

STUDENT AFFAIRS

RESIDENT DIRECTOR'S ROLE

The Resident Director's responsibility for students is virtually a full-time charge which can involve a variety of demanding situations. Spanning the spectrum from interpreter of academic rules to personal confidant, the Resident Director will be tested in many (and unpredictable) ways during the year overseas. The following material is designed to assist in dealing with some of the more typical matters in Student Affairs.

RELATIONS WITH STUDENTS

The primary role of the Resident Director is to serve as the administrative/academic representative of CSU IP. In this role, he/she is essentially an interpreter and enforcer of rules and manager of resources for the CSU and CSU IP. The addition of students to this formula, however, adds a dimension of personal involvement and of interpersonal relations, which gives depth to the assignment. Successful Resident Directors balance their demeanor as program administrators, and hence authority figures, with sensitivity to student needs and approachability more associated with a professional counselor. They are accessible to students. Above all, successful Resident Directors draw upon their professional and personal experience and their common sense.

One of the largest and most time-consuming responsibilities of the Resident Director is dealing with the problems students face in making the cultural, and academic transition to their overseas environment. While CSU IP does not act *in loco parentis* towards students overseas, it does have some responsibility for the students' well-being. For many students, participation in CSU IP is their first international experience. Accordingly, they need a certain amount of guidance and support.

While many people have had a hand in placing each CSU IP student overseas, from the student's viewpoint the Resident Director *is* the program. Students tend to place a large share of the responsibility for their successes and failures on the Resident Director. They look to the Resident Director as a source of authority and comfort in a strange environment. As the year wears on, this initial dependency will wane for most students. The Resident Director should do everything possible to plan ahead for their initial contacts with the

students. Once established, such initial attitudes formed by students are difficult to change--either way.

It is intended that the Resident Directors will handle most student related problems on their own and within a reasonable period of time. When necessary and possible, the Resident Director may consult with CSU IP staff on difficult matters, but Resident Directors should not feel that they are "go-betweens," but should provide direction within their own program centers. Students who have problems must feel that they can bring them to the Resident Director and expect timely and concerned action. At the same time, the students who are problems should feel that they will be held accountable for their conduct by the Resident Director.

ETHICAL CONSIDERATIONS

The same general provisions which govern the priority of relationships between faculty members/administrators and students at the member campuses of the CSU system apply to Resident Directors of CSU IP. Due to the increased involvement of Resident Directors in what are sometimes very personal matters concerning individual students, it is vital that CSU IP Resident Directors exercise great care and good judgment in dealings with students. Please consider the following: matters of particular concern or any violation of the trust or of the privacy of students by unauthorized sharing of information; any act which is, or could be construed as, sexual harassment; or any discriminatory act reflecting prejudice based on gender, age, race, sexual orientation, or religious belief.

RECRUITMENT AND SELECTION

The students at each CSU IP overseas center have arrived there by a long and somewhat arduous process of screening and rescreening. In all cases, they have had to meet specific standards, and have been identified as qualified, and in some cases as best qualified, to participate in the program.

Recruiting for CSU IP is conducted by each campus primarily by the [IP Coordinator](#). The real backbone of the recruiting effort is, however, support from CSU faculty. This comports well with CSU IP's primary recruiting emphasis, which is academic.

Typically, IP Coordinators conduct a pre-application screening to discourage students who are either not qualified academically or not academically motivated. Applicants are interviewed by a special committee of faculty and others on each campus. This interview which lasts from 15 to 30 minutes, involves a review of the applicants' application forms, faculty recommendations, transcripts, and personal goals. The campus interview committee evaluates each applicant and prepares its recommendation based on specific criteria. Following review by CSU IP Student Affairs staff, the student applicants are reviewed and nominated for acceptance by the faculty of the Student Affairs Committee (SAC) of the Academic Council for International Programs (ACIP). Notifications of acceptance are sent electronically to the student applicants shortly thereafter.

RENEWAL AND TRANSFER APPLICATIONS

Participants currently enrolled in CSU International Programs may apply for a second consecutive year of overseas study at the same overseas center continuing in the same program, or at another overseas center. The former case is referred to as "renewal" while the latter is called "transfer." Note: Students are not allowed to transfer to another host institution/location half-way through their initial year abroad. Renewal and transfer participants are expected to enroll in 15 semester units per semester. Renewal students are exempted from the Preparatory Language Program (PLP). CSU IP does not, however, solicit or recruit students for renewal or transfer. Students who demonstrate interest in pursuing renewal or transfer should be advised to read the IP Bulletin for the program they want to participate in. Remind these renewal and transfer applicants that preference in selection and placement is given to first-year students.

Students cannot normally renew in the following programs: Australia, Canada, Denmark, Japan, Israel, Korea, South Africa, Spain (Jaén), Taiwan, and the United Kingdom. Renewals are ONLY ACCEPTED FOR THE FOLLOWING COUNTRIES: China, France, Germany, Italy, and Granada or Madrid, Spain.

The Resident Director should announce the availability of the Renewal and Transfer Applications so that all students at the overseas center are aware of the opportunity to apply and the respective deadline dates.

Renewal Applications are due at CSU IP by March 1.

