

UGA Study Abroad Program Manual

Congratulations on your newly approved study abroad program! Enclosed you will find information on several important topics. Each lettered section is a separate document in order to facilitate updating (when major changes are necessary in a particular section, OIE will send directors an updated version of that section via the list-serve). Therefore, you may find it convenient to place these documents in a three-ring binder.

You should also receive with this packet, if you do not already have them, the following additional resources:

- Study Abroad Health, Safety and Risk Management Training Manual
- Risk Management Orientation CD-ROM

Please contact the Office of International Education at any time if we can be of assistance to you. Questions about budgeting, accounts, etc. should be directed to Kasha Puskarz (425-3151) and other inquiries to Kasee Laster (425-3275).

Contents:

Section A: Academic Information

Section B: Financial Information (*brief version – please see full financial manual*)

Section C: Registration & Financial Aid

Section D: Transient Students

Attachment – Study Abroad Transient Admissions Form

Section E: Working with OIE

Attachment – Services Provided for Faculty-Led Programs (*what OIE does for your program*)

Attachment – What Programs Turn In (*what your program does for OIE*)

Section F: Orientation & Risk Management (*brief version – please see full risk management manual*)

Document A: ACADEMIC STANDARDS

Updated 4-13-2011

Background information. Study Abroad programs have become an integral part of academic life at UGA. Study abroad extends the classroom beyond the traditional campus, but study abroad courses are not exempt from the requirements imposed by various entities (e.g., BOR, SACS) upon courses taught on campus. Study abroad courses must be consistent with on-campus courses in terms of quality and content, while extending their scope and effectiveness through the benefit of an off-campus location.

I. COURSE STANDARDS:

A. General Considerations:

Study abroad programs have long required the approval signature of the department head and appropriate dean. In 2006, OIE added to the program approval process a form clarifying precisely what is indicated by these departmental and college signatures; all new program proposals require department head and dean attestation to the standards below, and gradually, existing programs will be asked to certify adherence to these criteria as well:

- The program offers the requisite contact hours for the credit hours to be awarded (see section B below).
- In the case of short-term study abroad programs (ten days to three weeks) which involve a lot of travel, department heads and deans should require a detailed accounting of contact hours to assure that the requisite contact hours are in place.

Note: When calculating contact hours for very short programs such as those in the 10-day range, please consider whether long periods of travel, jet lag recovery, etc. will make it difficult to make maximum use of class time immediately upon arrival.

- The program director, any other UGA faculty or personnel, and any foreign faculty who teach on the program are qualified in accordance with UGA Instructor of Record Policy (see section C below).
- If graduate teaching assistants are used, they meet the required number of graduate hours and other Instructor of Record requirements, and are pursuing a degree at UGA at the time of the study abroad program.

Note: Individuals who have graduated are no longer considered graduate assistants and will need to be hired by the department following all UGA requirements for establishing and hiring for a position. This may be a temporary position or a position within the department. This includes summer as well as the academic year. Please keep in mind that a graduate

assistant (GA) does not need faculty affairs approval, because they do not teach. A graduate teaching assistant (GTA) does need faculty affairs approval, because they will teach.

- Vitas for all foreign faculty are reviewed by the appropriate official in the UGA department owning the course prefix, and vitas are kept on file by both the program and the course prefix department (the UGA director is the instructor of record when foreign faculty teach; however, please keep permanent files of the vitas of foreign faculty themselves for SACS and related purposes).
- The curriculum is appropriate and sufficiently rigorous, commensurate with other courses in the department/college, including content and pedagogical method(s) appropriate to the discipline, (traditional lecture, field research, lab research, internship, service-learning, etc.), and appropriate number and types of assignments.
- The program contributes to the teaching goals of the department/major.
- All course numbers listed are UGA courses, approved through the curricular approval process.
- The program director has made adequate provision for student access to course materials (see attachment C).

Note: In your program planning, please consider students' access to libraries, labs, and other materials and resources needed for completing coursework. The UGA library can help: to see about setting up a customized website for your program, a sort of on-line reserve collection accessible from abroad, please contact Ms. Diana Hartle, Reference Librarian, Science Library, dhartle@uga.edu or 706-542-6399. For examples already in use by UGA study abroad programs, please visit:

<http://www.libs.uga.edu/ref/dl/studyabroad/index.html>

- Directors of UGA study abroad programs should be aware that if faculty are teaching in a program, and the courses taught count towards the faculty member's regular UGA course load, then **those course must meet minimum enrollment targets for an on-campus course**. This includes both 9- and 12-month faculty and includes program directors themselves.

B. Contact hours

From the BOR Policy Manual (thanks to Drs. Dunn and Morehead for providing the following):

304.01 SEMESTER SYSTEM

Semester System: All institutions in the University System of Georgia shall be on the semester system

The academic year shall consist of two regular semesters, each not to be less than 15 calendar weeks in length (minimum of 75 class days per semester, excluding registration and final examination periods).

A minimum of 750 minutes of instruction or equivalent is required for each semester credit hour. [750 minutes is equivalent to a class meeting 15 times (for the 15-week semester) for 50 minutes each time. – DD]

Lecture/Lab/Discussion Hours:

Designates the number of hours of lecture and the number of hours of laboratory or discussion group to be required.

1 hour lecture = 1 contact hour

2 hours laboratory = 1 contact hour

1 hour discussion group = 1 contact hour

II. FACULTY:

A. Academic qualifications and course load responsibilities

- The program director, any other UGA faculty, any local (foreign) faculty scheduled to teach in the program, and all graduate teaching assistants are qualified in accordance with UGA Instructor of Record Policy (see below). UGA teaching assistants must meet the required number of graduate hours and other Instructor of Record requirements, and must be pursuing a degree at UGA at the time of the study abroad program.
- Study abroad program directors, addition to being qualified to be instructor of record for the courses they will teach abroad, should have a full-time, permanent position. Graduate students and those with temporary positions will not normally be approved as program directors. Colleges or departments may have additional requirements concerning tenure status, etc.
- Directors of UGA study abroad programs should be aware that if faculty are teaching in a program, and the courses taught count towards the faculty member's regular UGA course load, then those course must meet minimum enrollment targets for an on-campus course. This includes both 9- and 12-month faculty and includes program directors themselves.
- For detailed information on UGA faculty appointment and instructor of record policies and procedures, please visit the Office of Faculty Affairs website:

<http://provost.uga.edu/index.php/policies-procedures/academic/academic-affairs/4-general-policies/407-miscellaneous-course-policies/407-12-instructor-of-record/>

And

<http://provost.uga.edu/index.php/policies-procedures/academic/academic-affairs/4-general-policies/407-miscellaneous-course-policies/407-13-faculty-credentials-and-institutional-approvals-required-for-instructors-of-record/>

- Foreign faculty must also meet UGA instructor of record requirements. OIE approves the practice of using foreign faculty, qualified according to the above policy, where appropriate, due to the cultural benefits to students as well as the savings to the program in faculty travel and room and board. Programs must abide by the Studies Abroad Foreign Faculty instructor of record policy at:

<http://provost.uga.edu/index.php/faculty-affairs/studies-abroad-foreign-faculty-appointment-policy-procedures-and-forms/>

- If your program arranges a “package deal” for instruction with a foreign host university, in which instruction by local faculty is included with classroom space, dorms, and/or other services for one price, those host faculty who will be teaching UGA students will need to be approved as individuals as above.
- Rehiring retirees: all forms need to be submitted to Faculty Affairs by May of the prior academic year in order to be approved by the Board of Regents in the June meeting. Please refer to your dean’s office for assistance with this process.

B. Financial considerations

- Payment to foreign faculty and to guest lecturers may be made via a signed honoraria form as long as they have never worked for UGA before. Anyone who has worked for UGA will have to be paid on salary. Please call the Payroll Department if you have any questions at 706-542-3431.

Honoraria form for individuals outside the United States:

http://www.busfin.uga.edu/forms/honoraria_fees_outside.pdf

- **OIE does not handle UGA payroll for study abroad programs. Please make arrangements regarding payroll for your program within your academic department.
- Payroll calendars with due dates can be found at:

<http://www.busfin.uga.edu/payroll/calendar.html>

- Any programs that are using the residential centers and whose faculty will be paid from a 723 account will need to get an approved copy of the personnel form to Kasha Puskarz at least one week prior to the due date of the first payroll voucher. You will need to know if the person is on monthly, academic, or summer school payroll.

III. COURSE LOADING:

A. Permission

The program director must secure permission from the appropriate academic department head to offer that department's courses. Therefore, if the director plans to add courses outside his or her home department, please get in touch with the relevant department head *early* in the planning process for each term the program runs.

B. Mechanism

- The department head's verbal agreement for an SA program to run a course, while absolutely necessary, does not automatically result in permission within the mainframe system for director or the program staff to physically load the course.

Each department is responsible for sectioning its own courses, so the director must request that they load the requested course, or else receive permission from the department for someone affiliated with the director's own department or program to load the course.

- Before loading courses, the director must obtain the appropriate department head's signature on the REGT form (see the URL below) for each course offered on the program. Again, this form comes into the process at the point of actually loading the courses; it is not a substitute for early discussions with the department head!

https://www.reg.uga.edu/pdf/forms/Approval_Studies_Abroad.pdf

Please send OIE a copy of all completed REGT forms, as doing so allows OIE to keep track of who is involved with REGT course loading.

- ****Please note that the courses must be loaded with the REGT curricular code, not the UNIV curricular code, which the code most sectioning officers are used to using, but which is only used for on-campus courses.**
- The building codes needed when adding course offerings correspond to the cities and countries where the courses are offered. Please e-mail the Associate Director of OIE (klaster@uga.edu) for help in obtaining the proper building code. **Double-check your building codes!** The codes are tied to country, city, particular study abroad program, etc. and these appear on student transcripts. A wrong building code could mean that your participants' transcripts show the wrong study abroad program or no program at all.

IV. On-Campus Class Absences Related to Study Abroad Attendance

Occasionally OIE approves short program proposals that take place during the academic year, often conferences, performances, or competitions that involve participants being gone a few

days, often a long weekend, during the academic term. These are often excellent and worthwhile opportunities for our students.

However, directors and their students should be aware that OIE approval of the program in no way requires faculty to excuse absences from students who want to participate. The Director of Study Abroad can confirm information for an instructor (that a student is going on program X, that the program has been approved by OIE, the nature of the program and name of the director, and so forth). But OIE does not lobby on behalf of the director or students for faculty to excuse someone from class as that is entirely an academic matter.

V. A Note Re: Library & Course Material Access

In your program planning, please consider students' access to libraries, labs, and other materials and resources needed for completing coursework. The UGA library can help: to see about setting up a customized website for your program, a sort of on-line reserve collection accessible from abroad, please contact Ms. Diana Hartle, Reference Librarian, Science Library, dhartle@uga.edu or 706-542-6399.

