Particular thanks are given to the University of Missouri –Columbia International Center for allowing us to borrow ideas and content from their Field Guide for Program Directors.

Disclaimer:

Missouri University of Science and Technology provides this guide as a resource for faculty and staff leading students on a study abroad program. This guide is intended to provide general information but is not intended to be a comprehensive document covering every possible situation or circumstance. The Faculty Program Director and other faculty or staff leading study abroad programs are encouraged to use the information within as an easy reference for promoting the health and safety of all participants of the study abroad program.
INTRODUCTION

Dear Colleague,

As the Director of the Office of International and Cultural Affairs, I am pleased that you are considering offering a faculty-led study abroad program and we appreciate your support of international education. As a Program Director, you can guide students with their study abroad experience. We believe that a study abroad experience can be one of the most rewarding and inspiring experiences of a student’s academic career. These opportunities would not be possible without your dedication and efforts as a faculty director.

The Office of International and Cultural Affairs is committed to helping Missouri S&T fulfill its goal of internationalizing the campus as the point office for study abroad programming. As a Faculty Program Director, you have an opportunity to impact students and expose them to opportunities that will benefit them academically, personally, and professionally.

Part of our responsibility includes assisting faculty to run high-quality, academically-sound study abroad programs, in which reasonable precautions have been taken to ensure the health, safety, and security of all participants. This handbook is designed to prepare you for this responsibility and provide you with the information you will need to develop and implement a successful program abroad. It is intended to guide both first-time and more experienced faculty directors. The Office of International and Cultural Affairs will be your partner throughout your time as a faculty director, and this handbook will help you learn more about the resources available to you through our office. Please read over it and follow the guidelines carefully.

As you begin your trip as a faculty director, please know that we at the Office of International and Cultural Affairs are here to help you every step of the way. We hope you will find the material helpful and informative in your quest to provide the Missouri S&T campus with a quality study abroad program that will assist in informing our students about the world.

We are working hard to be a resource for all faculty involved in leading study abroad programs, and your input regarding our services will help us to continue to succeed and improve in the future.

Sincerely,

V. Jeanie Hofer, Ph.D
Associate Provost, Office of International Affairs
## TABLE OF CONTENTS

**Introduction** .............................................................................................................................................................................................................. 2

**QUICK REFERENCE** .......................................................................................................................................................................................... 6
  - Responding to GENERAL emergencies abroad ................................................................................................................................. 6
  - Responding to MEDICAL emergencies abroad ................................................................................................................................. 6

**EMERGENCY CONTACT INFORMATION** ............................................................................................................................................. 7

**EMERGENCY PROCEDURES** .......................................................................................................................................................................... 9
  - Emergency response .................................................................................................................................................................................. 9
  - General security precautions* ......................................................................................................................................................... 9
  - Emergency action plan / contingency plan ................................................................................................................................. 10
  - Crisis procedures ............................................................................................................................................................................... 11
    - Before a crisis ................................................................................................................................................................................ 11
    - As a crisis breaks ........................................................................................................................................................................ 11
      - Guidelines for media inquiries: .................................................................................................................................................. 11
    - As the crisis unfolds .................................................................................................................................................................. 12
    - After the crisis ............................................................................................................................................................................... 12
  - Crisis management team ................................................................................................................................................................... 13
  - Health emergencies .......................................................................................................................................................................... 13
    - Serious accident or illness (not leading to immediate death of student) .................................................................................. 13
    - Less-serious accident or illness requiring medical care ........................................................................................................ 15
    - Psychiatric emergencies (disruptive or psychotic behavior, suicide attempt) ........................................................................ 15
    - Potentially serious mental health problems .......................................................................................................................... 18
  - Other emergencies .......................................................................................................................................................................... 19
    - Crimes against a student (excluding sexual assault) ........................................................................................................... 19
    - Crimes against a student: Sexual assault, sexual harassment or other Title IX violation ........................................ 20
      - Guidelines for talking with a victim of rape .................................................................................................................................. 22
    - Crime committed by a student .................................................................................................................................................... 22
    - Discipline of a student ............................................................................................................................................................... 24
    - Report a missing student ............................................................................................................................................................. 26
    - Death of a student ......................................................................................................................................................................... 27
    - Political emergencies and natural disasters .......................................................................................................................... 29

**ON-SITE PROGRAM MANAGEMENT** ............................................................................................................................................. 32
  - Pre-departure orientation ............................................................................................................................................................. 32
  - Managing program finances ......................................................................................................................................................... 33
    - Paying program expenses .................................................................................................................................................. 33
      - Advance payments ......................................................................................................................................................... 33
      - Expenses during trip ................................................................................................................................................. 33
Signs and symptoms ................................................................. 49
What you can do ........................................................................ 50

TRAVEL HEALTH INFORMATION .................................................. 51

INSURANCE ............................................................................. 52

Faculty health insurance ............................................................ 52
Student health insurance ............................................................ 52
Insurance coverage .................................................................... 53
GeoBlue student member guide ..................................................... 54
AIG Assist .................................................................................. 65
Unitedhealthcare Global ............................................................. 67
AIG World Risk.......................................................................... 71
Resources for faculty and staff on international business travel ....... 72
Rental car insurance while traveling on university business ............... 73
University provided insurance for faculty and staff ......................... 75