Students submit their applications to the Resident Director or on-site staff by February 15 so that they will arrive at CSU IP in Long Beach by March 1. The staff in Student Affairs will send each RD an email outlining the process and due dates. The forms will be attached to the email.

Please note the following:

- Applications for renewal beyond a second year of participation in CSU IP will not be accepted.
- Graduate/Master's students may not renew for a second year with CSU IP.
- The renewal applicant must complete the Renewal Application and submit it to CSU IP through the Resident Director. Instructions for completing the application accompany the application form.
- Instructions accompanying the Renewal Application clarify the criteria for admission and the student's responsibilities.
- The Resident Director should verify the report of first semester academic performance. Only students in good academic standing will be considered for renewal/transfer.

Renewal applicants should receive special advisement from the Resident Director to assist in the formulation of a realistic study program for the second year. Early participation of the Resident Director in this process will make the preparation of the Resident Director's recommendation much easier in terms of the academic plan.

Renewal applicants are required to obtain support and recommendation from their home campus Academic Advisor via the form in the renewal application materials. You may be asked to comment on the student's behalf with his/her Academic Advisor.

In evaluating renewal applications, the Resident Director should be wary of the student who is pursuing a personal agenda of some kind behind the cloak of academic goals. Students whose reasons for wishing to remain with CSU IP for a second year have to do with boyfriends or girlfriends are particularly bad risks. Please do not encourage students who are not fully committed to carrying out the second year of study, as they create an extensive and often fruitless effort on the part of CSU IP and home campus personnel.

Transfer applications must be submitted online by normal recruitment schedule deadlines, using the regular CSU IP online application, <http://www.calstate.edu/ip>. Transfer applicants are CSU IP participants who want to study abroad a second year in a different CSU IP program. The transfer applicant is treated as a first-time applicant insofar as the application process itself is concerned. Transfer applicants are also advised to communicate their decision to study abroad in another CSU IP location to their home CSU campus IP Coordinator.

Please note the following:

- Applications for participation beyond a second year of participation in CSU IP will not be accepted.
- Graduate/Master's students cannot transfer to another program for a second year with CSU IP.
- Transfer applicants are CSU IP participants who want to study abroad a second year in a different CSU IP program. The transfer applicant is treated as a first-time applicant insofar as the application process itself is concerned.

The Resident Director completes one of the Faculty Recommendation forms and the Foreign Language form (if appropriate). The other Faculty Recommendation form may be completed, in English, by one of the applicant's current teachers abroad. If the transfer request is for the same country, but for a different city/program, the student may elect to use a copy of one of the Faculty Recommendations included in his/her previous year's application.

The RD must indicate the student's academic success in the written comments on the Faculty Recommendation form that he/she completes.

STUDENT PROFILE

While all students are unique, a few generalizations can be made about CSU IP students that may help the Resident Director better understand them:

Typically, CSU IP students are slightly better than average academic performers in the CSU system. Their grades tend to be a little higher, and they tend to have identified and pursued an academic program somewhat more seriously than the average CSU student. As a whole, CSU IP students are highly motivated to learn.

Current generations of CSU IP participants have demonstrated a sense of courtesy and cooperation which have made them quite pleasant to work with, but some have exhibited traits of selfishness and egocentrism which exasperates everyone who comes into contact with them. These few form a curious and unwelcome contrast to the majority of students.

American students in general tend to lack historical perspective and knowledge--not only of their host country, but of the United States as well.

CSU IP students tend to be overly confident and ambitious, and if not counseled properly, they may bite off more than they can chew. This is especially true of foreign language majors who are never as well-prepared as they believe they are.

Preoccupation with one's GPA is a common trait amongst CSU students in general. CSU IP participants must be reminded that learning and evaluation happen differently in different cultures. In many international universities, it is the student's effort to study the subject matter independently that will positively affect his/her GPA. More often than not, CSU IP students will need to take more personal responsibility for learning the subject matter and not rely solely on the professor's lectures to provide all content.

CSU IP students can be quite demanding when they feel a service is due them. Students need to be reminded that each country views "customer service" differently and they will need to be flexible when learning the new customs.

The overwhelming majority of CSU IP students, at year's end, are grateful for the opportunity CSU IP provides. They will have grown tremendously during their year abroad and will carry memories of their CSU IP experience with them for the rest of their lives. Some will never return to the U.S., others will never travel abroad again, but all will have advanced their skills and their understanding. It is the opportunity to witness this tremendous transformation that typically sustains the CSU IP Resident Director as he/she manages his/her daily challenges.

PRE-DEPARTURE PREPARATION

The California State University system recognizes the need for pre-departure programming and, as such, issued Executive Order 998 mandating that all students studying abroad, regardless of program type or duration, attend an orientation prior to their departure. In addition to covering issues on health, safety, institutional policies, and financial information; pre-departure orientations introduce students to some of the cultural differences they will experience abroad including the concept of "culture shock". After attending a pre-departure orientation, students are equipped with some theoretical background of culture shock, which is meant to ease their transition into their new environment.