For examples already in use by UGA study abroad programs, please visit:

<http://www.libs.uga.edu/ref/dl/studyabroad/index.html>

Document B: FINANCIAL INFORMATION

Updated 4/11/2011

This brief summary of key points is not meant as a substitute for the full financial manual and training available from the OIE Business Manager. Program directors must attend financial training and must sign an expectations list indicating their understanding of and adherence to UGA financial policies. The training is also recommended for program staff or for anyone from the department or college who is assisting with the program's finances. The dates of upcoming seminars are announced via the FACSA list serve.

I. SETTING UP ACCOUNTS:

- Now that your study abroad program has been approved, the director will need to contact Kasha Puskarz, kpuskarz@uga.edu, 425-3151, who has been authorized to open program accounts in the Business Office. One is called an agency (or program fee) account and one is called an in-service (or tuition) account.
- These accounts will be used to house program fees and tuition money. Please contact Kasha for a detailed information packet on how money in each account can be spent (there are precise rules about which kind of expenditure can be paid from which account) and procedures for using that money.

II. PERSONNEL AND PAYROLL:

- **OIE does not handle payroll for study abroad programs. Please make arrangements regarding payroll for the program within the appropriate academic department.
- Any programs that are using either the Oxford or Costa Rica residential center and whose faculty will be paid from a 723 account will need to get an approved copy of the personnel form to Kasha Puskarz at least four weeks prior to the due date of the first payroll voucher. Please specify whether the person is on a monthly, academic or summer school payroll.
- Rehiring retirees: all forms need to be submitted to Faculty Affairs by May in order to be approved by the Board of Regents in the June meeting. Please refer to the appropriate dean's office for assistance with this process.
- Payroll calendars with due dates can be found at:

<http://www.busfin.uga.edu/payroll/calendar.html>

- A guest lecturer who gives one or two lectures on a topic can be paid on a signed honoraria form as long as they have never worked for UGA before. Anyone that has worked for UGA will have to be paid on salary. Please call the Payroll Department with any questions, 706-542-3431.

Honoraria form for individuals outside the United States:

http://www.busfin.uga.edu/forms/honoraria_fees_outside.pdf

III. SUBMITTING A BUDGET:

- Please note that all programs must submit a complete program budget to OIE each year by the dates below. This complete budget is separate from the abbreviated petty cash budget that is submitted to the Bursar's office if petty cash is requested.

Budget deadlines:

Fall semester budgets due July 5th
Spring semester budgets due December 5th
Maymester budgets due March 5th
Other Summer budgets due April 5th

- The budget should reflect the most up-to-date information about that year's enrollment, revenue, and exact expenses. The budget, a separate one for each program and academic term that runs, needs to follow the template in Excel, which is the same one used to get programs approved initially:

<http://www.uga.edu/oie/docs/resources/forms/SampleBudget.xls>

Additional instructions:

http://www.uga.edu/oie/docs/resources/forms/Instructions_for_Completing_Budget.doc

Please include the e-mail address of the individual completing the budget form.

- If a faculty member directs multiple programs from a single office, please pro-rate administrative costs within the US across the programs and indicate the basis (number of students enrolled is a common one) on which they were pro-rated.

IV. COLLECTING TUITION and PROGRAM FEES:

A. Collecting Program Fees & Tuition

The form for setting up the collection of program fees is on the Bursar's site:

http://www.busfin.uga.edu/forms/program_fees.pdf

- 1). You will provide the Bursar with your program name (this should be a name which students and Bursar's office staff can easily match up with your particular program, as it will

appear on the student's bill). Also provide your full agency account number (which you should have already set up via the normal process), the object code (usually 45000), and the TERM of your program (based on the academic term in which the students will actually be enrolled in OASIS for the program).

2). Provide your fee deadlines. You can have one deadline for the entire amount but if students can't pay it all at once, they will end up with a flag. Alternatively, you can divide your fee into up to four separate payment deadlines.

Your deadline(s) will need to correspond with the existing billing dates in the student financial system, which are roughly the 10th of each month (sometimes earlier or later depending on weekends and holidays). Make your last deadline no later than 30 days before departure.

3). Provide student names and either the social or the 810.

4). If you want, you can send the name, account, etc. information initially and the student names later, using the same form.

Please send only the names of admitted students who have clearly indicated their intention to participate; you can always send additional student names later if you have adds – just make sure to provide the same account name and number information as previously.

Again, all of the information listed above, items 1-4, should be entered on this form:

http://www.busfin.uga.edu/forms/program_fees.pdf

You may attach additional sheets if necessary to list the students.

5). TAKE the list to the Bursar's office (since it contains socials, please do not e-mail the document). Once you have turned in the list, you will immediately be credited the agency funds. Your students' bills will show the balance due within 48 hours of the stated due date. If students do not pay the stated amount by the deadline for that payment, the student's account will show BALANCE DUE IMMEDIATELY until it is cleared.

6). Check your students' payment status (the Bursar's office will give you or your designee, such as a business manager in your department, access to do so) to make sure everyone is paid. Check increasingly often as program departure nears; as you did when you collected checks, you will still need to "nudge" unpaid students increasingly urgently. Because of the credit card option and the way financial aid will be dispersed, you will probably have fewer people paying at the last minute than before, but it is still vital to see who has paid and who has not. The names of individual payees will *not* be reflected in monthly account status reports, so again please check on-line.

- Students will pay tuition as they would if they were on campus. All in-state UGA students, out-of-state UGA students, and University System of Georgia students pay in-state tuition while studying abroad with no additional fees.

A relatively small number of transients who are **both** out-of-state **and** not currently attending a USG System institution pay in-state tuition plus an additional \$250 non-resident fee, which is collected directly by the Bursar's Office with tuition.

B. Estimating tuition

- To determine the estimated tuition, both for budget planning and in order to provide accurate information to students, please see:

<http://www.busfin.uga.edu/bursar/schedule.html>

- Please be aware that tuition costs differ for undergraduate and graduate students, for certain undergraduate majors, and, according to the student's entering year.
- The simplest way to project tuition revenues would be to assume the lowest possible tuition revenue (i.e., tuition from returning underclassmen in Arts & Sciences majors).

Alternatively, a more time-consuming and accurate way to estimate revenue would be to look at the program's past student populations (by major and by academic level) to see what proportions would be paying higher and lower rates.

- **Please note that transient admits (students from other colleges or universities going on your program) will be assigned to a UGA college/degree program by Admissions based on their self-selected major. If you teach in a high-tuition degree program or college, your students may NOT be admitted into that same college and as a result may pay tuition at a lower rate than do your majors at UGA.**
- Many graduate students are on assistantship and do not pay tuition. They pay a \$25 matriculation fee. **Programs cannot charge them additional program fees to make up the difference.**
- Many student fees such as health and transportation can be waived by students studying abroad; please note that the Institutional Fee and the Technology Fee *cannot* be waived.

C. Payment of tuition

- Tuition will be due at the regular date set by UGA for students here on campus, based on the term of the program. Students should print out fee bills when registering and pay the Bursar's Office directly for their tuition, provided they are not on the HOPE scholarship.

- To find out the tuition they owe individually and to pay by credit card or webcheck, instruct students (**including transients) to go to one of the following addresses (students will need their UGA ID and password):

www.bursar.uga.edu - click on My Student Account

or

www.uga.edu - click on MyUGA

Although on-line payment is preferable, students can also physically mail checks made payable to UGA to:

Bursar's Office
424 E. Broad Street
Athens, Georgia 30602

Shannon Lay, manager of Student Accounts, indicates that if programs send her a list of signed-up participants (UGA and transient) at an appropriate point pre-departure, she can tell them who has and has not yet paid tuition. (slay@uga.edu, 706-542-6797).

D. Re-instatement

- Once drop/add ends for a particular term, if a student has never been added to the appropriate course(s) – or if he or she is dropped for non-payment – Late Add or Reinstatement procedures will be necessary. Please see the websites below for the most up-to-date procedures.

- Late add:

http://www.bursar.uga.edu/student_account_information.html#anchor7

- Reinstatement:

http://www.bursar.uga.edu/student_account_information.html#anchor9

- Because the student will be abroad, several of the steps normally completed by the student will have to be completed by someone from the program or the home academic department. This can be time-consuming; nonetheless, it is vital for academic, risk management, and financial reasons that the re-instatement process be completed as soon as possible so that the student is again enrolled in the courses.

Points of contact for registration trouble-shooting and re-instatement:

Registrar's Office: Rodney L. Parks, Associate Registrar, 706-542-8762, rlparks@uga.edu;
Nita Bellamy, 706-542-4055, nbellamy@uga.edu

E. Payment schedule & refund policy

- Be sure to provide students with a written payment schedule and refund policy as early as possible (ideally, with their blank application form). Many programs ask students to sign and return this form to acknowledge their acceptance of these policies. Students do drop out at the last minute and after programs have made financial commitments to vendors. A sample statement of policies with a fill-in-the-blank payment and refund schedule is available at:

http://www.uga.edu/oie/docs/resources/forms/Sample_Payment_Schedule.doc

F. Tuition return and non-traditional programs:

- Tuition return is available for some non-traditional (unaccompanied) programs on a case-by-case basis. In order to qualify, programs must offer academic credit hours, undergo full academic and risk management approval, plan to or currently send out at least three students a year (may be to multiple locations), and submit budgets, itineraries, and enrollment lists annually, just as do traditional (group) programs. Please note that graduate students on assistantship do not pay tuition, so tuition return is not available from these participants for either traditional or non-traditional programs. Please see Kasee Laster or Kasha Puskarz for more information and to see if your program may qualify.

V. PURCHASING:

A. Petty Cash:

- The Bursar's Office and Procurement are working to eliminate petty cash entirely **except** for study abroad. So keep in mind that when planning domestic travel for attending conferences, conducting research, recruiting for the program, etc.

Business Services are NOT eliminating petty cash for studies abroad. However, they are asking that program directors review expenses to see if there are additional items that can be taken care of via a p-card or using invoices paid through Accounts Payable.

For the director, these methods reduce the amount of petty cash they are responsible for while traveling, thus reducing liability and increasing safety during the program, as well as reducing the reconciliation paperwork required upon return.

Questions may be directed to OIE Business Manager Kasha Puskarz at 706-425-315, to Bursar Lisa McCleary, or to Amber Redfern (Lisa and Amber are at 706-542-2965).

B. Domestic supplies & food:

- Domestic supplies such as office equipment and paper should be bought on P-cards. Petty cash advances are not necessary for these types of purchases. Currently, domestic food

purchases (such as for study abroad recruitment or orientation events), cannot be made on P-cards and require either a petty cash advance or the use of someone's personal funds and subsequent reimbursement.

