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# **RESIDENT DIRECTOR HANDBOOK**

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## **GENERAL ADMINISTRATION**

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### **COMMUNICATIONS**

Communicating with a spouse, a neighbor, or a colleague can present enormous challenges when accuracy and precision are essential. The challenge is heightened when the communicators are separated by time, distance, and circumstance. CSU IP must communicate with its representatives in eighteen countries around the world on a variety of academic, budgetary, administrative, and personal matters, and it must communicate with an acceptable degree of accuracy and precision.

To aid in this process, CSU IP has developed a highly structured system of communication. The system will take a little getting used to--and it may seem at first to be excessively impersonal--but the reward to be gained from following it is a much improved likelihood of receiving timely and appropriate responses to requests and inquiries.

### **COMMUNICATION CHANNELS**

All official communications between the Resident Director and other CSU IP overseas staff members and any campus or administrative office of the CSU or any supporting agencies or persons is carried out through CSU IP in Long Beach.

Students communicating with campuses or administrative offices of the CSU or other supporting agencies and individuals for official purposes (such as obtaining academic or financial aid information) must do so through the Resident Director and CSU IP.

Communications made outside CSU IP channels can neither be monitored nor can responses be expedited by the IP staff. CSU IP cannot take responsibility for the consequences of failure to follow the above instructions.

### **COMMUNICATION MODES**

A Resident Director can communicate with the Office of International Programs in the following ways: RD letters, telephone, fax, e-mail, Skype, Zoom or FaceTime. Telephone calls can be expensive and should be used only when information is time sensitive or discussion is required. When telephone calls are made, they should be followed by written confirmation of information. The cheapest and most complete ways of communicating with the Office of International Programs are fax, e-mail and Wi-Fi supported telephone or Skype/Zoom-type calls.

### **RESIDENT DIRECTOR LETTERS**

Written communications between the Office of International Programs and the Resident Directors are considered intra-office correspondence, and as such are not shared with or distributed to any person other than the addressee without the specific authorization of the Director. Resident Directors may, at their discretion, inform students and others orally of what they have reported to CSU IP, but written text from the Resident Director or CSU IP are not shared unless clearance has been given.

Below are listed suggestions on how these letters should be written. These suggestions are given to insure that all Resident Director letters are relatively uniform in format so that they can be answered quickly and efficiently:

All Resident Director letters are addressed to the Director of International Programs.

Resident Director letters should normally be sent by airmail or DHL. DHL or the equivalent service should always be used when sending checks, time sensitive, and confidential materials.

Resident Director letters are usually written on memorandum style letterhead, identified by country, and numbered sequentially beginning with the first letter of the academic year, e.g., France #1. Enclosures are indicated in the left-hand margin.

Subject matter is divided into four functional areas (General, Academic, Student, and Fiscal) with each paragraph numbered sequentially within each area. Please separate these four functional areas for each site you oversee. For example, in Spain: Madrid: General; Academic; Student and Fiscal; Granada: General; Academic; Student and Fiscal; Jaen: General; Academic; Student and Fiscal.

The division of the Resident Director letter into functional areas allows for the clear delineation of sometimes complex requests or information into manageable elements which can more easily be acted upon or understood. To make this topical division, however, requires some analysis and careful ordering of the information to be included in each letter. Upon receipt in CSU IP each Resident Director letter is analyzed to identify the responsible staff member for each action item. A well-structured letter expedites this process and gets better and faster results. The subject area titles are fairly self-explanatory, but overlapping does exist.

Included under General are matters pertaining to administration, general information, or personal comment. Item 1 in this category is always a statement as to what CSU IP correspondence has been received to date, e.g., "We have received all numbered correspondence through CSU IP #12 and Fax #10" or "We have received all numbered correspondence through CSU IP #22, except for CSU IP #18. Please send a duplicate."

Included under Academic are matters pertaining to course/curriculum content and development; grade, credit, and equivalency reporting; course withdrawal; academic policy questions and recommendations; student academic progress; requests for exemption from academic rules and regulations; academic advisement; transfer between CSU institutions; provision of IP Academic Reports in lieu of transcripts; independent study proposals; course-related field trips; and relations with host institution/IP study center faculty.

Included under Student are matters pertaining to student morale; student health (not insurance) and safety; student conduct and discipline; student activities; student government; enrollment status; registration and certification of enrollment; student travel; student housing; renewal application; student selection and placement; student grievances; student exchanges; and promotional materials or information.

Included under Fiscal are matters pertaining to receipt, accounting, and disbursement of State and student funds; banking; salaries; supplies and equipment; services; facilities; student financial aid; emergency loans,

health insurance; budgetary estimates (State and student); currency; student debts and financial problems; overseas tuition and other cost projections; and community relations funds.

Whenever enclosures are sent, they are described in the separate category areas. The number of the enclosure is indicated in the margin opposite the appropriate paragraph. This plan prevents loss of any enclosure.

Letters to Resident Directors are labeled "CSU IP" and numbered sequentially. They are organized along the same lines as Resident Director letters. Reference to previous Resident Director letters is made according to the following formula--Re: France #12. A.4. followed by the text. France #12 refers to the letter, A.4. refers to the fourth item listed in the academic area. When the item refers to a specific student, the student's last name will usually be added--Re: France #6. F.2. Angmann.

### **PERSONAL LETTERS**

Occasionally, Resident Directors may find that their correspondence includes material or information of a sensitive, personal, or confidential nature which they desire have restricted circulation, or wish the Director only to see. Such items may be given special handling by including them in a separate letter addressed to the Director and marked "PERSONAL." Such letters are not included in the sequential numbering system. The use of personal letters to the Director should be restricted to the most serious cases as Resident Director letters are treated with great care and are an appropriate vehicle for virtually all matters.

### **INTERNATIONAL TELEPHONE CALLS**

Before placing calls from the overseas center to the Office of International Programs, the Resident Director should reflect on the cost and urgency of the call. Overseas calls must be brief and to the point. Conversations should deal with essentials. It is appropriate to make calls:

1. When information is urgently needed by the Office of International Programs and is too complicated to send by fax or e-mail;
2. When the Resident Director needs information and cannot wait for a written reply;
3. In cases of emergency (e.g., student accident, office break-in, etc.) and when details needed are beyond those possible in a fax or e-mail; and when requested by the Office of International Programs.

Only the Resident Director is authorized to make calls. In cases of emergency, and only in the absence of the Resident Director, the Program Assistant may make calls. Under no circumstances should students make direct overseas calls to the Office of International Programs. Collect calls from students cannot be accepted. When calls are made on a student's behalf necessitating a policy decision, it is usually not appropriate to make the call in the presence of the student because this may jeopardize the confidential nature of the discussion.

The Office of International Programs has regular office hours between 8:00 a.m. and 5:00 p.m., Monday through Friday, Pacific time zone. The telephone number is +1-562-951-4790. Calls should not be made after hours or on a weekend except in case of emergency; emergency calls may be made to Mr. Leo Van Cleve. His cell is +1-949-636-2143 and home is +1-949-888-9984.

Please see the following website for correct times: <http://www.timeanddate.com/worldclock/>

## **FAXES**

Faxes should be used when the subject is time-sensitive and the material to be sent is limited in volume. CSU IP's fax number is +1-562-951-4983. If for some reason the fax will not transmit on that number you may use +1-562-951-4984. All faxes should be addressed to the Director of International Programs and sent by the Resident Director. They should be numbered consecutively to ensure CSU IP has received all faxes sent. Fax paragraphs must be numbered sequentially for reference. Section headings as required for letters are optional.

## **E-MAIL**

It is easy to send e-mail and this tends to encourage a lax attitude toward the contents and making a record of the correspondence. In general, e-mail must be as clear, detailed, and well-written as other forms of communication. Due to reformatting, headings and indentations are usually lost in transmission. Paragraphs, however, can be numbered for reference. E-mail messages should be electronically filed or printed and added to the written correspondence file along with Resident Director Letters and faxes to ensure a complete record of communications is available. It is helpful to recap the email in an RD letter making reference that a detailed email was sent previously.

## **CSU IP ADMINISTRATION**

- Mr. Leo Van Cleve, Assistant Vice Chancellor, International and Off-Campus Programs  
[lvanceleve@calstate.edu](mailto:lvanceleve@calstate.edu)
- Vacant, Director
- Ms. Kia Ross, Administrative Assistant  
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### **FISCAL AFFAIRS**

- Ms. Nancy Tran Skoulphong, Assistant Director, Fiscal Affairs  
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- Ms. Carolyn Esguerra-Castillo, Student Financial Specialist  
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- General email  
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### **ACADEMIC and EXCHANGE SERVICES**

- Ms. Renata Bouwmeester, Assistant Director, Academic Services and Exchange  
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- Ms. Marlene Ortiz, Academic and Exchange Services Coordinator  
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- General email  
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## **STUDENT AFFAIRS**

- Ms. Kristy Sauerbry, Assistant Director, Student Affairs  
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- Ms. Julie Meurer, Senior Program Advisor  
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- General email  
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## **FILES AND REPORTS**

The type and quality of office files vary widely from center to center, depending on the administrative styles of past Resident Directors and their assistants. As a minimum, however, files should contain the following:

1. General:
  - A. Correspondence Numbered CSU IP letters
  - B. Numbered Resident Director letters
  - C. Correspondence with host institution
  - D. General correspondence
  - E. Faxes
  - F. E-mail correspondence List of local contacts Publications
  - G. Health Insurance brochure
  - H. Program Development Report
  - I. Resident Director's Personal Guide
  - J. Resident Director's Handbook
  - K. Student Experience Series
  - L. Study center bulletins/IP bulletin
2. Academic Services:
  - A. Academic Advisement form Catalogs of CSU campuses
  - B. Catalog of host institution Course Descriptions
  - C. Course Enrollment Key
  - D. Course Withdrawal form (if applicable)
  - E. For withdrawal students only:
  - F. Academic Report
  - G. Program Withdrawal form Independent Study form (if applicable)
  - H. Individual grade sheets (if any)

- I. Intent to Take CR/NC Course (if applicable)
  - J. Student Program Transcript
3. Student Services:
- A. An individual file for each student containing:
  - B. Pre-departure Information
  - C. Application file
  - D. Faculty Recommendations Health Certificate
  - E. Permission for Emergency Medical Treatment Personal Information
  - F. Correspondence concerning student Drug statement (Italy only)
  - G. Insurance claims (if any)
  - H. Local address Photograph
  - I. Record of overseas telephone calls, counseling sessions, or other activities affecting student
4. Fiscal Affairs:
- A. Bank Contracts
  - B. For facilities: Inventory
  - C. For services: (faculty, staff, etc.) Inventory
  - D. Monthly accounts (by month)
  - E. Cash summaries
  - F. Check registers
  - G. Disbursement voucher
  - H. Invoices
  - I. Receipts
  - J. Receipts and Expenditures reports
  - K. Reconciliation sheets
  - L. Student funds

A supply of the following blank forms should be kept on file as well. Forms should be reproduced at the study center.

1. General:
- A. Address labels Envelopes
  - B. Binder for RD correspondence
2. Academic Services:
- A. Course Description Course Enrollment Key Course Withdrawal Independent Study
  - B. Intent to Take CR/NC Course Student Program
3. Student Services:
- A. Drug Statement (Italy only) Program Withdrawal
4. Fiscal:
- A. Bank Reconciliation
  - B. Equipment Inventory
  - C. Invoices
  - D. Loan Applications (Student Loans)

- E. Medical Loan Agreements
- F. State Funds Report
- G. Program Funds Report
- H. Cash Summary
- I. Check Register Receipt Book
- J. Reconciliation of Available Resources
- K. Revolving Fund Disbursement Voucher
- L. Student Insurance Claim
- M. Transmittal Form
- N. Supplementary Reports of Transactions Affecting Students' Accounts
- O. Travel Expense Claim

Since most files are duplicated at CSU IP, it is not necessary to maintain general historical files at the centers. As a rule, each center should maintain a complete file for the current academic year and the preceding academic year (which is the same as the fiscal year, July 1 to June 30).

On arrival, the new Resident Director should destroy the files created two years before, move the previous year's files to inactive status, and, using the previous year's files as a model, set up the current year's files. A few items, such as the agreement with the host institution, may be considered as permanent files. Other informational items, such as host university catalogs, may be kept if storage room permits. Bulky student and fiscal files particularly should be destroyed when they are two years old.

## **END-OF-YEAR REPORTS**

CSU IP Resident Directors are assigned to study centers for one or two years. These limited-term assignments result in a high degree of turbulence as the leadership changes. CSU IP has attempted to build a system of administration and the documentation to help implement that system. This is intended to ameliorate some of the negative effects of the lack of continuity which results from high turnover rates in our overseas administrator positions.

On the other side of the equation, however, we must depend on the outgoing Resident Directors themselves to carry over certain items of information in writing for the benefit of the incoming Resident Directors and CSU IP.

There are three required reports:

### **PROGRAM DEVELOPMENT REPORT**

This document is intended to provide a means for each Resident Director to record his/her experience and perspective on various aspects of the program itself. The report is provided to CSU IP for review and permanent file, to the incoming Resident Director and to the Academic Council on International Programs (ACIP) at their request. The Program Development Report includes the following sections:

***Description of the Program Academic Structure:*** This section provides an overview of the elements of the academic program and a statement of program objectives. Important details on the working of the program must be included.

**Description of the Program Administrative Structure:** This section provides a description of both internal office administration factors and external administrative or working relationships. Detail, such as names, addresses and telephone/fax should be included.

**Evaluation of Academic Program:** In this section, the Resident Director provides an evaluation of the success of the program as structured and in terms of objectives outlined in Section 1. The narrative should be issue-oriented. This section lays the basis for subsequent recommendations.

**Evaluation of the Administrative Structure:** The Resident Director focuses here on the specific issues of administration and provides a critique of current practice, laying a basis for subsequent recommendations.

**Student Experience:** This section is dedicated to a discussion of the non-academic aspects of the program, is issue-oriented, and lays a basis for recommendations.

**Recommendations:** Based on information provided in the previous sections, the Resident Director uses this section to record specific recommendations for the development and improvement of the program. The recommendations must be restricted to the improvement of the existing program and program site, but otherwise there are no “off limits” subjects.

**Open Forum:** This section is, as the name suggests, for the use of the Resident Director to address matters which do not fall in the above categories. An example might be a suggestion that the program relocate or that a new university affiliation be established. It is a place to register ideas to pursue and any other information or reflections which may be of use in the long-term development of IP or of the study center.

Do not include comments on the individual performance of study center staff in the Program Development Report, for this, use the Staff Performance Appraisal Form.

The Program Development Report is to be completed and submitted to the Director of International Programs prior to the departure of the outgoing Resident Director from the study center. It is highly recommended that the report be started early in the year as a kind of “journal” so that passing thoughts and daily experience can be easily captured and will require only some simple editing to be put in final form. While each Resident Director is responsible for his/her own report, it is most useful if reference is made to the previous year’s report where appropriate. Most significant issues, while they may be viewed very differently by individual Resident Directors, tend to continue from year to year in some form. Finally, because it involves assessment, it is required that the Program Development Report be signed by the Resident Director.

### **STAFF PERFORMANCE APPRAISAL FORM**

This is a form with accompanying instructions. Its purpose is to provide an evaluation of the individual performance of serving permanent staff at each study center. The Resident Director completes the form and discusses the form with the staff member in person. The form is then signed by both parties. It is then forwarded to the Director of International Programs for review and file. The Staff Performance Appraisal Form is an important tool in the development of our overseas staff and to ensure that standards of performance are being met.



## **RESIDENT DIRECTOR PERSONAL GUIDE**

Transitioning and reorienting one's personal life for a one or two year assignment abroad is a demanding and complicated matter. This document provides a vehicle for capturing and sharing vital practical information on housing, transportation, shopping, schools, medical care, and a host of other issues related to living and adjusting to one's new environment. However experienced Resident Directors may be with living abroad, a compendium of practical information is always useful. The Personal Guide is updated each year by the incoming Resident Director. It is best, as in the case of the Program Development Report, to edit the Personal Guide as the year goes along, capturing useful information and identifying obstacles and solutions. There is no set structure for the Personal Guide, but Resident Directors are encouraged to make this document as complete and as useful as possible. Finally, the Personal Guide copy kept at the study center should be placed in a folder, or notebook, which includes maps, brochures, pamphlets, and other informational items which may be useful to the incoming Resident Director. A copy of the Personal Guide is provided to CSU IP prior to the departure of the outgoing Resident Director. This copy will be provided to newly appointed Resident Directors so that they can begin their personal planning.

## **STAFFING POLICY**

Overseas programs sponsored by The California State University will be assigned a CSU faculty member as a full-time Resident Director when it is deemed advantageous and necessary.

Where it is not possible or necessary to have a CSU faculty member as Resident Director, a Resident Coordinator may be appointed or otherwise identified. Resident Coordinators may be either employees of a host institution overseas, faculty from another American institution of higher education living overseas, or any qualified local resident.

Resident Directors and Resident Coordinators may be assigned a Program Assistant who is a resident of the host country. Program Assistants are generally long-term employees who provide program continuity from year to year.

IP staffing policies do not apply to those programs operated on a consortia or cooperative basis. Staffing for such programs is established by agreement among the participating institutions.

## **RESIDENT DIRECTORS**

### **SELECTION**

Announcement of vacancies is made 18-24 months in advance to all CSU campuses, requesting that applications be submitted to the Office of International Programs. The Academic Council's Faculty Affairs Committee screens the applications, interviews selected candidates, and recommends to the Director of International Programs those applicants whom it considers best qualified. Final selections and appointment are made by the Director, with the concurrence of the respective home campus administration.

### **APPOINTMENT**

Resident Directors must hold a full-time, tenured or tenure-track teaching or administrative appointment on a CSU campus. They must possess a terminal degree and have appropriate overseas experience. Faculty on

Faculty Early Retirement Program (FERP) are not full-time and therefore are not eligible. They are normally appointed as Resident Directors for a period of one year.

## **DUTIES**

The Resident Director (or Resident Coordinator) performs the following tasks:

1. Maintains official contacts with the host university (universities) or affiliated educational institution(s) and relevant government offices of the host country;
2. At the request of the Director, undertakes negotiations with the host institution(s) and housing entities for renewal or substitution of instructional facilities and student board and housing arrangements for the subsequent academic year;
3. Reports regularly to the Director on matters pertaining to the functioning of the center to which assigned;
4. In areas where an autonomous academic center (i.e., one not affiliated with a foreign educational institution) is maintained, supervises all aspects of the curriculum, including making recommendations on courses, faculty selection, and program development;
5. Provides academic advice to participating students and gives final approval to course enrollments;
6. Provides continuous supervision and evaluation of the academic work of participating students;
7. Reports coursework undertaken and completed by students in accordance with established procedures, including an evaluation of academic work in terms of CSU requirements;
8. Counsels and advises students on nonacademic aspects of the study-abroad experience, and arrange periodic field trips and social activities;
9. Ensures that students observe all relevant regulations of academic and housing entities of the host country as well as the regulations of the International Programs;
10. Maintains detailed records on all participating students regarding selective service status, emergency address, medical insurance, financial aid arrangements, and the like;
11. Assists individual students in the conduct of their personal affairs and in their adjustment to the foreign experience;
12. Keeps the Office of International Programs informed of changes of individual student personal status, such as marriage, disenrollment, withdrawal, probation, major illness, accidents, protracted absence, etc.;
13. Maintains accounts in a foreign bank, receive and disburse funds as appropriate from State and Program accounts, and provide a monthly reconciliation of the bank account;
14. Submits regular monthly reports of receipts and disbursements to the Assistant Director, Finance, International Programs;
15. Is responsible for keeping expenditures within the amounts budgeted for the various allotments;
16. Provides for the proper maintenance of the overseas facilities, furniture, and equipment, including detailed inventories.
17. Aids in negotiation of contracts for overseas facilities and personnel; and
18. Carries out other assignments made by the Director.

## **PAY**

Full-time 12-month Resident Directors receives from the home campus their current salary in the 12-month scale plus a 10 percent differential for overseas location. The home campus is repaid a fixed salary, regardless of the academic rank of the appointee, on the basis of Assistant Professor Step 10. Travel expenses to and from the center are also paid by the Office of the Chancellor for the Resident Director but not for dependents. The ten percent differential is provided to offset in whole or in part those special costs associated with relocation to the study center and service abroad for which the Resident Director is not otherwise compensated. No additional supplementary funds are provided to offset these costs.

Resident Directors are encouraged to locate their housing overseas prior to departure. If this is not possible, the Office of International Programs will pay full-time Resident Directors a maximum of seven days hotel per diem beginning with the day of departure. You may not claim reimbursement for other expenses in lieu of per diem.

## **VACATION, HOLIDAYS AND SICK LEAVE**

The Resident Director position is considered a full-time 12-month administrative appointment. This is a “work until the job is complete” administrative assignment and not a time clock or “hourly” position. The position requires flexibility in work hours per day and per week. Early in the program year, work days may be long as students arrive and settle in. Later in the program semester or year, there may be less time required.

The RD is allocated the usual twelve (12) California holidays and twenty-four (24) vacation days. The expectation is that holidays and vacation allocation will be used during the twelve months the RD serves abroad. No additional days will be allocated for work on evenings or weekends. Unused time should not be carried back to the home campus without prior consultation with the Director of CSU International Programs.

- Vacation days should be used over the course of the year and not saved until the end.
- For semester break or summer break days when you are not in the office or working, you must use a CSU holiday or a vacation day.
- For host country holidays you must use either one of your CSU holidays or a vacation day.
- Time between the official start dates (usually August 1) and when the RD begins work are considered work-days unless you use a vacation day or a CSU holiday. Time off during this period is considered vacation usage.
- For programs with Preparatory Language Program (PLP), the time between the end of PLP and the start of the semester are considered work-days unless they are host country holidays. Time off during the break will be counted against the vacation allocation.
- Time between the end of the first semester and the start of the second semester are considered work days unless they are holidays. Time off during the break will be counted against the vacation allocation.
- If there is a spring break, the time is considered work days. Time off during the break will be counted against the vacation allocation.
- If the RD travels or leaves to return to the United States and does not work after the end of the academic year, the early departure days will be counted against the vacation allocation.
- If there are host country holidays beyond the allocated twelve (12) days when the RD does not work, those days are considered vacation time.