PROGRAM DIRECTOR FORMS .................................................. 76

Program administration checklist .................................................. 76
Site-specific pre-departure orientation checklist ............................... 78
On-site orientation checklist ......................................................... 79
Incident log form ........................................................................ 80
Incident report form ..................................................................... 81
Student conduct violation written warning form ............................... 82
Notification of termination form .................................................. 83
Sample receipt form ..................................................................... 84
Sample expense log ..................................................................... 85

PARTICIPANT FORMS .............................................................. 86

Assumption of risk and release form for students ..................... 86
Program confirmation and conditions of participation ................. 88

APPENDICES ........................................................................... 91

Top 10 list for risk mitigation and emergency response ................. 91
Responsible study abroad: good practices for health & safety .......... 91
  Responsibilities of program sponsors ........................................ 91
  Responsibilities of participants .................................................. 93
  Recommendations to parents/guardians/families ......................... 93
Mandated reporter information .................................................... 95

SUPPLEMENTAL DOCUMENT .................................................. 96

2014 Supplement to international educator health & insurance: when a student dies abroad.... 96
RESPONDING TO GENERAL EMERGENCIES ABROAD

Missouri S&T faculty and staff must:

- Secure a safe location.
- Contact or respond to directions of local authorities.
- Notify the Study Abroad Office / International and Cultural Affairs of your location and status. **PROVIDE PHONE NUMBER WHERE YOU CAN BE CONTACTED**

**During office hours:** (573) 341-6237 or (573) 341-6015 or (573) 341-6425

**Outside office hours:** (573) 458-9049 which is a Google Voice number that is monitored by International and Cultural Affairs staff members. This number rings to office phones and personal cell phones of staff members.

If you are not able to reach anyone at the Google Voice number, please call Missouri S&T University Police at (573) 341-4300. This number is monitored 24/7. University Police can contact International and Cultural Affairs staff members.

- Wait for further instructions from the Study Abroad Office, who will coordinate with Missouri S&T officials and the student’s emergency contact.
- Communicate Missouri S&T instructions to students.
- Maintain communications with the Study Abroad Office.

RESPONDING TO MEDICAL EMERGENCIES ABROAD

Missouri S&T faculty and staff must:

- Seek appropriate medical care.
- **Call GeoBlue’s 24/7 Emergency Assistance Center at +1 (610) 263-2847** if outside the U.S. (call collect if needed) for medical instructions and payment information.
  - **NOTE:** GeoBlue should be contacted as early as possible. If emergency care is needed, seek medical care and then call GeoBlue. If reasonable, call GeoBlue before medical care is provided.

- Notify the Study Abroad Office / International and Cultural Affairs of your location and status. **PROVIDE PHONE NUMBER WHERE YOU CAN BE CONTACTED**

**During office hours:** (573) 341-6237 or (573) 341-6015 or (573) 341-6425

**Outside office hours:** (573) 458-9049 which is a Google Voice number that is monitored by International and Cultural Affairs staff members.

If you are not able to reach anyone at the Google Voice number, please call Missouri S&T University Police at (573) 341-4300. This number is monitored 24/7 and University Police can contact International and Cultural Affairs staff members.

- Work with the Study Abroad Office to maintain contact with GeoBlue and the local treatment facility. The Study Abroad Office will coordinate with Missouri S&T officials and the student’s emergency contact.
- Protect the student’s right to privacy. Share only necessary details on a need to know basis.
- Maintain communications with the Study Abroad Office.

For non-emergency medical care, students should be prepared to pay for the cost of treatment. Upon return to the U.S. they should seek reimbursement beyond the cost of the deductible per the policy.

**Email and/or texting may be the best form of communication so use and check these communication tools frequently.**
EMERGENCY CONTACT INFORMATION

In any emergency situation, you should contact Missouri S&T's International and Cultural Affairs (IA).

Following is a list of important contact numbers:

Missouri S&T International and Cultural Affairs – During Office Hours
104 Norwood Hall
   8:00 am – 4:30 am, Monday – Friday
   Study Abroad Office   (573) 341-6237 or (573) 341-6015
   Main Office (573) 341-6015 or (573) 341-4208 or (573) 341-6425
http://international.mst.edu/
   Robin Ziegler – Study Abroad Coordinator
   Office: (573) 341-6237 or (573) 341-6015, Email: ziegler@mst.edu
   Susan Potrafka – Assistant Director
   Office: (573) 341-4091 or (573) 341-6015, Email: susanp@mst.edu
   Bill Elliott – Director
   Office: (573) 341-7858 or (573) 341-4208, Email: elliottwj@mst.edu
   Jeanie Hofer – Associate Provost
   Office: (573) 341-6425, Email: jeanie@mst.edu

Study Abroad Emergency Contact Number (After Hours): (573) 458-9049
** This number rings the office phone and personal cell phones for Robin Ziegler, Susan Potrafka, and other staff members in the Office of International and Cultural Affairs. Should you not be able to reach a person, leave a message explaining the urgency of the situation and provide a phone number where you can be contacted.