CSU IP participants are invited to attend an orientation. CSU IP hosts two pre-departure orientations each year, one in the north and one in the south. In addition, they have an opportunity to interact with CSU IP alumni. In addition to orientations, CSU IP participants receive information from CSU IP to help them prepare for participation in the program. Resident Directors can view copies of what students receive by logging into your IP Portal account and viewing a student's record. Copies of the pre-departure PowerPoints are provided to each Resident Director at the RD Training.

RE-ENTRY SHOCK/CHALLENGES

Professionals in the field of International Education have long agreed on the importance of both pre-departure and re-entry programming for study abroad participants. Despite the recognized need for pre-departure programming, there have been no institutional mandates for re-entry programming.

Gullahorn and Gullahorn were among the first to study re-entry related issues in study abroad participants returning to the U.S. In 1963, they explored the concept of “re-acculturation” and describe what most study abroad participants experience; an intense “emotional down” when returning to one’s home culture after an extended period abroad.¹ Thanks to mandatory pre-departure orientations, students in the CSU are equipped to handle the initial cultural differences when going abroad. They are, for the most part, ill prepared to readjust to life in California due to lack of education on re-acculturation including “reverse culture shock”. An enormous amount of anecdotal evidence (including personal experience) indicates that reverse culture shock, or difficulty adjusting to one’s home culture, is often more unsettling than initial culture shock.

As noted, research and anecdotal information supports the importance of re-entry orientations in order to complete full circle learning and support in study abroad. A lack of re-entry programming on campuses in the San Francisco Bay Area inspired the first “Lessons from Abroad Study Abroad Re-entry Conference,” held at the University of Berkeley in February 2008, a successful event with 130 student participants. Following their Conference, international educators in San Diego and Los Angeles have used this documentation as a template to plan their own Re-entry Conferences. By offering opportunities for re-entry programming to students in various geographic locations throughout California and beyond, international education professionals are working toward the objective of showing students the value of re-entry activities.

A Lessons From Abroad Re-entry Conference can provide an array of information to CSU IP students who have recently returned from study abroad experiences. Developed by committees of international educators, the conferences will offer sessions in adjusting to re-entry, becoming an advocate for study abroad, marketing international experience, exploring careers in international fields, and finding opportunities to go abroad again.

By participating in the conference, study abroad students can:

- Reflect on and exchange stories about their study abroad experience
- Gain insight into re-acculturation through reflective activities, peer exchange, professional advice and available resources

¹ Gullahorn, J.T. Gullahorn, J.E. (1963). An extension of the U-curve hypothesis. *Journal of Social Issues*

- Learn about graduate school opportunities with an international focus, as well as research and teaching opportunities abroad
- Receive practical assistance in self-marketing for international fields (e.g., career counseling consultation, resume review, job interview training)
- Explore career opportunities within the field with a U.S-domestic and international perspective

Noting the importance of re-entry programming for study abroad participants, CSU International Programs will send a “Welcome Home” letter to the 17-18 program returnees, outlining the benefits of a Lesson From Abroad Conference and noting the opportunity to attend free of charge, as a benefit of year-long enrollment in a Chancellor’s Office operated program. The statement is below:

ATTEND A LESSONS FROM ABROAD CONFERENCE

Your attendance at one Fall 18 or Spring 19 regional [Lessons From Abroad Conference](#) is covered by CSU IP. Explore various perspectives on the meaning of your study abroad experience. Reflect on and learn how to articulate your international skills in a job interview or graduate school application. Discover how you can teach, work, volunteer, travel or study abroad after graduation. Register for a conference by sending your contact information and conference preference to ipstudentaffairs@calstate.edu no less than 2 weeks before the conference you would like to attend.

The funding to support re-entry conference participation will come from the funds collected to off-set pre-departure orientation expenses. As the re-entry programming is linked to closing the learning loop begun during pre-departure, the use of the funds can be justified.

GETTING TO KNOW YOUR STUDENTS

The sooner and the better Resident Directors get to know their students, the more effective they will be in dealing with them. Here are a few suggestions on how this can be done:

During Resident Director Training, which is held in mid-June at CSU IP, each Resident Director will be given a list of the students in the program. At this time, students with special needs will also be identified and discussed, and the Resident Director will be given

access to the student files, which may be studied in detail.

Student files will also be available to the Resident Director via the CSU IP Portal. They should be reviewed once more, with special attention being given to transcripts, Academic Advisement Forms, Health Status Reports and Statements of Purpose.

After the Resident Director's on-site orientation (discussed below), an informal meeting should be scheduled with the students, either in a single group or in several small groups. The format of this meeting will depend upon the number of students, the location of the students, available space, academic calendar, etc. The meeting format may vary, but should always allow the Resident Director to become acquainted with individual students.

The academic advisement process requires individual sessions with students. These sessions usually are devoted to the details of academic planning, but at the same time provide an opportunity to develop a better perception of each student's personality.

Some Resident Directors have scheduled individual or small group meetings throughout the year as a device to keep in touch with students, while others have depended more upon a combination of general meetings (organized perhaps by the students), office hours, or individual appointments. Whatever the means, maintaining contact with the students throughout the year is essential. Posting weekly office hours on your door and making them known to students is important. Students will expect you to be accessible at all times.