Full-time 12-month, Resident Directors accrue eight hours of sick leave for each month of service completed with CSU International Programs.

Sick leave earned while serving as Resident Director with the International Programs will accumulate beyond the term of assignment as established in the letter of appointment.

Resident Directors are asked to complete the Time Off Report and submit to with the monthly fiscal report. If you have questions regarding the policy, please contact CSU IP Assistant Director of Fiscal Affairs for assistance.

## **PROFESSIONAL CONFERENCES**

The primary role of the Resident Director is to serve as the top on-site administrator in charge of academic, student, and fiscal affairs for International Programs. From time to time Resident Directors have professional obligations that require attendance and a presentation at a professional conference. When attendance at such a conference does not interfere with the obligations of the RD, he or she may request permission from CSU IP to attend. The RD travel budget is not intended to pay for this travel (see Travel Expenses, Fiscal Affairs).

## **POWER OF ATTORNEY**

The Power of Attorney is a delegation of authority from the Chancellor to the Resident Director to act on behalf of the California State University in specific circumstances. This document is required to undertake most legal transactions including establishing and maintaining program bank accounts, signing leases and other contracts, and making long term purchases. This process will begin in November before you go and you will receive a request for the necessary information such as birth date and passport. The requirements vary from country to country.

Once you submit the necessary information, our office will create the power of attorney and obtain the necessary signatures, notary, and apostille. Once completed, we will keep a copy here and forward the original to the office abroad so that it will be there when you arrive to take up your duties. On-site staff will assist with getting you registered and making the necessary changes in banking and other arrangements.

## **RESIDENT COORDINATORS**

In some centers, such as Germany and Chile, a position which might otherwise qualify as a resident directorship is filled by a person not holding an appointment at a CSU campus. The title of this position is Resident Coordinator, and the tasks are the same as those of a Resident Director. Appointment is made for each academic year by the Director of International and appointments may be renewed.

## **LOCAL EMPLOYEES**

Where needed, a qualified person available locally may be appointed as assistant to the Resident Director or Resident Coordinator, to perform clerical, administrative, and student services tasks as required. Appointment is made for each fiscal year by the Director of International Programs. Payment of salary is

made from International Programs funds on the basis of a signed contract. Position titles are determined by the Director of International Programs.

The relationship between the Resident Director and the teaching faculty at the study center reflects the specific structure and arrangements made for that particular center. These arrangements vary so widely from center to center that it is not possible to summarize them here. Each Resident Director is provided, however, with individual information on this aspect of personnel administration during the Resident Director orientation/workshop conducted in Long Beach.

When it is necessary to hire or replace a local employee, CSU IP necessarily relies heavily on the Resident Director's recommendation as to who should be hired. When a hiring action is required, permission to do so must be secured from CSU IP, the position advertised locally as needed, and a recommendation forwarded to CSU IP as to the selection the Resident Director believes best qualified. Faculty nominations must be accompanied by a curriculum vitae. Rates of pay and working hours must be cleared with CSU IP before hiring takes place. A contract will then be issued by the Chancellor's Office. Faculty contracts are required in Italy.

In many centers there are local laws requiring the payment of separation pay based on years of employment. These may not be applicable to some faculty, who are hired on a yearly basis for specified contractual services, but may be applicable to the assistant and to long term faculty employees. Upon termination of a local employee, CSU IP should be notified as soon as possible whether separation pay is required and what the amount should be.

Resident Directors are frequently under considerable pressure from local employees to increase pay scales and award other benefits. Such decisions, however, are made only by CSU IP. As a general rule CSU IP attempts to pay what is considered an adequate local compensation for services performed. It does not wish to set higher pay standards than those of comparable programs for reasons of prestige or popularity nor to exploit employees by paying too little. When fiscal conditions permit, increases are built into the budget. They are, however, not automatic. Resident Directors are asked each year for their recommendations on next year's budget. They should comment at this time on what they consider would be fair compensation. Under no circumstances should the Resident Director make any commitment to local staff on pay increases prior to receiving CSU IP's approval in writing.

A consideration in hiring a replacement is that the starting salary for a new employee generally should not be the same as the finishing salary for the departing employee, who has had several years of experience and accumulated several step increases in pay.

Local laws determine sick leave or maternity leave, however, employment contracts or job descriptions codified to contracts will establish sick leave or maternity leave provisions.

## **STAFF APPRAISAL FORM**

To define a specific working relationship between the Resident Director and the permanent staff which incorporates clear elements of authority, but also clear lines of responsibility.

To protect permanent staff from informal judgment.

To provide CSU IP with a method for tracking individual staff members abroad in terms of both positive and not-so-positive aspects of personality and performance to permit corrective action where necessary and praise and benefits where deserved on a fair and equitable basis.

## **PROCESS FOR STAFF APPRAISAL**

Use the staff evaluation form and type or legibly print in black ink Employee Name, Title, Evaluation Period, and the Date of the report.

Briefly describe the duties of the staff member. Every study center should have on file a job description for any individual permanently hired there. If none exists, it should be prepared by the Resident Director in collaboration with the employee and CSU IP, which has final approval authority for such descriptions. If such a description already exists, it should be used as a source document and the brief statement entered onto the Evaluation Form must reflect the points of emphasis of the Resident Director which characterize the job as he or she sees it.

The Resident Director meets with the employee to discuss the evaluation. After the meeting both parties sign the evaluation form.

Finally, the completed and signed form is sent to CSU IP for the review by the Director of International Programs. The signed form is then filed in CSU IP.

The evaluation is confidential and will not be shared with any persons other than those indicated above.

## **ACADEMIC POLICIES AND PROCEDURES**

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### **INTRODUCTION**

This section provides information on the California State University International Programs (CSU IP) objectives as well as the duties and responsibilities of Academic and Exchange Services at CSU IP and overseas study center staff employed by CSU IP. California State University International Programs study center includes Resident Directors, Resident Coordinators, and Program Assistants.

Resident Directors and Resident Coordinators are responsible for managing on-site staff and CSU IP operations at the study center. Resident Directors are CSU campus faculty members who are appointed by CSU IP, usually for one year. Resident Coordinators are local residents of the area where the program is located and are employed by CSU IP on a continual basis. Resident Coordinators have similar duties and responsibilities of a Resident Director. Program Assistants, also local residents of the area where the study center is located, carry out duties described in this section under the management of the Resident Director or Resident Coordinator.

For the purposes of this publication, the following terms will be used throughout this section:

1. IP study center staff: Resident Directors, Resident Coordinators and Program Assistants who are employed by CSU IP with the understanding that Resident Directors and Resident Coordinators in

France, Germany, Ghana, Italy, and Spain (Granada and Madrid) take the lead role in the duties and responsibilities described in this section.

2. "Key contact" for the program: CSU IP study center staff who acts as in a lead capacity and/or is the key representative for CSU IP at the study center.
3. Host university staff (or officials): Individuals employed directly by the host university.
4. This section supplements the information in the publications entitled "Academic Guide for CSU IP Participants" (formerly the "Academic Planning, Crediting and Reporting" and "Academic Policies" publications) and the "Academic Bulletin" (as known as the "Bulletin") which are provided to CSU IP participants. These publications are found on IP website under "Study Abroad", "Academic Program Information". It is vital that all Resident Directors/Coordinators and Program Assistants read these publications in order to obtain a full understanding of academic policies, practices, procedures and forms. Publications are updated each year so it should not be assumed that publications contain the same information as the previous year. In addition, this document can be updated during an academic year if there are significant procedural and/or policy changes.
5. Note that due to the development of an academic database for CSU IP, some of the procedures may change during the 2018-19 academic year and beyond. The CSU IP will inform IP study center staff of any updates and changes as a result of the release of a new version of the academic database.

## PROGRAM OBJECTIVES

CSU IP's academic policies derive from two sources: the practices common to the various campuses of the CSU system, and the particular objectives of the program itself.

With respect to the former, the academic credibility of the program depends upon the ability of its leadership to translate the students' academic work attempted while abroad into terms understandable to their home campuses, and to ensure that the quality and quantity of work performed meet or exceed system-wide standards. IP participants remain responsible for meeting the academic requirements of their CSU campuses, including the provisions of the campus catalog and the terms of any agreements established with the advisor and/or department chair as per the Academic Advisement form.

The objectives of CSU IP were summarized in CSU Trustees policy in July, 1970, as "...to provide selected students with the opportunity to:

1. Develop a deep knowledge and understanding of another culture through a year of serious study in a foreign environment;
2. Improve in their ability to communicate in another language through intensive study and through immersion in a society whose members use that language for daily communication;
3. Develop experience in living in a different environment as training for eventual employment in a post which requires—or can benefit from—intimate knowledge of a foreign culture;
4. Develop greater self-knowledge and self-awareness by encountering the values of other cultures;
5. Develop a deeper understanding and appreciation of their own society by being removed from it and by contrasting it with the foreign environment; and
6. Pursue the above objectives within the framework of a degree program at a California State College."

These objectives continue to reflect the spirit in which CSU IP is established and operated.

Fundamental to program philosophy is the primacy of the academic curriculum. Travel and acculturation are important facets of the program, but the former is made more meaningful and the latter is made possible by the kind of intellectual preparation required by CSU IP's academic programs. These emphasize language acquisition, formal cultural orientation, and the closest possible daily contact with the host culture within a curriculum designed to further the academic and career objectives of participating students. Contrary to the widespread view that "getting to know the people" is a simple matter of organized or freelance touring, the road to genuine intercultural understanding is much more difficult, but much more rewarding. Language study and serious inquiry into the socio-historical meaning of a people by serious and motivated students constitute the only proper beginning and the only process consistent with a program at the university level.

Consistent with its governing principles and objectives, with Trustee policy, and with the specific guidance of the Academic Council on International Programs, all IP programs are conducted on an academic year basis. The academic year structure permits the objective of the fullest possible academic and personal integration into the host culture to be realized by participants.

## **RESPONSIBILITIES OF ACADEMIC SERVICES**

As the central office for all programs offered through CSU IP, Academic Services (which is part of a larger area within CSU IP entitled Academic and Exchange Services) has several areas which perform different functions similar to what campuses offer.

### **REGISTRAR/RECORDS**

Academic Services acts as the registrar/records office for all IP programs by collecting and maintaining academic information for each IP participant, executing academic policies for its programs consistent with CSU policies, reviewing and considering academic requests and petitions, processing academic forms, monitoring enrollment and processing end-of-year grade reports. Academic Services also updates academic related publications and documents including the Academic Bulletin for each program which serves as a catalog of academic information specific to the program.

### **COURSE EVALUATION**

Academic Services acts as an evaluation office by reviewing courses taken by IP participants. Course descriptions are collected. Level of courses, unit and grades are evaluated and translated to CSU equivalencies.

### **ACADEMIC ADVISEMENT**

Academic Services provide academic policy information relevant to IP programs to past, current and future IP participants. Specific advice about degree requirements and crediting of courses are deferred to the campus.

### **STUDENT EXCHANGE**

The CSU system-wide Student Exchange Program is managed by staff who are also responsible for providing academic services for outbound students. Twice a year, partner institutions send applications to Academic and Exchange Services where applications are reviewed, campus placements are made and applications are



forwarded to campuses. Exchange balances are kept to ensure parity over an agreement period. Academic and Exchange Services serves as a contact point for all partners and campuses with regards to issues about this exchange program.

Acting on behalf of CSU IP, study center staff has several roles in carrying out the duties and responsibilities from the areas listed above.

**Registrar/Records:** CSU IP study center staff collects and maintains academic information (e.g., courses and grades) and reports academic information to CSU IP for each participant, regardless of how long this takes after the academic year has concluded. This includes all courses and units attempted, notations about the circumstances surrounding a student's academic performance, (e.g., why students failed or withdrew from courses) and grades earned. IP study center staff follows up on missing and failed grades to ensure that grading is fair and well documented. He/she monitors, records and reports enrollment activity throughout each term. He/she enforces the academic policies and sets the academic deadlines for the program. He/she receives academic requests, petitions, and academic forms, which are submitted to CSU IP for final decisions. This will be done by uploading forms, petitions and requests to the students' records in the academic database unless advised otherwise. Academic documents pertaining to more than one student (e.g. class rosters, class grade sheets) will be uploaded to the study center file in the academic database unless advised otherwise. CSU IP study center staff reviews and updates the Academic Bulletin to ensure that course information is correct, course offerings and website information are valid for the following year, and all other information in the document is accurate.

**Course Evaluation:** CSU IP study center staff collects course descriptions, and forwards these to CSU IP, reviews the level of courses, and converts units and grades to CSU equivalents.

**Academic Advisement:** The Resident Director/Coordinator is the key contact for all academic matters for participants of that program. In the absence of a Resident Director or Coordinator, the Program Assistant is the key contact for participants of that program. The key contact for the program meets with each student several times each semester with regards to academic planning, course registration, and academic progress. After each term, the key contact monitors academic progress and notifies students if they have not received minimum GPA requirements (2.0 for undergraduate students and 3.0 for graduate students). He/she assists students with coping in their new academic environment. For students who may have serious issues, he/she assists them with obtaining assistance with withdrawing from the program. The key contact for the program communicates with CSU IP about any academic issues and the academic progress of students.

**Student Exchange:** Where a student exchange agreement exists, CSU IP study center staff may be in contact with the exchange coordinator of the partner university with regards to prospective exchange applicants or exchange students who are studying at a CSU campus. CSU IP study center staff may be asked to take part in recruitment activities or the pre-departure orientation for students who have been admitted to a CSU campus on exchange.

## **REGISTRATION AND ENROLLMENT**

An important function of CSU IP study center staff is monitoring and reporting the enrollment status of students. Enrollment information is critical and used by CSU IP to advise campus officials of the enrollment

status and eligibility for financial aid of each student, to determine eligibility for participation in the CSU IP group health and accident policy program, and for fiscal accounting purposes. Accurate and timely reporting is an essential requirement. Enrollment information and the responsibilities of the key contact for the program are delineated below.

## **ENROLLMENT STATUS**

CSU IP has no independent status as a campus, but is an administrative office which controls and manages the program. In order to maintain their academic status, participants in the program must be enrolled at a member campus of the CSU system while they are abroad. To be enrolled at their home campuses while concurrently participating in CSU IP, students must:

1. Have been formally accepted for enrollment at a member campus of the CSU prior to attending courses at an CSU IP study center;
2. Have been formally accepted to participate in the CSU IP;
3. Maintain the required academic course load; and
4. Remain in good academic and disciplinary standing.

## **CAMPUS REGISTRATION**

Before CSU IP participants depart for their study centers abroad, IP Coordinators at each CSU campus are responsible for ensuring that students are concurrently enrolled at their CSU campus for the terms that students are enrolled through CSU IP. Students are enrolled as full-time students during the academic year even though no course enrollments are reported until the conclusion of the year. Students are not directly involved in the process.

As this arrangement involves processing and record-keeping exceptions, errors are occasionally made on campus. The campus record-keeping database system might produce a report showing a CSU IP student enrolled for zero units and a form is sent to the student's permanent address. Should this happen to any student, the student should contact their IP Coordinator at the Study Abroad/International Office at his/her home CSU campus. If the student is unsuccessful in getting the problem resolved, please contact CSU IP for assistance.

Effective June 1, 2015, students will be permitted to enroll for courses (e.g. online courses) at their CSU campus on the following conditions:

1. Students must seek approval to take the course from their IP Coordinator at their home CSU campus. If approved, the IP Coordinator will facilitate the registration of the course for the student unless directed otherwise;
2. Students must maintain the enrollment of a minimum of 15 units each semester at their overseas study center; and
3. It is the students' responsibility to ensure that enrollment in additional units at their campus and abroad is permitted as per campus and financial aid regulations.

## **ENROLLMENT**

### **ACADEMIC DATABASE ENTRY**

For programs with summer preparatory language programs (PLP), courses should be entered in the database one week after classes have begun. For semester courses, IP study center staff enters the courses with unit values into the academic database no later than the fourth week or soon after the add/drop deadline for the semester has passed and the students' schedules have been set, whichever date comes first. (It is IP policy that schedules are set by the end of the third week of each term unless the study center imposes an earlier date.)

The total number of units for each student reported in the academic database should total the number of units reported on the CSU IP Registration Form for each student.

The CSU IP study center must also remember to identify and explain the following circumstances to CSU IP:

1. Students who appear in the database but are not present at the study center;
2. Students who appear in the database who are present at the study center but not enrolled for a given term, e.g., exemption from the summer preparatory language program;
3. Students who are present at the study center but are not listed in the database; and
4. Students enrolled in less than 15 units or who are taking more than 19 units in Semester 1 or Semester 2. Refer to section entitled "Registration and Unit Load Requirements."

### **DROP/ADD**

Students may withdraw or be disenrolled from the program. When this occurs, they are simultaneously withdrawn from their respective home CSU campuses. (However, they do not lose their continuing student status and many enroll at their home campus for the next term.) They also cease to be eligible for insurance coverage under the CSU IP group plan and for various financial aid benefits.

### **CHANGE IN UNIT LOAD**

Program requirements state that participants must maintain full-time enrollment unless an approved exception has been granted. CSU IP considers reduction of unit requests on a case-by-case basis upon receipt of a General Petition Form completed by the student. Qualification for some financial aid is based on full-time enrollment so a reduction of units can have financial implications. Without an explicit approval from the CSU IP, students who fall below the required minimum unit load are subject to disenrollment.

### **PROGRAM WITHDRAWAL**

For several reasons a small number of students withdraw from CSU IP before completing their year abroad.

The key contact for the program should review the consequences of withdrawal with the student:

1. The student is withdrawn from his home campus for that term. If not returning to the home campus the following term, the student should be advised to check with their home campus about the length of time a student may be absent from campus without having to reapply for admission;
2. Financial aid and veteran's benefits may be cancelled for that term;

3. A notation including the date when the student left the study center, and the last date that the student attended class should be entered in the Notes section of the academic database;
4. All unfinished courses for the term beyond the third week of instruction should still be entered and remain in the academic database but are reported to the campus with a grade of W;
5. The student assumes full responsibility for the return home and thereby removes all liability and responsibility from CSU IP study center staff, officers and staff of CSU IP, and the Trustees of The California State University; and
6. The student may be eligible for a refund. Refer to the Fiscal Section found in the CSYOU website.

In the case of student withdrawal, the key contact for the program must notify CSU IP of all student withdrawals immediately by email and phone, if necessary.

The student must complete and sign a Withdrawal Notification Form. The form is also signed by the key contact for the study center who then emails the form to the CSU IP. Upon receipt of the form, the CSU IP will withdraw the student from CSU IP and notify the student's home campus. The key contact will then post the original form to CSU IP with any supporting documentation, if available.

Disenrolled students are terminated by action of the Director and their withdrawal, therefore, is not carried out in the same manner as non-punitive withdrawal. Disenrolled students will be reported by CSU IP to the key contact for the program as the final step in the disenrollment procedure. The key contact will then annotate local records accordingly.

The effective date of withdrawal is the last day of actual class attendance. The last day of attendance which is the effective date of withdrawal is entered on the Withdrawal Notification Form and the student's record in the academic database (Notes section).

In the case of disenrollment from CSU IP, the effective date of disenrollment is determined and reported to the student by the Director of CSU IP.

Access the Withdrawal Notification Form from the academic database. (On the top navigational bar, click on "Resources" and "Academic Forms and Other Resources".)

## **OTHER TYPES OF LEAVE**

**Emergency Leave:** An emergency leave is granted when students are required by circumstances beyond their control to leave the study center temporarily while classes are in session with the intention of returning to complete their studies. Emergency leaves are approved by the key contact of the program in consultation with CSU IP upon written notice (to include the student's name, the reason for the request, and the inclusive dates of the leave) by the student. Such written notice must be presented to the key contact for the program prior to the student's departure from the study center. Approvals will be in writing.

In approving emergency leaves, the key contact for the program considers the justifiability of the request and the effects upon the student's academic status. Justifiability is a subjective and situational judgment which may have to be made quickly and without the opportunity to consult with CSU IP staff. The academic and personal implications of approved emergency leaves must be considered as well.

1. Will the duration of the absence be such that it will be difficult or impossible for the student to complete his or her studies upon return?
2. Will the absence conflict with critical academic presentations, examinations, etc.?
3. Can the student finance the emergency leave travel and still afford to complete the program?

Emergency leaves of more than one week should be discouraged and discussed with CSU IP.

Students on approved emergency leaves must be reported to CSU IP by phone or email in the case of immediate departure, or by letter to CSU IP when approval is given well in advance of departure. An approved emergency leave does not change the student's enrollment status. The student remains fully enrolled in CSU IP and at his or her home campus as long as the student returns in accordance with the agreed upon approval policies. Students should be advised to consider withdrawal from the program if the request is unjustified; if the leave will result in major academic difficulties; or if the request is for an excessively long period.

### **LEAVE OF ABSENCE**

Not all CSU IP students return immediately to their home CSU campus after they withdraw from or complete their CSU IP program. Campus policies differ in the length of time a student may interrupt their studies without losing continuing status or having to reapply. Educational leaves are available at most campuses. For information, students are advised to contact their home campus.

### **CERTIFICATE OF ENROLLMENT REQUESTS**

During the year, students may have a need to request a document to certify that they are full time students and CSU IP participants so that they can become insured through their parent's health plan. All certifications are issued by CSU IP since CSU IP is the central office for all programs. In order for CSU IP to prepare a certification of enrollment, follow the instructions below:

1. Students should make requests through CSU IP study center staff rather than contact CSU IP directly; and
2. Students are required to complete the form entitled Certificate of Enrollment Request. Requests must be dated and signed.

When received, check the form to ensure that it is signed, dated and the form is complete. Then submit the request to CSU IP. Post the original letter to CSU IP with the other academic-related documents when grades are made available for that term.

Access the Certificate of Enrollment Request from the academic database. (On the top navigational bar, click on "Resources" and "Academic Forms and Other Resources".)

### **ACADEMIC CALENDARS AND DATES**

It is necessary for CSU IP study center staff to organize the academic calendar and deadlines students will be directed to follow, a calendar of deadline dates by which academic information will be submitted to CSU IP and an academic calendar for the following year. These are described below.