Missouri S&T University Police:  (573) 341-4300
If you are not able to reach IA staff members, please call the University Police. This number is answered 24/7. Police staff can contact International and Cultural Affairs staff members.

GeoBlue - Provider of international health insurance for study abroad.
In the event of a medical emergency, seek medical care immediately and then contact GeoBlue. For non-emergency medical care, make an appointment and then contact GeoBlue before medical care is provided.

For medical evacuation and other 24/7 emergency assistance, call GeoBlue:
   ▪  Outside the U.S.: Call collect: +1 (610) 254-8771
   ▪  Within the U.S.: (800) 257-4823
   ▪  Email: globalhealth@geoblue.com
   ▪  Webpage: https://www.geobluestudents.com/

For other questions about coverage:
   ▪  Outside the U.S. – Call collect: +1 (610) 263-2847
   ▪  Within the U.S.: (844) 268-2686
   ▪  Email: customerservice@geoblue.com

Note: This information is included on the back of the students’ GeoBlue ID cards.

International and Cultural Affairs, Insurance Services
   Amy Smith – Insurance Advisor
   Office: (573) 341-6875 or (573) 341-6015, Email: aesmith@mst.edu
Important Campus Contacts

Counseling, Disability Support, and Student Wellness
(573) 341-4211   Email: counsel@mst.edu
After office hours, contact University Police.
http://counsel.mst.edu/

Student Health Services
(573) 341-4284   Email: mstshs@mst.edu
http://studenthealth.mst.edu/

Missouri S&T Title IX Coordinator
(573) 341-7734   Email: iedi@mst.edu
http://titleix.mst.edu/
Mandated Reporter Information – page 95

Public Relations / Communications
(573) 341-4328   Email: comm@mst.edu
After office hours, contact University Police.
http://communications.mst.edu/

Student Affairs Case Manager – Krista Morris-Lehman
(573) 341-4292   Email: morrislehmank@mst.edu   http://casemanagement.mst.edu/

Student Financial Assistance Office
(573) 341-4282 or (800) 522-0938   Email: SFA@mst.edu   http://sfa.mst.edu/

Other Helpful Contact Information

U.S. Department of State, Office of Overseas Citizens Services
1+(202) 501-4444 (outside U.S.) or (888) 407-4747 (within U.S.)
http://travel.state.gov/law/citizenship/citizenship_775.html

List of U.S. Embassies, Consulates, and Diplomatic Missions
http://www.usembassy.gov/index.html
EMERGENCY PROCEDURES

EMERGENCY RESPONSE

In this section, we will attempt to clarify Missouri S&T's expectations regarding the measures, under U.S. law, which should be taken by Missouri S&T faculty and staff to ensure the safety of our students. Each individual situation will demand a unique response, and we trust your judgment in weighing all of the factors and taking appropriate action within the guidelines provided. As Missouri S&T's primary contact overseas, you serve as our students’ main link with their home campus. As a faculty program director, it is your responsibility to read and understand the materials presented in this guide, seek clarification of any material you do not understand or about which you have concerns and follow the procedures as outlined.

Recently, U.S. students who have been harmed while studying abroad and their parents have filed a number of lawsuits against U.S. universities and other agencies that sponsor study abroad programs. These cases have prompted U.S. universities that provide study abroad programs to re-evaluate their programs and procedures in order to make sure that significant steps are being taken to assure the safety of our students. When reviewing cases brought against U.S. universities and other study abroad providers, the courts have looked to see that the persons who are responsible for the students have used reasonable care in designing and operating their programs.

"Reasonable care" indicates that the people in charge have been responsible in helping a student to avoid harm to himself/herself or his/her property. Another legal issue that has come to the forefront is a question of the degree to which the duty of "in loco parentis" applies to study abroad programs. "In loco parentis" means that the university, or study abroad program, assumes the role of the student’s parent(s). The courts have generally found that "in loco parentis" does not apply on the campus of the home university. However, it does appear that the courts are taking a different view overseas where a student’s lack of familiarity with the host country and culture causes the student to need more support. Pragmatically, this has meant that the courts are holding the universities responsible for conveying to the students enough information to ensure their safety in an unfamiliar environment. This includes providing information regarding the host country and culture through comprehensive orientations, written materials, and individual student advising.

GENERAL SECURITY PRECAUTIONS*

As the faculty program director, you should:

1. Keep a copy of this field guide and Missouri S&T emergency contact information within easy access while abroad.

2. Make sure that students know how to reach you 24/7 in case of an emergency.

3. Sign up for and have current information in the U.S. Department of State’s Smart Traveler Enrollment Program (STEP). When you sign up you will automatically receive the most current information available about the country where you will be traveling. You will also receive updates, including Travel Warnings and Travel Alerts (where appropriate). Sign up information is available at [http://travel.state.gov/travel/tips/travel_abroad/STEP/STEP_6121.html](http://travel.state.gov/travel/tips/travel_abroad/STEP/STEP_6121.html).