As the CSU IP administrator, you are to be at the CSU IP Center 8-5 Monday – Friday. Sometimes simply being present on campus near student classrooms or cafeterias will give you the opportunity to interact casually with the students, and will especially give you an opportunity to visit with students who tend not to stop by the CSU IP office. There is no need to "hover," but being present will reassure students that you are concerned about their overall happiness and success.

Field trips, especially of the extracurricular type, offer an excellent opportunity to encourage informal communication with students. Resident Directors participate in all scheduled extracurricular field trips.

MID-YEAR EVALUATION

Resident Director's should survey students at some point in the first half of the year abroad to find out how well he/she is serving the students' needs. The feedback, which is anonymous, is seen only by the Resident Director and not by CSU IP. There is no standard evaluation form for this, but the evaluation should include questions pertaining to RD accessibility to students.

ARRIVAL: GROUP FLIGHTS

For our programs in Aix, Madrid and Granada, Resident Directors are asked to meet students at the airport and then accompany the students to the students' temporary accommodations. Information given to students regarding their flights is housed in the CSU IP Portal under "Learning Content". Ground transportation arrangements are made cooperatively by the outgoing and incoming Resident Directors with assistance sometimes by the local staff. Specific instructions on group travel arrangements are provided by CSU IP for each incoming Resident Director. Certain general aspects of this critical initial contact between the Resident Director and the students can be summarized below.

Air Travel Information: Group flight information is printed in the IP Participant Guide. Participation in the group flight is mandatory for Ghana and Jaén. Students who do not participate in the group flight are provided with arrival instructions and are instructed to arrive on the same day as the group flight.

Accommodations: Resident Directors make arrangements for the following year's group. CSU IP will provide necessary information about the group (male/female, students w/dependents, etc.). Temporary accommodations are housing arrangements for a limited period of time made to allow for a transition period before occupying permanent housing.

REPORTING ARRIVALS

Upon arrival at the study center, the Resident Director should email CSU IP a brief verification that all students have in fact arrived. Please send email to IPStudentAffairs@calstate.edu

Independent arrivals may include two subgroups: new students and renewal students. Renewal students are those returning for an additional year of study after completing a full year with CSU IP. Renewal students do not attend the Preparatory Language Program and will, therefore, not be expected to report in until shortly before the beginning of the fall term.

ON-SITE ORIENTATION

As soon as practicable after the arrival of all students, the Resident Director should hold a group orientation meeting. While the content and conduct of this orientation will depend on the circumstances at each study center and the particular desires of the Resident Director, a few topics should be included in all such presentations. These are:

- Office Hours
- Information about how to contact the Resident Director after hours
- Academic Regulations
- Attendance Policy
- Drug Use Policy
- How to Handle Medical Emergencies
- Health Matters and Mental Health Services
- Transportation (Public transportation and motor vehicles)
- Money and Banking
- Housing
- Issues related to food and drink
- Group Activities
- Student Conduct
- Safety
- Gender Roles
- Physical Orientation (walking tour of center facilities and university buildings)
- Culture Shock
- Housing
- Communication

HOUSING

Currently, all programs with Resident Directors require participants to find their own permanent housing. Students should be assisted as much as possible in finding adequate housing. The previous Resident Director or program staff will usually maintain and update a list of prospective housing for students. In many cases these students will have a language barrier to surmount, so any help the Resident Director or Program Assistant can give will be useful. Students should also be given guidance on local renting practices, approximate costs, and be cautioned on safety hazards, such as unvented gas heaters.

Building codes differ from those in California and students should keep this in mind when looking for housing. The Resident Director and the Program Assistant should discuss potential hazards, such as proper usage of gas appliances.

STUDENT ACTIVITIES

ORGANIZATION

Whether a large or a relatively small student group is involved, the Resident Director will find that some form structured input from the students is useful. While a "student government" apparatus is not really necessary, the organization of students into committees or advisory groups is essential. The volunteers may assist with celebrations (i.e. Thanksgiving), athletic activities, etc. A second but no less important purpose for student organization is to supplement other forms of communication between the Resident Director and the students. This is particularly important where a large number of students are involved.

The precise method of organization is up to the Resident Director in consultation with the students. Normally, the Resident Director will call a general meeting soon after students are settled in their studies and have had a chance to get acquainted. In this meeting, the purposes and need for a student organization should be identified and a structure may be suggested. The Resident Director should say how many students he/she wants on the committee. The students may then volunteer to serve.

It is best to avoid a too ambitious student organizational structure, particularly in offering a power base for the disruptive. It is essential to avoid any perception of the student organization as a congress, or as a committee of protest. Individuals with complaints or problems should meet the Resident Director on their own, not use the committee volunteers as their voice.

The Resident Director should participate in student discussions whenever decisions are made which affect the whole group. This participation should be advisory, helping the students to avoid gross errors of fact or judgment, and actions contrary to law or policy.

Constructive input from students on issues concerning the academic program, faculty competence, program rules, housing, fiscal matters, etc., is welcomed. Such input has often resulted in changes to program operations. Students who feel they have something to add to IP's activities should either discuss their ideas with the Resident Director, or should write them to CSU IP directly.