The academic calendar provided to CSU IP in the prior year may be incorrect. Therefore, CSU IP study center staff should verify the academic calendar with the host university officials (and their publications) including start and end dates, final exam periods, holidays and breaks and deadlines to add and drop courses for each term. In countries where there are multiple university affiliations (e.g., Germany and France), calendars are required for all affiliated universities. This information should be forwarded to CSU IP and students as soon as possible.

Each year key contacts for the programs are asked to send CSU IP academic calendars for the following year at their study centers. At study centers where there are multiple university affiliations, calendars are requested for all affiliated universities. At study centers where there might be different schedules for IP sponsored courses and for university courses, both calendars should be sent (e.g., Italy). Calendars for the current academic year should be submitted to CSU IP at the start of the calendar year (to confirm dates) by uploading the calendar to the study center file in the academic database.

Deadlines for the collection of academic information and forms should be established by the key contact for the program and given to both CSU IP and students each term. This can include (but is not limited to) registration, Credit/No Credit Request forms, course descriptions/syllabi, and internship applications (only where applicable).

CSU IP study center staff must be firm and advise students of consequences if they do not submit forms by their deadline dates, which should be done both verbally and in writing.

## **ACADEMIC REPORTING**

### **GENERAL**

Academic reporting is the process by which each student's academic work abroad is described and reported to CSU IP, translated into CSU campus terms, and reported to the student's home campus.

It is the Resident Director's responsibility to review and evaluate all coursework taken by CSU IP students abroad. Because of distance and lack of firsthand information, CSU IP relies on their judgment and fairness in reporting courses, units and grades. The Resident Director is the representative of the CSU at the study center and has the task of maintaining the student's academic standards abroad which are compatible with those at the CSU. CSU IP reviews recommendations made by the Resident Director. Discrepancies are resolved prior to reporting to the home campus.

Resident Coordinators and Program Assistants at study centers where no Resident Director or Coordinator is employed are representatives of the CSU but should consult with CSU IP regarding questions about courses, units and grades to ensure that academic standards abroad are compatible with those at the CSU. Discrepancies are resolved prior to reporting to the home campus.

CSU IP study center staff should feel free to raise any issues about academic reporting. CSU IP members are united in creating a program of excellence based on sound academic principles and fairness.

## **PRINCIPLES OF ACADEMIC REPORTING**

A primary responsibility of CSU IP study center staff is to report accurately to CSU IP all courses and units attempted, and all grades earned. Careful attention to detail is required and notations explaining any academic information which could be questioned later by students or campuses should be provided.

The following operating principles will guide CSU IP study center staff to carry out reporting responsibilities.

### **ACCURACY**

The essential principle of reporting is that the student's work abroad be described accurately since all courses will eventually be posted to the student's CSU home campus transcript and become a permanent record of coursework attempted abroad. This ensures the academic integrity of the CSU degree since the degree is based on courses, units and grades which appear on the CSU transcript.

Whenever possible, courses should always be reported in the semester when the course was taken by the student. Exceptions must be approved by CSU IP.

Academic reports must be complete in all details. All variances must be fully explained and must meet all guidelines established by each student's home campus and by CSU IP. This is especially true in the areas of credit/no credit and individual or independent (directed) studies.

### **EQUITY WITH REGARD TO WORK ACCOMPLISHED**

This implies an attempt to determine the amount and degree of work normally required by the student's home campus so that the student is neither penalized nor favored for work done in CSU IP. It is well known that there is a degree of difference in complexity, in level of sophistication, in amount of reading, etc., even in similarly described courses on the various CSU campuses. The key contact for the program should attempt to evaluate and take into account these differences.

### **EQUITY WITH REGARD TO UNIT VALUE**

As not all courses available to CSU IP students have been assigned specific unit values, this task often falls to the key contact for the program in consultation with CSU IP. The following are the approximate criteria in use within the CSU and most American colleges and universities:

One semester unit is equal to a minimum of:

- 15 contact hours in a lecture/discussion type of class;
- 22½ contact hours where a significant portion (1/3 to 1/2) of the class hours involves dictation, drill, recitation, or other student participation of a rote rather than an analytical nature;
- 30 hours when the major portion (1/2 to 3/4) of the class hours is devoted to drills; and/or

- 45 hours when the work performed by the students is essentially on their own with occasional supervision. This category includes most science labs, language lab work when not continuously supervised, field trips, and the like.

Students from campuses on the quarter system will have their units reported in quarter unit values (semester units x 1.5).

Concentrated work done in a preparatory language program is normally limited to one semester unit per week of instruction.

Foreign universities often require more individual initiative and more outside reading than is the norm in the CSU. Thus, units cannot necessarily be determined solely on the basis of contact hours. Where this is true, it has generally been considered that a course which meets for only two hours a week is equivalent to three CSU units, for example. However, if students do not do extensive outside work, the course must be reported for two units.

Decisions about reported courses are made as though it might be reviewed by a home campus curriculum committee.

### **EQUITY WITH REGARD TO CLASS LEVEL**

Again, the enormous variety of the education systems and the levels within each preclude a formulaic solution in determining course level. The goal, as in grading and unit value, is to assign the level most nearly comparable to the requirements at the students' home campuses.

Introductory courses in most disciplines at the host university, particularly if there are no prerequisites, are generally regarded as lower division courses. First and second year language courses, musical instrument and vocal courses, recreational/physical education courses and studio art courses are also regarded as lower division. Generally, courses designed for first year undergraduate students would be considered lower division although some exceptions may apply. The distinction between upper division and graduate levels is the level of sophistication and the nature and degree of independence of the student's own input.

Generally, courses offered by the international divisions are undergraduate level. Enrollment in graduate courses by undergraduates is subject to home campus restrictions, course prerequisites and permission from the CSU IP and the host university.

### **EQUITY WITH REGARD TO GRADING**

No simple formula is readily applicable, since grading systems vary. Therefore, several considerations are important.

Students should not receive significantly higher or lower grades than they would have received for the comparable level of work done at home. Students must not be advantaged or disadvantaged and must be treated equally.



CSU IP study center staff should be familiar with local grading practices and be aware of what a student needs to do in order to receive grades equivalent to an A, B, C, D and F system.

### **EQUITY WITH REGARD TO OTHER STUDENTS**

Students from the same campus should receive the same credit for identical work done at the study centers unless there are reasons for doing otherwise (and reasons should be provided to CSU IP).

### **DEFENSIBLE**

Academic decisions—including what is reported to a CSU campus—should be defensible, for instance, in the case of an audit or if the academic record comes into question by campus officials. Therefore, back-up documentation to support whatever courses, units and grades are reported should be provided to CSU IP.

Decisions that are made concerning a student's academic record should be based on principles, policies, practice, circumstances and good judgment. Reasons for exceptions should be carefully documented and considered. Decisions should be made in consultation with CSU IP.

## **ACADEMIC REPORTING PROCESS**

### **REPORTING FORMS**

Three basic forms are used in reporting. Prior versions of forms are not accepted by CSU IP.

**CSU IP Registration Form:** Prepared at the on-site academic advising session, this form serves as the official CSU IP registration record for the student until the information is entered in the academic database. Once the information is entered in the academic database, the information in the database will become the official record of registration and the form will serve as back-up documentation which should be uploaded to the student's record in the academic database. A copy of the initial CSU IP Registration Form can be given to the student at the beginning of the semester. During and after the semester, this form can also serve as a worksheet to record 1) when courses were added or dropped, and 2) grades earned at the study center to make the entries to the database easier. Note that any changes to the form must be recorded in the academic database as soon as possible to ensure that the academic database contains accurate information at all times. Do not issue copies of the CSU IP Registration Form to students, particularly if grades are recorded on the form. Once courses are entered to the academic database, a printed registration record should be provided to the student. CSU IP study center staff should check to ensure the entries match the IP Registration Form and the study center's registration record for that student.

**Course Description Form:** This form needs to be completed for courses taken by CSU IP participants for courses in which detailed course syllabi are not available. The key contact for the program will have to rely on students, study center websites or study center staff/faculty to obtain the information required. For more than one CSU IP participant is enrolled in the same course, only one Course Description Form for that course is needed.

The Course Description Form is intended to provide a general description of the course (translated in English if the course is offered in a different language). Often individual students pursue specialized emphases within

a course which can lead to different equivalencies. When such variants can be adequately explained on the program sheet of the individual student, this should be done.

Access forms from the academic database. (On the top navigational bar, click on “Resources” and “Academic Forms and Other Resources”.)

### **SEQUENCE OF EVENTS**

1. **Before the students’ arrival to the study center:** Before going abroad, each student is required to meet with an advisor, who completes an Academic Planning Form, recommending courses to be taken and their suggested home campus course equivalencies and/or substitutions.
2. **On-site advising upon arrival of students:** After arrival at the study center, the student meets with the key contact for the program for academic advising to discuss course enrollment. The key contact then completes a CSU IP Registration Form with the student. Both sign the form.
3. **Recording registration information in the academic database:** Once the CSU IP Registration Form has been completed and student’s schedule is set, the information must be entered into the academic database. This should occur no later than four weeks after the semester start date. Once the information is entered, it is critical that the information is updated and notations are made if there are changes to the record after their third week of instruction. Courses which are dropped after the third week must remain on record with a grade of “W” although some exceptions apply. When in doubt, CSU IP should be consulted and approve any exceptions.
4. **At the beginning of Semester 1:** Students may request to have one course reported to their home campus as a Credit/No Credit each semester. Language courses which are local or native in countries where the national language is not English do not qualify for the CR/NC option and will be reported to the student’s home campus using letter grades except when approved by CSU IP. Requests must be consistent with CR/NC regulations set by the student’s home campus and major department. Normally, courses fulfilling major requirements must be taken for a letter grade. The key contact for the program informs students of this option at the beginning of each semester and distributes the Request to take Credit/No Credit Course Request Form. Interested students complete and return the form to CSU IP study center staff at least four weeks before they take the final exam. Important: Forms that are submitted to the study center office must be date stamped and checked for completeness when forms are received. Late and/or incomplete forms will not be considered. Forms are forwarded to CSU IP immediately after the students have submitted them by uploading forms to the individual students’ records in the academic database. CSU IP decisions will be made within 10 working days and recorded in the academic database. CSU IP study center staff should check the academic database for the CSU IP decision, and once known, contact the student to advise the CSU IP decision. While waiting for the response from CSU IP and even after their requests were approved, students are expected to attend class until the end of the term and continue to do their best in the course. Original forms are forwarded at the end of the semester after grades for the study center become available. A copy of the forms should remain at the study center.

5. **Mid-year academic progress review:** CSU IP study center staff gathers and enters raw and converted grades into the academic database. If there are any issues surrounding a student's status in a program including poor academic performance, CSU IP must be notified immediately (via email).

This includes the following circumstances:

- Students who have not enrolled in the equivalent of 15 units for the first term including those who have withdrawn from courses without the permission from CSU IP and the key contact for the program;
- Students whose grade point average may have fallen below a 2.0; and
- Students who have withdrawn from the program during or after the first term.

For students who fall in any of the three categories above, additional notes regarding the students' academic performance or circumstances must be recorded in the academic database.

6. **End of Semester 1/Start of Semester 2:** The key contact for the program meets with each student to complete the CSI IP Registration Form for Semester 2. Information is entered in the academic database no later than the third week of Semester 2. CSU IP study center staff gathers and enters raw and converted grades for Semester 1 in the academic database. Academic forms (CSU IP Registration Form, study center transcript, course descriptions and CR/NC Request form) for Semester 1 must be scanned and uploaded to the individual student's record in the academic database. Original forms are batched according to student (organized in alphabetical order by student's last name) and are sent to CSU IP.
7. **Six to eight weeks before final exam period of Semester 2:** Students should be reminded that they may request to have one course reported to their home campus as a Credit/No Credit a few weeks before the deadline.
8. **Grade reporting for Semester 2:** At the end of the academic year, CSU IP student center staff gathers and enters raw and converted grades in the academic database. Academic forms (CSU IP Registration form, study center transcript, course descriptions and CR/NC Request form) for Semester 2 must be scanned and uploaded to the individual students' records in the academic database. Original forms are batched according to student (organized in alphabetical order by student's last name) and are sent to the CSU IP.
9. **Final academic reporting:** Once CSU IP receives all academic forms, the CSU IP staff reviews and audits the documents, and releases the Academic Report for the student. Reports are provided to the student's home campus registrar. A copy is uploaded to the student's CSU IP portal but only after all financial reports have been submitted and it is verified that the student does not owe any funds to CSU IP. The student's CSU campus IP coordinator has access to the CSU IP portal which indicates that they too, can access the student's Academic Report.

Students are advised that it can take a minimum of four months (and possibly longer, depending on specific circumstances) for coursework taken at their study center to be forwarded to the student's home campus. For programs in Paris, Germany, Ghana and Sweden, reports can take as long as six months or longer so

students should be advised accordingly. Once the reports are received by the campus, it can take an additional four to six weeks for the campus to post the coursework to the student's CSU academic record. It is important that CSU IP study center staff advises all students including graduating seniors of reporting delays as it impacts their ability to graduate immediately upon their return to California.

Once an Academic Report has been provided to the student, it is the student's responsibility to review the information to ensure the report is complete and accurate. If a student believes that an error has been made or the student has a question about what has been reported, then the student can request an academic review of the course, grade or units in question by emailing [IPacademics@calstate.edu](mailto:IPacademics@calstate.edu).

## **REPORTING COURSES**

The role of CSU IP is to report all courses attempted abroad to the student's home campus. This is accomplished by reporting course titles (in English) to the campus along with the departmental designation which best fits the course. Course titles of the courses taken will be posted to the transcript just like any CSU home campus course. This means that most students will have to submit course substitution forms or petitions at their home campuses to get courses credited towards major, minor and/or GE requirements. It is imperative that students are aware of this process and save all course descriptions, syllabi and other course information by uploading them to their CSU IP portal. It is important to stress that it is the student's responsibility to collect and retain course information.

Assigning departments: In reporting, it is necessary for the key contact for the program to assign a department from the student's home campus catalog which is a logical fit for the course that was taken and enter the departmental abbreviation in the CSU IP Registration Form and academic database. It is also advisable to check the course listings for that department in campus catalog to make sure that the course fits within the department.

In some cases, there will be a course for which no department exists at the campus. In this case, the key contact for the program should review all the possibilities and suggest the best fit possible. The CSU IP audits the entries and make changes, if other departments are more suitable.

A list of department abbreviations can be found on the CSU IP website, campus catalogs and the academic database.

Lower division vs. upper division: If the course is lower division, then the course should be reported as a lower division course. If the course is an upper division course, then the course should be reported as upper division.

In order to determine whether or not courses should be lower or upper division, the key contact for the program should review the Academic Advisement form, CSU catalogs, and study center catalogs to suggest how the course should be reported to the home campus.

Note that as a general rule, first and second year musical instrument courses, language courses, studio art courses and physical activity or recreation courses are considered lower division. Many second year architecture, engineering, mathematics and music (instrumental) courses can also be lower division.

## **OTHER REPORTING MATTERS**

**Reporting courses according to when they were taken:** Courses should be reported accordingly to when they were taken. If a course was taken in the fall term, then the course must be reported for the fall term. For quarter campus students, CSU IP will determine in which term the course will be reported.

**For year-long courses with a different grade assigned for each semester:** If there can be a different grade assigned for each semester, then the course should be identified as Course Title A in the first semester and Course Title B in the second semester with the grades earned in each half of the course. Grades should be not be averaged since two separate grades were given.

**For year-long courses in which only one grade is assigned for semester campuses:** The course should be entered twice (for each semester) and identified as Course Title A in the first semester and Course Title B in the second semester with the same grade entered for each since only one grade was earned. Divide the units in half for each semester if the course was distributed equally across both semesters. Make a notation to explain that the course was a year-long course with only one grade assigned at the end of the year.

**For year-long courses in which only one grade is assigned for quarter campuses:** The course should be entered in the academic database three times for each term with unit values divided by 3 unless the unit value will be less than 1 unit. Other exceptions apply so if unsure, check with CSU IP. Each entry should be identified as "A," "B," and "C" after the course title.

**Report all courses attempted:** All courses attempted (including courses in which the student received permission to withdraw) should be reported in the academic database. The unit value of all courses should also be reported. For withdrawn courses, the date of course withdrawal should be recorded.

Students are not permitted to withdraw from courses after the add/drop deadline date has passed from the semester except in extenuating circumstances (e.g., documented illness, accidents) and only with CSU IP permission. Course withdrawals at the end of the semester are also not considered except in extenuating circumstances beyond the student's control. If in doubt of whether a course withdrawal should be granted, IP study center staff should consult with the CSU IP.

In study centers where Resident Directors/Coordinators are not employed, Program Assistants should always send course withdrawal requests from students to the CSU IP for consideration.

**Student involvement (aka, student requests to withhold information):** While the student should be aware of crediting and reporting processes, they do not decide how and what is reported to the campus. CSU IP reports courses according to CSU policies, and the home faculty campus ultimately decides how courses should be credited to the degree.

**Notations:** Notations must be made about anything that requires an explanation including but not limited to why and when courses were dropped, exceptions to policy (e.g., course load requirements), program withdrawals, or why students received a grade of "F" or "WU." Notations are important since CSU IP is often questioned by students and/or campuses after academic reports are provided to students and campuses.

**Supporting documentation:** In the case of an academic audit, the key contact for the program must provide CSU IP with any documentation that was used in the academic reporting process. This can include but is not

limited to email correspondence with students or host university staff, grading scales that were used, grade sheets, study center transcripts and other documentation.

**Quality assurance:** The key contact for the program is responsible for providing accurate academic information to CSU IP. This may mean setting systems to ensure the quality of information provided.

**FERPA:** The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. §1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. CSU IP study center staff who work with CSU students should read and comply with FERPA policies. Questions about FERPA should be directed to CSU IP. Information is also available online at: <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

### **COMPLETING CSU CAMPUS FORMS**

Listed below are some general instructions to be followed when students complete various academic campus forms, such as graduation applications, major evaluations, course waivers, etc. All instructions accompanying a form should be followed carefully in order to avoid missing deadlines and/or creating problems that can adversely impact the student's academic career.

1. Address should be the CSU IP Long Beach address, or in some cases, home address in California, not the foreign address.
2. When indicating the institution attended, the CSU campus—not the study center—should be specified. There may be times when it is appropriate to list both, but it must be clear that the student is enrolled at a CSU campus concurrently while abroad.
3. CSU IP study center staff should not sign as a student's advisor. CSU IP will obtain required signatures from the appropriate home campus personnel.
4. Any fee required should be attached as a check or money order and never in cash. Checks should be made out to the home campus. Graduation applications almost always require payment (a late fee may also be required). Students may authorize CSU IP to charge their accounts if there are sufficient funds in the account.

### **ACADEMIC REPORTS AND TRANSCRIPTS**

CSU IP does not issue transcripts; CSU IP issues Academic Reports. CSU IP forwards copies of the student's Academic Report showing work completed abroad or in progress to the CSU home campus for final inclusion on the transcript—the CSU home campus transcript is the official record of work completed/graded abroad. A student who needs an official CSU transcript must request it from his or her CSU home campus and pay the required fee.

**Mid-year reports:** Typically, these are not available except in exceptional circumstances. Note that applying to graduate schools is not considered an exceptional circumstance.

The final document—the Academic Report—is issued for each student by the CSU IP at the end of the academic year abroad. It is the sole academic record of the student's year abroad. If a transcript is issued by the study center, it should be sent to CSU IP rather than to the student.

**Academic Report requests from past participants (alumni):** Students who wish to have a copy of their Academic Reports are required to make this request to CSU IP directly by completing the Academic Report Request form found on the IP website under “Academic Program Information” and “Academic Reporting”. They may mail or scan/email the form to <[ipacademics@calstate.edu](mailto:ipacademics@calstate.edu)>.

Once the student’s home campus records the courses, units and grades to the student’s CSU record, the CSU record becomes the only official record for courses and units attempted and grades earned while on CSU IP.

## **ACADEMIC POLICIES**

This section supplements the information found in the publication entitled the “Academic Guide for CSU IP Participants”.

### **ACADEMIC CREDIT**

CSU IP students receive resident credit for all work taken abroad. CSU IP will certify all academic work to their home campuses, which will accept the total unit load reported. This does not mean, however, that all courses taken will count toward graduation requirements in the student's major, minor, or GE. Students must follow the curriculum outline for their major as approved by their home campus advisor and department. Where this is not possible, exceptions may be arranged, but this cannot be guaranteed.

All courses and units attempted must be reported to CSU IP and will be reported to the campus including withdrawn courses. If a student receives an authorized withdrawal from a course, the date of the withdrawal should be recorded in the academic database.

It is the student’s responsibility to check if courses will count towards his or her degree with the appropriate advisors at his/her home campus. It is also the student’s responsibility to collect and provide course information to his/her home campus advisors.

### **REGISTRATION AND UNIT LOAD REQUIREMENTS**

Undergraduate participants normally are required to carry 30 semester or 45 quarter units per academic year. Graduate students normally must maintain 24 semester or 36 quarter units per academic year in addition to any units they may have earned during the PLP, provided at least half of the courses are at the graduate level. Otherwise, graduate students are required to take a full undergraduate load. Undergraduate students should not enroll in graduate level courses. Exceptional cases should be discussed with CSU IP for approval. A case where an exception is very unlikely to be approved is when an undergraduate student wishes to take a graduate level business course.

Students should normally not be allowed to enroll in more than 19 units a semester due to financial aid unit restrictions at the home campus in addition to the fact that 19 units is considered a heavy course load abroad. That said, exceptions can be considered by CSU IP. Requests for an increased unit load of over 19 units must be submitted to the key contact for the program, who forwards the request with a recommendation and

comments to the CSU IP for decision. Note that some campuses restrict the number of units students can take in a given semester. In addition, campuses may impose restrictions on the number of units an undergraduate student takes which can have financial consequences. Students should be informed accordingly, and advised to consult with their campuses.