4. Make sure there are no signs posted to identify your program as having an affiliation with the U.S.
5. Encourage students to register their passports, addresses, and phone numbers with the U.S. Embassy or other appropriate government agency. All participants should enroll in the U.S. Department of State’s STEP program. Information about the STEP program is available online at http://travel.state.gov/travel/tips/travel_abroad/STEP/STEP_6121.html.

6. Establish and maintain contact with the local police. If appropriate, invite them to make a presentation on security during orientation.

7. Keep up-to-date contact information (addresses and phone numbers) for each student. Establish a procedure for contacting them in case of an emergency.

8. Ask students to provide you with contact information if they will be away overnight.

9. Discourage students from congregating in groups of Americans or foreigners or spending time in restaurants or bars known to be frequented primarily by foreigners (this can have a negative effect on integration with people from the host country.)

10. Identify a travel agency that you would trust in case the students would need to be evacuated.

11. Establish contact with the U.S. Embassy and keep a copy of embassy phone numbers handy. Make sure U.S. Embassy officials know how to reach you at any time.

* Adapted from Council on International Education Exchange “General Security Precautions to Take On-site”

**EMERGENCY ACTION PLAN / CONTINGENCY PLAN**

When an emergency occurs, chaos often ensues. Therefore, International and Cultural Affairs recommends that you have an emergency action plan in place at the beginning of the program. Students participating in the program should be informed of this plan and their respective responsibilities during the on-site orientation.

An emergency action plan should include:

- A requirement that students contact and check-in with family in the U.S.
- Designated student leader(s) – in case you are incapacitated or unavailable.
- Discussion of the potential crises that could occur in your area.
- Designated primary and secondary meeting places (e.g., hotel, classroom, etc.)
- Designated meeting times
- Line of communication with International and Cultural Affairs and the Missouri S&T campus
- Phone tree to facilitate communication quickly between program participants and Missouri S&T
- Alternative methods of communication if a physical meeting does not, or cannot, take place
- Evacuation plan – include how all participants can get out of the country if there is a political situation, airports are closed, etc.

It can also be helpful to set up several contingency plans of what students can do if they become separated from the group, lost, or injured.
CRISIS PROCEDURES

The following are some helpful suggestions regarding what you can do before a potential crisis situation, what to do if a crisis breaks and a likely communication plan that would be provided for you during such a situation.

BEFORE A CRISIS

1. Make sure all program and contact information (e.g. student addresses and phone numbers, embassy phone numbers, etc.) are up to date and easy to access.

2. Forecast potential disasters and develop “what-if” scenarios. Think about aspects of your program that are more likely to be crisis prone, and consult with International and Cultural Affairs study abroad staff regarding those scenarios.

AS A CRISIS BREAKS

1. Perform an initial assessment of the incident, gathering as many facts as possible, concerning all of those involved and the exact nature and circumstances of the event. Ask who, when, where, why, and how.
   - Begin keeping a log and complete an incident report form.

2. Concern for students’ physical and psychological well-being should influence all decisions – the student(s) affected as well as the other program participants.
   - In your log, record actions taken to ensure students’ well-being.

3. After you have attended to the students’ immediate needs, contact International and Cultural Affairs. If you are calling outside of normal business hours, call the Study Abroad Emergency Contact Number or call Missouri S&T University Police. See Emergency Contact Information on page 7.

4. **Missouri S&T Public Relations will assume full responsibility for dealing with the media.** If you find yourself and your group in a crisis that will garner public relations or media attention, it is imperative that you immediately make contact with someone at Missouri S&T’s Office of International and Cultural Affairs (see Emergency Contact Information on page 7). *Immediately means immediately, regardless of the time difference.* All official responses, statements or comments on any issue or situation will be coordinated through Public Relations.

PLEASE NOTICE - IMPORTANT INFORMATION

Please read and understand the following guidelines before speaking to any representative of the media.

Guidelines for media inquiries:

- **DO NOT** speak to a representative of the media before contacting the Office of International and Cultural Affairs or Public Relations. Much of the communication to the media can be handled from Rolla, so resist entreaties by the media and refer them to the Office of Public Relations.

- If you are contacted by a member of the media during an emergency or incident and you have not been in contact with the university, please use the following
statement:
“My first responsibility is to the students on this trip, their families, and the university. I will be happy to discuss this matter with you after I have contacted those parties. Thank you for understanding.”

- Follow guidance received from the Office of Public Relations regarding contact with the media.
- Discuss the need to refrain from communicating with representatives of the media with all students and participants.
- All inquiries should be directed to the Office of Public Relations (573) 341-4328.

5. The Office of International and Cultural Affairs will bring together a crisis management team with Public Relations staff, content area experts, and if available/necessary, in-house counsel or other representatives of the administration.

6. The Missouri S&T crisis management team and Public Relations will develop a communication plan for disseminating information. Depending on the situation, the crisis management team may establish a “communication central” phone number and inform campus operators and all involved personnel to direct callers to this number.
   - Calls will be logged, prioritized, and returned systematically.
   - They will insure all of the individuals and groups, internal and external, that need to be informed of the situation, and will determine whom they need to hear it from and in what order.
   - The crisis management team and Public Relations recognize the press is also likely to request contact, or make contact, with students’ families.