GROUP ACTIVITIES

In some locations abroad group activities are included as a part of the program. In some cases the program arranges for a longer field trip, in others the funds simply allow for a group meal, a day trip, Thanksgiving get-together or a farewell event. If CSU IP is arranging for the activity it is important that CSU IP policies and procedures be followed.

Group activities are mandatory.

CSU IP charges all students, except renewals, in advance for their participation in group activities whether or not they attend. If a student cannot attend a function for reasons beyond his/her control (e.g., illness), the Resident Director can excuse the student from participating. An excused student will not be charged if the Resident Director reports his/her name to CSU IP at ipfinance@calstate.edu. Do not tell the student he/she will get a refund if they do not attend an activity. Students will not be excused from attending a group function simply because they do not wish to attend, have other plans, or wish to save the money. Renewal students may participate in group activities but must be charged for their attendance. Following the conclusion of an activity, you must send a roster of the students who attended and those excused to ipfinance@calstate.edu or include in the monthly fiscal report.

GROUP ACTIVITIES FEE

If there is a group activity fee, it is included in the Program Costs collected from all participants. The Assistant Director for Finance will let you know how much you have available. If you are not sure if you have any funds available, check before you spend.

GROUP MEALS

The Resident Director makes the final decision about group meals but should also involve the students. In some cases students will assume the responsibility for all aspects of the event including preparing the food and cleaning up. The number of meals and types of events are limited only by the availability of funds and the creativity and resourcefulness of the Resident Director, Program Assistant, and students.

FIELD TRIPS

Field trips may be anything from a day's outing to a trip of several days duration. In many centers, the same field trips have traditionally been organized each year. Usually these are outings that have had repeated success and have the advantage of tried accommodations and/or transportation arrangements with which the local Program Assistant is familiar.

GUESTS

Invited guests at group meals should be limited to persons whose presence would be a benefit to all students. These may include overseas foreign university or government officials, housing officials, faculty members, and their spouses; and the spouse of the Resident Director. The expenses for guests should be paid out of the Community Relations fund.

Guests of individual students, spouses, and children of participants, renewal students, and any participants who were not charged in advance for group activities must be charged for their attendance.

TRAVEL

Use vendors who have established track records whenever booking or arranging any travel for students. Ask that they carry valid insurance and let them know your expectations regarding health and safety.

HOTELS

Select hotels that have a good reputation in the local area. Wherever possible conduct inquiries or check references.

CHOOSING DESTINATIONS

Select destinations appropriate to the program goals and interests. Make sure there are no U.S. Department of State Travel Warnings or other potential dangers at that location. See: <https://travel.state.gov/content/passports/en/alertswarnings.html>

STUDENT CONDUCT

CSU International Programs concepts and rules concerning student conduct derive from two sources:

Public law and regulations--specifically Article 1.1 of subchapter 4, Title V, California Administrative Code, and

The published rules and regulations of the CSU International Programs and the Agreement pursuant thereto entered into by the Trustees of the CSU and each participating student. A copy can be viewed in the students' IP Portal.

LEGAL PROVISIONS

Public law and regulations specify conduct which is unacceptable at any CSU member institution and which applies both within California and at the overseas study centers of the CSU International Programs. Paraphrased in terms applicable to the International Programs, unacceptable conduct in this category includes:

- Cheating or plagiarism in connection with an academic program.
- Forgery, alteration or misuse of official documents, records, or identification, or knowingly furnishing false information.
- Misrepresentation of oneself or of an organization to be an agent of the CSU International Programs.
- Obstruction or disruption, on or off CSU International Programs property, of the campus educational process, administrative process, or other official function.
- Physical abuse on or off CSU International Programs property of the person or property of any member of CSU International Programs staff, faculty, or student body, or of members of his or her family or the threat of such physical abuse.
- Theft of, or non-accidental damage to, CSU International Programs property, or property in the possession of, or owned by, a member of the International Programs community.
- Unauthorized entry into, unauthorized use of, or misuse of CSU International Programs property.
- The sale or knowing possession of dangerous drugs, restricted dangerous drugs, or narcotics as those terms are used in California statutes, except when lawfully prescribed pursuant to medical or dental care, or when lawfully permitted for the purpose of research, instruction or analysis.
- Possession or use of explosives, dangerous chemicals or deadly weapons.
- Engaging in lewd, indecent, or obscene behavior.

- Abusive behavior directed toward, or hazing of, a member of the CSU International Programs community.
- Violation of any directive of the Director, CSU International Programs, or of the Resident Director, notice of which had been given prior to such violation and during the academic term in which the violation occurs, either by publication or by posting on an official bulletin board designated for this purpose, and which directive is not inconsistent with any provisions of law or regulations currently in force.
- Soliciting or assisting another to do any act described above.

PROGRAM RULES

The operation of programs and the provision of services to students abroad are possible only because of cooperative arrangements made between CSU International Programs and host country governments, institutions, agencies, host universities, and private citizens. The maintenance of goodwill, meeting the provisions of local agreements, and respect for local laws, customs, and mores are essential to the perpetuation of such arrangements.