Flexible P-cards that allow people to buy food in certain very limited situations may be available in a few months, per Lisa McCleary and Annette Evans. Of course, domestic food purchases can never be made – via P-cards or any other means – from in-service/tuition accounts, but only from agency/program fee accounts.

Another option is to ask a food vendor – if it is a local vendor such as a large grocery store or a pizza chain, used frequently for on-campus events – if they are in, or could enter into, a direct billing relationship with the university rather than being paid cash.

C. Payments To Foreign Vendors:

- Procurement and the Bursar's office require that large payments to providers based on set invoices go through Accounts Payable and not be paid via petty cash. Jennifer Oates is the contact in Accounts Payable – jbmoon@uga.edu or 542-2786.
- **Please see Kasha's financial manual for more detailed information about large payments to vendors; some instances require that a formal contract (which must be approved by Procurement before being signed by anyone from UGA) be in place.

Faculty and staff: do NOT sign contracts or otherwise financially bind or commit the University without having these approved in advance by Annette Evans (amevans@uga.edu, 706-542-7066) or Chad Cox (chadcox@uga.edu, 706-542-7107) in Procurement. **Failure to have contracts approved before signing may result in your creating a personal financial obligation.**

- Accounts Payable can make payments by direct wire transfer as well as by paper check. Using this method, vendors end up paid a day or two earlier since there is not the time spent picking up, depositing, and subsequently wiring the check. A bonus is that the university will pay the wire fee, and the program does not have to!

Allow ten business days for the wire transfer to “land” in a foreign provider's account (domestic wires are not instantaneous, either). If a director is in a hurry to pay the provider, he or she may walk the check request through for signatures.

This system (i.e., direct wire from Accounts Payable based on a check request) is intended to be used for items that have a firm invoice available several weeks ahead of time and that represent a large amount of money relative to the overall program budget (such as with all-inclusive providers).

- Note that funds (program fees from students) must already be collected and actually sitting in a university account (not just anticipated) before the program director can draw on them for wire transfers, checks, or petty cash advances.

D. Opening A Petty Cash Account/Doing Wire Transfers:

- To open a new petty cash account, you must first obtain an approval letter from the Bursar's office. You must also have an appointment to meet with the proper individual at Wachovia (the Bursar's Office can direct you to whom to see at Wachovia).
- Wachovia is the mandatory local bank for all petty cash accounts, including for study abroad.
- Again, please note that program fees from students must be collected and sitting in a university account in order to draw from them petty cash, as well as for wire transfers or checks.
- The Bursar's office has worked out a way to allow programs to use tuition funds that normally would not be available until later for wiring to vendors. Please make sure to work through Kasha at OIE.

E. Carrying cash abroad:

- Remember that carrying cash around abroad represents a form of personal as well as financial risk to the employee, UGA, and the administrator who co-signs the petty cash form. So the goal is to minimize cash carried by individuals.
- **The individual faculty or staff member is responsible for the money he or she is carrying and also for any petty cash funds co-signed for as a department head, dean, etc.**

VI. POST-PROGRAM RECONCILIATION:

- All petty cash funds must be accounted for via complete, clear, and properly formatted receipts submitted to accounts payable within 45 days of the program's end date. Additional information is available from Kasha regarding the requirements for reconciling receipts.
- When turning in receipts at the end of the program, do not put a personal social security number on the check request; doing so will cause the funds to be deposited into the requestor's personal account. These are not personal funds; rather, they are the result of a petty cash disbursement which must now be refunded.

However, these funds may still be inadvertently deposited into the requestor's personal account, so once the custodian of the petty cash (i.e., generally the program director) has turned in receipts and the check request to Kasha, he or she should monitor his or her

checking account and look for the direct deposit to come in. If that occurs, submit the funds to the Bursar to close out the petty cash fund.

- Submitting the funds to the Bursar fulfills the petty cash custodian's responsibility in accounting for the funds previously signed for.

VII. BUDGET REVIEW ROLES:

- One important role of OIE is to review the overall program budget, looking at whether all likely expenses have been considered, whether amounts are reasonable, whether expenses are categorized properly as tuition or agency money, etc. We need updated program budgets each year or term, by a predetermined deadline which we will communicate via the FACSA listserv. Once a budget is approved, OIE will communicate that approval to the Bursar.
- The Bursar's Office reviews the petty cash budget as part of the petty cash request and is particularly looking for whether it is acceptable to cover a particular item out of petty cash.

VIII. FOREIGN BANK ACCOUNTS:

- The Bursar's Office understands that foreign banks will often require an individual to put his or her name on a business account; however, the Bursar's office requires that all foreign checking accounts also have **the University's name and tax ID number associated with the account** as well.
- **If your program's only option to pay expenses is a foreign bank account please see Lisa McCleary in the Bursar's office as soon as possible.**

It is preferable to have multiple signatories so that someone other than the director could access the money if something happened to the program director. Otherwise, university money could conceivably sit inaccessible for years while an individual's estate is settled.

Document C: REGISTRATION & FINANCIAL AID

Updated 4/11/2011

I. REGISTERING STUDENTS in OASIS:

A. General Process

- Directors may register students for courses (their PIN numbers are required) but it is preferred to give students the call numbers and instruct them to register themselves for courses in the program (clearing them first for Permission of Department if the courses are loaded POD).
- Please take care of all Adds and Drops to classes and verify that students are enrolled in the correct courses before leaving campus, unless a staff member on campus can take care of those changes while the director is abroad.
- Please note that if directors register the students, he or she will NOT be able to register anyone with any sort of flag, nor can faculty or staff “take care” of a flag on a student’s behalf; if a student has a flag, contact the student and explain that he or she MUST clear the flag as SOON as possible, and then let you immediately when he or she is cleared for registration.
- **A note about programs that cross-list or offer students the option of categorizing credit in different ways:** Make sure your students talk to their advisors! Make sure they *know* what prefix and course number they want credit in if they have choices. It is very hard to change which course a student took later, especially if the grades have already been posted. They must work closely with their own academic advisor from early on, make a choice about what credit will be most beneficial to their program, and stick to it.

Otherwise, a domino effect quickly develops: student has flag, there’s no course registration, there’s no tuition bill, there’s no payment of tuition for the program budget. . . For liability, financial, behavioral, and group dynamic reasons, students must be formally enrolled in UGA courses while abroad!

- Associate Registrar Rodney Parks has kindly agreed to be the contact person for any questions regarding the registration of study abroad students (note that Rodney cannot help with Admissions issues, but rather questions regarding placing already-admitted individuals into classes). Rodney’s contact information is **542-8762** and **rlparks@uga.edu**.
- **Be sure to have students register (or register them) before the end of the normal drop/add period** (the regular, on-campus term dates) for the term in question. On a few occasions, it has caused problems for Financial Aid when students have not been registered for study abroad until after the end of drop/add for the term. Students must

understand that paying either a commitment deposit to the study abroad program or a transient admissions application fee to UGA does **not** equal automatic registration for a course.

At the end of drop/add, Financial Aid begins canceling aid for students who are not enrolled; they have no way of knowing if a student is just not *yet* enrolled for a study abroad program (for Summer semester, they start looking for non-enrolled students at the end of drop/add for the Thru session).

It is a considerable process to re-instate aid for a student who has been cancelled for non-enrollment. If a significant, unavoidable problem in registering one or more students in a timely manner looks likely, please alert Financial Aid early as to the situation.

B. Dropping courses

- Students on study abroad programs should be instructed that they are subject to the normal drop-add deadlines for withdrawing from a course and avoiding a “WP” or “WF.”
- You may wish to remind students of the withdrawal policy that went into effect Fall 2008 limiting the number of WPs that students can receive to four during their undergraduate career at UGA:

<http://bulletin.uga.edu/bulletin/ind/withdrawal1.html>

- Even if drop-add has not ended, students will NOT be allowed to drop study abroad courses coded REGT without the program director and/or Director of Study Abroad writing the Registrar’s Office and requesting it. This protects the program budget from students quietly dropping and thus not paying tuition (or receiving grades), but getting to go on the trip abroad anyway.

C. Re-instatement

- Once drop/add ends for a particular term, if a student has never been added to the appropriate course(s) – or if he or she is dropped for non-payment – someone from the program’s academic department will have to walk through a fairly time-consuming reinstatement process (this is normally done by the student, but in this case, he or she is generally abroad, as the student and program director generally won’t find out about the student being dropped for non-payment until after departure).
- The first step of re-instatement is the late add paperwork for each class (this requires walk-through for departmental signatures). The completed late adds are brought to the Registrar’s Office. The student is put back into his or her classes but is immediately flagged. The student then has three business days to pay the Bursar’s Office, at which point the flag is removed. If he or she does not pay, the student is dropped again and the entire re-instatement process must be started over.

- Student Accounts assesses a late fee for students dropped for non-payment. This must be paid as well as the original tuition.

If a reinstatement is necessary, good contact are Nita Bellamy in the Registrar's office (542-4055 or nbellamy@uga.edu) and the Bursar's Office at 542-1625.

- Payment options by credit card or webcheck: instruct students (**including transients) to go to one of the following addresses (students will need their UGA ID and password):

www.bursar.uga.edu - click on My Student Account

or

www.uga.edu - click on MyUGA

Students can also physically mail checks made payable to UGA to:

Kelly Jones
Bursar's Office
424 E. Broad Street
Athens, Georgia 30602

If the student is trying to add a course back from a previous term, the Registrar's Office will need a letter initiated by the instructor and signed by the department head and dean. The letter is taken to the Student Accounts office and the student pays for the course. The course is then added to the student's record with a grade of 'NR.' Once the grade of NR has been entered, the instructor for the course has to do a grade change form to change the NR to the appropriate grade.

Points of contact for registration trouble-shooting and re-instatement:

Registrar's Office: Rodney L. Parks, Associate Registrar, 706-542-8762, rlparks@uga.edu

II. FINANCIAL AID MATTERS:

Students will ask the program director for information about their financial aid. Please refer them to the Office of Financial Aid for questions regarding their specific situation, but here are some of the basic facts:

- As on campus, the HOPE scholarship pays a portion of tuition directly, based on the number of credit hours for which students are registered in OASIS.
- To qualify for federal student loans, undergraduates must be enrolled for 6 hours; graduate students must be enrolled for 5 hours for fall or spring semesters or 3 hours for summer semester.