** AS THE CRISIS UNFOLDS **

1. The Missouri S&T crisis management team will hold briefings with important constituents, internal and external, as the situation evolves (if necessary).

2. Public Relations, the crisis management team, and International and Cultural Affairs will develop formal, written, communications in the form of a situation fact sheet.
   - This information will be available for distribution by staff at all levels and faxed in response to media queries.
   - The fact sheet* might include:
     - The confirmed facts of the situation
     - Official university statements
     - Contact information and phone numbers
     - Information regarding university resources that have been committed to rectify the situation
     - A time line for action

* All such fact sheets are considered works in progress and would be updated as the situation develops.

** AFTER THE CRISIS **

1. The Missouri S&T crisis management team will contact you for a debriefing and to discuss potential changes to future practices, and to make sure that all key constituents have received relevant information.

If any of this sounds daunting, it is only a measure of the responsibility we undertake in extending our education environment to include the world. There are, however, sufficient resources on the
Missouri S&T campus and in the professional education and travel fields linked with Missouri S&T to provide assistance and support needed to a faculty member engaged in this type of activity. The challenge of creating a successful program abroad is more than equaled by the reward of its successful outcomes.

CRISIS MANAGEMENT TEAM

Missouri S&T's Crisis Management Team will include the following members or their designated representative. The need for participation of individual team members will depend on each situation. The Assistant Vice Chancellor of International and Cultural Affairs will decide when a situation requires involvement of the Crisis Management Team.

Vice Provost for Global Learning
Associate Provost, International and Cultural Affairs
Executive Director of Marking and Communications
University Police Chief
Vice Chancellor of Student Affairs
Medical Director of Student Health Services
Director of Counseling, Disability Support and Student Wellness
University of Missouri General Counsel
Study Abroad Staff
Other faculty or staff as the situation requires

HEALTH EMERGENCIES

In the event of an emergency, the student should be taken to the nearest physician or hospital without delay and then contact GeoBlue. GeoBlue will take appropriate action to assist and monitor the medical care until the situation is resolved.

Note: GeoBlue coverage applies only to expenses incurred outside the covered person’s home country. If a health emergency occurs within the U.S., the student’s personal health insurance coverage will apply.

GeoBlue - Provider of international health insurance for study abroad

For medical evacuation and other 24/7 emergency assistance, call GeoBlue:
- Outside the U.S. – Call collect: +1 (610) 254-8771
- Within the U.S.: (800) 257-4823
- Email: globalhealth@geoblue.com

For other questions about coverage:
- Outside the U.S. – Call collect: +1 (610) 263-2847
- Within the U.S.: (844) 268-2686
- Email: customerservice@geoblue.com

Note: This information is included on the back of the students’ GeoBlue ID cards.

Amy Smith – Insurance Advisor, International and Cultural Affairs
Office: (573) 341-6875 or (573) 341-6015, Email: aesmith@mst.edu

SERIOUS ACCIDENT OR ILLNESS (NOT LEADING TO IMMEDIATE DEATH OF STUDENT)

Typical problems – Auto accident, recreational injury, serious illness, drug overdose, loss of consciousness, swimming accident

Response – As the faculty program director, you should:
1. Assist the student in finding the appropriate medical care in a hospital / clinic that you trust. GeoBlue can assist with locating medical services and providers.

2. Contact GeoBlue. GeoBlue will assist with assessing the situation and monitor the medical care until the situation is resolved.

3. Assess the extent or severity of the accident / illness, usually through talking with the physician treating the student.

4. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form for each incident that occurs.

5. Brief International and Cultural Affairs study abroad staff about the student’s condition.
   - You and the study abroad staff will follow these steps while respecting the privacy of the injured person.
   - The study abroad staff will contact the student’s designated emergency contact, depending on the severity of the injury / illness.

6. Consult with the attending physician monitoring the emergency situation and brief International and Cultural Affairs.
   - In some cases, the student may need to be evacuated in order to receive the appropriate medical treatment.
   - All students have insurance to cover medical evacuation through the mandatory health insurance policy from GeoBlue.
   - Missouri S&T study abroad staff may consult with Missouri S&T Student Health Services staff to obtain a second opinion in regard to the medical treatment being given to the student.
   - Where feasible, a physician from Missouri S&T Student Health Services may be put in contact with the host country physician treating the student.
   - International and Cultural Affairs study abroad staff may inform campus officials such as the Chancellor, Provost, Risk and Insurance Management, and other appropriate Missouri S&T or University of Missouri offices as soon as possible.
   - If it appears necessary, a crisis management team, including a physician from Student Health Services, will be convened.

7. Communicate with the study abroad staff member(s), who will brief you in order to prepare you for media inquiries (see the Guidelines for Media Inquiries section on page 11).

8. If student is enrolled in classes or event at a host university or organization, inform the student’s professor(s) at the host university or the host organization that the student will be absent from classes/activities.

9. Provide appropriate information and reassurances to the other Missouri S&T participants.

10. Continue communication with study abroad staff member(s) until the situation is resolved.

11. Update / finalize incident log with as much detail as possible. Provide a copy of this log to study abroad staff once the situation has been resolved or upon returning to the U.S. **In the unfortunate case of the death of a student, follow the protocol on page 27.**

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LESS-SERIOUS ACCIDENT OR ILLNESS REQUIRING MEDICAL CARE

Typical problems – Scrapes, punctures, sprains, food or water based illness, etc.