Accordingly, proper student conduct overseas and in the context of CSU International Programs operations implies a much broader and more varied realm of rules and conduct than may apply in the context of the student within the home campus community in California.

In order to provide for governance of student conduct in this complex situation the Director, acting for the CSU Trustees, concludes an agreement with each participant. The essence of this agreement with respect to conduct is that any student involved in conduct detrimental to the interests of CSU International Programs may be removed from the program by disenrollment at the sole discretion of the Director. This is an unusual, but necessary arrangement in which the authority to act in a disciplinary context stems entirely from a written contract.

While no code of conduct can limit the range of the Director's discretion in enforcing the CSU IP Agreement some examples of behavior not otherwise covered under law or regulation which are considered unacceptable are:

All violations of International Programs rules and regulations as specified in the IP Bulletin, including academic rules.

- Failure to attend classes to the extent normally required.
- Violation of the laws of the host country or political subdivisions thereof.
- Violation of the rules and regulations of the host university.
- Violation of the terms of stay or visa restrictions imposed by the host country.
- Participation overseas in any event, activity, or conspiracy of a political nature, or the making of any public statement which might tend to embarrass or inconvenience CSU International Programs or endanger the welfare of participating students.
- Conduct of an antisocial or eccentric nature which might tend to embarrass or inconvenience CSU International Programs or infringe upon the opportunities and benefits available to participating students.
- Failure to discharge lawful debts overseas in a responsible and timely manner.
- Conduct which represents a real danger to the personal safety of the student involved or to other students or staff members, including psychotic, violent and/or irrational behavior.
- Persistent failure to cooperate with the reasonable requests and policies of the Resident Director.
- Flagrant disregard of local customs, mores, or beliefs which might result in offending or antagonizing host country citizens or officials.

- Inciting or displaying antisocial or uncooperative behavior in the student group overseas, spreading malicious rumors, or in any way violating the rights of any other participating student or students, faculty, or staff members.

CSU INTERNATIONAL PROGRAMS STUDENT ALCOHOL AND DRUG POLICY

CSU International Programs is committed to creating a safe and healthy learning environment for all members of the CSU IP community. CSU IP disapproves of and does not tolerate alcohol abuse by its participants.

While the moderate consumption of alcohol may be an acceptable part of certain social activities, alcohol abuse conflicts significantly with the mission and values of CSU IP. Each country will have its own set of laws and customs surrounding alcohol, but these may not be obvious to someone new to the culture. Alcohol may be consumed by CSU IP participants of legal drinking age (in the host country). However, students should understand that, if they choose to drink alcohol, they remain accountable for their actions and, therefore, must drink responsibly. Prior to departure, students are advised to research their host country's alcohol-related customs and laws.

The intent of this alcohol policy is to help CSU IP achieve the following goals:

- Ensure that alcohol consumption is never the sole purpose of a CSU IP event.
- Communicate to CSU IP participants that they are expected to act responsibly regarding their consumption of alcoholic beverages while living abroad.
- Raise student awareness that, when choosing to consume alcohol abroad, students are subject to the local laws related to alcohol consumption.
- Remind CSU IP Resident Directors and staff overseas that they should strive to create an atmosphere that does not encourage students to drink alcohol and that respects those who choose to abstain.
- Warn students that excessive drinking or drunkenness is not condoned and

- will never serve as an excuse for misconduct.
- Encourage students to be aware of local customs and laws related to alcohol consumption.

CSU IP **does not** tolerate, under any circumstance, recreational drug use by its participants. Failure to abide by this policy will result in sanctions, including but not limited to, disenrollment from the program.

The California State University is committed to achieving and maintaining a community that fosters personal and institutional excellence and strives to provide conditions under which the work of the University can go forward freely, with the highest standard of quality and integrity. In keeping with this commitment, all faculty, staff and students are urged to ensure that the learning environment is free of the problems of substance abuse and dependency.

SANCTIONS

Failure to abide by applicable rules and regulations of CSU International Programs by any student participant may result in sanctions. The degree of sanction applied in any particular case will depend upon the severity of the violation and upon the potential for rehabilitation of the violator. Examples of sanctions are:

VERBAL REPRIMAND

Usually issued by the Resident Director, the verbal reprimand is simply a formal statement identifying the violation(s) involved, explaining any applicable rules and regulations, and admonishing the student against any repetition. Reserved for minor first offense infractions, such as irregular class attendance, the verbal reprimand is an essential step in clarifying student responsibilities and laying the ground for any future action which may be necessary. The Resident Director will report all verbal reprimands issued in numbered Resident Director letters to CSU IP.

WRITTEN REPRIMAND

Similar to the verbal reprimand, but is applied where the offense is somewhat more serious, or where the issuance of a verbal reprimand may be impractical or impossible. A copy of each written reprimand will be provided to CSU IP as soon as possible after its issuance. Care will be taken to include only factual information in written or verbal reprimands.