While the minimum unit load for students of the CSU to be considered full time is 12 units per term, CSU IP participants are required to enroll in a minimum unit load of 15 units each semester for all study centers. In exceptional cases, students may petition for a reduction in the prescribed course load. Requests are granted for serious and compelling reasons and in cases of extreme hardship due to a condition or circumstances beyond the control of the student. The discovery that coursework is at a greater degree of difficulty or complexity than was assumed, academic requirements are demanding, units are not needed for the degree, more time is needed for non-credit bearing activities or enrollment in courses outside of your study center, or that the student may not do well in a course or was unaware of deadlines or policies are not grounds for the approval of a reduced course load. The reasons for requesting a reduced course load must be stated in writing on the appropriate form. The student must provide documentation that substantiates the condition. Students who are requesting an exception to policy must complete the General Petition Form found their “Academic Toolkit” in their online CSU portal. Requests for a reduced unit load must be submitted to the key contact for the program, who forwards the request with a recommendation and comments to CSU IP for decision. Approvals must be noted in the student’s record as an exception to policy.

Students who enroll concurrently in online courses at their CSU campus must understand that they will still be required to enroll in 15 units at their study center.

## **AUDITING**

1. CSU IP participants may audit instruction provided by a host institution only if:
  - The audited course(s) are carried as an overload, not as a substitute for required enrolled units;
  - Auditing is permitted by the host institution;
  - The instructor has given specific permission for the IP participant to audit; and
  - There is no additional cost to CSU IP.
2. Auditing of instruction organized and conducted directly by CSU IP is permitted for regularly enrolled CSU IP participants with the approval of the instructor and on condition that the audited course is carried as an overload, not as a substitute for required enrolled units.
3. The auditing of host university coursework abroad by non-matriculated students is a matter of the host university’s individual policy and practice.
4. Non-participants of CSU IP are not permitted to participate in instruction organized and conducted directly by CSU IP. Thus, the CSU IP study center staff members and their non-participant dependents are excluded from such instruction. CSU IP study center staff may visit classes for purposes of orientation, evaluation, and course development when appropriate prior notice has been given to the instructor.



## **GRADING POLICIES**

Students are to be graded fairly within guidelines that exist at any campus of the CSU system.

### **INCOMPLETE WORK**

Normally, no "incomplete" grades are given for coursework not satisfactorily completed while abroad. Any deviation from this policy must be requested in writing and have the full approval of the key contact for the program and CSU IP, which has final approval. Independent studies to be graded on the home campus may be assigned "incomplete" grades without such approval. Grades will not be reported to the students' home campus until all courses have been completed.

An administrative grade of "WU" should be reported for students who fail to complete all course requirements by the end of the academic year at their host institution or who have withdrawn from courses without CSU IP approval. A "WU" is equivalent to an F in calculating GPA and units completed.

While some host universities (e.g., Uppsala University) allow their students to take or re-take exams after the conclusion of the regular academic year, these options are not available to CSU IP students.

CSU IP study center staff must provide firm deadlines for students to complete work, and explain consequences to students if deadlines are not met. Students failing to meet deadline dates to complete work will be assigned a "WU." CSU IP study center staff must record the reasons why a "WU" was given in the academic database.

### **CREDIT/NO CREDIT (CR/NC)**

1. Subject to local campus restrictions, students may request to have one course (of approximately three units) during each semester reported to their home CSU campus as a CR or NC except for language acquisition courses during the PLP and academic year. The request must be made four weeks prior to the final exam for the course being requested. The request is submitted on the "Credit/No Credit Request" form to CSU IP study center staff. Most CSU campuses do not allow requirements in the major to be taken on a CR/NC basis.
2. When the student submits the form, CSU IP study center staff should check it to ensure that the form is complete. Incomplete forms will not be accepted. CSU IP study center staff must date and sign the form the day that the form is received. Note that a signature of receipt does not signify that the form was approved by CSU IP. The form should then be forwarded to CSU IP immediately via email for consideration. CSU IP will record if the request was approved or denied within ten working days of receipt of the form.
3. For undergraduates, CR is awarded for coursework which is equivalent to C- or better. For graduate students, CR will be awarded for coursework which is equivalent to B- or better. Otherwise NC will be assigned.

## **ACADEMIC PROGRESS**

Students who fail to maintain a minimum GPA of 2.0 for the first term should be considered for probation or disenrollment for failure to maintain satisfactory academic progress. Graduate students have the additional requirement of maintaining a minimum GPA of 3.0 for all graded work for the degree. Therefore, it is necessary for the key contact for the program to review the academic progress of each student after the first term and report students whose academic performance is substandard to CSU IP. The key contact for the program may recommend the continued enrollment of a student who fails to make satisfactory academic progress if the causes of that failure were substantially beyond the participant's control or if extenuating circumstances should be considered.

## **COURSE WITHDRAWAL (AFTER ADD/DROP PERIOD CLOSES)**

Students are not permitted to drop a course after the third week of instruction except for serious and compelling reasons. Normally, a student will not be allowed to withdraw from a course if it would cause that student's unit load to fall below the minimum required by CSU IP. Requests to drop below a full course load must be made by the student on the General Petition Form, which is then reviewed by the key contact for the program (and the course instructor, if appropriate) and forwarded to CSU IP for final decision. Approvals will not be granted unless there are sound reasons. Course withdrawal in the last twenty percent of course instruction will not be granted unless for circumstances beyond the student's control. If a course withdrawal is approved, the course will remain in the registration record in the academic database. The key contact for the program would enter a grade of W for the course. If the reasons are not defensible, the request will be denied. If the student drops the course anyway or stops attending the course, the course should be reported with a WU grade with a notation about the grade entered in the academic database. Questions about whether it is appropriate for a student to drop a course should be directed to CSU IP via email to [IPacademics@calstate.edu](mailto:IPacademics@calstate.edu).

## **INDEPENDENT STUDY**

In general, programs offered by CSU IP are not designed to accommodate students pursuing independent study. The structure of overseas programs offered by CSU IP is fundamentally one of immersion in study center instruction and supporting studies — such as language studies. The pursuit of other academic purposes tends to remove the student from the immersion environment and is, therefore, not generally encouraged. However, there may be a few students whose academic needs involve the completion of a paper or project during the period of study abroad, or who have a unique and very specific interest to pursue which is particularly relevant to the study center locale. In such instances, CSU IP may approve limited independent studies on a case-by-case basis. Where and when it is permitted and approved by CSU IP, Independent Study is limited to a maximum of three semester units per term, except where the student's home campus only permits a lesser amount.

In order to carry out independent study, a student may need to possess near-native fluency in the language of instruction, and may need special academic preparation and research skills. The student must have advanced written approval from the major department advisor and department chair, as well as from CSU IP. Independent study must result in a paper or project capable of being graded on the student's home campus. Special tutors are not available, and students must be capable of carrying out all aspects of such

study in terms of study and research skills, language skills, and access to appropriate resources. Independent study that involves additional instructional cost to the student cannot be given credit by CSU IP, and additional cost to CSU IP cannot be authorized. Based on special circumstances and upon request, the Independent Study Request Form will be provided to interested students who are studying at a study center where this is possible.

## **INTERNSHIPS**

Internships are only granted in Israel, Italy, Mexico, and Spain (Granada only) under pre-existing and established conditions. Internships are not available at other study centers.

When students request an internship, the following guidelines are used:

- internships are credited at one unit per three internship hours per week over a 15-week semester;
- internships will not exceed six semester units for the year (i.e., three units per semester);
- internships will be appropriately supervised by an academic supervisor from the study center and an internship supervisor from the organization where the internship is being performed;
- internships require a written component to be stipulated by the overseas study center/supervisor;
- students seeking internship credit in their major or minor must comply with all the policies and procedures on their home campus for internships and have approval of the major department; and
- CSU IP has final approval of all internship requests.

Upon request, the Internship Application will be provided to interested students who are studying at a study center where this is possible and internship opportunities have been pre-approved by CSU IP. Internship requests must be completed and submitted to CSU IP within the first three weeks of the semester. Late applications will be not approved.

## **EXTERNAL INSTRUCTION**

1. If CSU IP students wish to enroll for instruction, either in an institution or under an individual, for which they pay their own fees, they may petition for credit for this instruction on return to the home campus. In these cases, neither CSU IP credit for this instruction is not awarded, nor may it be counted toward the required student academic load of 15 units per semester unless specifically authorized by CSU IP.
2. Special circumstances may arise when CSU IP might pay the fees for specialized courses. This requires discussion between the key contact for the program and CSU IP before any commitments are made to the student. A full description of the proposed course and a thorough justification must be presented.

## **COURSE SYLLABI**

Whenever CSU IP directly sponsors academic courses at the study center, the key contact for the program must have the course instructor supply each student and CSU IP with a course syllabus. This syllabus should include the minimum requirements for passing the course, an examination schedule, due dates for papers and other work, reading lists, etc. Understandably, some foreign faculty may not be accustomed to such a requirement; therefore, tact and diplomacy will be necessary in working with faculty and colleagues abroad to ensure that appropriate syllabi are created and provided to students and to CSU IP.

## **ACADEMIC FIELD TRIPS**

Field trips are of two kinds: those which are conducted as part of the academic curriculum and those which are conducted as extracurricular activities.

1. Field trips conducted as part of a particular course and arranged or sponsored by CSU IP as part of the academic offerings must meet the following requirements:
  - a. The trip must have an academic purpose and content which are formally related to approved course content and objectives;
  - b. The field trip must meet a clear need for on-site as opposed to classroom instruction. An appropriate balance between classroom instruction and field instruction should be maintained;
  - c. The duration of academic instruction in a particular course (contact hours) must not be below the minimum hours required by course unit values to accommodate field trip arrangements;
  - d. An assigned instructor will accompany the students during the field trip. This may be a CSU IP study center staff member;
  - e. Normally only students formally enrolled in a particular course are eligible to attend academic field trips associated with that course;
  - f. All costs for faculty travel and maintenance, admission fees, and administrative costs for enrolled students must be borne by the State of California. Faculty may not receive additional salary or wages for participation in academic field trips associated with courses they are under contract or other agreement to teach;
  - g. If a course includes field trips which generate costs for students (e.g., travel, lodging, food, etc.), this must be made clear prior to student enrollment in that course. By enrolling in such a course, the student voluntarily accepts responsibility for payment of required field trip costs;
  - h. Normally, trips which require long distance travel or overnight stays should be avoided; and
  - i. The inclusion of a field trip component in a course arranged or sponsored by CSU IP constitutes a curriculum change which requires CSU IP approval prior to student enrollment in that course.
2. Extracurricular field trips, for cultural and entertainment purposes, are addressed in the Student Affairs Section found in the CSYOU website.

## STUDY LOCATION ASSIGNMENTS

In applying for any study centers, students must apply and qualify for particular programs or concentrations. The home CSU campus and CSU IP staff carry out a careful analysis of student qualifications and needs prior to placement in particular programs or study concentrations. Requests for change of program or concentration may therefore not be made unilaterally by the key contact for the program. The key contact presents all such requests, with recommendations, to CSU IP. CSU IP will consult and make a decision, which is then communicated to the key contact of the program. Changes in program or study concentration will be made only in cases where clear evidence of a more advantageous or appropriate academic experience for the student is presented.

Students selected for a study center in which several centers exist are placed in a particular study location based upon a careful analysis of their individual qualifications and academic needs.

Student requests for a change of study location are serious matters which require the approval of CSU IP. CSU IP study center staff may not unilaterally approve such requests, but must submit them with their own recommendations to CSU IP for decision. The only acceptable basis for a change of study location within a particular study center would be a clear demonstration of significantly improved study conditions or of a substantially enhanced opportunity to achieve previously established academic objectives at the requested study location as opposed to the assigned study location.

Requests for changes of country are not approved. Mid-year changes are not permitted.

## ACADEMIC DATABASE

CSU IP began the development of the academic database in May 2010 and its development continues. Notification of changes to the academic database as well as related academic policies, procedures and forms will be provided to CSU IP study center staff as the database continues to be developed.

## RESOURCES

As CSU IP is an academic program, it is expected that all study center staff become familiar with all the documents that are used by CSU IP in order to advise students and handle academic matters appropriately.

**ACADEMIC GUIDE** for CSU IP Participants. This publication contains three sections:

**Section I: Academic Planning.** This section provides information on the academic planning process and how courses get credited to the degree.

**Section II: Academic Policies.** This section contains information on CSU registration, enrollment requirements, minimum and maximum unit loads, attendance, examinations, grades, Credit/No Credit option, course withdrawals, and more.

**Section III: Academic Reporting.** This section explains the academic reporting process and when participants can expect to receive their reports.

**ACADEMIC BULLETIN** This is the catalog that lists specific program-related academic information which relates to study centers. Bulletins contain information about the academic program, grading, unit conversions and requirements, courses, and website links. CSU IP study center staff members are asked to update this

document each winter for the following year. When advising students of a given year, it is necessary to refer to the Academic Bulletin which corresponds with the students' year of participation.

**ACADEMIC FORMS** Several forms are used to facilitate academic requests and reporting. To avoid the use of outdated forms, academic forms should always be accessed from the CSU IP website or academic database.

Current academic forms include:

- Certification of Enrollment Request
- Credit/No Credit Request
- Course Description
- General Petition Form
- Internship Application and Guidelines
- Independent Study Request
- CSU IP Registration Form
- Withdrawal Notification Form

**ACADEMIC DATABASE** As this database is further developed, other resources will be made available on the "Resources" tab. Resources include links to the following:

- Academic Database User Guide
- Academic Forms & Other Resources
- Academic Policies & Procedures
- Academic Reporting Information
- CSU IP Academic Publications (for students)
- Language Translator

## CONTACT INFORMATION AND EMAIL ADDRESSES

Regarding contact from currently enrolled students: The first point of contact for all enrolled students while abroad is CSU IP study center staff for all academic matters. In cases when the student emails CSU IP directly, emails will be forwarded to the key contact for the program for reply. In situations requiring consultation or approval from CSU IP, students should discuss their questions or concerns with the key contact for the program, and these can be forwarded to CSU IP via email. Replies will be sent to the key contact for the program so that he/she can discuss the issues with the student. Except when instructed otherwise, emails from CSU IP should not be forwarded directly to the student. Instead, these should be rewritten so that replies come from the key contact for the program.

In cases when CSU IP study center staff wishes to copy the Academic Services staff, use the email [IPacademics@calstate.edu](mailto:IPacademics@calstate.edu).

When CSU IP study center staff is contacted by former students who have questions concerning their Academic Reports or other academic matters, their emails should be forwarded to [IPacademics@calstate.edu](mailto:IPacademics@calstate.edu). Only this email address should be given to students.

Student Exchange: Whenever a partner university staff member requests an email address to contact CSU IP regarding inbound exchange-related matters, give the following email address: [CSUexchange@calstate.edu](mailto:CSUexchange@calstate.edu).

Prospective exchange students should be advised to contact their exchange coordinator at their home university rather than CSU IP or the CSU campuses.

When emailing CSU IP with questions about students: To ensure efficient handling of emails, include pertinent information in the subject line (e.g. student's name, study center, year of study and issue in a few words) as shown in the following example: M. Martinez (Germany 2016-17) Sem 1 Course load. Send email to [IPacademics@calstate.edu](mailto:IPacademics@calstate.edu).

## STUDENT AFFAIRS

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### 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:

1. Applications for renewal beyond a second year of participation in CSU IP will not be accepted.
2. Graduate/Master's students may not renew for a second year with CSU IP.
3. 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.

4. Instructions accompanying the Renewal Application clarify the criteria for admission and the student's responsibilities.
5. The Resident Director should verify the report of first semester academic performance. Only students in good academic standing will be considered for renewal/transfer.
6. 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:

1. Applications for participation beyond a second year of participation in CSU IP will not be accepted.
2. Graduate/Master's students cannot transfer to another program for a second year with CSU IP.
3. 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 provide 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.<sup>1</sup> 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.

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

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
- 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:

## **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](mailto: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 reported on the fiscal report (see Fiscal Affairs section). 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 include a roster of the students who attended and those excused to with 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.

### **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 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 dis-enrolled. A letter is sent to the student, with a copy to the Resident Director, giving the final decision. If the student is dis-enrolled, 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 dis-enrolled 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.

## **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](mailto:ipstudentaffairs@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. 12329) 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 CSU IP Director.

CSU IP 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.

## **HEALTH, SAFETY, AND SECURITY**

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### **GOALS**

Our goal is to take a comprehensive approach that informs and educates in order to try to prevent difficulties before they arise. Included in this is our approach to make students aware of what they are likely to encounter so that they can make an informed choice about their participation before they decide to participate and make sensible choices once they are abroad. To do this, CSU IP provides information along the time-line as the student progresses from applicant to selected student to matriculated student living abroad. CSU IP also works with Resident Directors and staff abroad to ensure that they are informed and understand this process. Finally, CSU IP has in place procedures to be followed in case an emergency does occur.

Travel or study abroad has always entailed some degree of risk. No one should advise students that participation in CSU IP involves no risk. What must be done is to make a realistic assessment of the dangers involved. In addition to the health and safety issues, security dangers or risks may be listed under two general headings; student security concerns and program security concerns. Student security concerns center on individual student security and program security concerns center on areas relevant to the whole group.

### **CRISIS RESPONSE POLICY**

The following are guidelines for identifying and responding to emergencies related to CSU students abroad through International Programs. The Director of CSU International Programs will be responsible for coordinating the CSU response following these guidelines.

### **PLANNING AND PREDEPARTURE**

- Each overseas program shall have a required pre-departure orientation
- Resident Directors will participate in orientation and training
- Students will have on-site orientation

## **CRISIS IDENTIFICATION**

CSU IP staff will monitor all sites. In the event any of the following events takes place, a thorough review will follow.

- Declaration of war by or against the United States
- Terrorist activity in a program city
- Extended-long, protracted closure of the host university
- Wide-spread civil unrest
- Natural Disaster
- Travel Warning or specific directive of the U.S. Department of State
- Other events identified by the Director of International Programs

## **INFORMATION GATHERING**

The Director of International Programs will coordinate the gathering of information from sources including but not limited to the following:

- Staff in the country
- Officials at the host university
- U.S. Embassy officials in the host country
- U.S. State Department Desk Officer
- Background information from International Programs

## **ANALYSIS AND DECISION MAKING**

The following will be consulted in review and discussion of the situation.

- CSU International Programs staff
- Academic Council on International Programs
- Chancellor
- Executive Vice Chancellor and Chief Academic Officer
- Associate Vice Chancellor, Academic Affairs
- General Counsel
- Public Affairs
- Board of Trustees (at the Chancellor's discretion)

The analysis will include consideration of factors including but not limited to: type of crisis, the geographic proximity of the program to events, the impact of the crisis on the quality of life, the target of the action, the presence (or lack of presence) of military, the status of classes and the ability of participants to travel.

Based on the above consultations the Director of CSU International Programs will recommend a course of action. Unless circumstances prevent it, the Chancellor will make the determination to close a program. CSU IP staff will use the “Staff Action Plan” in implementing the decisions.

Students were told during pre-departure orientation that the CSU IP will contact their IP Coordinator on their home campus to notify of safety when a “report in” status is requested; students are to inform their own loved ones.

## **STUDENT ADVISING ON PERSONAL ISSUES AND HEALTH**

### **CULTURE SHOCK**

A general term for a variety of psychological, social, and even physical complaints, culture shock refers to a sense of alienation from a host cultural environment on the part of a foreign visitor. Exhibiting itself in a wide variety of ways, it may include symptoms of hostility, withdrawal, or irrational behavior. In its milder form, culture shock is called homesickness.

Culture shock tends to become most apparent when the weather has turned unpleasant and when mid-term examinations and the holidays are approaching. Some students will talk of returning home; a few may actually withdraw from the program. In extreme cases nothing can be done other than to facilitate the sufferer's immediate return. In most cases, however, peer support and encouragement, and/or Resident Director counseling can help the student through the critical period.

There are 5 distinct phases of culture shock:

1. Being fascinated with all the new things you are experiencing
2. Feeling uncomfortable because you don't belong
3. Rejecting the foreign culture and people because they are “strange”
4. Learning to decipher foreign behavior and customs
5. Accepting and enjoying the foreign culture

The following provide deeper descriptions of the 5 phases listed above:

- Honeymoon Period: Initially, students will probably be fascinated and excited by everything new. Usually, visitors are at first overjoyed to be in a new culture.
- Culture Shock: Students are immersed in new problems: housing, transportation, food, language and new friends. Fatigue may result from continuously trying to comprehend and use the second language. Students may wonder, “Why did I come here?”
- Initial Adjustment: Everyday activities such as housing and going to school are no longer major problems. Although students may not yet be perfectly fluent in the language spoken, basic ideas and feelings in the second language can be expressed.
- Mental Isolation: Students have been away from family and good friends for a long period of time and may feel lonely. Many still feel they cannot express themselves as well as they can in their native language. Frustrations and sometimes a loss of self-confidence result. Some individuals remain at this stage.

- Acceptance and Integration: Students have established a routine (e.g. work, school, social life). You have accepted the habits, customs, foods and characteristics of the people in the new culture. You feel comfortable with friends, associates, and the language of the country.
- Return Anxiety, Re-Entry Shock, Re-Integration: These stages are mentioned at Orientation, because of the very important part they play in a visitor's stay in the new culture. It is interesting to note that REENTRY SHOCK can be more difficult than the initial CULTURE SHOCK. (See below.)

Remind students there are ways to successfully adapt to host culture:

- Be flexible & open-minded; Keep your sense of humor
- Stay busy & resist withdrawing into yourself
- Keep in touch with family & friends at home, but don't spend ALL your time on the phone or skyping
- Be friendly & outgoing
- Immerse yourself in a different way of life
- Get involved with aspects of the host culture that you can't easily do at home
- Be respectful--You are a visitor in their country
- Engage in familiar activities or sports to keep you from feeling overwhelmed by a completely foreign situation.
- Take care of yourself with enough sleep, exercise & healthy meals
- Acknowledge that culture shock is normal and will pass

## **RE-ENTRY SHOCK**

It is not uncommon for returned students to experience feelings and thoughts much like the ones they experienced when adjusting to the host culture at the beginning of their study abroad. When individuals spend a significant amount of time living, working or studying abroad, they usually go through a period of cross-cultural adjustment upon returning to the home culture. This phenomenon is commonly called "Reentry Shock" or "Reverse Culture Shock." Reentry Shock is frequently more difficult than the initial culture shock because it is unexpected – who expects to feel like a foreigner in their home culture?