Injuries or illnesses serious enough to require medical care should be documented and reported to International and Cultural Affairs in a timely manner.

Response – As the faculty program director, you should:

1. If the illness or injury allows the time, contact GeoBlue prior to taking the student for medical care. GeoBlue can assist with locating medical services and service providers. If the illness or injury does not allow the time to contact GeoBlue before seeking medical care, GeoBlue should be contacted as soon as possible once care has been started.

2. Assist the student in finding the appropriate medical care in a hospital / clinic that you trust.

3. Assess the extent or severity of the accident / illness, usually through talking with the physician treating the student.

4. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form for each incident that occurs.

5. Brief International and Cultural Affairs study abroad staff about the student’s condition.
   - You and the study abroad staff will follow these steps while respecting the privacy of the injured person.
   - The study abroad staff will contact the student’s designated emergency contact, depending on the severity of the injury / illness.

6. Communicate with student and other participants regarding steps they should take to avoid further illnesses, if appropriate.

7. Determine whether student can continue with program and what, if any, accommodation to the student’s condition are required to allow their continued participation.
   - If student is not able to continue with program, contact International and Cultural Affairs study abroad staff to discuss options for assisting student in returning to the U.S.

8. Update / finalize incident log with as much detail as possible. Provide a copy of this log to study abroad staff once the situation has been resolved or upon returning to the U.S.

Illnesses and accidents will happen occasionally and should be considered when planning the study abroad experience. It may be necessary to modify the student’s participation and/or group activities until the illness or injury will allow for full participation.

PSYCHIATRIC EMERGENCIES (DISRUPTIVE OR PSYCHOTIC BEHAVIOR, SUICIDE ATTEMPT)

Typical problems – A student...

- Exhibits severe disruptive behavior that appears to have a psychiatric basis.
- Is believed to be severely emotionally disturbed and is creating disturbances, or is in danger to self or others.
- Has made a suicide attempt or threat, or has spoken with someone about the plan to do so.
- Is severely disruptive due to alcohol or drug use.
Response – As a faculty program director, you should:

1. Talk to the participant and identify as many key people in the situation as possible.

2. Gather information on the actual behavior exhibited and the history of the problem.

3. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form for each specific incident that occurs.

4. Assess the extent of the emergency.

5. Assess the student’s support network (family, friends, roommates, etc.)

6. Determine if the student will voluntarily seek help.
   - If yes, follow the procedures in option A.
   - If the student will **not** voluntarily seek help and appears to be a danger to self or others, follow the procedures in option B.
   - If the student will **not** voluntarily seek help, but does not appear to be a danger to self or others, follow the procedures in option C.

A. If the student will voluntarily seek help, you should:
   - Arrange to have the student seen by a counseling professional immediately.
     - Have the student escorted to the designated location of the appointment, preferably by one or two interested and supportive people.
     - Assistance may be provided to the student, program director, and other students by Missouri S&T's Counseling, Disability, and Student Wellness. Contact information is available in the Emergency Contact Information section on page 7.
   - Arrange and carry out hospitalization, if necessary.
   - Contact GeoBlue for insurance coverage as early in the process as possible. GeoBlue can assist with locating health care providers and provide other assistance, as needed.

**GeoBlue** - Provider of international health insurance for study abroad

For medical evacuation and other 24/7 emergency assistance, call GeoBlue:
- **Outside the U.S.** – Call collect: +1 (610) 254-8771
- **Within the U.S.:** (800) 257-4823
- **Email:** globalhealth@geo-blue.com

For other questions about coverage:
- **Outside the U.S.** – Call collect: +1 (610) 263-2847
- **Within the U.S.:** (844) 268-2686
- **Email:** customerservice@geo-blue.com

Note: This information is included on the back of the students’ GeoBlue ID cards.

- Brief International and Cultural Affairs study abroad staff regarding the details of the situation.
- The study abroad staff will consult with the Counseling, Disability, and Student Wellness Center and Student Health Services about the student’s condition.
When possible, the Director of Counseling, Disability, and Student Wellness and/or a physician from Student Health Services will be put into contact with the individual in the host country treating the student’s condition.

In some cases, a student may need to be evacuated in order to receive appropriate treatment. All students have insurance to cover medical evacuation through the mandatory health insurance policy from GeoBlue.

The IA study abroad staff will contact the student’s designated emergency contact, depending on the severity of the situation and/or with the student’s consent.

In the absence of consent, work with information that is available from non-privileged sources in planning follow-up support.

Prepare to assist and support other involved persons using available resources including Missouri S&T’s Counseling, Disability, and Student Wellness Department.

Complete a study abroad program incident report form. Provide a copy of this log to study abroad staff once the situation has been resolved or upon returning to the U.S.

Note: If a student’s behavior remains a serious impediment to the educational process or a threat to safety, contact International and Cultural Affairs study abroad staff. They will work with the Provost, Director of Counseling, Disability, and Student Wellness, Medical Director of Student Health Services, and other appropriate Missouri S&T personnel to determine what other measures are necessary.