- Requirements for other types of grants and scholarships vary; have students check with the Office of Student Financial Aid in the Holmes-Hunter Academic Building for more information, 706-542-6147. Students should also verify that they are eligible and have applied for federal aid for the appropriate semester, especially for summer programs.
- Students are generally automatically awarded HOPE Scholarship if they meet the HOPE eligibility requirements and are going on a UGA resident credit program; these students do not need to do a separate application process for either semester programs or summer programs.
- Students on need-based aid should inquire about the possibility of adjusting their award based on the cost of attending the study abroad program. Pell Grants were not formerly available for summer, but due to recent rule changes, are now available in some cases for summer 2010; additional rules will take effect summer 2011. Pell recipients should contact OSFA individually to determine their summer Pell Grant eligibility.
- Information on many study abroad scholarships administered by OIE is available at:

http://www.uga.edu/oie/sa_scholarship.htm

- Transient students from University System of Georgia schools other than UGA (West Georgia, Clayton State, etc.) will receive HOPE at the UGA tuition rate while on the program, not the rate from their home institution. However, their home institution is the starting point for the process. Please direct within-system transients to the financial aid office at their home institution for more information.

Document D: TRANSIENT ADMISSIONS

Updated 4/11/2011

I. OVERVIEW:

A. Key points

Transient admissions is a time-consuming part of study abroad administration, but a rewarding one in that it allows for a richer mix of students participating in the program. Two cardinal rules apply:

- It is up to you as a program director whether or not to accept transients. OIE policy neither favors nor discourages it.
- Everyone going on the program should be enrolled in UGA classes for credit. When students are not properly admitted, cleared for health flags, and registered in classes, the result is bad practice for risk management, while denying the student the credit and the program the tuition dollars.
- Decisions related to how credits transfer back, apply to degree programs, etc. are entirely in the purview of the home institution. Students should work closely with their academic advisor and their own study abroad administrator.
- Transients who cannot attend your orientation session(s) nevertheless need to receive as full an orientation experience as possible; consider conference call, powerpoint posted to the web, and other means of providing students with the same information as their UGA classmates.

B. Procedures & time commitment:

- There are five aspects to transient admissions for study abroad: admissions, health/immunizations, financial matters, registering in OASIS, and sending the transcript to the home university.

There are certain variations for graduate students in some of these steps, and they are outlined at the end of this document.

- Due to the relatively involved process of admitting transient students to a study abroad program, we recommend that if the program keeps a waiting list and lets people into the program close to departure, these late admits be degree-seeking UGA students only.

Experience has shown that transient students must be admitted early and keep in close contact with the program in order for admissions, immunizations, registration, payment, orientation, etc. to all run smoothly.

C. Recruiting resources:

- Please add a description of the program to the University System of Georgia online study abroad catalog. This is something the system requests, and will also aid in publicizing the program.

<http://www.usg.edu/oie/catalog/>

- Other sites on which the program may consider listing (fees may apply):

www.goabroad.com

www.studyabroad.com

www.iiepassport.com

- SECAC (the Southeastern Conference Academic Consortium) has a website on which the SEC member schools (UGA, UT-Knoxville, UK, Auburn, Alabama, Vanderbilt, Florida, South Carolina, Mississippi State, and Ole Miss) can list their study abroad programs that have room for each others' students. The Director of Study Abroad can get your program listed on a year-at-a-time basis.

II. ADMISSIONS:

A. Procedure for Students

- Please refer students to http://www.uga.edu/oie/sa_transient_under.htm for more information (the undergraduate link).
- Please also ask transient applicants to fill in the term and the study abroad program in which they wish to participate on the application form. Please ask them to confirm to you when they have completed transient admission application.
- Also, please note first, that students cannot simultaneously apply for transient admission and to transfer permanently to the University, and second, courses taken at UGA as a transient cannot be evaluated or counted towards the GPA for Admissions purposes if the student later applies to transfer permanently to UGA.
- As soon as a student hears that he or she has been admitted, he or she may register for MyID. **Please make sure that students know that they must have a UGA MyID to register for classes, and that ALL CORRESPONDENCE FROM UGA about their billing, course registration, and other related matters will go to their UGA e-mail address.**

<https://myid.uga.edu/>

- UGA will NOT send official notices to another e-mail address, including their home institution address. Students may, of course, elect to have the UGA e-mail address forward automatically to a different address which they check regularly.

B. NEW PROCEDURE – REQUIRED FOR MAYMESTER 2010 and thereafter

- Note that the webpage for students directs them to submit the application online with the \$60 application fee. Students will also be asked to supply either a transcript or a Letter of Good Standing from their home institution.
- Admissions asks program directors to do the following:
 - a). Have students apply for transient admission on-line and confirm to you when they have done so.
 - b). For each student who is seeking application to your program, copy the contents of the Study Abroad Transient Admissions Form into an e-mail and fill in the information. Send to Jason Emond, Admissions, Terrell Hall (jemond@uga.edu). This brief form may be found at

http://www.uga.edu/oie/docs/sa/director/sa_transient_admissions.doc

Please place each student's information in a separate e-mail as these e-mails will be scanned and added to the student's electronic image file in Admissions.

- c). Check back in a few days to weeks with the Director of Study Abroad regarding the admit status of your applicants. Admissions is giving the Director access to a online, daily updated list of applicants and their admit codes.

C. Student Deadlines

The new online application allows for quicker admission processing time and a somewhat greater ability to allow applications beyond deadlines, but these remain the desirable target dates:

Fall programs:	April 1
Spring programs:	October 1
Maymester:	March 1
Summer programs:	May 15

- Also, keep in mind that transient applications for Maymester term are ONLY accepted for study abroad purposes, so Admissions must clearly understand that the student's intent is to study abroad.

D. Problems that can be avoided by this method:

Some possible problems that might be avoided or caught by having directors send Jason Emond a Study Abroad Transient Admissions Form include the case of a student who thinks that in applying for transient admission to UGA, he or she has applied for the study abroad program itself, but has not; or a student who is turned down by the program but who gets admitted to UGA, creating confusion for the student.

III. HEALTH/IMMUNIZATIONS:

A. Required immunizations

- Transient students who study abroad and do not come on campus are nonetheless enrolled in UGA classes and studying alongside other UGA students and are therefore required to have the same immunizations as other students taking UGA courses. This requirement is issued by the Board of Regents and cannot be waived for study abroad (the same requirements hold for students enrolled only in distance learning classes).
- Thus, all transient students **MUST** clear immunization and have the automatic health flag (which is assigned to all new students when they are admitted) removed before registering for classes.
- **Have all non-UGA students who express interest in the program begin both the transient admissions process with Admissions *and* the gathering of their immunization data as soon as possible.**

B. Resources & troubleshooting:

- Melanie Gibson (706-542-8618) and these URLs:

Information: http://www.uhs.uga.edu/appts_forms/immunizations.html

Actual form: <http://www.uhs.uga.edu/documents/immunization-forms-12-08.pdf>

- Health Information (706-542-8617) will accept certification of immunizations from the student's own home university health office – including photocopies or faxes – if on letterhead or some sort of official form. Correspondence should include a list of specific shots and the dates they were administered. The student must meet UGA's immunization requirements, not just those of their home school (for example, UGA requires varicella, which not all schools do).
- Personnel at the above number can also tell program staff the immunization status of a particular transient student. However, they cannot grant temporary clearances so that the school/dept can bill for the class or because the student is already at the international

location and therefore cannot easily send the information. Health Information needs each transient student's immunization data before registration can occur.

IV. FINANCIAL MATTERS:

A. General:

- **Please make sure that all students understand that they will pay both a program fee and UGA in-state tuition. Both are now billed and paid through the Bursar's Office.**

Shannon Lay, manager of Student Accounts, indicates that if programs send her a list of signed-up participants (UGA and transient) at an appropriate point pre-departure, she can tell them who has and has not yet paid. (slay@uga.edu, 706-542-6797).

- **Please note that transient admits (students from other colleges or universities going on your program) will be assigned to a UGA college/degree program by Admissions based on their self-selected major. If you teach in a high-tuition degree program or college, your students may NOT be admitted into that same college and as a result may pay tuition at a lower rate than do your majors at UGA. Please budget accordingly.**
- **Re-instatement:** Once drop/add ends for a particular term, if a student has never been added to the appropriate course(s) – or if he or she is dropped for non-payment – someone from the program's academic department will have to walk through a fairly time-consuming reinstatement process (this is normally done by the student, but in this case, he or she is generally already abroad, as the student and program director generally won't find out about the student being dropped for non-payment until after departure).

If the issue is non-payment, the first step is paying the Bursar's Office. Then the late add paperwork (which requires departmental signatures) can be completed. Student Accounts assesses a late fee for students dropped for non-payment.

If the student is trying to add a course back from a previous term (i.e., a returned student realized once a program is over that he or she was not properly registered), the Registrar's Office will need a letter initiated by the instructor and signed by the department head and dean. The letter is taken to the Student Accounts office and the student pays for the course. The course is then added to the student's record with a grade of 'NR.' Once the grade of NR has been entered, the instructor for the course has to do a grade change form to change the NR to the appropriate grade.

Registration trouble-shooting and re-instatement:

Registrar's Office: Rodney L. Parks, Associate Registrar, 706-542-8762, rlparks@uga.edu, and Nita Bellamy, 706-542-4055 nbellamy@uga.edu

Bursar's Office: 706-542-1625

B. \$250 Surcharge:

A relatively small number of students are charged a surcharge (currently \$250) on top of in-state tuition. These are students who are NEITHER Georgia residents nor attending either a USG (University System of Georgia) NOR an SEC (Southeastern Conference School) school.

- **Please bring it to my attention when you submit your enrollment stats if you have SEC students participating! I have to alert the Bursar's Office and they waive the fee manually (USG students and Georgia residents have the fee waived automatically by the financial information system).** SEC schools are listed in section I.C. above.

C. HOPE & Financial Aid – General Principles:

- The student's first stop regarding financial aid is the **home** institution's Financial Aid Office (not UGA's). Students need to do what that office directs them to do and stay on top of it. The home institution's financial aid office electronically posts their student's HOPE eligibility to a state Web site where UGA's Office of Student Financial Aid can retrieve it.
- When a HOPE-eligible incoming transient student goes on a UGA study abroad program, UGA awards and disburses the HOPE, and the home institution issues all other financial aid.
- Georgia residents whose home school is out of state are **not** eligible for HOPE even when they temporarily enroll in a Georgia institution. **HOPE is only for those Georgia residents who have elected to pursue their degree at a HOPE-eligible Georgia school**, which may be public or private.
- Trouble-shooting/help contacts here at UGA: Nancy Ferguson (nferg@uga.edu) for HOPE and Jay Mooney (jrmooney@uga.edu) for federal aid. The phone for both is **706-542-6147** (press 1 after the automated message begins and then ask for which one you need).

D. HOPE & Financial Aid – Procedure:

Most of the below are steps the **student** needs to do.