PROBATION

The assignment of probationary status may be made by the Director, CSU International Programs only. Such status is designed to serve as a serious warning to students who have failed to maintain a clear scholastic or enrollment status, or who have committed serious, but remediable, offenses through failure to observe program rules and regulations. The procedure for the assignment of probationary status is as follows:

- The Resident Director recommends the assignment of probationary status in a numbered Resident Director letter, providing full justification and all relevant facts.
- The Director makes a determination of the propriety of probationary status. If approved, CSU IP forwards a letter to the student (with a copy to the Resident Director) assigning probationary status. If not approved, the Resident Director is advised as to suggested alternative actions.
- Probationary status is removed by the Director, upon the recommendation of the Resident Director.

DISENROLLMENT

Disenrollment and expulsion of a student from CSU International Programs is the final sanction available to the Director, CSU International Programs, as a means to remove students from the program who have committed serious violations of program rules and regulations as outlined above and in those cases where remediation or rehabilitation is not likely or feasible. The following procedure is applicable:

- The Resident Director sets forth in a separate Resident Director letter the reasons for the recommended disenrollment, explaining and documenting the student's misconduct in as much detail as is required for understanding the nature and extent of the charges.
- The Associate Director of CSU IP or Assistant Director of Student Affairs sends a letter to the student setting forth the charges and inviting the student to reply to Student Affairs within a set period of time.
- Upon receipt of the student's reply, or at the expiration of the time allowed in which to reply, the Director evaluates the case and makes the final decision as to whether or not the student shall be disenrolled. A letter is sent to the student, with a copy to the Resident Director, giving the final decision. If the student is disenrolled, the student's home campus is informed.

Disenrollment is interpreted to mean involuntary withdrawal from CSU International Programs and from the home campus for the duration of the academic term during which disenrollment occurs. The action is not automatically prejudicial to the student in re-enrolling at the home campus. Should the home campus desire to pursue the matter, proceedings would have to be in accordance with Executive Order No. 48.

In special cases, the procedure outlined above may be expedited by telephone contact between the Resident Director and the Director. If so, a detailed written report should be made by the Resident Director to CSU IP, documenting the reasons for the action taken.

As the disenrollment process allows time for gathering facts, hearing a defense, and considering mitigating factors, the Resident Director can expect to continue dealing with the student involved for an extended period of time--perhaps several weeks.

When disenrollment proceedings are initiated against a student, the Resident Director will inform the student in writing that a recommendation for disenrollment has been submitted, briefly outlining the nature of the reason(s) for the recommendation. Included will be a brief explanation of the disenrollment procedure as explained in paragraphs 4.a., 4.b., and 4.c., above

Occasionally, when the continued presence of a disenrolled student in the host country may present an embarrassment to CSU International Programs, or when the personal safety of the student (or another student) is in serious question, it may be necessary to request a revocation of the student's residential or visa status by the host country government. Should this be deemed necessary, the Resident Director should contact the nearest U.S. Consular office for advice on/assistance with the appropriate procedures. Prior to the actual initiation of any deportation procedure, the concurrence of the Director will be obtained by the most appropriate means of communication.

SUMMARY DISENROLLMENT

On those occasions where serious infractions of program rules and regulations are combined with any form of imminent danger to the personal safety or health of the student involved, or where any threat to the safety, health, or well-being of any other student participant, faculty, or staff member is involved, or where the continued operation of CSU International Programs is placed in imminent jeopardy by the conduct of the student involved, the Director may authorize a summary disenrollment. The procedure to be followed is:

- The Resident Director telephones the Director and provides an explanation of the grounds for summary disenrollment.
- The Director makes an immediate assessment and renders a decision by telephone.
- The Resident Director advises the student verbally and in writing that he or she has been disenrolled. The Resident Director's letter is the official letter of disenrollment and a copy should be faxed to CSU IP at the same time it is issued to the student.
- The Director will subsequently verify the disenrollment by writing to the student and notifying the student's home campus of his/her disenrollment from the IP program.

- If it is necessary that the student be removed from the host country, procedures are initiated as outlined in paragraph 4.h. above.

GRIEVANCES

Students, who believe that they have been treated unjustly, or have been victims of an error on the part of the staff or the administration of the International Programs, should make every effort to resolve the issue by consulting the Resident Director. It will be the responsibility of the Resident Director to examine the matter and earnestly seek a satisfactory solution. If such solution cannot be found, the Resident Director will inform the Director of International Programs and supply a report containing all relevant information. The Director will then inform the student and the Resident Director of other avenues of appeal which may be open.

CSU IP STATEMENT ON SEXUAL HARASSMENT

It is the policy of the CSU to maintain a working and learning environment free from sexual harassment of its students, employees, and applicants. Sexual harassment is conduct subject to disciplinary action. As a CSU program, CSU IP is concerned about sexual harassment abroad. Students should be aware that this policy does apply to them, but does not apply to faculty, students and staff of host institutions abroad, as legal standards and cultural norms may be different than those in the US. CSU IP emphasizes the importance of orientation and open communication in order to promote a preventive approach that addresses and explains issues before they escalate into more serious problems.

CSU IP participants should understand that a definition of sexual harassment abroad must take into account the legal system and culture of the host country, and different standards and norms can make harassment difficult to identify abroad. During orientations, both before departure and once abroad, students will receive information regarding the host country and culture. In some cultures verbal comments that may be offensive in the US may be acceptable abroad. At the same time some types of dress that are considered appropriate in the US may send different messages abroad.