B. If the student will not voluntarily seek help and appears to be a danger to self or others, you should:

- Assess who can be called upon to persuade the student to seek help (e.g., friend, roommate, or therapist). Work with those people to persuade the student to obtain treatment.
- Continue to encourage the student to seek help.
- Brief the International and Cultural Affairs study abroad staff regarding details of the situation.
- The study abroad staff will consult with staff from Counseling, Disability, and Student Wellness and Student Health Services regarding appropriate treatment for the student’s condition.
- Where possible, the Director of Counseling, Disability, and Student Wellness and/or a physician from Student Health Services will be put in contact with the individual from the host country treating the student’s condition.
- In some cases, a student may need to be evacuated in order to receive appropriate treatment. All students have insurance to cover medical evacuation through the mandatory health insurance policy from GeoBlue.
- If appropriate, and if such procedures exist in the host country, the faculty program director may petition to have the student involuntarily committed to the hospital. In most circumstances, however, arrangements will have to be made to have the student sent back to the U.S. for hospitalization.
- Complete a study abroad program incident form. Provide a copy of this log to study abroad staff once the situation has been resolved or upon returning to the U.S.

C. If the student will not voluntarily seek help, but does not appear to be a danger to self or others, you should:

- Assess who can be called upon to persuade the student to seek help. Work with those people to persuade the student to obtain treatment.
- Continue to encourage the student to seek help.
- Brief the International and Cultural Affairs study abroad staff regarding details of the situation.
EMERGENCY PROCEDURES

- The study abroad staff will consult with staff from Counseling, Disability, and Student Wellness and Student Health Services regarding appropriate treatment for the student’s condition.
- Where possible, the Director of Counseling, Disability, and Student Wellness and/or a physician from Student Health Services will be put in contact with the individual from the host country treating the student’s condition.
- In some cases, a student may need to be evacuated in order to receive appropriate treatment. All students have insurance to cover medical evacuation through the mandatory health insurance policy from GeoBlue.

- Establish behavioral limits and carry them out to the extent the student will cooperate.
- If the student is breaking the law (e.g., vandalism, destruction of property) and continues to refuse to seek help, the International and Cultural Affairs study abroad staff will consult with staff members from Counseling, Disability, and Student Wellness, Student Health Services, and Student Affairs.
  - The Director of Counseling, Disability, and Student Wellness and/or Medical Director of Student Health Services will advise regarding appropriate treatment.
  - Complete a study abroad program incident report form for each separate incident. Provide a copy of this log to study abroad staff once the situation has been resolved or upon returning to the U.S.
- If disruptive behavior continues, notify and brief the International and Cultural Affairs study abroad staff. As needed, International and Cultural Affairs study abroad staff members will communicate with other campus resources to provide recommended actions.

POTENTIALLY SERIOUS MENTAL HEALTH PROBLEMS

Typical problems – A student...
- Is missing class.
- Asks to take less than a full academic program.
- Withdraws from friends or favorite activities.
- Exhibits unusual behavior that is reported by his/her host family, peers, or others.

Possible causes –
- Clinical depression
- Eating disorder (e.g., anorexia, bulimia)
- Alcoholism

Note: These are just a few of the many possible causes of the problem described above. For more information on these issues, please see the Health Guides section on page 40.

Response – As the faculty program director, you should:

1. Begin writing a log, which you will update as the situation develops.
   - Inform International and Cultural Affairs study abroad staff of your observations.
   - The study abroad staff will contact Counseling, Disability, and Student Wellness and/or Student Health Services to discuss potential causes of the student’s behavior and an appropriate course of action. You will be informed of any recommendations.
   - The study abroad staff, Director of Counseling, Disability, and Student Wellness, Medical Director of Student Health Services, and faculty program director will work together to arrange follow-up treatment, such as locating an appropriate psychologist, psychiatrist, and/or physician.
   - If it is recommended that the student see a psychologist / psychiatrist or physician, with the student’s approval, the Director of Counseling, Disability, and Student
EMERGENCY PROCEDURES

Wellness and/or Medical Director of Student Health Services will be put in contact with the individual in the host country treating the student’s condition and will monitor the treatment.

2. Inform International and Cultural Affairs study abroad staff of any changes in the student’s behavior.
   - Complete a study abroad program incident report form. A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

OTHER EMERGENCIES

In the history of Missouri S&T’s study abroad programs, only a small number of students have been victims of crimes, and even fewer have committed crimes. In this section, we will detail the legal information students are told before they leave Missouri S&T and the type of information we would like students to receive on-site. General guidelines for support, intervention and communication in event of legal emergency will be detailed.

