectations for student behavior in a pre-departure orientation.
Program-specific topics for discussion should include behavior regarding:

- Timeliness/Free time
- Accommodations (including overnight guests)
- Alcohol consumption & other substances
- Host institutions/program guests
- Safety of property/buddy system
- Transportation
- Excursions
- Local customs
- Group dynamics
- Social Media

Program directors may choose to incorporate expectations for behavior into their syllabus, or provide each student their participation agreement as a reminder during the pre-departure orientation. Whatever the method used, expectations should be clear, and consequences for not meeting them should be identified prior to the start of the program.

Behavior which deviates outside the guidelines set should be addressed immediately. The UK Office of Student Conduct (OSC) suggests that faculty approach any student who fails to meet expectations to discuss the issue one-on-one, giving them the opportunity to explain what happened and the program director an opportunity to outline next steps in correcting the behavior. Students who continue to disregard behavioral guidelines can be removed from the program. This would need to be a decision made in consultation with UKEA and OSC.

Finally, in setting expectations, program directors should be mindful of the diversity of the students in the group. Students should feel welcome and included regardless of race, ethnicity, sex, sexual orientation, gender identity, religion, disability, introversion/extraversion, etc.

XII. Program Director Application

Prior to departing the U.S., all program directors must complete a Program Director Application in UKEA’s system. This application will include some electronic signature documents which should serve as reminders of UKEA’s policies and procedures, as well as some questionnaires which will ask for pertinent risk management information.

Of most importance to UKEA within this application is making sure program directors have included:

- An active cell phone number (not a UK office phone number) where the program director can be directly reached abroad in the event of an emergency.
- Emergency Contact Information of someone else that can be reached on-site in the event the program director is inaccessible.
- The final day-by-day itinerary for the program.
- Information required for Clery Act/CSA compliance.

XIII. Clery Act – Campus Security Authority Training

UK faculty and staff program directors are considered Campus Security Authorities (CSA), and therefore must complete UK’s CSA training prior to departing the U.S. This training can be found on myUK, takes approximately 20-30 minutes to complete, and reviews which international crimes qualify as reportable.

CSA certification expires at the end of the calendar year. For example, faculty preparing for a summer program would need to complete the training at some point between January 1 and the departure date for their program.

For more information or assistance with this training, please contact Crisis Management & Preparedness (CMP) at 859-257-9567 or email them at cmp@uky.edu.
XIV. Final Pre-Departure Notes on Program Finances

- The remainder of the program fee (less the $500 deposit) will be billed the first week of the term in which the program takes place, so program budgets will need to be finalized prior to that point. A reminder to update budgets will go out prior to the billing date.
- UK EA is not responsible for the program director’s personal cell phone bill from their time abroad. Each program director may include up to $150 in their program’s budget to be used toward the purchase of an international/on-site cell phone or to activate an international SIM card or international cell phone plan on their existing cell phone to ensure they are accessible to students and to UK officials in the event of an emergency.
- If a teaching stipend was included in the program’s budget, it will be paid via UK Payroll either the first or second pay period after the program ends (depending on the end date of the program). Teaching stipends are taxed, so the final amount received will not match the amount listed in the program budget, and will instead depend on the tax withholdings the program director has on file with UK Human Resources/Payroll.
- Program directors taking a teaching stipend who are on a 12-month appointment or who are directing a winter term program will need to notify UK EA and request salary overload forms.
- All other travel reimbursements outside of the teaching stipend will be paid upon the faculty member’s return to the U.S. after any budgeted receipts have been submitted (if applicable).
- If, during the course of a program, unplanned savings significantly reduce actual costs, UK EA will refund each participant in equal measure, but only if the total program surplus is greater than $1,000 (students will share as a refund the surplus over $1,000). Refunds will be issued only after all program costs are reconciled via appropriate UK financial processes. Only UK participants with active UK student accounts will receive a refund. The $1,000 retained is used to balance out the College’s education abroad cost center, and then if additional surplus remains, to fund the UK EA Program Development Grant.
EAP 599 is a one credit-hour course completed on myUK/Canvas that helps students to maximize their experience abroad through personal reflection, goal setting, and other logistical considerations. Graduate students may also opt-into taking this course (they will not receive the tuition waiver without enrolling in the course), but they will not be required to complete course requirements.

More specifically, EAP 599 seeks to:

- Expose and engage students in different modes of self-reflection to develop critical thinking skills.
- Teach students the skill of setting personal, academic and professional goals on both short and long timelines.
- Show students how to speak about their education abroad experience effectively and articulately as it relates to professional development and global fluency.