- Apply to the program and to admission to UGA as a transient student. As noted elsewhere in this document, transient admission is vital for many purposes, but here the key point is that it creates a record of the student in the UGA data system, so UGA Office of Student Financial Aid can match up the documents/data they will be receiving later from the home institution.
- Go to the home institution Financial Aid office. They will have their own process for the student to follow. UGA Financial Aid cannot advise them about the specific steps and forms at their home institution.
- If the student is HOPE eligible, the home school will certify this fact to UGA. This is normally done electronically.
- The student must be actually registered in the classes (either personally or by the study abroad program director or staff, according to the program's usual procedures). **No financial aid can be issued until the student is registered for the credit hours.** See Section V below on course registration procedures and dates.
- Approximately 48 work hours after UGA Financial Aid has the two key pieces it needs (student is registered in the classes and HOPE certification has been received from the home institution), the HOPE will be awarded. UGA Student Accounts will then apply the HOPE award to the student's class registration charges and disperse any balance of HOPE funds according to the student's own preference (direct deposit or a check mailed to a specific address) as reflected in his or her OASIS account.
- *Reminder - As soon as a student hears that he or she has been admitted to UGA, he or she may register for MyID. **Students must have a UGA MyID to register for classes, and ALL CORRESPONDENCE FROM UGA about their billing, course registration, and other related matters will go to their UGA e-mail address.**
- The home institution will issue federal (such as Pell and loans) and other aid. However, they will almost always need a signed federal student aid consortium agreement with UGA Office of Student Financial Aid in order to do so. The home Financial Aid Office initiates this document. If they ask where to send it at UGA, the answer is: fax it to the attention of **Jay Mooney, fax 706-542-8217**. Jay can complete, sign and return it once the student is registered in classes, and then the home institution takes it from there.
- **Note to program directors:** If you frequently accept HOPE-eligible transients (i.e., students at other Georgia schools), it may be worthwhile to include in your application and/or marketing materials a section similar to the following, so that program and/or UGA financial aid personnel know with whom they can follow up at the student's home institution if there are questions or problems later:

If you are HOPE-eligible, you **must** contact an advisor in your Financial Aid office while you are applying for this UGA study abroad program, informing him/her of your desire to have HOPE applied to your UGA study abroad tuition:

Name of advisor in your Financial Aid office with whom you have spoken _____.
Date on which you spoke with this advisor _____.
Direct phone number (plus extension, if any) of this advisor _____.
Fax number of this advisor _____.
Email address of this advisor _____.

- Please note that scholarships coordinated by UGA's Office of International Education are generally for UGA degree-seeking students only. Again, direct transients to the home institution (Financial Aid, OIE, their major department) for scholarship opportunities.

V. REGISTERING IN OASIS:

- As noted above, once admitted, a student may register for MyID. **They must have a UGA MyID to register for classes, and ALL CORRESPONDENCE FROM UGA about their billing, course registration, and other related matters will go to their UGA e-mail address.**
- Registration in OASIS is the same for transients (once the above steps are taken care of) as for UGA degree-seeking students. Effective Summer 2008, **transient students can register (or be registered by program staff) two weeks before the first day of Maymester classes.**
- Students can go to www.uga.edu

Scroll to the bottom of the page and click on OASIS. Follow directions as shown on the webpage. Students will need to know the call numbers of the courses.

Alternatively, an increasing number of programs are performing their own OASIS registration for all participants (the director or staff member performing registration will need the students' PIN numbers). **Health and other flags must first be cleared no matter who performs registration.**

- Associate Registrar Rodney Parks has kindly agreed to be the contact person for any questions regarding the registration of study abroad students (note that Rodney cannot help with Admissions issues, but rather questions regarding placing already-admitted individuals into classes). Rodney's contact information is **706-542-8762** and **rlparks@uga.edu**.

VI. TRANSCRIPTS:

- After the completion of the program, the student will need to have the credit transcribed to his or her home university. Again, how credits are transferred back, applied to degree programs, etc. is up to the home institution. Students should work closely with their academic advisor and their own study abroad administrator well before departure.
- The Registrar's office has asked us to remind students that they can request their transcript via OASIS (this is also true for UGA degree-seeking students who need a transcript to apply for a program initially or for a scholarship administered by OIE or elsewhere on campus). **Students must request their transcripts; they will not be issued automatically just because someone from another school attended UGA for one term.**
- Students should be aware that there is a \$2 fee when the transcript is ordered via OASIS (wherever it's being sent). In addition to walk-in and OASIS, students can order transcripts via signed fax to **706-542-6578**. Transcript requests are NOT accepted via phone or e-mail.

VII. GRADUATE VARIATIONS ON THESE STEPS:

A. Admission through the GRADUATE SCHOOL:

- Transient graduate students studying abroad apply through the Graduate School, not through Undergraduate Admissions. Please refer students first to:

http://www.uga.edu/oie/sa_transient_grad.htm

Essentially, the student will apply through the normal Graduate School method, but as a transient. Applying to the Graduate School requires logging in and creating an account; instructions are given. The application fee is \$75 for a domestic applicant and \$100 for an international applicant.

- Students will not need a transcript for transient admission, but will need a letter of good standing from their home university. A form is available on the Graduate School website, but a document issued by the home university is also acceptable.

Application deadlines for transient graduate admissions are as follows:

For Maymester programs – **April 1st**

For Summer programs – **May 1st**

For Fall semester programs – **July 1st**

For Spring semester programs – **November 15th**

- As with undergraduates, **please make sure that students know that they must have a UGA MyID to register for classes, and that ALL CORRESPONDENCE FROM UGA about their billing, course registration, and other related matters will go to their UGA e-mail address.** UGA will NOT send official notices to another e-mail address, including their home institution address.

B. Steps for the Program – Facilitating & Troubleshooting:

- The procedure for the program director and/or staff differs slightly from the one that OIE recommends when accepting undergraduate transients. Most importantly, graduate admissions applications (including transient) are always attached to a department, and the student must fill in the major code for the proper department.

Therefore, the **best bet for facilitating the process is to coordinate with the student's (UGA) department**; give the appropriate Graduate Coordinator notice that this application is coming, that the person wants to go on a particular study abroad program, etc., so that he or she may expedite the application. Often, the student's field and the field of the director's study abroad program will align closely, so that directors will be coordinating with their own departments, but if one needs to contact other departments, a list of graduate coordinators is found at:

<http://www.grad.uga.edu/>

(go to the list headed Academics, and click on Program Contacts)

- The best contact information for questions or trouble-shooting is to e-mail gradadm@uga.edu, which is monitored constantly throughout the business day. According to Graduate Admissions, this e-mail is also the method used by Graduate Coordinators themselves and their staff to contact the office, and e-mails are always answered within 24 hours. Please be as specific as possible in the question. If a correspondent prefers to speak to someone, leave a number and request to be called back rather than answered via e-mail.

C. Assistantships and Transient Status:

- **Please note that students on graduate assistantships anywhere in the University System of Georgia do not pay tuition but only the \$25 matriculation fee.** They cannot be charged differential program fees to make up the difference, so please adjust the budget accordingly if the program wishes to accept such students!

A student on assistantship at a private Georgia university (such as Emory, Mercer, an Atlanta University Center institution) or anywhere (public or private) outside the state would still pay tuition.

D. Immunizations

Graduate students must follow the same immunization requirements as undergraduates! Please see section III above.

VIII. STUDENTS WHO HAVE GRADUATED FROM UNDERGRADUATE:

We have received several questions about admitting transient students who have recently graduated from other universities and are interested in a UGA study abroad program.

Admissions replies that generally, all transient students should have a home institution. UGA has at times admitted a transient student who has already been admitted to another institution (i.e., to graduate school) but not started there yet. “But this is the exception, not the rule, and this may lead to other issues (insurance, financial aid, etc).”

Study Abroad Transient Admissions Form

(Note: submitting this form does not automatically mean the Admissions will admit the student, but indicates that you plan to admit the student to your program if he or she admitted to UGA. The Applicant must apply to UGA, pay the application fee, and provide Admissions with a Letter of Good Standing or current Transcript from their home institution. Admissions will evaluate the transcript or letter of good standing, the student's conduct record at the home institution, etc.).

As coordinator of this study abroad program,

I DO

I DO NOT

authorize Admission of this applicant.

Program Info

Program Name:

Campus Address:

Student Applying for Academic Term:

Faculty Director or Coordinator Info:

Name:

Phone:

Email:

Applicant Info:

Name:

ID #:

Phone:

Email:

Home Institution:

Address:

Send To:

Jason Emond, jemond@uga.edu

Jason's campus address: Academic Evaluations Coordinator
UGA Undergraduate Admissions
Terrell Hall
Athens, GA 30602

Jason's phone:

706.542.8039

Document E: WORKING WITH OIE

Updated 8/28/09

I. JOINING the STUDY ABROAD LISTSERV

- If you are not already receiving FACSA listserv mail (Faculty Coordinators of Study Abroad), please arrange to be added by contacting Kasee Laster, klaster@uga.edu.
- The listserv is maintained by the Office of International Education and is used specifically to communicate with study abroad program directors and staff. In addition to issues related to program management (policies, deadlines, etc.), the list often contains information about internationally-themed grants, fellowships, and other opportunities for directors, other faculty, advisors, and students.

II. SUBMITTING STATISTICS

- Each term, once a program has determined the students who will be participating, the program will need to submit the list of participants to OIE. We have prepared an Excel document template with three sheets that must be completed; for all three sections, the lists must be submitted, complete and with no further more changes, by the dates below.
- Please include all students (UGA and transient) on this list, within the appropriate categories.

Fall	July 1st
Spring	November 15th
Maymester	April 1st
Summer	May 1st

Statistics:

In order to maintain accurate statistics about study abroad participation at UGA, OIE requests certain information. Please provide accurate records that are as complete as possible. This information is used regularly by OIE staff, by UGA and USG officials, and by colleges and departments. It is also used by Institutional Research and national organizations that determine rankings for study abroad participation.

Recent changes to data collection methods in OIE mean that it is no longer necessary to list the academic level and ethnicity of UGA students, as OIE can pull these from the Registrar's mainframe. But please list this information for all transients, as well as their **home university**, as the Registrar's system will not have this information.

Registration List:

This list will be used to process a credit memo which will be used by the Bursar's Office to return tuition to the program and to disburse financial aid to the students. This office will send

the list to the Bursar's Office before the students register for classes, no later than 45 days before the start of the UGA semester. Please include all students (UGA and non-UGA) on this list.

Insurance:

Most programs will need to send a list of all participants (UGA and non-UGA) to the Office of International Education for ordering insurance. The mandatory insurance plan is provided by TW Lord of Marietta, **800-633-2360**.

Note that the enrollment sheet allows the person completing it to list alternative coverage dates for any student who wishes to extend insurance coverage before or after the program for up to a total of 8 weeks. The cost will be \$1/day.

All bills for the insurance will be sent directly to the program director. Insurance ID cards will be sent to the address provided on the form about two weeks from the time that the list is submitted. If the director will be leaving the country before the students, it is advisable to send the list early so that ID cards can be sent to in time for distribution before the director's departure.