REPORTING SEXUAL HARASSMENT

All alleged incidents of sexual harassment should be reported to the Resident Director, Resident Coordinator or host university contact person. That person will consult with CSU IP regarding the issue. CSU IP will consult with other appropriate staff as necessary. Students who prefer to contact CSU IP in Long Beach first may write to: ipstudentaffairs@calstate.edu or Dr. Katie Roller, Associate Director at kroller@calstate.edu

TITLE IX

The California State University does not discriminate on the basis of gender in the educational programs or activities it conducts. Title IX of the Education Amendments of 1972, as amended, and the administrative regulations adopted thereunder prohibit discrimination (including harassment) on the basis of gender in education programs and activities operated by California State University. Such programs and activities include admission of students and employment. Inquiries concerning the application of Title IX to programs and activities of California State University International Programs may be referred to the Director of the Office of International Programs or to the Regional Director of the Office for Civil Rights, Region IX, 50 UN Plaza, Room 239, San Francisco, California 94102.

DISABILITY

The California State University does not discriminate on the basis of disability in admission or access to, or treatment or employment in, its programs and activities. Section 504 of the Rehabilitation Act of 1973, as amended, and the regulations adopted thereunder prohibit such discrimination. Inquiries concerning compliance may be addressed to the Director of the Office of International Programs.

RACE, COLOR, OR NATIONAL ORIGIN

The California State University complies with the requirements of Title VI of the Civil Rights Act of 1964 and the regulations adopted thereunder. No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program of The California State University.

AGE, ETHNICITY, RELIGION, SEXUAL PREFERENCE, MARITAL STATUS, PREGNANCY, OR VETERAN STATUS

California State University does not discriminate on the basis of age, ethnicity, religion, sexual preference, marital status, pregnancy, or veteran status in any of its programs or activities. California State University International Programs complies with all applicable federal laws, state laws and Trustee policies in this area. These statutes and policies also prohibit sexual harassment. Inquiries concerning compliance may be addressed to the Director of CSU International Programs.

PRIVACY RIGHTS OF STUDENTS IN EDUCATION RECORDS (FERPA)

The federal Family Educational Rights and Privacy Act of 1974 (20 U.S.C. 1232g) and regulations adopted thereunder (34 C.F.R. 99) set out requirements designed to protect the privacy of students concerning their records maintained by CSU International Programs. Specifically, the statute and regulations govern access to student records maintained by the campus, and the release of such records. In brief, the law provides that the campus must provide students access to records directly related to the student. The law generally requires that written consent of the student be received before releasing personally identifiable data about the student from records to anyone other than a specified list of exceptions.

CSU International Programs is authorized under the Act to release "directory information" concerning students. "Directory information" includes the student's name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities and sports, dates of attendance, degrees and awards received, and the most recent previous educational agency or institution attended by the student. The above

designated information is subject to release at any time unless CSU International Programs has received prior written notice from the student specifying information which the student requests not to be released. Written objections should be sent to the Director of CSU International Programs.

CSU International Programs is authorized to provide access to student records to IP staff members, overseas staff and partners, and campus officials who have legitimate educational interests in such access. These persons are those who have responsibilities in connection with the academic, administrative or service functions and who have reason for using student records connected with their campus or overseas center, or other related academic responsibilities. Disclosure may also be made to other persons or organizations under certain conditions (e.g., as part of accreditation or program evaluation; in response to a court order or subpoena; in connection with financial aid; to other institutions to which the student is transferring).

PRIVACY OF STUDENT INFORMATION

Section 7(b) of Federal Public Law 93-579, popularly referred to as the Privacy Act of 1974, became effective January 1, 1975. This section of the statute requires that any federal, state, or local government agency which requests an individual to disclose his/her Social Security number shall inform that individual whether that disclosure is mandatory or voluntary, by what statutory or other authority such number is elicited, and what uses will be made of it.

The application for admission to California State University International Programs requires each applicant to provide his/her Social Security number. Authority for this requirement is found in Section 41201 of Title 5 of the California Code of Regulations, and Section 6109 of the Internal Revenue Code.

The student's Social Security number is included in all student records which may include application files, registration records and certification documents, academic records, financial aid and transaction records, and transportation and insurance documents. Also, the Internal Revenue Service requires the University to file information returns that include the student's Social Security number and other information such as the amount paid for qualified tuition, related expenses, and interest on educational loans. That information is

used to help determine whether a student, or a person claiming a student as a dependent, may take a credit or deduction to reduce federal income taxes. It is CSU IP policy to protect the personal information of participating students from unnecessary or inappropriate disclosure. Personally identifiable records are not shared or distributed to private individuals or agencies unless such sharing or distribution is authorized by the student or unless otherwise provided for in law. In circumstances where the safety or well-being of participants may be involved, information derived from official files, reports or records relating to participants individually or collectively may be utilized as deemed appropriate by the Director of CSU International Programs for official purposes. Such information may be disclosed pursuant to host country law or regulation whether or not such disclosure is consistent with the laws or regulations of the US or the State of California.

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