Every individual experiences the readjustment to U.S. culture differently. Some common experiences include:

- Restlessness, uncertainty, confusion, boredom
- Sense of loss, apathy or loneliness
- Feelings of alienation, frustration or anger
- Desire to be alone
- Difficulty communicating in English-only language situations
- Reverse homesickness for the host country or family
- Negative feelings toward and criticism of U.S. culture, sometimes leading to rejection of it
- Perception that friends and family are not interested in their experience abroad
- Changed friendships, loss of friendships
- Feelings that the returnee has changed and friends at home haven't or vice versa
- View that experiences abroad are not useful or important in the classroom

- Changed goals and priorities

There are many ways of dealing with the negative effects of reentry shock. The way that returnees generally deal with Re-entry falls into three categories:

1. Rejecting the home culture, at least in part, in favor of the host culture
2. Reverting back to the “old” lifestyle and not admitting to personal change
3. Integrating personal changes into life in the home culture, “expanding” the lifestyle

Integration is the most positive of these behaviors, but can be difficult to achieve. Though it’s a personal process, here are some hints you can give students for coping with re-entry shock and moving towards integration.

- Stay in contact with your host country and the friends you made there. Locate or subscribe to any foreign publications you read while abroad. (Websites can be invaluable.)
- Make contact with other returnees to share your experiences. Share your experiences, views and difficulties with people who are having a similar experience.
- Allow time to adjust and reflect on your experience.
- Keep a journal – think about your experience, record your observations and ask yourself questions. What have you learned about different cultures? Have you noticed any new observations of or perspectives on U.S. culture? How you have changed as a result of living abroad? Consider how different cultural norms and behaviors affect daily life. How is academic learning different in different countries? Consider how your personal, academic and professional goals have changed. Brainstorm about how you can integrate your experience into your life at U-M.
- Take care of your mental well-being – use reentry resources, counseling services and peer group support to talk through any difficulties you may have.
- Take care of your physical well-being – some people experience mild sickness when they return. If sickness persists or is serious, make an appointment with a physician. Maintain good health through diet, sleep, exercise, stress management, etc. If your sojourn was in a country where you may have been exposed to diseases and/or parasites, you should get tested upon returning.
- Prepare yourself to return to the pace of CSU academic life.
- Congratulate yourself on successfully navigating academic, social and cultural life in another country.

### **INTEGRATING STUDY ABROAD EXPERIENCE INTO LIFE AT CSU**

There are many opportunities for returnees to follow through with their international experience at the CSU. Returnees are valuable members of the CSU community since they are knowledgeable about another culture and able to see issues of culture and world politics from a new perspective. These skills are valuable both inside and outside the classroom. Many times, occasions to contribute are not readily apparent and it is necessary to research opportunities and to be proactive.

The following list of suggestions can help to get students started on using their study abroad experience to its full advantage. Please encourage students to consider:

**Social/Personal:**

- Establish contact with your peers who have recently returned from abroad. Start an email or social group.
- Keep up any new language you learned by taking language classes, joining foreign language student groups, becoming a language partner.
- Make contact with international student groups from your host country; participate in any cultural or social groups from your host country.
- Introduce your friends to your host culture's cuisine, performing arts, film, etc.

**Academic:**

- Take classes with an international focus.
- Incorporate your knowledge of a different country or culture into your academic coursework. Speak with your instructors about your experience and see if you can incorporate it into work on a research paper, thesis or project.
- Use your knowledge of a different culture in classroom discussion. Bring alternative perspectives to the discussion.
- Attend Brown Bag seminars, lectures, and events hosted by area studies departments, study abroad offices, etc.

**Work/Volunteer Opportunities:**

- Apply for an CSU IP global ambassador position
- Volunteer with the CSU IP to speak to prospective students about your host country.
- Work in the study abroad office of your home campus as a Peer Advisor.
- Attend a Lessons From Abroad Re-Entry Conference

**Career:**

- Use your study abroad experience to your advantage after graduation. Make an appointment with a career counselor to learn how best to market your international experience.
- List your study abroad year on your resume under Academic Achievements/Education
- Highlight your study abroad skills in job interview by thinking about some of the skills developed/gained through study abroad, such as:

- Ability to establish rapport
- Ability to handle stress and unfamiliar situations
- Ability to make transitions
- Adaptability
- Adventurous spirit
- Analytical experience
- Assertiveness
- Creativity
- Cross-cultural communication
- Curiosity
- Diversity appreciation
- Familiarity with local customs
- Flexibility
- Goal establishment
- Independence
- Initiative
- Intercultural Competence
- Language proficiency
- Listening and observation
- Managing, organizing, or leading others
- Motivation
- Open-mindedness
- Perseverance
- Positive outlook
- Research experience
- Resourcefulness
- Responsibility
- Self-confidence
- Self-reliance
- Teamwork
- Time management

1. Reflect on the following prompts to help you identify and articulate specific indicators of the skills you learned abroad:
  1. Identify an experience that would demonstrate that you can have a basic command of the local language, and be able to use it in a practical situation (Student in Spain, apartment, work, took classes)
  2. Identify an experience that would demonstrate that you can take personal risks and act independently
  3. Identify an experience that would demonstrate that you can creatively solve problems by applying familiar concepts to unfamiliar situations
  4. Identify an experience that would demonstrate that you can contribute to an ethnically diverse team
  5. Identify an experience that would demonstrate that you can be self-confident, yet able to listen and learn from people whose value systems are different
  6. Identify an experience that would demonstrate that you can be flexible and adaptable to rapidly changing situations
  
2. Use the experiences and situations described above to answer behavioral questions asked in an interview. These interviews are based on the premise that your past performance is the best predictor of future performance in similar circumstances. Interviewers seek specific examples to get as detailed an understanding as they can about the way candidates have responded in similar situations and challenges. They are looking for proof that you can demonstrate the desired capabilities in the real world. There is a three-step process to answering these questions:
  1. Situation: Describe a challenge you faced similar to the example posed by the interviewer.
  2. Action: Explain the actions that you took to resolve the situation.
  3. Results/Outcome: Detail the beneficial and positive outcomes that came from your initiatives.



3. Remind students of some questions commonly asked in the behavior-based interview:
  1. Tell me about a time when you changed your approach to a project after starting it. Why did you feel it was necessary to make the change? What was the result?
  2. Give me specific examples of several projects you were working on at the same time. How did you keep track of their progress? How did they turn out?
  3. Describe a time when a team member openly criticized you for something. Why were you criticized? How did you respond? What could you have done differently?
  4. Give me a specific example of a time when you had to meet a deadline, but your professor wasn't available to answer a question and you were unsure how to proceed. What did you do? What was the outcome?
  5. Tell me about an interpersonal conflict you have had with someone and how you dealt with it.
  6. Tell me about a time when you were a leader of a group. What was the most difficult thing about that experience?
  7. Tell me about a time when you were working as part of a team and someone else wasn't pulling their weight. How did you handle it?

Source: Adapted from Bay Area Lessons from Abroad & Matherly, C. (2005). Effective Marketing of International Experiences to Employers. In M. Tillman (Ed.), Impact of Education Abroad on Career Development (9-10). Stamford, CT: American Institute for Foreign Study.

### **FINANCIAL CRISES**

Despite the best efforts of CSU IP a few students may arrive overseas with insufficient funds to survive the year overseas. The cause of their plight is usually informing CSU IP of financial resources which turn out to be nothing more than wishful thinking or chronic cash flow problems. Occasionally a genuinely unexpected financial reverse does occur. CSU IP will investigate possible sources of funds, but withdrawal is the possible consequence.

### **EMOTIONAL ENTANGLEMENTS**

Whenever a student leaves behind a boyfriend, girlfriend, spouse, or child there is always a certain tension created. The individual left at home is at first selflessly supportive, but as time passes may express doubts about the student's loyalty, concern, etc., or vice versa. Occasionally, the student may find the emotional pull too hard to resist and will abandon even the most carefully laid study plans. The Resident Director may try to reinforce the student's original sense of purpose, but will often be fighting a losing battle.

### **PREGNANCY**

Many Resident Directors have been called upon to counsel students who have become pregnant. It may be that the best thing for the pregnant student is to return home to deal with the pregnancy in consultation with family members, friends, or perhaps religious and professional advisors. Resident Directors should be very cautious in attempting to deal with this kind of issue.

## **MARITAL PROBLEMS**

Married students may find that the pressures of cultural adaptation puts special strains on a marriage; if these become too severe it may be wisest for the couple to withdraw. Even more common, however, are the problems posed by nonstudent spouses. Isolated from the surrounding culture by an inability to speak the language, restricted from working, and lacking the normal social contacts they have at home, spouses often rely on the program to provide the social interaction they are missing. Although not students, they may seek access to classes, particularly language classes, and an active role in student affairs. There are obvious limitations to the program's responsibilities to spouses, but the Resident Director should be sensitive to the difficulties they are encountering and ensure that social activities and field trips include spouses.

## **SPECIAL CASES**

CSU IP students have covered the gamut of possible human behavior. Whenever a group of 500 - 550 people are drawn together and observed they will be seen to include much that is unexpected, no matter how the process of selection is organized. In rare instances, Resident Directors have dealt with cases of political expulsion, rape, accidental death, theft, grand larceny, use of illegal drugs, public drunkenness, immoral conduct, and varied forms of antisocial behavior. It would be impossible to predict what kind of problems might arise among future student groups. In all such cases, CSU IP can provide needed advice and assistance to the Resident Director to resolve the problem. No formulae exist for the easy solution of such problems. Common sense and experience are the best guides.

## **COUNSELING**

Counseling should always be carried out in complete privacy. No third party who does not have an official need to know the content of any counseling session or of any student problem is to receive any information at all on that subject from a member of the IP staff overseas. Violations of student privacy are violations of the law.

The Resident Director should routinely advise CSU IP in numbered Resident Director letters of developments in student problems, which have, or may develop, serious implications. All relevant details should be reported and a summary of actions taken should be included. In rare cases, the Resident Director might wish to employ an unnumbered confidential letter to the Director. Email, faxes, and the telephone can be used in emergencies or severe cases where consultation is necessary. The best guideline is: if in doubt, report it.

## **STUDENT HEALTH**

### **GENERAL**

Illnesses of a serious nature have included everything from severe viral infections to heart disease, cancer and AIDS. Lesser illnesses have included colds, broken bones, allergies, and various minor diseases. The Resident Director has an overall responsibility to monitor and assist students with health problems--and this has on occasion become a major matter of concern for the Resident Director. Whenever students

with particular health needs or problems are identified by CSU IP, they are brought to the Resident Director's attention prior to their arrival overseas. Withdrawal as a result of physical illness is relatively uncommon, although it does occur now and then.

A far more complex problem is presented by the student with psychological problems. This may take such extreme forms as the problem faced by the Resident Director touring with a group of students who was advised that one of the students was wandering the halls of the hotel stark naked and staring vacantly; or the Resident Director to whom bizarre behavior of a student was reported by the host family, only to discover on further investigation that the student was potentially suicidal and had a history of psychological problems which were concealed from CSU IP. These are not common occurrences, to be sure, but students of this kind are not always filtered out by the selection process and, under the pressure of culture shock, may become profoundly mentally ill.

Resident Directors facing severe physical or mental problems on the part of a student are advised to take the following actions:

- See to it that the student is made comfortable and safe and is kept under observation.
- Obtain as quickly as possible a professional medical or psychological assessment of the student's condition with recommendations.

Advise CSU IP of the situation by telephone. An agreed upon strategy will be established based upon discussions between the Resident Director and CSU IP staff. CSU IP staff should be consulted before any final action is taken, except in an emergency. In an emergency, Resident Directors have full authority to apply their best judgment as to the handling of severe physical or mental conditions, then reporting their actions to CSU IP as soon as possible.

## **HEALTH INSURANCE**

Included in the students' prepaid program cost is an Accident and Sickness insurance which covers them while they study abroad. This insurance is only valid outside the US and is considered a primary medical policy. The policy includes a major medical provision with a \$0 deductible, and an accidental death benefit. We emphasize that many of the host countries require students to purchase local coverage, which provides students with additional coverage.

This policy DOES NOT constitute comprehensive health insurance coverage (often referred to as "major medical coverage") and DOES NOT satisfy a person's individual obligation to secure the requirement of minimum essential coverage under the Affordable Care Act (ACA). Students should not cancel their USA policies, otherwise they face financial penalties under the Affordable Care Act (ACA).

California State University requires that all study abroad students use the California State University Risk Management Authority (CSURMA) Foreign Travel Insurance Program. Students may not opt out of the insurance provided by CSU IP.

If a student has a life-threatening emergency, they are instructed to contact the local emergency services immediately (police, fire, ambulance). In the event of a non-life threatening emergency, students are instructed to contact the on-site, CSU International Programs center staff or the CSU IP Resident Director.

It is the student's responsibility to handle the insurance claim forms for his/her insurance. Although the group insurance plan involves a reimbursement policy, CSU IP can lend students money to cover major medical expenses, such as hospitalization or surgery costs.

A summary of benefits and claim forms can be found here: <http://csurma.org/Pages/International-Traveler-Resources.aspx>

Student Policy Information:

AXA Insurance

Phone: 855-327-1414

Email: Medassist-usa@axa-assistance.us

Policy number: GLMN04966648R

## **HEALTH INFORMATION QUESTIONNAIRE**

The Resident Director should be aware of any health problems of the students, insofar as they may affect their class attendance and general well-being. Each student's Health Information Questionnaire is included in the student's online CSU IP portal. It is helpful for the Resident Director to review these questionnaires in order to be familiar with the students' health history. Whenever possible, the Resident Director will be alerted if students have special problems or needs.

## **MEDICATIONS**

Medications are discussed during pre-departure orientation and students are encouraged to discuss medications with their health care professionals before departure. As some medications are illegal in certain countries, students are told to check with the [embassies](#) of the countries they expect to visit to make sure that their prescription and over-the-counter medications are permissible. Students should NOT make changes to medications prior to or during the program, unless under the supervision of a medical provider. Students are instructed to bring an adequate supply - in the original container - and a prescription with their physician's explanation. Additionally, students are asked to carry all medications in their carry-on bag; do not plan on shipping medications abroad; and if they are in counseling and will require continued counseling, contact AXA to make arrangements

Resident Directors are encouraged to consult the following helpful websites:

- [Successfully Study Abroad with a Mental Health Condition](#)
- [15 ways your student can feel ready to study abroad](#)

## **PHYSICIANS AND MEDICAL FACILITIES**

Although Resident Directors are not expected to have any specialized medical knowledge, they will need to know the types of medical and psychological care available at the study center, including emergency telephone numbers, location of emergency hospitals, and any special billing procedures for foreigners (this latter need may exist in countries where native citizens are eligible for socialized medical benefits). The previous Resident Director should have provided a list of recommended doctors and dentists in the Resident Director's Guide. Upon arrival the new Resident Director should check the list to make sure that the information given is still correct and then should make the list available to students. Once the information has been provided, it is up to the student to make individual arrangements.

## **STUDENT SECURITY CONCERNS**

### **SAFETY RISKS**

Safety risks arise oftentimes from student ignorance of the conditions of their new environment. Trains, icy streets, traffic patterns and practices, steep and narrow stairs, unvented heaters, unfamiliar appliances, and "ad hoc" electrical wiring--all of these and others may present opportunities for injury or death. Safety concerns such as these are best handled by education. The Resident Director is responsible to identify and warn the students of the peculiar safety hazards which may be encountered in the local environment. The best opportunities to do this are during the initial on-site orientation, student meetings during the year, in a newsletter, and in bulletin board notices.

**Hitchhiking:** CSU IP students have been injured or killed as a result of hitchhiking. Students are highly discouraged from engaging in this practice.

**Burglary and Robbery:** Every year several CSU IP students are robbed, have their pockets picked, or have their possessions taken from their accommodations;

**Political Demonstrations:** For the naive CSU IP student, whatever their political views, the dangers of becoming unintentionally involved in a demonstration are real. These activities can lead to mob violence and confrontation with unsympathetic police or paramilitary forces.

**Sexual Harassment:** Americans are usually open and friendly. These attitudes and behaviors may be misunderstood by males/females of another culture. Lack of awareness of the behavior appropriate to the host culture can have the most serious impact, particularly on women. Sexual harassment can take many forms. In the university environment, repeated unwanted verbal and/or physical advances or the imposition of sexual attention are the most common forms. In an international/intercultural environment there is the added dimension of possible cultural miscommunication. For this reason, it is important that the issue be covered during the on-site orientation for CSU IP students.

If a student comes into the office to report sexual harassment, it is most important to take her/him seriously and treat her/him with respect. The program's first concern must be for the student's health and safety. Determine as quickly as possible whether immediate medical attention is required. Please engage in the following:

- Listen and take notes. Detailed documentation must be kept in a confidential file at the IP office.
- Suggest a visit to a physician and a counselor, and provide a list of preferably English-speaking physicians and counselors and other related helpful numbers.
- Suggest that the incident be reported to the authorities with the Resident Director and/or the Program Assistant accompanying the student(s) if desired or possible.
- Try to determine what the student wants and discuss the options available with the student.
- Explain to the student that you must report the incident to the CSU IP in a confidential way, without using the student's name.
- If the incident is related to a housing situation; remove the student from the housing.

**Terrorism:** This danger is not new, despite the sensationalized attention it receives in the media. It is discussed below in detail. The best response to these risks and dangers is also education. Avoidance of certain behavior and a little extra planning can reduce the danger to an acceptable level.

The students have all been encouraged to register with the US State Department Smart Traveler Enrollment Program (STEP) <https://step.state.gov/step/> The STEP is a free service to allow US citizens and nationals traveling abroad to enroll their trip with the nearest US Embassy or Consulate. Enrollees receive important information from the Embassy about safety conditions in their destination country, helping them to make informed decisions about travel plans. The US Embassy will contact an enrollee in an emergency, whether natural disaster, civil unrest or family emergency. Additionally, the Embassy can assist in helping friends and family get in touch with the enrollee in case of an emergency.

## **STUDENT EMERGENCIES**

### **ON ARRIVAL**

During the on-site orientation, outline the procedures for students to follow in the event of an emergency and encourage students to report accidents and illnesses immediately to the on-site program staff/director.

- The Resident Director should carry a cell phone and must keep CSU IP informed of his/her current home address and telephone number abroad.
- The Resident Director should carry key telephone numbers with him/herself (CSU IP director's cell phone, work phone, etc.).
- Resident Director should maintain a list of the students' current addresses and telephone numbers in the host country.
- The Resident Director should develop a "Communication Tree" for students and explain it to students during the on-site orientation. This will facilitate dissemination of urgent news to students if necessary.
- The Resident Director should carry IP group insurance information on every group trip.

### **IN THE EVENT OF A STUDENT EMERGENCY**

If a crisis occurs while the Resident Director is with the students, he/she should assess the situation, take action to ensure student safety, and obtain medical assistance if necessary.

- Contact CSU IP as soon as possible to inform the Director of CSU IP of the crisis. Be prepared to report the “who, what, where, when and how” of the situation to CSU IP.
- After providing affected student(s) with appropriate attention/care, the on-site director and/or the program assistant will address the concerns of the other participants and will provide counseling if necessary.
- Address student’s academic concerns.
- Maintain contact with affected students (i.e. visit them in the hospital).
- Maintain frequent communication with the Director of CSU IP throughout any crisis.
- Complete an incident report and submit to CSU IP.
- Depending on the severity of the crisis, summarize the handling of the crisis in a detailed written report to CSU IP.
- Note suggestions for managing future crises.

In the event a student is the victim of serious injury, rape, arrest, criminal attack, or death, the on-site director should as quickly as possible:

- Verify the facts
- Notify local authorities
- Inform the Director of CSU IP of the crisis
- Inform AXA Insurance
- Work with embassy and student’s family
- Greet and accompany any family members who may go overseas
- Provide assistance as needed (translation, hotel reservations)
- Address the concerns of the other participants and arrange for counseling if necessary
- Consider a memorial service with other participants, program assistant and host university administrators

## **EMERGENCY CHECKLISTS**

A series of checklists for various emergencies starts at the end of this document. See “What to do in case of...”

## **PROGRAM SECURITY CONCERNS**

The security issues in this section involve the potential for danger to groups of students or to the program as a whole. These might include terrorism, political instability, military activity or war. The responses in such situations may also differ. The Resident Director may be required to take steps to assure the safety of the group.

## **TERRORISM**

Terrorist targets are normally carefully selected and include public officials, groups, or specific facilities. By attacking these targets, the terrorist hopes to demonstrate that the laws or societal structures are

ineffective and that the authorities cannot protect or defend their citizens or institutions. For these reasons, such attacks are usually aimed at native people and local institutions. If they are aimed at foreigners, they are designed to drive wedges between national groups. Students are a poor target in this respect since they are usually regarded positively or as harmless by the public.

Terrorists do at times choose public places as targets in order to attract attention to their cause. Presence at the place of such an event at the time of such an event is usually random and coincidental. Students are not usually targets, but if they are in the wrong place at the wrong time they could become victims.

### **POLITICAL AND SOCIAL INSTABILITY**

In any country there is the possibility that unrest will develop and that violence will grow out of local dissatisfaction with the current economic, political or social situation. In most instances this will not involve our students and they should be advised to avoid any demonstrations or civil disturbances (see above). If students take care to avoid these places they should be relatively safe and any exposure to danger a matter of chance or being in the wrong place at the wrong time.

Students in other countries are often more politically aware and active than is currently customary in the U.S. At times this may mean that the local university will become the center of activity or even strikes. It will require sound judgment in handling these situations. Remaining neutral will be difficult and require the Resident Director to assess the situation thoroughly and analyze it carefully before taking any action

### **MILITARY ACTION/WAR**

This is applicable to areas directly affected by the outbreak of hostilities. These would include involved areas and countries involved as allies or as staging areas. Other countries would be affected in a manner more comparable to the above two items.

### **NATURAL DISASTER**

Although rare, CSU IP has had to deal with natural disasters such as earthquakes and floods, as well. Here again consideration should be give first to student safety. Evacuation may need to be considered. Plans should be discussed in consultation with the Director and AXA Insurance.