The spreadsheet template is found at:

<http://www.uga.edu/oie/docs/resources/forms/OIE%20Stats%20Template.xls>

And detailed instructions (including additional information on the insurance coverage) are available in Powerpoint at:

<http://www.uga.edu/oie/docs/resources/forms/Stats%20instructions.ppt>

III. REGISTERING with the ONLINE CATALOG (USG):

- Please keep an up-to-date description of the program to the University System of Georgia online study abroad catalog. This is something the system requests, and will also aid in publicizing the program.

<http://www.usg.edu/oie/catalog/>

IV. TWO IMPORTANT APPENDICES:

Appendix 1: What OIE Does for UGA Faculty-Led Study Abroad Programs

Appendix 2: What Programs Turn in to OIE Each Term

What OIE Does for UGA Faculty-Led Study Abroad Programs *Updated 4-11-2011*

Initial development:

- Review, advise, and consult on strategic fit with existing offerings and the likelihood of making enrollment targets.
- Review, advise, and consult on logistics (housing, meals, ground transport); safety and risk management concerns; and budget (including providing a checklist of likely expense items first-time directors may expect).
- Ensure academic review has been conducted by the appropriate unit, and provide a checklist for deans and department heads.
- Provide risk management and budget training for directors, other faculty, teaching assistants, and staff, and track/document attendance at these sessions.
- Notify the Board of Regents and relevant university offices of a program's approval.
- Provide new programs with a comprehensive post-approval package of resources, including sample application forms, fee and refund schedules, etc .
- Arrange the assignment of location codes, consult on course loading, and otherwise assist with registration preparations for first-time programs.

Marketing:

- Coordinate one of the largest study abroad fairs in the southeastern United States (attendance has increased over 30% in recent years and regularly exceeds 2,000 over two days).
- Maintain a searchable website which allows students, parents, and advisors to search for program options by destination country, academic area, term, and other criteria.
- Discuss UGA program options with students in 3x weekly Options Abroad sessions and in individual advising (Study Abroad staff sees at least 500 current students a year in group sessions and over 300 in individual advising).
- Generate student interest in study abroad via participation in twenty freshmen and transfer orientation events per summer (each event includes formal presentations by staff to both the student and parent groups on the first day and a manned booth at the resource fair on the second day).
- Make frequent outreach presentations to classes, Greek houses, and other students groups as requested.
- E-mail to the entire student body once a year.
- Provide additional opportunities for program marketing via our library and our SISA list-serve (4000 subscribers) for students interesting in studying abroad.
- Reach out to approximately 1,000 potential students each year at Explore Georgia and related admissions events.

Risk management, logistics, and legal:

- Provide and update student participant agreements/waivers (customized for each program) in consultation with Legal Affairs, using current State Department and CDC information.
- Post destination details (comprehensive itinerary and contact information) for each program term at a password-protected site.
- Provide programs with an up-to-date Emergency Response Protocol list and remind programs to prepare emergency response kits for each program term.
- Assist with pre-departure meetings and orientations if requested.
- Send all student participants in UGA programs a bon-voyage e-mail including pre-departure information and resources.
- Track safety situations via the State Department Warden Network, Hotspots, and other resources and pass on information to directors if needed.
- Consult on risk management issues as they arise (24-hour, 365-day availability of the Director of Study Abroad via home and personal cell phone numbers).
- Review incident reports for patterns and propose appropriate preventive measures/policies.
- Coordinate a risk management board to set and update policies, provide guidance to faculty on specific locations and issues, etc.

Data collection and aggregation:

- Order insurance, and at highly competitive rate, for all program participants; the carrier is selected and vetted by OIE in cooperation with Procurement.
- Order ISIC cards for programs that wish their students to have them, or for individual students as requested.
- Provide registration information to the Bursar in their desired format and trouble-shoot as necessary, including consulting on tuition return matters.
- Track student participation via a comprehensive database and maintain historical data by program, term, country, and other criteria.
- Provide University Housing with a participant list each term order in to streamline student participants' changing of their housing contracts.
- Provide summaries and statistical tallies of student evaluations for each program term, along with resulting recommendations and comments.
- Research issues of common interest to programs (bottlenecks in transient admissions, currency fluctuation risk, collections, etc.) with the relevant university offices and distribute the results.
- Provide statistical reporting on study abroad as needed to the administration, national Open Doors report, USG, and individual colleges and deans preparing annual reports.

Faculty development:

- Coordinate with Faculty Affairs on the credentialing of foreign faculty members and the allocation of course responsibility percentages among UGA and foreign faculty members, where applicable.
- In cooperation with Faculty Affairs and colleges, manage SACS compliance regarding instructor of record and contact hours for study abroad.
- Maintain a list serve to provide updates on study abroad-specific matters as well as other international opportunities (grants, speakers, etc.) for faculty.
- Provide refresher information in risk management, financial management, and other topics at regular training sessions.

- Add additional training modules for faculty and staff as needed regarding specific risk management, program management, and international cooperation issues.
- Provide information (program history, evaluations, etc.) as needed to faculty pursuing tenure and promotion, teaching awards, etc.

Finances and scholarships:

- Aid study abroad directors with their budgets, purchasing and payables, setting of an appropriate program fee, petty cash reconciliations, etc.
- Consult on contracts with providers and other associated agreements/documents.
- Consult on budgetary concerns as they arise, such as student refund requests and other special circumstances.
- Administer numerous scholarship programs, several of which are reserved exclusively for participants in UGA programs.
- Assist UGA students in pursuing national scholarships such as Gilman.
- Seek additional scholarship funding via a 60%-time development officer.
- Maintain a check-out laboratory of laptops financed through student tech fee money, in order to enhance student computer access while abroad.
- Recently worked with Business Services on a means of managing and predicting currency exchange rate risk for UGA faculty-led programs.
- Recently worked with Business Services on collecting program fees via student accounts, therefore saving directors and their staff and tedious and potentially risky task.
- Offer a list serve for study abroad financial matters and reminders SA-Financial@listserv.uga.edu

Appendix 2: Required Items to Turn in to OIE Each Term *Updated 4/11/2011*

PLEASE NOTE: This is *not* a comprehensive program management checklist, but rather is designed to indicate items that specifically involve interaction with the Office of International Education.

The physical address for all individuals referenced below is the **Office of International Education, Bank of America, Third Floor, CAMPUS.**

SAME TIME EVERY YEAR (regardless of your program term):

- **Late spring/summer:** register for the study abroad fair if you wish to do so; the registration form is posted annually on the OIE website and fair registration is announced via the list-serve; please direct fair inquiries to Kornelia Probst-Mackowiak (kprobst@uga.edu)
- **July/August:** prepare an initial draft of the budget, discuss it with Kasha Puskarz (kpuskarz@uga.edu), and determine your program fee for the year
- **July/August:** Once your fee is determined, provide OIE with updated marketing details for the coming year: countries & cities, DATES, courses, faculty going, exact cost.
- Check your entry at

<https://www.oie.uga.edu/ProgramSearch>

and send updates/changes/additions to Kasee Laster, klaster@Uga.edu.

Note: these entries should include as much as is known about your course offerings, as this is valuable information when we advise students in our office. However, you do not have to receive OIE approval for changes in course offerings.

- **July/August:** If you seek transient (non-UGA) students, other (entirely optional) places to market your program include goabroad.com, studyabroad.com, and iepassport.org
- **July/August:** As you finalize marketing information, please submit several hardcopies of your latest program brochures/posters to OIE as soon as they are ready, and we will make them available to students in the Study Abroad Library.
- **September:** Encourage your past participants to become peer advisors – they should contact Amanda Work, awork@uga.edu.

- **Late September/Early October: STUDY ABROAD FAIR**
- **October:** Encourage your past participants to enter the International Education Week student photo contest
- **November:** International Education Week photo contest
- **Fall or spring semester:** Receive risk management training for all new personnel or those who have not attended training in the last three years: Colleen Larson (clarson@uga.edu) is the coordinator, times vary, announced by list-serve – offered once per semester
- **Periodically throughout the year:** Financial training for directors and any others who work with the finances (required once, repeat participation welcome): Kasha Puskarz is the OIE Business Manager (kpuskarz@uga.edu), times vary, announced by list-serve and on the Training & Development Schedule
- **As you receive program applications:** Refer your students to our financial aid/scholarship page for study abroad: http://www.uga.edu/oie/sa_scholarship.htm

9-12 MONTHS BEFORE EACH PROGRAM TERM:

- Submit venue addition paperwork (requires formal OIE approval) if there is any **change or addition of country**: Kasee Laster, Bank of America, Third Floor:
http://www.uga.edu/oie/docs/resources/forms/country_approval_form.doc
- Get any contracts or other agreements over \$4,999.00 with providers approved by Procurement prior to signing (at least six months before departure) – Annette Evans, amevans@uga.edu or Chad Cox (chadcox@uga.edu).

<p>Faculty and staff: do NOT sign contracts or otherwise financially bind or commit the University without having these approved in advance by Annette Evans (amevans@uga.edu, 706-542-7066) or Chad Cox (chadcox@uga.edu, 706-542-7107) in Procurement. Failure to have contracts approved before signing may result in your creating a personal financial obligation.</p>
--

- If you have not already done so, finalize your budget in consultation with Kasha Puskarz and send to kpuskarz@uga.edu
- Provide an official memo of notification via e-mail with details of **any change in program director or the change or addition of an academic term**: Kasee Laster, Bank of America, Third Floor.
- Make sure you have the most up-to-date waiver. Waivers are customized to each program, so there is no template posted on the OIE website. But waivers do change as university-wide policies evolve. Please check with Mandi Work (awork@uga.edu) before distributing your waiver for students to sign.
- The health form is posted, at the URL below, and should **not be changed or modified** but rather used as is.

<http://www.uga.edu/oie/docs/resources/forms/HealthRecord.doc>

8-9 MONTHS BEFORE EACH PROGRAM TERM:

- Schedule one or more orientation sessions

Scheduling considerations: avoid finals week if possible; also, orientations and other required program-related activities CANNOT fall on Reading Day. Consider allowing sufficient time after your orientation for students to receive destination-related immunizations if necessary, depending on the destination country. Weekend or evening orientations allow for parental attendance; attendance by parents often leads to fewer anxious phone calls and e-mails later.

Programming considerations: study abroad advisors are glad to assist with presenting at orientation, but please schedule with us early and indicate what portion(s) of the orientation you would like OIE to cover. We can also provide you with brochures about the study abroad insurance policy and about the university's academic honesty policy, as well as other written resources.