All undergraduate participants on credit-bearing UKEA programs will be enrolled in EAP 599 during the term in which their program takes place. Students are charged tuition at the standard tuition rate for one credit hour based on their residency status (in-state vs. out-of-state). EAP 599 also waives the cost of tuition for the UK course(s) being simultaneously offered on their faculty-directed programs. Note that EAP 599 will not waive Distance Learning (DL) tuition or courses listed without a 700-level section number.

EAP 599 is offered as a series of three modules completed online via the Canvas platform. The modules are scaffolded, meaning they build upon each other, and need to be completed in consecutive order:

- **Part One – The First 48:** This module was designed to be completed within a students’ first 48 hours of arriving in their host community, but it can also be completed prior to departure.
  - **Learning outcomes** – to establish the foundation for the students’ education abroad experience. They will be given resources on health and safety, learn about the importance of reflection, and set SMART goals.
  - **Assignments** include a health and safety quiz, an initial reflection, and a S.M.A.R.T. Goal Setting exercise.

- **Part Two – Growth & Engagement:** This module was designed to be completed at the mid-point of the student’s education abroad program, but it can be completed at any point after the student has completed part one.
  - **Learning outcomes** – to practice on-going reflection skills and learn how reflection supports goal setting and professional development. Students will be asked to think outwardly about their host community and culture, and to think inwardly about their personal experiences and development.
  - **Assignments** include a Community Engagement activity, a reflection check-in, and a growing pains/skills identification activity.

- **Part Three – Heading Home:** This module was designed to be completed before the end of the UK term in which the program took place (i.e. a student on a summer EA program must complete all EAP 599 assignments by the end of the UK summer term).
  - **Learning outcomes** – to connect the education abroad experience with the students’ academic, personal, and professional goals in both the immediate and in the future. Students will reflect on the goals set in module one, and will learn to present their experience in a targeted and professional manner.
  - **Assignments** include a final reflection and a professional development activity.
While Abroad
On-Site Orientation

For non-customized programs, UKEA suggests that program directors arrange a tour of the local area upon arrival, and hold an on-site orientation. For the tour, it is helpful to point out facilities such as a pharmacy, supermarket, post office, ATM, and cafés which have free WiFi. An on-site orientation is typically provided by partners on customized programs.

The on-site orientation should review what was covered in the pre-departure orientation, but may need to be supplemented by some additional topics. The list below provides suggestions for topics to include. It is certainly not exhaustive, but program directors should include information using their judgment and knowledge of both the participants and the location.

- **Contact Information**
  - Distribute the program director’s cell phone number as well as the address and contact information for local hosts, if applicable.
  - Collect contact information from each student, including cell phone numbers and email addresses that they will check during the program.
  - Designate a place for posting emergency program announcements.
  - Encourage students to check their UK email frequently.

- **Emergency Procedures**
  - Review local emergency numbers.
  - Provide simple emergency phrases in local language. Designate a meeting point.
  - Arrange a communication tree. Remind students to call proactively in the event of an emergency. Make copies of the communication tree to distribute at the first class meeting.

- **Health and Safety Issues**
  - Review health issues relevant to the destination.
  - Ask for students trained in first aid, CPR, or higher level care to identify themselves.
  - If the program is non-customized, encourage all students to register through the AXA Assistance portal.
  - If the program is non-customized, make sure all students understand how to use the AXA international medical and evacuation insurance.
  - Encourage students to contact AXA Assistance at the first sign of illness.
  - If the program is customized and the partner’s insurance is also included, make sure both faculty and students understand how to use the partner’s insurance.
  - Discuss cultural considerations that could affect students’ safety and well-being

- **Public Transportation**
  - Review the local transportation system and recommended stations/stops.
  - Review any transportation safety recommendations.

- **General Reminders**—students should:
  - Look out for one another. Having a buddy system in place is key.
  - Let the program director know right away if their roommate or another student does not return as expected.
  - Talk to their program director about any problems before calling parents. Program directors will likely be best able to help with any on-site issues.
  - Avoid wearing clothing that clearly marks them as tourists or Americans.
  - Avoid displaying valuable items, including phones and jewelry.
  - Avoid carrying valuables and hand them over if confronted.
  - Always lock the door of their room, whether in an apartment, hotel, dorm or hostel.
  - Never allow locals/guests in their rooms at program accommodations.