### **CRITICAL ISSUES**

The Resident Director has an important role with regard to the security and physical safety of the students. The authority to close the program and bring students home rests only with the Chancellor of the California State University in consultation with the Director of CSU International Programs. At critical times, however, it may be necessary for the Resident Director to act to insure the safety of the students when consultation is impossible. This situation is extremely rare (especially in the age of e-mail, fax and telephone). During periods of tension or unrest it is vital that the Resident Director remain in close contact with CSU IP. All decisions should be reached in consultation with the Director of CSU International Programs.



The well-being of the students is always first priority. But as indicated above, students accept some level of risk when making the decision to study abroad. Assessing the level of risk and potential for danger is a matter for careful consideration and sound judgment. It is important to review carefully the situation before arriving at any conclusions. Doing this should involve stages of risk assessment, consultation and action.

**Risk Assessment:** Risk assessment is an activity which Resident Directors should not carry out alone. The media are often not the best source of information and it is important to balance the information received from students and faculty with that received from other sources.

The Resident Director should enroll in the [STEP program](#). *What is STEP?*: The [Smart Traveler Enrollment Program](#) (STEP) is a free service that allows U.S. citizens traveling or living abroad to enroll with the nearest U.S. embassy or consulate.

#### **Benefits of enrolling in STEP:**

- Receive the latest safety and security information for your destination country, helping you make informed decisions about your travel plans.
- Help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.

The U.S. consulate can be an excellent source of information concerning security for U.S. citizens in its assigned area. The Resident Director will follow any advisories and requests from the Consul General during emergencies. The Resident Director will inform CSU IP by the most expeditious means available of any actions taken under these circumstances.

#### **Sources of Information:**

- The U.S. Consulate or Embassy
- What is the current travel advisory?
- What is their current analysis of the local situation?
- The host university. What is their assessment of the situation as it relates to our students? What is their response? What are their policies?
- Other host organizations. Other U.S. study abroad programs. What is their assessment of the situation?

#### **Consultation**

In all cases it is important to consult with others in the process of reaching a decision. Ultimate responsibility for the International Programs rests with the Director of International Programs. The Director can review all of the information and add the perspective from the Chancellor's Office and from California. CSU IP can be of valuable assistance in explaining policies and procedures and understanding information gathered.

CSU IP also has responsibility for gathering information and consulting with various constituencies in the U.S. In gathering information CSU IP is in contact with the U.S. State Department, staff in the Chancellor's Office, other universities sponsoring similar programs in similar locations, and parents. The Director of International Programs consults with responsible officials in the Chancellor's Office, the Academic Council on International Programs and International Programs Staff in reaching conclusions.

## **PROGRAM EMERGENCY**

### **ON ARRIVAL**

When a Resident Director arrives on-site there is usually a lot to do. In the middle of this busy time it is important to lay the groundwork that will help you later on in the event of an emergency. By planning ahead, your work will be simplified later. Have a "Communications Plan"--This could take the form of a "communications tree" whereby students call each other or it could be a plan that you have to contact each student. In any case it is critical that the addresses, telephone numbers, cell numbers and e-mail addresses be up-to-date. Use the communications plan periodically for routine purposes such as letting students know about a deadline or field trip. This is a good way to check to make sure the "tree" is working.

The Resident Director should become familiar with the nearest U.S. Embassy or Consulate facilities on arrival and develop personal ties with staff whenever possible.

The Resident Director must join the Warden Network of the embassy or consulate; this facilitates good communication with the Embassy and can be an important source of information.

### **IN THE EVENT OF A PROGRAM EMERGENCY**

Emergencies or threatening situations that develop require special procedures to minimize risk and protect students and staff overseas. CSU IP has often been able to maintain the operation of its programs through troubled times, providing for the safety of students. An emergency can develop very quickly and it is essential that you have built a solid foundation for action by carrying out the steps above. This will simplify your work in the event of an emergency.

During emergencies CSU IP will provide necessary decisions and support. Campus Colleagues, Deans, CIOs and Campus Colleagues will be regularly informed of measures taken and briefed on information CSU IP has received from you, U.S. and foreign authorities. Students are responsible for informing loved ones (i.e. parents, partners, etc.) about their own safety after checking in with CSU IP and measures taken to ensure safety, etc.

Although specific instances call for different responses, during crises the Resident Directors should:

- Establish and maintain communications with all students and CSU IP. Keep them apprised of the latest developments and Program changes as they arise. Require students to inform the Study Center of their whereabouts at all times.
- Contact the U.S. Embassy or Consulate and CSU IP. Make sure all students and staff members are registered with the nearest Embassy or Consulate.
- Evaluate the situation's real danger to students. Consider the event's proximity; its impact on the

availability of food, water, and medical supplies; and, if political, the target of the unrest. Consult with the nearest U.S. Consulate or Embassy for their advice to Americans in the area, and to determine the intensity of the emergency, the presence of military or emergency personnel, the feasibility of continuing classes, and the ability of students and staff to travel in the area.

If appropriate, review the evacuation plan and consider the various modes and routes of travel. Determine the cost of a full evacuation. Consider the possibility of reducing the level of danger by:

- Dispersing students in small groups to reconvene later in another locale
- Canceling classes
- Canceling group activities
- Assess and mitigate student concern.
- Recommend appropriate student behavior. Brief students on the desirability of melding into the local foreign population when feasible; by speaking the language if applicable in public; and foregoing if necessary public group activities.
- Develop a written course of action, and have students read and sign the course of action.
- Remove signs that indicate the location of the Program and cancel or postpone public activities that call attention to the Program.

## **PROGRAM CLOSURES**

The decision to close a study center will be made by the Director of International Programs, in consultation with administration and faculty advisory bodies and with the concurrence of the Chancellor of the California State University. In most circumstances, this decision would involve discussion with on-site staff about the situation and the range of possible action. Once the decision has been taken, the Director will contact you directly, by telephone if at all possible.

At the very least, Resident Directors will be asked to conduct the following if a program closure is imminent:

- Develop an Evacuation Plan
- Review your communication plan.
- Identify a site available outside the city that has accommodation facilities. It may be that an evacuation need not involve return to the U.S. because the threat is focused in one area or appears to be temporary in nature. It may also be that the threat is greater in attempting a return to the U.S. and therefore an in-country evacuation is more advisable.
- Identify a meeting point in the city and another point outside the city so that you can ask students to gather there in the event that your office or the center is not open or accessible. It may be helpful to use the meeting point once or twice so that you can be confident that students know where it is and how to get there.
- Familiarize yourself with the options for transporting groups of students. This may be within the city, the country or the region. Consider airplanes, buses, trains or other means. Have a contact for arranging each option.
- If necessary plan air travel back to the U.S. CSU IP should be involved in this aspect of planning as well if possible.

## EVACUATION PROCEDURES

On receiving instructions to implement the evacuation plan you will take the following actions:

- Advise students of the decision to evacuate. If feasible gather the students together in a group, if not see them individually or in small groups. Each student should be provided with a copy of a memorandum explaining the instruction to evacuate. A second copy of the memorandum is to be signed, dated and returned.
- Some students may elect not to comply with the evacuation instructions. Students who refuse to comply will be disenrolled from the program for not complying. You should explain the consequences of their decision not to comply. If they confirm their intention not to comply you will implement the “Summary Disenrollment” policy (Resident Director’s Handbook Section S.IV.B.5.c). You should immediately (if possible) inform CSU IP in Long Beach of the names of students who have chosen not to comply.
- Explain travel arrangements to the students in detail.
- Advise the local U.S. Consulate of the decision to leave the country. Provide the names of those students departing and those who have chosen not to comply with our instruction to evacuate (if any).
- Advise our partners of our decision to depart. Provide them with a list of those students who will be leaving as well as those who have decided to remain. Explain that we can no longer provide any support for those who remain. It is important to re- assure our partners that we will return at the earliest possible opportunity.
- Transport students to the airport. Advise CSU IP in Long Beach of the departure and anticipated arrival date, time and place for the students.
- CSU IP will make emergency notifications as indicated by the students in their IP registration forms.
- Funds will be made available to carry out these responsibilities.
- After the students departure you will attempt to collect information on their academic progress for the purpose of determining what work has been completed and what work remains. It is vital that accurate information be obtained as quickly as possible in order to make the most supportive possible arrangements for students on their return.
- After the students departure you will attempt to collect information on the financial obligations for the State of California and/or the students.
- It is vital that you remain in close contact with CSU International Programs and with the Director during the process of implementing an instruction to evacuate. The developing situation may require the modification of some of these instructions although they are expected to be applicable in most contingencies. Nothing in this list is intended to limit your exercise of judgment in responding to circumstances. Your prudent actions to preserve the safety of students will be supported by CSU IP.
- The contents of this as well as the specifics of any evacuation plan are to be considered confidential (for staff review only) and not to be shared with students prior to the decision to evacuate.

## **PERCEPTION OF EMERGENCIES**

The view of an emergency has a great deal to do with a person's location, perspective and the information available. A parent in the U.S. listening to CNN may perceive an emergency for a student in Europe when a bomb goes off anywhere on the continent. A student unaccustomed to the tendency of his peers in some countries to "strike" may perceive an emergency where others may accept such an action as part of the routine. It is important for the Resident Director to be aware of these differences and to take a role of leadership in dealing with such perceptions. The Resident Director should also understand how things might be perceived in California and communicate with CSU IP as needed so that we can re-assure colleagues, administrators and parents.

## **THE PRESS**

When a crisis happens all responses to media inquiries should be coordinated through the Office of Public Affairs in the Chancellor's Office. Their telephone number is +1-(562)-951-4800. While this works well for U.S. based-media, your location abroad means that you may have to make a judgment call.

Be careful in dealing with the press. In many countries talking to the press is not a neutral act as we would consider it in the U.S. Students should also be careful about their discussions with local or international media. In the Chancellor's Office staff are advised not to discuss the situation with the media, all questions are referred to the Office of Public Affairs. This is to assure that in an emergency the CSU speaks with a clear and coherent voice and does not engender further fear or concern by given confusing or contradictory impressions. The Resident Director does not have the luxury of a public affairs office and so is left to handle these issues alone. The best advice is to use care, common sense and good judgment.

## **REPORTING**

Each year in student orientations held before departure and at orientations held on arrival in the host country we are careful to cover issues related to the health and safety of our students while they are abroad. In addition, this issue is covered in the Resident Director's orientation held for faculty who will act in that capacity. The Resident Director's Handbook covers a number of issues related to the health and safety as well as the handling of emergency situations.

These activities help students to make informed decisions and avoid incident while abroad. They are essential elements in the operation of our study abroad programs. We also gather information on what happens to our students while abroad. With this information we can take corrective action where needed, improve our orientations and better inform students, and better prepare our Resident Directors and staff abroad.

In order to better gather this information we are asking that effective immediately you complete the "IP Health and Safety Incident Report" for incidents that occur while students are abroad. We have included a copy of this form and you should duplicate it as necessary.

Not all of the incidents you report will occur while students are under our direction or in buildings or areas under our control. Nevertheless we ask that you complete an "IP Incident Report" so that we will have a

record of what has happened and so that we may adjust our planning and policies (including future information gathering) as appropriate. We will sort them based on the type of incident and our level of involvement once we receive them here at CSU IP.

### **DEVELOPING A COMMUNICATION TREE**

Each Resident Director should establish a “Communication Tree” at the start of the year, so that each student can be contacted quickly in the event of an emergency. The Communication Tree can be used for both emergencies and non-emergencies. It could be used to confirm that all students are safe and secure after an event, communicate information such as a meeting point or announce the next day’s meeting.

The “Communication Tree” is headed by the Resident Director or other designated staff person. Depending on the size of the group, the “head” will designate several students as “first contacts.” Each of these students will be assigned a group of several additional students to contact, and each first contact student should have a backup student within his/her group. In the event of an emergency, the Resident Director should contact each first contact student (or backup contact if a first contact student is unavailable) and instruct them to contact all the other students in their group with information and/or instructions. Once each first contact student has attempted to contact each member of his/her group, he/she will report back to the Resident Director (or other designated staff person). Each participant in the program should have a copy of the Communication Tree.

It is recommended that the Communication Tree include all possible means of communication (telephone, email, cell phone) available to participants. The groups also should be organized geographically (i.e., students living near each other) so that contact can be made in person if contact is not possible by telephone. The Resident Director should stress that contact should be made immediately in any serious emergency.

## **COMMON HEALTH AND SAFETY ISSUES ABROAD**

### **SEXUAL HARASSMENT**

It is the policy of the California State University to maintain a working and learning environment free from sexual harassment of its students, employees, and applicants. All students and employees should be aware that the California State University is concerned and will take action to eliminate sexual harassment. Sexual harassment is conduct subject to disciplinary action.

#### **[System-wide Policy Prohibiting Harassment](#)**

As a program of the California State University, International Programs is concerned about sexual harassment abroad. This policy statement and the procedures below apply to students and employees of the California State University. CSU students should be aware that this policy does not apply to faculty, students and staff of host institutions abroad.

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.

## Is There an International Definition of Sexual Harassment?

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. Legal standards and cultural norms may be different than those in the United States and this can make harassment difficult to identify abroad.

During orientations 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 U.S. may be acceptable abroad. At the same time some types of dress that are considered appropriate in the U.S. may send different messages abroad.

## Reporting Sexual Harassment

All alleged incidents of sexual harassment should be reported to the Resident Director or on-site staff or liaison person. That person will immediately consult with CSU IP in Long Beach about the issue. CSU IP staff will consult with other appropriate staff as necessary. On-site personnel and CSU IP staff should keep a written record and notes of any conversation surrounding these allegations.

### Sexual Assault Against a Student

Example: Student is a victim of attempted rape or rape, or other sexual assault.

Steps to take:

- Even if there are no obvious physical injuries, make sure that the student receives medical assessment/attention. Begin keeping a written log; keep basic notes regarding circumstances, outcome of any discussion with physicians, with CSU IP.
- Contact CSU IP as soon as possible. Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- Provide support to the student and try to clarify the extent to which the student wishes to involve or not involve local authorities (university, local police). If the student wishes to make a police report, provide support and assistance as necessary.
- Ensure that the student understands the laws and procedures for dealing with sexual assault in the host country and how they may vary from those in the U.S. (consult local resource if necessary).
- Encourage the student to visit a rape crisis center (if available locally). If the student agrees, escort him or her or arrange for transportation.
- If no rape crisis center is available, encourage the student to seek counseling of some kind and assist him or her in obtaining counseling services. If no counselor specializing in this area is available locally, contact CSU IP so that we know it is not being provided.
- If the incident took place in host university-owned residence or on campus, notify host institution authorities.
- Complete and submit the "Incident Report" to CSU IP.

If Student Declines Assistance:

- Escort or arrange for transportation for the student to home or other safe location (such as a friend's residence).
- Let student know that you will contact him or her later to see if assistance is needed.
- Ensure that the student has contact information for local hospital, counseling, rape crisis resources (as available), and law enforcement.
- Contact a local counselor specializing in sexual assault and seek advice on next steps. If no counselor specializing in this area is available locally, contact CSU IP so that we know it is not being provided.
- Continue to monitor situation with student, and provide CSU IP with updates as appropriate.

## **SERIOUS INJURY OR ILLNESS**

Examples: car accident, other serious injury, serious physical illness, drug overdose

Steps to take:

- Assist student in locating medical care.
- Contact CSU IP as soon as feasible; assessment of situation, discussion of next steps, determination of whether and/or who will notify family, home campus, etc.
- Determine extent of accident/illness through consultation with treating doctor. Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, CSU IP, family, student.
- Notify student's academic department(s)/professor(s) as applicable. If injury or illness took place in host- university owned residence or on campus, notify host institution authorities.
- Some of the following may be divided between CSU IP staff and on-site staff, as needed and determined through discussion.
- Call: AXA 24 hour access at 855-327-1414 or email [medassist-usa@axaassistance.us](mailto:medassist-usa@axaassistance.us)
- To access ACE's Travel Assistance Website, go to: [www.acetravelassistance.net](http://www.acetravelassistance.net) and enter user ID and password (shown on your travel assistance ID card). ACE USA has arranged with AXA Assistance USA to provide you with access to its travel assistance services around the world. These services include: medical assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- If needed, arrange for emergency loan to cover student health costs (contact CSU IP within 24 hours to notify and ask any questions).
- Monitor the student's treatment, in consultation with treating physician, and update relevant parties as needed.
- Brief other students in the program as appropriate, bearing confidentiality restrictions in mind. Arrange for access to counseling services if needed for friends, roommates, other students (especially in cases where other students may have been involved but uninjured).
- If medical evacuation is necessary, arrange for packing and shipping of student's belongings to the home address in consultation with the family and/or student.
- Complete and submit "Incident Report" to CSU IP.



## **PROGRAM CRISIS**

Example: earthquake, flood, other natural disaster, severe political unrest, terrorist attack.

Steps to take:

- Using all available information sources (host institution resources, local media, disaster relief, U.S. Embassy), determine initial safety plan for students – should they stay where they are, assemble in a central location, move to Embassy.
- Using the communication tree, determine whereabouts and safety of students.
- Relay any instructions (stay where you are, assemble in a given location) and further communication plans. Begin keeping a written log; keep basic notes regarding circumstances, conversations with CSU IP.
- Contact CSU IP as soon as possible.
- Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- If communication with CSU IP is impossible and students are in immediate danger or physical harm, take any steps needed to maximize student safety, in consultation with local authorities.

## **SUSPEND/EVACUATE PROGRAM**

IF A DECISION IS MADE BY CSU IP TO SUSPEND/EVACUATE PROGRAM

Steps to take:

- Seek guidance/advice from the nearest U.S. Embassy/Consulate regarding evacuation plans.
- Communicate specific instructions to students and staff (in writing if feasible and appropriate).
- If organizing group evacuation, coordinate transport of students and belongings; communicate any space limitations to students in advance.
- In emergency situations, if sufficient funds are not available at the Study Center to cover emergency travel arrangements, it is possible for Assist America to bill costs for group transportation directly to CSU IP. This must be discussed with Assist America (301.656.4152) prior to making any travel arrangements, and billing arrangements must be made by the Study Center or CSU IP, not by individual students.
- Arrange temporary housing at arrival destination if evacuating to another location abroad.
- If students are returning individually to the U.S., assist students with transportation arrangements as necessary.
- Advise students about arranging personal affairs in the host country to extent feasible; closing bank accounts, notifying landlords/host family.
- If program is being suspended, coordinate with CSU IP to communicate in writing with all students regarding official date of suspension, consequences of remaining in program location after that date. Obtain written confirmation from each student of his or her intent to depart or remain in the program location.

## **MENTAL ILLNESS**

Examples: Student exhibits severe disruptive behavior that appears to be based in mental illness; student appears to be severely depressed; student exhibits symptoms of eating disorder; student attempts or threatens suicide; student engages in severe alcohol or drug abuse

Steps to take:

- Evaluate the student's situation personally and through discreet discussion with other observers, such as professors and staff.
- Contact CSU IP as soon as possible. Prepare an assessment of situation, discussion of next steps, recommendation whether and/or who will notify family, home campus.
- Begin keeping a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, CSU IP, and family.
- Assess the student's support network (friends, roommates).
- Determine whether or not the student will voluntarily seek help.
- Some of the following may be divided between CSU IP staff and on site staff, as needed and determined through discussion with the RD.

If student agrees to seek assistance:

- Arrange for student to see a counseling professional immediately. If possible, arrange to have the student escorted to the designated location of the appointment by a supportive staff person.
- If necessary, assist with arrangements for hospitalization and treatment.
- Call: AXA 24 hour access at 855-327-1414 or email [medassist-usa@axaassistance.us](mailto:medassist-usa@axaassistance.us)
- To access ACE's Travel Assistance Website, go to: [www.acetravelassistance.net](http://www.acetravelassistance.net) and enter your user ID and password (shown on your travel assistance ID card). ACE USA has arranged with AXA Assistance USA to provide you with access to its travel assistance services around the world. These services include: medical assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- If student gives consent, arrange to notify his/her family or emergency contact.
- Brief other students in the program as appropriate and as given consent by the student who is ill. Arrange for access to counseling services if needed for friends, roommates, other students.
- If medical evacuation is necessary and student is unable to return to his or her residence, arrange for packing and shipping of student's belongings to the home address in consultation with the family and/or student.
- Notify host institution authorities as necessary and appropriate.

If student will not agree to seek assistance AND appears to be a danger to self or others:

- Assess who might be called upon to persuade the student to seek help, (friend, roommate, and therapist) and work with them, maintaining student's confidentiality to the extent possible given that safety is the primary concern.
- Continue to encourage the student to seek help.
- Consult local resources (psychiatric services, drug counseling services, authorities) regarding

involuntary commitment options, if any.

- Continue to consult with CSU IP on appropriate measures, including involuntary withdrawal/dismissal from CSU IP, notification of host institution authorities.

If student will not agree to seek assistance AND DOES NOT appear to be a danger to self or others:

- Assess who might be called upon to persuade the student to seek help, without violating the student's privacy (for example, friend or roommate who is already aware of the problem).
- Continue encouraging the student to seek help.
- Establish behavioral limits and enforce them to the extent possible.
- Monitor the situation carefully and frequently.
- If disruptive and/or potentially dangerous behavior persists and/or appears to be increasing, continue to consult with CSU IP on appropriate measures, including involuntary withdrawal/dismissal from IP.

## **STUDENT FATALITY**

Steps to take:

- Verify the identity of the student. Gather as much information as initially possible about the circumstances surrounding the student's death. Begin keeping a written log; keep basic notes regarding circumstances, actions.
- Contact CSU IP as soon as possible. Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- Some of the following may be divided between CSU IP staff and on-site staff, as needed and determined through discussion with the RD.
- In the event of a student death, call: AXA 24 hour access at 855-327-1414 or email [medassist-usa@axaassistance.us](mailto:medassist-usa@axaassistance.us)
- To access ACE's Travel Assistance Website, go to: [www.acetravelassistance.net](http://www.acetravelassistance.net) and enter user ID and password (shown on your travel assistance ID card). ACE USA has arranged with AXA Assistance USA to provide you with access to its travel assistance services around the world. These services include: medical assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.

ALL STUDENTS PARTICIPATING IN CSU IP HAVE THIS INSURANCE AND IT SHOULD BE CONTACTED ASAP TO INITIATE THE CLAIM REGARDING RETURNS OF MORTAL REMAINS.