Powerpoint template for orientation:

<http://www.uga.edu/oie/attachments/Pre-departure%20orientation%20template.ppt>

- Although OIE is not directly involved in transient admissions, please stay on top of admissions procedures for any transient (non-UGA) students you are accepting to the program (a comprehensive document of information/advice is available from Kasee). Admissions deadlines:

Fall programs:	April 1
Spring programs:	October 1

Maymester: March 1
Summer programs: May 15

- Begin credentialing any foreign faculty according to Faculty Affairs policy:

<http://provost.uga.edu/index.php/faculty-affairs/studies-abroad-foreign-faculty-appointment-policy-procedures-and-forms/>

TWO TO THREE MONTHS BEFORE EACH PROGRAM TERM (exact deadlines for many of these items will be announced each term via the list-serve):

- Submit enrollment spreadsheet for insurance, Bursar, and statistical purposes, uploaded using the secure server. Do **not** e-mail enrollment sheets. Deadlines:

March 21st for Maymester

April 21st for summer

June 21st for fall

November 10th for spring

Enrollment list deadlines are firm, as they are related to federal financial aid disbursement guidelines.

- Submit the final budget by the following deadlines (Kasha Puskarz, kpuskarz@uga.edu)

April 5th for Maymester & Summer

July 5th for fall

December 5th for spring

- Petty Cash is basically a loan against your agency and tuition funds, and may be requested as the need arises. Please note that if you can get an invoice, then the preferred method would be to send either a check or wire directly from your account and thus avoid petty cash all together. Second, if petty cash is the only option, the money must be collected and already sitting in your UGA account(s) before requesting petty cash; this is especially true of agency accounts. Tuition can be used for petty cash, but please wait until you are within four weeks of the beginning of your program. Petty cash requests should be routed through Kasha Puskarz in OIE first, per the auditor's request. If you need assistance or have questions you can contact either Kasha Puskarz at 706-425-3151 or Amber Redfern at 706-542-1625.
- Wiring funds to a vendor is one of the safest ways to pay invoices, but please be aware that these are not necessarily quick because of the high number of rejects. Please allow a minimum of 10 working days for a wire to be sent. Since each country's banking laws differ we cannot guarantee when the receiving bank will deposit funds in the vendors account

- If you have not already done so, you must submit any contract/agreement over \$4,999.00, along with a Purchase Request and a Sole Source document, to Annette Evans in Procurement as soon as possible for review and approval (at least two months before funds need to be disbursed).
- Submit exact itinerary and contact information for destination details: Jonathan Evans, jpevans@Uga.edu (note: if you arrange a GROUP flight for your program – including internal, short-haul flights during the program, as well as flights to and from the host country – please include the carrier, flight number and times, departure & destination cities in your destination details.
- Prepare your Emergency Response Kit (Kasee Laster will send a reminder and the latest protocol/calling list fairly close to departure) – make sure all students have completed the waiver and the health form, provided you a copy of their passport, and read the Consular Information sheet
- Continue to monitor the progress of your transient participants in securing admissions, immunization clearance, etc. Admissions deadlines are listed above.
- If your program issues students ISIC (international student ID) cards, submit applications at least one month prior to the program start date (see <http://www.uga.edu/oie/docs/sa/students/ISICapp.doc>); please include the program name, semester, and business manager contact. Send complete applications to Jonathan Evans, jpevans@uga.edu

DURING YOUR PROGRAM:

- Submit incident reports AS SOON AS POSSIBLE after an incident occurs/situation develops: Kasee Laster, fax 706-425-3315, cell phone 770-363-8874

AFTER YOUR PROGRAM:

- Submit student evaluations to OIE immediately upon return: Kasee Laster, Bank of America, Third Floor.
- Petty cash reconciliations are due within 45 days – make an appointment to see Kasha Puskarz when your reconciliation is ready, kpuskarz@uga.edu
- Post budgets are due in OIE one month after return from you program, please use original budget and add a column for actual expenses. Please remember that your before budget is what you plan but the post budget tells auditors and OIE how the funds actually were spent.

Document F: ORIENTATION & RISK MANAGEMENT

Updated 6-25-2010

Background information: The legal liability landscape for study abroad programs is rapidly changing. As more schools engage in study abroad, the number of legal precedents keeps increasing. These precedents help dictate the risk management measures that must be considered as new SA courses get implemented.

Ultimately, the key to a smooth study abroad program is having contingency plans in case for any mishap. Another important component is the orientation the students receive in person from the director. These are usually rather detailed *location-specific* instructions on how to protect themselves from theft and what to do in case of theft, special instructions for women, the behavioral expectations of the faculty and what will happen to students if they do not meet those expectations, what to eat and not eat, how to stay hydrated, culturally sensitive behavior, first-aid kits, etc.

This brief summary of key points is not meant as a substitute for the full Study Abroad Health, Safety, and Risk Management Training Manual, updated twice yearly and available from OIE. As noted below, attendance at risk management training, at which the manual is distributed and discussed, is mandatory for program directors and highly recommended for other faculty, staff, and teaching assistants involved with the program.

I. TRAINING for DIRECTORS:

A. Mandatory Training

- As with the financial training referred to earlier, the OIE conducts required risk management seminars for program directors. Seminars, which last about a half-day, are offered once in the fall semester and once in the spring semester. All new program directors are required to attend a seminar at least once before their programs depart. They should also attend for a refresher/updates periodically. All faculty, staff, and TA's accompanying the program should also attend this training.
- A CD-ROM of a recent training session is available if someone is absolutely unable to attend live training before departure; if the CD is used, the individual must still attend the next available live session. Contact the OIE Associate Director (klaster@uga.edu) for the CD-ROM. Faculty and staff, including graduate assistants, participating in programs also should attend.
- Refresher training is recommended periodically.
- The dates of upcoming seminars are announced via the FACSA listserv.

B. Expectations List

- As with financial training, upon completion of risk management training, directors must sign a checklist of expectations, indicating that they understand and will follow UGA policy.
- One list is for program directors, while a second, slightly shorter one, is for accompanying faculty, staff, and TA's. The risk management expectations lists should be signed and returned to Kasee Laster, Bank of America, Third Floor, at least 6 weeks before the departure of the program. E-mail Kasee for the form.

C. Additional Resources:

- Program directors are advised to make a personal appointment to visit the UGA Travel Clinic (<http://www.uhs.uga.edu/clinics/travel.html>) or another travel clinic in order to ensure that their own immunizations are up-to-date and to receive country-specific health advice for their destination.
- From time to time, OIE offers additional optional training in a variety of topics of interest to program directors, or highlights other training opportunities available on campus. These announcements will be sent via the list-serve.
- Please note that directors have a right to refuse participation in their study abroad program if there is reason to believe that the student may have a tendency to engage in criminal, disruptive, or dangerous behavior. All students applying for study abroad are required to disclose any criminal or disciplinary record. Such disclosure is not automatic grounds to disqualify a student from participating in a study abroad program. But depending on the nature of the action that led to criminal conviction or disciplinary charges, a director may opt not to accept the student. Alternatively, failure to disclose or update criminal or disciplinary records on an application form may automatically disqualify a student from participating in study abroad.

II. STUDENT ORIENTATION:

A. Planning an orientation

- All UGA study abroad programs are required to offer pre-departure orientation programs that are mandatory for students. Students who are unable to attend should be mailed an orientation packet that covers the same material.
- Orientations and other mandatory pre-departure activities cannot be scheduled during Reading Day per university policy. Please also try to avoid scheduling orientation during finals as it is a difficult time for both faculty and students.

Orientation earlier in the semester increases the chances that students will visit the travel clinic in a timely manner (2 months minimum; 6 months preferred) to receive necessary vaccinations and advice. Evening and weekend orientations tend to increase parental

attendance, thereby answering many parents' questions and relieving their stress (thus ultimately easing matters for the program director as well).

B. Resources from OIE for orientation:

- Orientation is a place to convey the director's own expectations about academics and behavior; use the opportunity to form students' expectations about the experience they are about to undergo and how they should prepare for it in order to get the most from it.
- The enclosed booklet entitled "Study Abroad Health, Safety and Risk Management Training Manual" includes a list of items that should be covered in pre-departure or post-arrival orientation programs for all study abroad programs. Please review this list to ensure that all items are appropriately covered at the orientation program. The booklet also includes a copy of the health and safety information provided by the OIE in its orientation.

The booklet also includes a copy of the health and safety information provided by the OIE in its orientation materials for students. Program-specific health and safety information provided by faculty should be at least as thorough as this information, but personalized to the location. Issues to consider include (but are certainly not limited to) student clothing, food and water hygiene, gender and race relations issues, urban versus rural situations, homestay etiquette, weather and climate, traffic and pedestrian issues, legal environment, prescriptions, "blending in," alcohol impairment, anti-Americanism, cultural differences generally, and crime. Note the importance of preparing diverse student populations for the possibility of encountering racism abroad.

- Please also estimate carefully expenses students are likely to incur beyond those covered by the program fee, and address this issue fully in orientation to make sure students have enough funds with them.

Consider any meals that will not be provided by the program, books and educational supplies, any ground transportation not provided by the program, laundry, leisure, international calls, etc.. Please ensure that estimates are reflective of the relative cost of living (higher or lower than Athens, Georgia) in the area where the group will be staying and for exchange rate factors.

- In addition to the director's personal experience of the country, consult the relevant Consular Information sheet(s) and go over the most relevant parts with the students at orientation:

http://travel.state.gov/travel/travel_1744.html

- The letter from the Association Provost to parents/spouses/guardians should be copied and distributed at pre-departure orientation program directly to parents or to students to give to their parents, spouses or guardians:

http://www.uga.edu/oie/docs/resources/forms/letter_to_parents.doc

- OIE also has a PowerPoint template available which the director can fill in and customize to assist with planning a pre-departure orientation:

<http://www.uga.edu/oie/docs/resources/forms/Pre-departure%20orientation%20template.ppt>

- Other sources:

- a). General orientation ideas for program directors:

<http://www.uga.edu/oie/docs/resources/forms/OrientationSuggestions.doc>

- b). The information OIE provides for participants in UGA exchange programs addresses many of the same issues (alcohol, health and safety, laws, money management, anti-American sentiment) that you will want to cover. It is available for your reference or to adapt for your own program at:

<http://www.uga.edu/oie/docs/sa/students/UGA%20study%20abroad%20passport%202008.pdf>

- c). The Risk Management Review Board has developed an “Interpretation and Clarification of UGA Alcohol Policy as it Applies to Study Abroad Programs.” A copy is included in the green book (risk management manual) for directors’ use. A copy for students is available at:

<http://www.uga.edu/oie/docs/resources/forms/alcohol%20policy%20version%20for%20students.doc>

- d). You may wish to consider directing your students to

www.tripprep.com

Please note that the information on that site is a proprietary product and should not be photocopied and distributed at orientation; rather, please ask students to look at the site individually.