- **Review program-specific expectations/code of conduct**
What Constitutes an Emergency
UKEA cannot guarantee or assure the absolute safety of participants or eliminate all risks from the education abroad environment. Nor can UKEA monitor students’ choices and behaviors at all times, or prevent them from engaging in dangerous, unwise, or illegal activity. Nonetheless, a program director must do their best to ensure a safe program is carried out. The key is adequate preparation, knowledge of procedures, and good communication through all phases of an emergency situation.

UKEA considers an emergency to be any circumstance that poses a genuine risk to the safety and well-being of program participants. Emergencies may include, but are not limited to, the following:

**Red-Level** – 1) natural disasters (i.e. earthquakes, floods, fires, tornados, hurricanes, volcanic eruptions, etc.), 2) Terroristic threat or attack, 3) Local political crisis, etc.

**Yellow-Level** – 1) lost documents, 2) travel logistics issues, 3) physical or sexual assault, 4) accident, illness or injury, 5) robbery, 6) mental illness, 7) missing person, etc.

International Emergency Response
Yellow-level incidents should be reported to UKEA as soon as possible – if unsure about whether something qualifies as an emergency, report it anyway. These incidents may or may not require assistance from UKEA, but need to be noted in the program’s records nonetheless.

Program directors should follow some form of the steps below for red-level incidents:

1. Contact and locate all program participants as quickly as possible to ascertain their well-being and to coordinate an immediate response plan.
2. Do what is necessary to preserve the safety and well-being of program participants in the immediate aftermath of an emergency. Program directors will be reimbursed/have access to additional funds for expenses related to the management of an emergency.
3. Take immediate steps to gather more information about the problem and assess the situation, utilizing all in-country resources available.
4. Contact UKEA and brief a staff member in detail. UKEA will help the program director navigate the rest of the process—fact-finding, communication and response plans, insurance considerations, and evacuation—if needed.
5. If appropriate, contact the local U.S. Embassy or Consulate regarding the crisis and follow whatever procedures they may require.
6. In an ongoing crisis, continue to keep UKEA informed on a regular basis via phone or email.
7. Continue to keep a clear focus on the emergency. Try not to panic, as the students will rely on the program leaders to help them through this difficult time.
8. Complete an incident report as soon as the situation is under control.

**Note on UK International Medical & Evacuation Insurance**
Every participant on a UKEA program will be enrolled into UK’s international medical insurance: AXA Assistance. This international medical insurance also includes evacuation services. UK’s international medical insurance coverage extends a total of 14 days before or after the official program dates. Note that this is separate from travel insurance, which would need to be purchased separately if desired.

To use the insurance in a non-emergency, contact AXA (contact information below) and give them the name of the affected party, the medical issue, and UK’s policy number (GLM N10876771). In the event of an emergency, seek care immediately and have the affected party file for reimbursement afterwards.

Programs utilizing the ‘customized’ model may end up with both UK’s international medical insurance as well as the customizing partner’s international medical insurance.
Resources & Primary Emergency Contacts

Information Resource Guide
UKEA provides each program participant with an emergency contacts card. This card can come in two forms: a physical copy or an electronic version which can be downloaded directly into the participant’s phone contacts through a software called KeynectUp. If program directors would prefer students to have physical copies, the program director can pick them up for the group from Bradley Hall at any time.

In addition, UKEA recommends that program directors have students write the following information in the space provided on the back of the physical card (or saved in their phone for the electronic version):

- Local emergency services number
- Program director’s cell phone number
- Phone number and address of nearest U.S. consulate or embassy

Emergency Contact Information
UK Police (monitored 24/7. UK Police will contact UKEA staff): 859.257.8573
Sue Roberts, Assoc. Provost for Internationalization: sueroberts@uky.edu
859.361.6129 (cell)
Miko McFarland, Director of Education Abroad & Exchanges: miko.mcfarland@uky.edu
417.337.1316 (cell)
Niamh Minion, Assistant Director of Education Abroad & Exchanges niamh.minion@uky.edu
713.828.0497 (cell)
Jason Hope, Director of International Health, Safety & Security jasonhope@uky.edu
502.657.9998 (cell)
AXA Security/Medical Assistance: 1.312.935.3542 (collect outside US)
1.855.327.1469 (toll-free within US)
medassist-usa@axa-assistance.us

Smart Traveler Enrollment Program (STEP)
UKEA enrolls all UK faculty-directed program participants (both students and faculty) in the US Department of State’s Smart Traveler Enrollment Program (STEP). Enrolling in STEP allows the Department of State to better assist enrollees in an emergency. More information about STEP can be found at http://step.state.gov.