- Notify U.S. Embassy or Consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship).
- Assist as possible and where/when needed with arrangements for the family of the student to travel to the Study Center, accommodations, arranging for meetings with treating physicians, packing of student's belongings.
- Arrange for counseling services to be available and/or accessible for students as soon as possible. If other students were with the deceased student at the time of death or discovered the body,

arrange appropriate support.

- Notify host institution authorities.
- Notify the student's roommates, close friends, and other involved individuals.
- Notify the rest of the students; ensure that group discussion, individual counseling, an on-call access to staff is available, to the extent possible.
- The Director of CSU IP will write a letter of condolence to the family. The RD and staff may write personal letters of condolence as well.
- Complete and submit IP "Incident Report" to CSU IP.

## **STUDENT REPORTED MISSING**

Steps to take:

- Try to obtain additional information – contact roommates, host family, friends, and professors.
- Try to determine when the student was last seen and if any unusual behavior was being exhibited.
- Begin keeping a written log; keep basic notes regarding circumstances, actions, etc.
- Contact CSU IP as soon as possible.
- Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- Notify local police. Ask them to check hospital admissions and city records for possible police information.
- Notify the nearest U.S. Embassy or Consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship).
- Provide information and reassurance to other program participants as appropriate.
- When the student is located, notify all involved on-site as well as the CSU IP.
- If the student is injured physically or mentally ill see the appropriate checklist for additional steps.

## **ROBBERY OR MUGGING OF A STUDENT**

Steps to take:

- If the student was physically attacked or threatened, make sure that the student receives medical assessment/attention, even if no physical injuries are obvious.
- Contact CSU IP as soon as possible. Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- Call: AXA 24 hour access at 855-327-1414 or email [medassist-usa@axaassistance.us](mailto:medassist-usa@axaassistance.us)
- To access ACE's Travel Assistance Website, go to: [www.acetravelassistance.net](http://www.acetravelassistance.net) and enter user ID and password (shown on your travel assistance ID card). ACE USA has arranged with AXA Assistance USA to provide you with access to its travel assistance services around the world. These services include: medical assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- Begin a written log: keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, CSU IP, and/or family.
- Ensure that the student understands the laws and procedures for dealing with property crimes in the host country and how they may vary from those in the U.S. (consult local resources if necessary).
- Assist the student in reporting the crime to local authorities and (if passport, "green card" or other

documents stolen) to the U.S. embassy or Consulate (and/or home country embassy/consulate if the student is not a U.S. citizen).

- If the incident took place in host university-owned residence or on campus, notify host institution authorities.
- Provide information and reassurance to other program participants as appropriate.
- If the student is physically injured, see the “Physical Injury” checklist for additional steps.
- Complete and submit “Incident Report” to CSU IP.

## **ARREST OF A STUDENT**

Example: Student is arrested for theft, assault, or drug possession. Steps to take:

- Begin obtaining as much detail as possible. Begin keeping a written log; keep basic notes regarding circumstances, conversations with CSU IP and family.
- Contact CSU IP as soon as possible. Prepare an assessment of the situation, discussion of next steps, recommendation of who will notify family, home campus.
- Contact U.S. Embassy Consular Officer. Request names of lawyers who can assist the student. If the student is not a U.S. citizen or permanent resident, contact embassy of citizenship regarding legal assistance options.
- Visit the student as soon as possible, provide him or her with legal contacts, and explain any legal procedures, especially those which may be different from those in the U.S.
- Remain in contact with the U.S. Embassy Officer assigned to the student, and monitor the situation.
- If the incident and/or arrest took place in host university-owned residence or on campus, notify host institution authorities.

## **FISCAL AFFAIRS**

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### **FUND TYPES**

#### **REVOLVING FUNDS**

The normal procedure for payments by the State of California is that the person requesting payment submits a detailed invoice in duplicate. After review by the appropriate State offices, the invoice is paid by a "warrant" issued to the creditor. When such a method is impractical because exact expenditures cannot be foreseen, or when special circumstances require payment in advance of the normal review procedure, a cash purchase fund may be established to allow duly authorized State officials to make such expenditures. Such a cash purchase fund is known as a Revolving Fund.

The distinction between normal State payment procedures and Revolving Fund payment procedures is solely one of timing. In the former case, audit and budgetary review is made before payment; in the latter, after payment. Thus, with a Revolving Fund disbursement, a Custodian has the responsibility of determining that expenditures are acceptable within State regulations. If an expenditure is ruled to be

inappropriate, the payment will not be allowed by the State, and the Custodian will be responsible for the funds incorrectly expended.

Since one Revolving Fund is established for the entire International Programs, the individual funds in the custody of each Resident Director are known as Sub-Revolving Funds. Each Resident Director is responsible for two Sub-Revolving funds as described below: State Funds and Programs Funds.

## **STATE FUNDS**

State Funds are those funds appropriated by the Legislature. [The budgeted amount may never be over expended.] If any surplus remains at the end of a fiscal year, it reverts to the State General Fund. State Funds for the International Programs cover instructional and administrative costs. The budget is divided into distinct categories which are subdivided into specific allotments. State Funds in the custody of Resident Directors are budgeted in specific areas.

1. **Teaching Expense.** This is the largest expense in the budget of the International Programs. The item normally covers the following: tuition payments to universities; registration fees at foreign universities; all instructional costs of language programs; payments for tutoring; preparation or administration of examinations; and payments to foreign universities.
2. **Services.** There are two categories for services: staff and regular. Staff services includes support staff salaries and all required tax payments. Regular service charges include copy machine rentals, internet providers, repair and maintenance of office equipment, accounting, legal and other types of services provided to the study center.
3. **Supplies.** All supplies purchased in connection with the administration of the Programs; all instructional materials needed; catalogs. These are consumable items.
4. **Library.** Includes library books, periodicals, and subscriptions.
5. **Printing** Includes printing of stationery and business or calling cards, photocopying charges for materials such as memoranda to students, examinations, etc.
6. **Postage** Includes payments for stamps, express mail, and courier services such as FEDEX, UPS and DHL.
7. **Telephone** Office telephone service, cell phone, phone cards.
8. **Travel** There are two categories for travel: regular and group activities.
  - *Regular travel* includes those expenses for the Resident Director's transportation and his/her hotel and meals en route or away from "headquarters" on official business. Rules governing travel funds are extremely detailed and rigid. Details are given in Section III.
  - *Group activities* travel includes the state's share of the per person cost of a group activity for the Resident Director and any accompanying staff.
9. **Rent** Rental of Resident Director's office space and classroom space.

10. **Utilities and Maintenance** Utilities include gas, electricity, sewage for the RD's rented office space or rented classrooms. Maintenance includes labor and material costs of repairing, cleaning and maintaining the office spaces. This also includes janitorial or security services provided for these rented spaces. This is not for maintenance of State-owned office machines or equipment. (Servicing of the latter is chargeable to Services-regular.)
11. **Miscellaneous** can include equipment purchases authorized by CSU IP. Equipment includes tangible property such as furniture, cell phones, office equipment, file cabinets, etc. In June of each year, each Resident Director is asked to send the Fiscal Office a current inventory of all equipment by completing the Equipment Inventory form. Miscellaneous items may also include items that don't fit in any of the other budget categories and are out of the ordinary budgetary expenses.
12. **Inventory** There comes a time when equipment wears out or is just outdated. If and when this occurs and the equipment has a California state tag attached to it, there are specific procedures that must be followed prior to the disposing of the equipment. Please complete the Proposed Inventory Disposal Form and submit the form along with the state tag to CSU IP. CSU IP will process the form through the CSU Inventory Survey Board. CSU IP will notify you when the proper approval has been received from the Board and the item can be discarded.

## **PROGRAM FUNDS**

The source of Program Funds is the students themselves. These funds are collected and expended on the students' behalf only in instances where it is to their benefit and where they cannot make such payments directly. The expenditure categories are indicated below:

1. **Room and Board** expenditures are made only when their cost is a part of the students' prepaid Program Cost. The necessity for making these payments will vary by study center. Each Resident Director will be advised which students have room and board costs as a part of their Program Cost.
2. **Group Activities** funds are established for each study center to enable the group to hold various necessary business and social functions. These activities are MANDATORY for the students. This may range from a small reception on arrival to a Thanksgiving dinner. These funds also cover field trips which are designed to develop the students' knowledge and appreciation of their host country. Field trips will typically be conducted within the host country. Field trips outside of the host country may be proposed in those instances where the academic and cultural objectives of the program would be served by such trips, but proposals must be approved by the Director of International Programs prior to the making of travel plans or commitments. CSU IP must be informed in writing of any students excused from an activity. Accompanying staff costs will be charged to the State Funds - Travel account. On some occasions, faculty members may participate in field trips and function as a tour guide. They may be reimbursed for actual (no per diem) expenses incurred, with the expenses being included in the overall cost of the trip and prorated to all participants. Trips outside of the country to which assigned require CSU IP approval in advance.
  - Whenever a group meal or field trip is to be supported by Program Funds, ALL students are required to participate. CSU IP must be informed in writing of any students excused from an activity. Typically, illness is the only excused absence but the final decision is made by the Resident Director.

- Staff accompanying student field trips may be reimbursed, within prescribed limits, for actual (not per diem) expenses incurred. This includes lodging, transportation, meals, attraction entrance fees and other group activity expenses. These expenses will be included in the overall cost of the trip and prorated to all participants. The State Funds Travel account will pay for staff's prorated share. Accompanying staff will be kept to the necessary minimum.
- It is not intended that Resident Directors accompany students on pleasure trips nor that they function as tour guides.
- Guests on Group Activities – It is at the discretion of the RD or Program Assistant if guests will be allowed to participate in a group activity. If a guest does participate, a prorated share of cost must be paid and reported. In addition, a "Release of Liability, Promise Not to Sue, Assumption of Risk and Agreement to Pay Claims" form must be completed, signed and submitted with the corresponding fiscal report.

## COMMUNITY RELATIONS FUNDS

1. The source of Community Relations Funds is interest paid on International Programs funds on deposit. Interest generated by overseas accounts goes into a common pool. **It is not automatically allocated to the Resident Director of the Country in which the interest was generated.**
2. These are neither State nor Program funds and should be used for community relations expenses that are necessary and part of the normal cultural pattern of the countries involved. This includes minimal entertaining of foreign officials and the giving of small gifts. Hotel rooms for guests are not acceptable use of community relations funds. Staff portion of entertaining costs should be reported as a State travel expense. Official's name, title and purpose of the expense must be included when submitting the report. These funds cannot be used to the direct benefit of any local or headquarters staff, for example, cost of attendance at social functions or the cost of gifts to IP staff during a liaison visit. Expenses incurred for social events other than those related to official program business must be borne by the staff participating in the event. These funds cannot be augmented by other funds within your budget. **You may be required to reimburse any over expenditure that may occur.**

## HANDLING FUNDS

### BUDGET ALLOCATIONS

1. Before departure, each Resident Director is provided a tentative budget for State and Program Fund expenditures in-country during the year. The principal items involved will be expenditures that are discretionary in nature. Allocations for utilities, rent, group activities, etc., will be provided.
2. Each month, the Resident Director is provided a monthly Budget Category Summary. The summary shows the current balances in all accounts and enables the Resident Director to budget funds more effectively for the balance of the year. Resident Directors **may not exceed the amount budgeted in any category without prior approval from the Assistant Director of Fiscal Affairs.** Over expenditures are indicated on the summary in parentheses. State budget is monitored and reported on the BCS in foreign currency amounts and the program funds are monitored and reported in US dollars.
3. Resident Directors are asked each year to assist in the preparation of the following year's budget by providing estimates for both Program and State Funds. Forms are provided for estimating State and



Program Costs. Students are contacted via email requesting them to complete an online survey via Survey Monkey.

## **BANK ACCOUNTS**

1. Although State and Program expenditures are reported separately, the funds from these two sources are deposited in one principal bank account for each country (with the possibility of other smaller sub-accounts in certain countries). A Resident Director should never commingle personal funds with State or Program funds. Each Resident Director should keep accurate records of all checks written on the program account, and perform a reconciliation of the bank balance monthly. The CSU IP Fiscal Office will require monthly bank statements.
2. Each Resident Director will have available adequate funds at the beginning of the year. It is important to anticipate and to report to CSU IP in advance the need for additional funds, since transfers to the overseas accounts may take as much as two weeks to accomplish. It is essential that monthly expenditure reports be submitted promptly to minimize delays in the replenishment of funds, which is related to the processing of the reports. Monthly financial reports should reach CSU IP no later than the 15<sup>th</sup> of the month for the previous month reporting period.

## **EXPENDITURES**

No general procedures can be outlined, since local banking and commercial practices vary widely. The following are the preferred guidelines for both State and Program Funds:

1. For large expenditures which will deplete local funds and where the payee is prepared to wait 30-50 days before receiving payment, an invoice, should be mailed to the Assistant Director, Finance in Long Beach for payment. This is preferable to immediate payment by the Resident Director, since it allows for a review before payment. Such payments may be effected in either U.S. dollars or in the appropriate foreign currency. The payee's preference should be indicated when the invoice is submitted.
2. For other relatively large payments, the use of bank checks, payments through postal systems, or similar methods is dictated by local practice.
3. For small expenditures, it may be necessary to make payments in cash. Since this method involves the possibility of forgetting to record expenditures, or actually losing funds, three requirements apply:
4. The cash withdrawn must be the lowest possible amount commensurate with the expenditures to be made and the expense of frequent trips to the bank.
5. An accurate, up-to-date record is maintained by the Resident Director of cash expended. This is done by maintaining the Cash Summary form.
6. Petty cash funds do not exceed \$500 at any time, and that the cash is kept in a locked box or cabinet.

## **EVIDENCE OF EXPENDITURES**

For all expenditures from either State or Program Funds, documentary evidence of the expenditure **must** be submitted. This documentary evidence must show the cost, description of items and services purchased and proof of payment. It may take the following forms (listed in descending order of desirability):

- A formal numbered invoice prepared in detail by the person providing the goods or services and signed to indicate receipt of payment. If the period of service covers two fiscal years, separate invoices should be obtained for the portion to June 30 and for the portion after June 30;
  - A less formal invoice bearing the name and address of the vendor and the signature of an agent of the vendor);
  - A Revolving Fund Voucher (Form 438) filled out by the Resident Director and signed by the person receiving payment;
  - A Form 438 filled out by the Resident Director and made payable to the Resident Director, signed by him or her, and bearing the additional notation "Original receipt not available". This method should be used sparingly, and only for petty expenditures when an original receipt or voucher cannot be obtained; and
  - An exception to the above is an expenditure defined as "foreign exchange and other bank charges," which does not require an accompanying voucher. This item includes actual cost of transferring funds and all bank service charges. Balancing figures necessitated by conversion of expenditures from foreign currencies to dollars will be done by the Fiscal Office in Long Beach.
1. Credit card statements, most often, do not provide itemized details of the purchases and are most often not acceptable as documentary evidence of expenditure.
  2. Each voucher must bear the following minimum information:
    - Date of transaction.
    - Amount of transaction expressed in the currency in which effected; unless otherwise noted, all expenditures will be assumed to be in the local currency of the country involved.
    - Signature or other indication (e.g., cash register receipt) that the item has been paid.
    - A brief translation in English describing the expenditure.
  - When making payment for personal services, the service performed (e.g., Preparatory Language Program instruction), the period of time covered by the payment, and the rate of pay (hourly, monthly, by semester, etc.). The State does not permit prepayment for services in advance of the completion date; therefore, receipts for such payments to individuals for their services must be dated as of the end of the period involved, usually the end of a month.

## **MONTHLY REPORTS**

Monthly reports, itemizing receipt and expenditure of funds by the Resident Director, are submitted to the Fiscal Office for review and processing. Subsequent review of State Fund reports is provided by the State Controller's Office in Sacramento. Both State and Program Fund reports are subject to periodic review and audit by other appropriate agencies. At the end of each month the Resident Director gathers all receipts and vouchers for that month, enters the necessary figures on the report forms and sends everything to CSU IP in Long Beach. Specific instructions to be followed in preparing the monthly reports are indicated below.

## **WORK SHEETS**

1. The Resident Director should record **all** bank transactions in the Check Register. This register must include a detailed description of each check written, each deposit made into the account, and any service charge levied by the bank against the account. If a check is written for cash, it is reflected on the Check Register as a withdrawal **and** on the Cash Summary as cash received; conversely, if cash is deposited in the bank, the transaction is shown as a deposit on the Check Register **and** as an expenditure on the Cash Summary. The Check Register is not only useful in preparing the monthly report but also in reconciling resources at the end of each month.
2. **All** cash expenditures and receipts must be recorded on the Cash Summary. As cash is received or expended, each individual transaction is itemized on the form and eventually incorporated into the monthly report. Transaction numbers are assigned sequentially at the time an entry is made; numbering begins anew at the beginning of each month. In case a transaction is questioned at a later date, it will be identified by month and transaction number. The Cash Summary is closed at the end of the last day of each month with a final transaction: the actual cash on hand as counted by the Resident Director. This should agree with the last entry in the Balance column, or there is some discrepancy. In addition to recording cash deposits from cashing checks, it is important to remember that loans which are either paid out or repaid in cash must also be recorded.
3. The Check Register and the Cash Summary are both closed out on the last day of the month. As soon as the bank statement for that month is received, the original bank statement and the original and second copy of the Check Register and Cash Summary should all be sent immediately to the Office of International Programs. A copy of each should be kept at the center and used to prepare the monthly report, which should follow as soon as possible within that same month, but no later than the 15th.

## **STATE FUNDS**

1. The Resident Director verifies the Beginning Balance as reported by the Fiscal Office and records it on the first line of the State Funds Report. The Beginning Balance should equal the Ending Balance of the last monthly report submitted.
2. Any funds received from CSU IP or to offset state expenses since the last report are recorded and evidence of their receipt is attached.
3. The Beginning Balance and the sum of the Receipts are added to give Total Beginning Balance plus Receipts.
4. Expenditures of State Funds for the month are recorded under the appropriate categories of the report and totaled.
5. State Fund total expenditure is subtracted from Total Beginning Balance plus Receipts, and the result entered as Balance Forward to Program Funds.
6. All supporting receipts and vouchers are numbered 1, 2, 3, 4, etc., as shown on the report form and attached to the report in that order.

## **PROGRAM FUNDS**

- The ending balance of State Funds is entered on the first line of the Program Funds reports as Balance Forward from State Report.

- Any funds received, including interest earned and repayment of student loans, are recorded and evidence of their receipt attached. In order to keep State and Program vouchers from being confused, letter designations A, B, C, etc., are used on the Program Funds form.
- The Balance Forward from State Report and the sum of the Receipts are added to give Total Beginning Balance plus Receipts.
- Expenditures of Program Funds are recorded in the same manner as for State Funds, but employing letter designations, and totaled.
- Program Funds total expenditure is subtracted from Total Beginning Balance Plus Receipts, and the result entered as Ending Balance.
- All supporting receipts and vouchers are lettered A, B, C, etc., as shown on the report form and attached to the report in that order.
- A supplementary report on Student Accounts (see page F-24) must be used to summarize all student loans and refunds.

## **RECONCILIATION**

The Ending Balance in the Program Funds represents the total funds for which the Resident Director is responsible at the ending date of the reports. For that reason it should be verified independently by the Resident Director to ensure that it is accurate. Two forms are provided for this purpose, both of which should be completed by the Resident Director and sent to the CSU IP Fiscal Office along with the State and Program Funds reports:

## **BANK RECONCILIATION**

- The ending balance of the monthly bank statement is entered as line I.
- Any deposits not shown on the statement are entered as line II and the subtotal of I and II is entered.
- All outstanding checks, i.e., those checks which have been written up to the date of the bank statement but which had not been cashed as of that date, are entered in part III. The sum of these checks is shown as a subtotal.
- Subtotal--Outstanding Checks is then subtracted from the Subtotal of I and II. The result is entered as Net Total--Bank Balance. This should be the same as the ending balance of your check register.

## **RECONCILIATION OF AVAILABLE RESOURCES**

- The Bank Balance from the paragraph above is transferred to line I of this form.
- Petty cash on hand is entered as line II. This should be the same as the ending balance of your cash summary.
- Other resources, such as travel advances, uncashed traveler's checks or un-deposited checks, are listed under part III, added, and the subtotal entered. It is necessary to convert any foreign resources to local currency before listing them in this section; the rate of exchange should be indicated as well.
- Any other items that would increase or decrease the total resources available are entered in part IV as Reconciling Items. Examples are corrections to previous reports, expenditures which have been made but for which receipts have not yet been given, or funds on deposit in the program account which are not part of the usual State or Program accounts. Negative corrections are enclosed in parentheses. All reconciling items are added and the subtotal entered.

- Lines I, II, III, and IV are totaled to give line V, Total Available Resources.
- The Ending Balance arrived at in paragraph C.5. above is transferred from the Program Funds report and entered as line VI.
- Any difference between line V and line VI is entered as line VII. They should, however, be identical if no error has been made.

## **ERRORS**

- If the Total Available Resources and Ending Balance on the financial reports are not equal, the usual cause is mathematical error. One of the most common errors is the transposition of numbers. For example, a receipt accompanying the report may show 648.24, but in transferring the amount to the report the Resident Director has written the sum as 684.24. A quick check is to subtract the incorrect sum from what the correct sum should be. If the error is due to transposition, the difference will always be a simple multiple of 9 and the columns not ending in 0 will show where the transposition lies. By performing an independent reconciliation, the Resident Director should be able to catch most errors.
- If the cause of the difference is not an error in computation, something is missing or has been wrongly debited or credited. This type of difference is resolved in one of two ways:
- If the Total Available Resources are less than the Ending Balance, the Resident Director must provide the missing evidence of an expenditure, such as a legitimate voucher, or pay the Fiscal Office the difference from his personal funds.
- If the Total Available Resources are greater than the Ending Balance, the Fiscal Office owes the Resident Director the difference.

## **AUDIT COPIES**

Resident Directors maintain their accounts only in local currency. The conversion of each expenditure into U.S. dollars is the responsibility of CSU IP Fiscal Affairs. After Resident Directors submit their financial reports, Fiscal Affairs will verify all entries, convert local currency amounts to dollars, and return an audited copy of both the State Funds and Program Funds report to the Resident Director. The local currency Ending Balance on the audited Program Funds report is then the Beginning Balance for the next month's reports.