- e). A Note Re: Library & Course Material Access

Please provide orientation information regarding students’ access to libraries, labs, and other materials and resources needed for completing coursework. The UGA library can help: to see about setting up a customized website for your program, a sort of on-line reserve collection accessible from abroad, please contact Ms. Diana Hartle, Reference Librarian, Science Library, dhartle@uga.edu or 706-542-6399.

For examples already in use by UGA study abroad programs, please visit:

<http://www.libs.uga.edu/ref/dl/studyabroad/index.html>

e). If the program would like a study abroad advisor **to help plan or conduct the orientation program**, please contact our office at 425-3274.

C. Destination Details

➤ OIE maintains a pre-departure orientation web site:

http://www.uga.edu/oie/sa_orientation.htm

This site contains a special section for each UGA program, listing a detailed itinerary and full contact information for each location where the group will stay overnight. Each director makes this information available to his/her participants and their families via the web, on a password-protected basis; most programs also print out the pages and distribute them in hardcopy at orientation.

- Destination details include the name, full office address, and phone number of an English-speaking physician at the primary location, the street address and phone of the nearest hospital for all locations where the group will spend the night, the local emergency numbers for police, fire and ambulance, full contact information for the director and the group at each location (including exact dialing sequences from both the US and within the host country), and OIE and Embassy contact information.
- So that we can complete the section for the program on this site, please provide us with this information as soon as finalized; Kasee can send a template upon request. Directors will also receive a reminder via e-mail with a deadline.
- This website is password protected. Please give this web site address and password to students at orientation. **OIE will not normally release this information to parents and others; please have students pass this information on to anyone whom they want to have it.**

User name: webaccess

Password: sabroad

III. THE EMERGENCY RESPONSE KIT:

A. The kit

- Each term, Kasee will send a reminder about the emergency response kit and what to do with the health, liability, and other forms for the program. The e-mail usually reads as follows:

Please consider this e-mail a reminder to **assemble the Emergency Response Kit for your upcoming study abroad program**. Attached is the latest version of the Emergency Response Protocol with updated contact numbers.

Please assemble the following items, take them abroad, and keep them safe, accessible, confidential in the case of health information, and with you at all times. Thank you, and have a wonderful term abroad!

- UGA Emergency Response Protocol in hardcopy
- Detailed itinerary and contact information (we recommend that you simply print your Destination Details from the OIE site after you have updated them with us)
- Name, in-country contact info, and flight information (if not traveling with the group) for each student
- You may want to carry a quick list of allergies or other significant self-reported conditions of students
- The worldwide number for the study abroad health insurance – this number will be on the back of your own card if you purchase the coverage; otherwise, please include it with your documents (you do not have to know a student's policy number to call the insurance company)

Please keep the following three items in duplicate: signed originals in Athens (in your program or department office, or OIE may hold them if you prefer), and copies of the signed documents with you:

- Student agreements and waivers
- Health record forms
- Copies of student passports

B. UGA Emergency Response Protocol

OIE has prepared a set of instructions to use in case of different emergencies. It includes the names and contact information for UGA and OIE staff who should be contacted. Depending on the emergency, it may not be appropriate for a Director to directly contact a student's family, but should contact UGA or OIE staff instead.

C. The health form and the agreement/waiver:

- The health form is available on the forms page of the OIE website:

<http://www.uga.edu/oie/docs/resources/forms/HealthRecord.doc>

- The health form should not be modified in any way but used as is. The health form should **never** be included with recruiting/application material, but rather given to students who are already accepted. Disclosure on the health form is completely voluntary, but students need to understand that doing so is in their own best interest. Directors should take a copy of these forms for use in case of emergency

D. The Participation Agreement/Waiver of Liability

The OIE will prepare a waiver form and a liability release form. The agreement/waiver is not on the website as it is customized to each program according to CDC and other information. Please contact Kasee Laster (klaster@uga.edu) or Amanda Work (aworka@uga.edu) for these forms. These must be signed by students prior to departure. One copy should stay on campus; the other should accompany the director on SA.

E. Additional topics

- Students will need to supply to photocopies of their passport photopage to the director; scanned images work as well, if not better. One copy should stay on campus; the other should accompany the director on SA.
- It is also prudent for the director to have contact information for each student's parents, spouse, or guardian.

IV. EMBASSY REGISTRATION:

Make sure that your program registers the participants (students, faculty, and staff) with the U.S. State Department in order to receive updated information on security and other conditions in the host countries when such announcements are warranted. Please see

http://travel.state.gov/travel/tips/registration/registration_1186.html

V. REPORTING INCIDENTS/RECEIVING ASSISTANCE:

The OIE keeps track of all serious incidents that occur on study abroad programs. Please inform us as soon as possible of any serious incident as it develops. Additionally, directors are required to fill out an incident report on any serious incident that took place on the program, ideally at the time or if not, at the termination of each program session:

http://www.uga.edu/oie/docs/resources/forms/Incident_Report.doc

This information will be kept on file at OIE and serves as important documentation in the event of further problems related to the incident.

VI. Evaluating the program

- Evaluations and feedback are an important part of managing risk. Please make sure every student in your program completes an evaluation:

http://www.uga.edu/oie/docs/resources/forms/Study_Abroad_Program_Evaluation.doc

Experience has shown that the compliance rate is much higher when these are given out paper-based in a group setting at the end of the program rather than students being told to complete them on-line. Completed evaluations should be gathered by a student or graduate assistant and forwarded to OIE. There, they will be tabulated and you will receive a response letter highlighting any particular commendations or recommendations for change. This letter will be copied to the appropriate Associate Dean in your college, the director of the residential center if your program is at a residential center, and your program file in OIE.

Please note that the OIE evaluation focuses on logistics and safety and is *not* an academic course evaluation. You should also administer the appropriate course evaluation for your college or department.

VII. OTHER RISK MANAGEMENT AND LOGISTICAL ISSUES:

A. Air Transportation:

- Should the director choose to arrange a group flight or arrange with a travel agent to do so, please make sure students are booked using names exactly as listed on their passports; doing so helps to avoid problems in departure, arrival, or at customs.
- Note that group flights can have several advantages for certain types of programs; such as those in particularly remote areas of the world, areas where English is seldom spoken, where the group will not be staying near an airport, or where the group will be visiting and staying at several different locations.
- Students, particularly first-time travelers, may benefit from instruction on what is/is not allowed in their luggage, and any other restrictions (eg, size, weight of luggage; luggage cannot be locked leaving or entering the USA).

B. Ground Transportation:

The OIE strongly discourages faculty and staff from driving vehicles containing students (see <http://www.uga.edu/oie/frforms.htm> for the updated study abroad driving policy).

C. Homestays and service-learning:

- If there are homestays, please consider carefully and re-evaluate periodically how and by whom hosts are selected and screened; considerations of gender in making homestay placements; and related safety, etiquette and other matters that need to be addressed in orientation.
- If students will be performing service-learning activities, please consider carefully and re-evaluate periodically the relative roles of students, faculty, and local host

organizations and the projects' benefit to each constituency; the nature of service/type of projects that students perform; the opportunities for structured reflection; supervision and evaluation of student work; potential risks associated with the internship or service work, and the steps taken to mitigate these risks and to prepare and train students, such as the standard background checks required of those who work with children in the US.

D. Insurance

- Most programs will need to send a list of all participants (UGA and non-UGA) to the Office of International Education for insurance ordering. The mandatory insurance plan is provided by TW Lord of Marietta, **800-633-2360**.

Note that the enrollment sheet allows the director to list alternative coverage dates for any student who wishes to extend insurance coverage before or after the program for up to a total of 8 weeks. The cost will be \$1/day.

- All bills for the insurance will be sent directly to the program director. Insurance ID cards will be sent to the address provided on the form, about two weeks from the time that the list is submitted. If the director will be leaving the US before the students, it is advisable to submit the list early so that ID cards can be sent for distribution before the director's departure.

The spreadsheet template is found at:

<http://www.uga.edu/oie/docs/resources/forms/OIE%20Stats%20Template.xls>

And detailed instructions (including additional information on the insurance coverage) are available in Powerpoint at:

<http://www.uga.edu/oie/docs/resources/forms/Stats%20instructions.ppt>

E. Medical Care:

- Factor in the need to access appropriate health care when planning your study abroad program. It is important that it be fully disclosed to students if medical care will not always be in place in your host location, either because of the level of the health care system in the country or due to remoteness from where you will be with your students.
- If at all possible, try to schedule your program within two hours' travel time of Western-quality health care; if this is not possible based on the objectives of your program, it is important to inform OIE.
- The director should have location-specific contingency plans to cover possible medical emergencies. First, directors should have plans in place to call for medical care, or get the student to medical care. Other necessary preparations may include having first responder training, having appropriately stocked first-aid kits and, communications equipment available and/or other preparations as necessary.
- As a minimum, programs need to consider the possibility of trauma and accidents, including broken bones, head trauma, etc.; animal or insect bites; food-borne illnesses; allergic reactions; and flare-ups of pre-existing physical or mental health conditions. Depending on the location, appropriate preparations may need to include first-responder or wilderness training for the director and/or other faculty, staff, and TA's and/or a satellite phone connection. The important point is to think about injuries and illness that may be reasonably anticipated based on the location, the nature of the planned activities, self-disclosed information about conditions by the members of your group, the distance to medical care, and to plan accordingly.
- Please also make a pre-departure Travel Clinic visit to assure your own healthy travel and to receive assistance in assembling a first-aid kit.
- Many forms of first aid and wilderness training are offered each year through GORP (Georgia Outdoor Recreation Program). Please see their website

http://www.recsports.uga.edu/out_gorp.php

for dates, costs, and registration information.

F. Visas:

Please make sure you and your students are familiar and compliant with visa/entry requirements for the country to which you are traveling; these requirements may differ significantly for any international (non-US) students in the group.

G. Cancellations:

Please note that there is currently no university contingency fund from which refunds can be issued to students if a program is cancelled after program funds have already been dispersed to providers. In order to disclose this fact to students, the sample Refund Schedule notes that:

If the program is cancelled due to an act of war or terrorism, a State Department warning or other circumstances that make the program location unsafe, all monies not already spent on behalf of the student will be refunded to each student.

http://www.uga.edu/oie/docs/resources/forms/Sample_Payment_Schedule.doc

Additionally, the participation agreement which students sign notes that:

I understand that the University reserves the right to make cancellations, changes or substitutions in the Program at any time because of emergency, changed conditions or the Program Director's determination that such changes or substitutions are in the best interest of the Program or its participants. I understand that the University is not responsible for the cost of replacing airline tickets if the carrier goes into bankruptcy, nor if the Program is cancelled. I further understand that if any emergency, weather delay, or other unavoidable situation leads to a delay in my return to the U.S., I am responsible for my living costs for the additional time spent abroad and for penalties or costs related to changed airline tickets.