Emergency Assistance to American Citizens Abroad
U.S. consular officers assist Americans who encounter serious legal, medical, or financial difficulties. Although consular officers cannot act as a citizen’s legal counsel or representative, they can provide the names of local attorneys and doctors, provide loans to destitute Americans, and provide information about dangerous conditions affecting overseas travel. Consular officers also perform non-emergency services, helping Americans with absentee voting, selective service registration, receiving federal benefits, and filing U.S. tax forms. Consular officers can also notarize documents and issue passports.

The Department of State’s Overseas Citizens Services may be contacted at the following numbers:
1.202.501.4444 (from outside US)
1.888.407.4747 (from within US)
Communication
Communication & Documentation

UKEA emphasizes the importance of communication to both program directors and students. Throughout the application process and while abroad, UKEA encourages students to communicate with the program director regarding any issues that arise, including course content, cultural adjustment, health and safety incidents, and group dynamics. However, sometimes students are not comfortable sharing information with the program director (i.e., with issues related to grading or when a participant would be most comfortable talking to someone of their same sex or gender). In these instances, UKEA invites students to contact their UKEA Advisor, their academic advisor, or another member of the UK community who can be of assistance.

The Family Educational Rights and Privacy Act (FERPA) protects the privacy of students’ education records. Typically, students’ education records may not be disclosed without their permission to anyone who is not a school official with a legitimate educational interest. However, given the sometimes complex nature of the education abroad process in terms of financial, academic, and health/safety concerns, many students choose to waive their FERPA rights and designate particular people, usually family members, as financial and emergency contacts with whom UKEA staff and faculty program directors may discuss a student’s record. If a program director is contacted by someone who wishes to discuss a particular student, that program director is invited to contact UKEA to consult about how to handle the situation.

UKEA’s goal is to ensure that students are healthy and safe, and that faculty members are healthy, safe, and protected from liability.

Documentation facilitates clear communication between the program director, student, UKEA, parents and other campus entities if needed. The following are types of incidents that should be documented as soon as possible:

- Behavioral infraction
- Uncharacteristic disruptiveness by a student
- Illness/injury requiring medical attention
- Law enforcement action

This list is not exhaustive—when in doubt, document!
Post-Return
Welcome Back!
Hopefully the program was a major success! UKEA encourages faculty program directors to craft a summary of their experience abroad which can be shared with departmental and college leadership to assist in the ongoing improvement of the program for future years. Comments submitted by students as part of their EAP 599 course can also be collected anonymously and distributed to aid in this feedback.

With this iteration of the program concluded, here are a few final items to wrap everything up for the year:

I. UKEA Post-Return Faculty Survey

This short, five-question survey will let UKEA know how the program went as a whole. Specifically, UKEA is interested to note:

1. Were there any medical or health-related issues on-site for either the program director(s) or the students?
   a. If so, how were they attended to?
2. Were there any behavioral issues on-site?
   a. If so, how were they managed?
3. How were the overall group dynamics?
4. Did the location support the course content?
   a. What might be changed the next time around?
5. Is there any other feedback, comments, or suggestions that UKEA should know?

II. CSA Questionnaire

Although the Clery Act questionnaire part 1 was completed prior to departing for the program, there is now a part 2 to complete. While part 1 of the questionnaire requested the addresses where the group stayed, part 2 asks for the specific room and floor numbers where the group stayed. Information from both questionnaires is needed for UKEA’s portion of the UK Clery Act Report.

If the faculty member directed a program using the ‘customized’ model, the customizing partner may have retained room and floor numbers in instances where the program director did not.

III. Receipt Submission

Whether the program followed the ‘customized’ or ‘non-customized’ model, if funds were budgeted for specific expenses outside of UKEA’s affiliated providers, be sure to bring all related receipts back to UKEA within two weeks of returning to the U.S. Program directors on ‘non-customized’ programs should be sure to follow the instructions for returning receipts outlined in their Financial Management Orientation.

IV. Start Preparing for the Next Cycle!

Although it may feel like there was little break between the end of the first program and the start of the second program, if the program will be run again the following year let UKEA know to begin setting everything up for the next time around, and keep an eye out for the suggested deadlines to submit program proposal and budget information. The process is usually easier the second time around!