## **IMPORTANT POINTS TO REMEMBER**

1. The balances reported should include **all** funds for which the Resident Director is accountable (bank accounts, traveler's checks, U.S. and foreign currency on hand). Otherwise, the Resident Director's balances will not reconcile with CSU IP dollar figures, which represent the **total** dollar accountability.
1. All receipts and expenditures must be supported by vouchers in some form.
2. For State expenditures, only the original of a receipt or invoice should be submitted (copies are not acceptable).
3. A translation should be written on each voucher.

4. As custodians of sub-revolving funds, Resident Directors should not make disbursements to themselves, except for reimbursement of small out-of-pocket expenses supported by a signed Form 438 (when original receipts are not available).
5. The Resident Director should always carry forward to the following month the Ending Balance from the prior month's Program Fund report as the new Beginning Balance.
6. Gifts and gratuities from State Funds are never allowed. If made, they must come from Community Relations Funds.
7. The Resident Director should make copies of the reports and all supporting receipts before mailing to CSU IP. The copies should be retained until audit copies are received from CSU IP.

## TRAVEL EXPENSES

**In-country travel expenses:** This represent a relatively small part of the overall country budget. However, the reporting of such expenses requires a great deal of attention to make sure that it conforms with existing regulations. All travel expenses, including private car use, etc., must be summarized on a travel claim with supporting receipts. As mentioned in the State funds travel section, the travel budget includes any expenditure for the Resident Director's transportation and his/her hotel and meals en route or away from "headquarters" on official business. Travel funds also include the state's share of any group activity/field trip in which the RD or staff participated.

**Travel to the study center:** Resident Director's are compensated for one roundtrip airfare purchase from the US to the study center. In addition, reasonable cost for ground transportation upon arrival will be reimbursed. It is not the norm to reimburse for hotel expenses upon arrival. Advanced approval should be received by CSU IP.

## ALLOWABLE EXPENSES

### 1. TRAVEL

- **Public Carrier:** By scheduled airline at the lowest fare available, or by train.
- **Rental Car:** Must be substantiated by a rental agreement. Reimbursement will not be made for a damage waiver, and it should not be purchased as part of a rental agreement; the State will reimburse any loss resulting from not having obtained a damage waiver.
- **Private Car:** Mileage on official business may be claimed at 57.5¢ mile. In addition to mileage, charges for ferries, bridges, or toll roads are allowable, as well as parking charges (which must be supported by a receipt if more than \$3.50). Expenses for gasoline and routine auto repairs are not allowable.
  - **Miscellaneous:** Necessary taxi, bus, train, or streetcar fares are allowable. Baggage handling charges and tips or gratuities are not allowable.

### 2. SUBSISTENCE EXPENSES

- **Lodging:** When travelling on business at least 25 miles away from "headquarters," a Resident Director may claim actual lodging expenses, not to exceed \$195.00 per night, supported by a receipted voucher.
- Receipted original hotel bills must be submitted in support of out-of-country hotel expenses. The receipt must show the place where the expense was incurred, the dates the room was

occupied, and the rate per day. Hotel accommodations out-of-state should not exceed that of a reasonably priced American hotel room with private bath. If a room is shared with another person, the cost must be pro-rated on the receipt. If the room is shared with spouse, the single rate must be claimed.

- **Meals while travelling:** The reimbursement of daily meals and incidental expenses are based on actual expenses, not to exceed \$75.00 per day.
- Travel must begin at 0700 or earlier to claim breakfast. A Resident Director must be on a travel status for 24 hours or more to claim lunch and incidentals, must return later than 1800 to claim dinner, and must be gone overnight to claim lodging. If the Resident Director arrives home before 1200 lunch or incidentals may not be claimed for that day; if arrival is at 1300 or later, breakfast, lunch and incidentals may be claimed for that day.
- **Incidentals:** Incidental expenses include fees and tips given to porters, baggage carriers, bellhops and hotel housekeepers. Actual expenses up to \$7.00 per 24-hour period may be reimbursed up to \$25.00 maximum per trip.

### **MISCELLANEOUS BUSINESS EXPENSES**

Charges for business telephone calls, emergency purchases of supplies, all other charges may be reimbursed provided they are ordinary and necessary for the completion of official business. All purchases must be explained and justified.

### **RECEIPTS**

1. **RECEIPTS NOT REQUIRED, IF...**Receipts are not required by the State for the following travel expenditures; however, if original vouchers are not included with the monthly expenditure report, Resident Directors must submit a Disbursement Voucher (Form 438) to account for the payments made.
  - Streetcar, bus, rapid transit, and ferry fares, bridge and road tolls.
  - Long-distance telephone or internet charges, if date, place, and person called are shown. If charges are in excess of \$2.50, supporting receipts must be submitted.
  - Taxi or hotel bus fares. Vouchers are not required but should be submitted if available.
  - Parking fees of \$3.50 or less.
2. **RECEIPTS REQUIRED, IF...**Receipts are required by the State for the following expenditures:
  - Airplane travel.
  - Travel by any surface common carrier.
  - Pullman accommodations or extra-fare travel on trains.
  - Long-distance telephone or internet charges in excess of \$2.50.
  - Registration fees (at conference).
  - Hotel accommodations.
  - Parking charges in excess of \$3.50.
  - Auto rentals.
3. **PREPARATION OF CLAIMS.** All Travel Expense Claims in overseas study centers are to be computed in accordance with out-of-state travel regulations, even if travel is performed within the country. The claim is completed as follows:
  - Fill in name, address, etc., as shown on first four lines;

- Fill in day and time of departure from study center and day and time of return, destination, and reason for trip;
- Show method of transportation (plane, train, bus, or private car) and attach plane, train, or bus stubs to the claim;
- Show all expenses IN FOREIGN CURRENCY (accompanied by the proper receipts), using authorized U.S. dollar rates for converting to the currency of the country. For example, the subsistence expenses shown on the sample travel claim are computed as follows: Breakfast is Euro 15, lunch is Euro 25 and dinner is Euro 35, adding up to Euro 75, or U.S. \$116.25 using a conversion rate of 1 Euro = \$1.55. The hotel expense for Euro 348.00 converts to Euro 87.00 or \$134.85 per night (four nights). The hotel bill must be attached;
- Sign and date Travel Expense Claim on the bottom line; and
- Reimburse himself/herself for travel expenses and submit the Travel Expense Claim, with accompanying receipts, on the monthly Resident Director State Funds report under the category of "Travel".

4. The following rules are helpful in claiming per diem:

- Travel must begin at 0700 or earlier to claim breakfast;
- In order to claim lunch and incidentals, travel status must last 24 hours or more;
- Traveler must be absent overnight to claim lodging;
- If return is before 1300 only breakfast for that day may be claimed;
- If return is after 1300 but before 1800 breakfast, lunch, and incidentals may be claimed; and
- If return is after 1800 dinner may also be claimed.

## **STUDENT ACCOUNTS**

- The Resident Director may pay out to a student in emergencies, as provided in the section on Loans below and accept loan repayments from a student.
- Any student inquiries about their account balances, payments or refunds, the student should be directed to contact the Office of International Programs, Fiscal Affairs department. For any student inquiries about their financial aid awards or disbursements, the student should be directed to contact their home campus financial aid office.
- A three-part receipt should be used by the Resident Director to acknowledge funds received. The original copy is given to the person making the payment (for his records), another copy is forwarded as part of the relevant financial report, and the third copy is retained by the Resident Director as a record of receipts issued, in their numerical sequence.
- In some cases, students may need to make a payment while they are overseas. Payment by electronic check or credit card is available to the student at <http://csuip.calstate.edu>. Under no circumstances should the overseas office obtain credit card information from the students. Students should be directed to make the payments online themselves.

## **LOANS TO STUDENTS**

Students are advised to begin their year with at least two months of out-of-pocket expense money; however, there will be cases where students have not followed this advice for one reason or another. CSU IP relies heavily on the Resident Director's recommendations and knowledge of the student's performance and responsibility during the year. The Resident Director should not hesitate to screen out frivolous



requests without referring them to CSU IP. In cases of genuine financial need or hardship, the CSU IP is willing to make loans or attempt to arrange additional assistance from a student's Financial Aid Office.

Resident Directors are authorized to make medical and emergency loans, and, with CSU IP's approval, to advance financial aid funds when financial aid checks are excessively late in the fall. Since many campuses are now disbursing Financial Aid checks directly, CSU IP does not always have access to the funds.

1. **Medical Loans.** Because of the time lag in settling insurance claims and the need for maintaining good relations with local medical authorities, it is frequently desirable for the Resident Director to settle a student's doctor or hospital bills if the student is unable to do so immediately. Such payments should be made as an advance against the student's insurance claim (provided the medical expense is one that is clearly covered by the insurance policy). The student should complete an assignment of his insurance claim payment (see page F-39); a copy should be sent to CSU IP at the time the Resident Director pays the medical bills or as part of the next Program Fund report submitted. When CSU IP receives the settlement check from the insurance company, the check will be credited to the student's account. If the insurance check is in excess of the loan, the excess amount will be forwarded to the student. If the insurance payment is less than the amount of the loan, then the student must reimburse CSU IP for the difference.

Medical loans are to assist with major medical or surgery bills that are clearly beyond the student's ability to settle promptly. Loans for medical expenses of less than \$25 should not be made except in unusual circumstances.

As with all health insurance claims, the student and the Resident Director should follow in detail the procedures for claim submission specified in the brochure on insurance coverage.

2. **Emergency Loans.** All students are eligible for one \$300 emergency loan at a time through March 31.

- Students should not be granted a second loan before the first loan is repaid. Exceptions can be made with CSU IP approval.
- No loans (except medical) should be granted after March 31 without CSU IP approval.
- Resident Directors are responsible for establishing specific repayment dates for all loans granted to students and for collection of such amounts that are payable during the academic year.
- The Resident Director should discuss with the student the reasons for the financial need, the amount required, and the student's current financial resources available from all sources, including financial aid, family, veteran's benefits, etc.
- The Resident Director should also discuss with the student the anticipated income (by source) from which the loan will be repaid. The Resident Director and the student should then work out a realistic repayment program in relation to anticipated income; this information will be recorded on the loan application form. The loan application is then forwarded to the CSU IP.
- At the time the loan is approved, the student should be given a copy of the payment schedule. It should be strongly emphasized that strict compliance with the schedule is expected. No bills or reminders will be sent. No deviation from the schedule will be allowed without written permission from CSU IP, which must be requested in advance of the due date.
- Any student repaying a loan with a personal check that bounces will be charged a \$10 fee and no future checks will be accepted.

## **REFUNDS**

It is important to understand that, legally, student money paid to CSU IP in effect becomes state money. It is not being held in trust for the students. In the terms of the Student Agreement it is specifically set forth that the Trustees are not required to make any refund to any student, but may make refunds at their own discretion.

As the agent of the Trustees, the Director has regularly authorized the Office of International Programs to refund any unexpended student funds after the close of the academic year. Exceptions are made only when students withdraw during the year. In order to compute refunds, CSU IP must wait until all known expenses have occurred. Again, the nature and amount of any refund are at the Director's discretion within established Trustee policy.

Refunds for withdrawals during the year may include a State University Fee refund (SUF). The basis for a SUF refund will depend on several factors: amount paid to CSU IP, effective withdrawal date, financial aid status (if applicable) and enrollment status at the overseas university. Direct the student to the CSU IP Refund Policy and Guidelines on the International Programs website.

**UNDER NO CIRCUMSTANCES MAY RESIDENT DIRECTORS MAKE REFUNDS TO STUDENTS WITHOUT PRIOR WRITTEN AUTHORIZATION FROM CSU IP.**

## **STUDENT FINANCIAL AID**

Over seventy percent of the students at any center will probably be receiving financial aid of some sort and there are different kinds of aid available. At the beginning of the academic year many students become extremely anxious about receiving their aid. The procedures followed are:

1. In the spring before departure for overseas all students are asked to provide CSU IP with a financial data form summarizing what aid they are expecting for the coming year. From that point on CSU IP is in constant contact with the various campuses to ensure the quickest possible processing and release of the aid. Students are also encouraged to contact their campus financial aid offices just prior to departure to ensure that all required paperwork has been completed.
2. Disbursement of financial aid may vary from campus to campus. CSU IP submits invoices to the campuses to collect  $\frac{1}{2}$  of the student balances of prepaid costs for semester campuses and  $\frac{1}{3}$  of the student balances for quarter campuses approximately 6 weeks before disbursements at campuses start. Majority of the campuses disburse financial aid to the IP students based on the start of the semester abroad. Some campuses disburse financial aid consistent with the schedule at their home campus.
3. Normally, campuses will remit the amount that CSU IP has invoiced them. Any remaining financial aid award will be disbursed directly to the student by the campus. If CSU IP receives an amount less than what was billed, CSU IP will notify the student of the shortage with instructions to pay the deficit amount. In rare situations that the campus remits more than the amount billed, CSU IP will process a refund to the student and mailed to the student's permanent address on file.
4. After January 1, students may apply for financial aid for the next year by completing a Free Application for Federal Student Aid, or FAFSA. Students may access the FAFSA information using the internet at

[www.fafsa.ed.gov/](http://www.fafsa.ed.gov/), and should be encouraged to do so, since IP does not send paper applications overseas.

## **TYPES OF STUDENT FINANCIAL AID**

To determine who has financial aid, the Resident Director should review carefully each student's application form, especially the section on financial resources. The following breakdown is given to assist Resident Directors in discussing students' financial problems. It is not to be taken as a definitive description of each aid program.

Federal financial aid programs provide over 70% of the funding currently available for student financial aid. The following are the primary federal programs through which CSU students receive aid.

1. **Federal Pell Grant** Federal Pell Grant is a need-based grant only for undergraduate students and Teacher Credential students. It is the first part of the Financial Aid Package; other federal and private aid is added to it.
2. **Federal Supplemental Educational Opportunity Grants (FSEOG)** This grant is for undergraduates with exceptional financial need, that is, students with the lowest Expected Family Contributions (EFC'S) and give priority to students who receive Federal Pell Grants.
3. **Federal Perkins Loan** Provides low-interest loans for eligible undergraduate and graduate students with preference to students with exceptional financial need. The annual loan limit is \$5,500 for undergraduate students and \$8,000 for graduate students.
4. **William D. Ford Federal Direct Student Loan Program (Direct)**

Funding for Direct loans is obtained directly from the Department of Education with funding from the U.S. Treasury. Below are the three types of loans under this program:

5. **Federal Stafford Subsidized Loan** Provides government insured, long-term, low-interest loans for eligible undergraduate and credential students. The federal government pays the interest on the loan while the student remains enrolled in college. An undergraduate student may borrow up to \$3,500 for the first year of study, up to \$4,500 for the second year, and up to \$5,500 for the third through fifth years. Aggregate undergraduate borrowing may not exceed \$23,000. The combined aggregate undergraduate/graduate limit may not exceed \$65,500. Federal subsidized loan eligibility is limited to the equivalent of 6 years for the typical 4-year degree program.
6. **Federal Stafford Unsubsidized Loan** Provides long-term, low-interest loans for eligible undergraduate and graduate students who generally do not qualify for other need-based financial assistance or students who need loan assistance beyond the maximums provided by the subsidized loan program. The student pays all interest charges on the loan while enrolled in college. The combined total of the Stafford Loan and Unsubsidized Stafford loan may not exceed regular Stafford loan limits (\$31,000 for undergraduates/\$57,500 for independent undergraduates, and \$138,500 for combined undergraduate/graduates).
7. **Federal Parent Loan for Undergraduate Students** Provides government-insured, long-term, low-interest loans for eligible parents of dependent, undergraduate students who generally do not qualify for other financial assistance. Parents may borrow up to the total cost of their dependent student's education minus any other aid for which the students are eligible.

## STATE OF CALIFORNIA FINANCIAL AID PROGRAMS

The California Student Aid Commission (CSAC) administers a number of student financial aid programs designed to assist California students. Brief descriptions of the principal programs administered by CSAC follow and additional information are available at <http://www.csac.ca.gov/>.

1. **Middle Class Scholarship** Provides a scholarship to undergraduate students with a family income of up to \$150,000. The student must be enrolled at a California State University or University of California and be a CA resident or eligible AB 540 student. The student must file a FAFSA or California Dream Application by the March 2 deadline. For more complete information on the program and eligibility requirements- visit <http://www.csac.ca.gov/mcs.asp>.
2. **Cal Grant A Entitlement Awards** Provides need-based grant assistance to low- and middle-income students to offset tuition/fee costs for high graduates with at least a 3.0 grade point average. Recipients must also meet financial requirements. For 2013-14, the maximum Cal Grant A award for CSU students is \$5,472 for undergraduates and \$6,348 for eligible students enrolled in post baccalaureate teacher credential programs. These awards are limited to the total amount of the system wide State Tuition Fee for full-time students.
3. **Cal Grant B Entitlement Awards** Provides need-based grant assistance to high-potential students from low-income, disadvantaged families to help offset tuition/fee and other costs for high school graduates with at least a 2.0 grade point average. Recipients must also meet financial requirements. In 2013-14, the maximum living allowance is \$1,473 and the tuition/fee awards are the same as Cal Grant A (\$5,472 or \$6,348) for student enrolling at CSU campuses.
4. **Cal Grant Community College Transfer Entitlement Awards** Community college students who do not already have a Cal Grant may be eligible to receive a Cal Grant A or B Transfer Entitlement awards if they have at least 2.4 grade point average when transferring to a baccalaureate degree granting institution. Eligible applicants must meet financial criteria, have graduated from high school in 2000-01 or later, and be under the age of 28.
5. **Competitive Cal Grant Awards** A limited number of Cal Grant awards are currently made available each year on a competitive basis for students who do not qualify for one of the entitlement programs.

## AID PROGRAMS ADMINISTERED BY THE CALIFORNIA STATE UNIVERSITY

The CSU maintains efforts to ensure educational opportunity for all students. In addition to the significant state subsidy provided to all students who enroll at the CSU, reflected by its low fee structure, the CSU also dedicates a significant amount of its revenues to need-based grants each year.

1. **State University Grant (SUG)** Provides need-based awards to cover a portion of the State Tuition Fee for eligible undergraduate, graduate, and post baccalaureate students who are California residents or are otherwise determined as eligible. System wide, the priority is to award a SUG at least equal to the amount of the State Tuition Fee (\$5,472 for undergraduates, \$6,348 for teaching credential and \$6,738 for graduate and post baccalaureate students) to eligible students who apply for financial aid by March 2, who have an expected family contribution (EFC) of \$4,000 or less, and who are not receiving a Cal Grant or other award designated to cover fees. Funding for this program is limited.

Students must reapply for consideration every year. State University Grant awards are limited based on the number of units a student has earned and published length of their academic program. For more complete information, review the financial aid web site(s) of the campuses you are interested in or currently attending.

2. **Educational Opportunity Program (EOP) Grant** Provides assistance to economically and educationally disadvantaged undergraduates. Recipients must be California residents who are admitted to a CSU campus through the Educational Opportunity Program. EOP students may receive a grant, based on need, of up to \$2,000 per year.

## **AID PROGRAMS ADMINISTERED BY CSU CAMPUSES**

1. **Scholarships** The availability and application procedures for institutional scholarships vary among the campuses.
2. **Other Aid Programs** The availability of other aid programs varies among institutions. Several CSU campuses have small institutional long-term loan programs and a number of them currently participate in the State Work-Study program.

## **HEALTH INSURANCE**

### **TERMS OF POLICY**

1. It is a mandatory requirement of the Trustees of the California State University that all students in the International Programs be covered by a group health insurance policy. This may lead to questions in countries where students are required by the host university to also carry student health insurance.
2. Before departure, each student receives an email from the insurance company confirming their coverage along with their Travel Assist card. The Summary of Benefits and Claim Form are available at: [www.csurma.org](http://www.csurma.org). The dates of coverage for the required insurance can be found on the confirmation email. The policy is valid only outside the United States.
3. Students may purchase the required insurance for their dependents (defined as: "Dependent means the insured's legal spouse and/or unmarried children under age nineteen years of age, who are not self-supporting and reside with the insured.") as well, but it is not mandatory. Similarly, the Resident Director and their dependents may purchase the required insurance, but again, it is not mandatory.
4. Students who withdraw from the program prior to the end of the academic year also withdraw from the required insurance plan. Accordingly, their coverage is terminated effective 14 days after the last date of school attendance.

### **CLAIMS PROCEDURE**

1. The Summary of Benefits and Claim Form are available online at [www.csurma.org](http://www.csurma.org). It is advisable that when traveling, students take claim forms with them along with their insurance card. The Resident Director may maintain copies of the claim form at the study center.
2. When medical expenses occur, the students are responsible for paying the medical bill up front, and then they seek reimbursement from the insurance company by filing the claim(s). The explanation of

benefit (EOB) or reimbursement check is then sent by the insurance company to whatever address is listed on the claim form. The CSU IP insurance company is considered an excess policy. This means that if the student has insurance coverage with another policy (i.e., parents), then claims should be filed with those companies first. The explanation of benefits (EOB) from the parent's policy is then attached to the claim that is submitted to CSU IP's insurance company.

3. It is the student's responsibility to have the insurance claim form completed by the doctor's office or the hospital. Prior to mailing the claim the student may request your assistance with checking it for accuracy, to make sure receipts have been attached, and that translations and currency conversions have been done.
4. In order for a student to not incur any out-of-pocket expense, he/she should contact AXA Assistance USA and ask to open a case for him/her.

### **MEDICAL LOANS**

1. If students incur major medical expenses, which they are not able to pay from their own funds, the Resident Director may lend the necessary money to the students against the reimbursement expected from the insurance company---providing the insurance claim is for an illness that is covered by the insurance policy. If the Resident Director has questions about covered illnesses, CSU IP should be contacted for clarification. For further information, see section on Loans above.
2. In the event that CSU IP is required to pay the hospital up front, it is very important that the insurance claim is filed and that the student attach a statement to the claim indicating that reimbursement is to be made payable to CSU, International Programs. The Resident Director should then mail copies of the claims to CSU IP.