CRIMES AGAINST A STUDENT (EXCLUDING SEXUAL ASSAULT)

Typical problems – A student is the victim of a robbery, assault, or fight.
Response – As the faculty program director, you should:

1. Contact the local police and/or campus security at the host university.
2. Ensure the physical and emotional needs of the student(s) are met.
3. Talk to the individual who reported the crime; identify as many key witnesses and facts as possible. Determine the identity and present location of the victim(s) and perpetrator(s).
4. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form.
   - A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.
5. Contact International and Cultural Affairs. You will work with the study abroad staff to determine which people at Missouri S&T and the host university need to be involved in order to ensure necessary support for the victim(s) and community.
   - For serious injury, see the protocol for serious accident or illness (not leading to immediate death of student) on page 13.
   - If/when a victim exhibits fear or shock, activate protocol for psychiatric emergencies, on page 15.
   - Brief International and Cultural Affairs on at least a daily basis until the crisis has subsided.
   - Contact International and Cultural Affairs before you respond to any media inquiries. If you are contacted about a Missouri S&T student, do not give the student’s name or speak on behalf of Missouri S&T without following the Guidelines for Media Inquiries found in the crisis procedures section on page 11.
CRIMES AGAINST A STUDENT: SEXUAL ASSAULT, SEXUAL HARASSMENT OR OTHER TITLE IX VIOLATION

Typical problems – A student is the victim of rape, attempted rape or other violet sexual assault, sexual harassment, sexual misconduct, stalking on the basis of sex, dating/intimate partner violence or sexual exploitation.

Response – As the faculty program director, you should:

1. Talk to the person reporting the crime, and determine the identity and location of the victim.

2. Clarify with the victim the degree to which s/he wishes to involve local authorities (e.g., the university or local police).

3. Inform victim that you are a mandated reporter and are required to promptly report all known information to the Missouri S&T Title IX Coordinator.

4. Discern any obvious physical or emotional disturbance.

5. If there is obvious physical injury, take the student to a trusted urgent care hospital / clinic.
   - If there is not obvious physical injury – with his/her consent – have victim transported to a hospital / clinic you trust.
   - Contact GeoBlue if medical care is required.

GeoBlue - Provider of international health insurance for study abroad

For medical evacuation and other 24/7 emergency assistance, call GeoBlue:
- Outside the U.S. – Call collect: +1 (610) 254-8771
- Within the U.S.: (800) 257-4823
- Email: globalhealth@geo-blue.com

For other questions about coverage:
- Outside the U.S. – Call collect: +1 (610) 263-2847
- Within the U.S.: (844) 268-2686
- Email: customerservice@geo-blue.com

Note: This information is included on the back of the students’ GeoBlue ID cards.

6. If there are signs of an obvious emotional disturbance, consult a psychologist / psychiatrist and provide immediate support to the victim. Assistance may be provided to the student, program director, and other students by Missouri S&T’s Counseling, Disability, and Student Wellness. Contact information is available in the Emergency Contact Information section on page 7.

7. Report all details, including names of the parties, if known, to the Missouri S&T Title IX Coordinator. Reports can be made online, by email, phone or in person. Refer to mandated reporter information on page 95.

Missouri S&T Title IX Coordinator
(573) 341-7734 Email: jedi@mst.edu
http://titleix.mst.edu/
8. Inform the student of the laws and procedures for dealing with sexual assault in the host country, as they may vary from the U.S.
   ▪ For example, in the U.S. it is important to preserve the evidence of a sexual assault as it may be used in a court of law.

9. Brief International and Cultural Affairs study abroad staff on the situation.
   ▪ The Director of Counseling, Disability, and Student Wellness and/or Medical Director of Student Health Services will be consulted to obtain advice for dealing with the crisis.
   ▪ With the student’s consent, they will also inform the student’s designated emergency contact and aid the student in activating his/her support network.
   ▪ Contact International and Cultural Affairs before you respond to any media inquiries. If you are contacted about a Missouri S&T student, do not give the student’s name or speak on behalf of Missouri S&T without following the Guidelines for Media Inquiries found in the Crisis Procedures section on page 11.

10. Begin writing a log, which you will update as the situation develops. Stress to the student that the information reported will be reported in its entirety to the Missouri S&T Title IX Coordinator.
   ▪ Provide all information to the Missouri S&T Title IX Coordinator (or assigned investigator) on an ongoing basis.
   ▪ Complete a study abroad program incident report form.
   ▪ A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

11. Provide regular briefings to International and Cultural Affairs and the Title IX Coordinator.

If the victim declines assistance, you will:

1. Escort / transport the victim home or to a designated location.

2. Inform the victim that s/he will be contacted later to determine if assistance is desired.

3. Provide the victim with the number of a hospital / clinic, psychologist / psychiatrist and any other sexual assault crisis resources that may exist, along with contact information for local law enforcement.
   ▪ Assistance may be provided to the student, program director, and other students by Missouri S&T's Counseling, Disability, and Student Wellness. Contact information is available in the Emergency Contact Information section on page 7.

4. Report all details, including names of the parties, if known, to the Missouri S&T Title IX Coordinator. Reports can be made online, by email, phone or in person. Refer to mandated reporter information on page 95.

   Missouri S&T Title IX Coordinator
   (573) 341-7734        Email:  jedi@mst.edu
   http://titleix.mst.edu/
5. Contact a local psychologist / psychiatrist, brief him/her of the situation and inform him/her that the victim has refused assistance, but may be in contact.

6. Brief International and Cultural Affairs study abroad staff on the situation. You will work with the study abroad staff to determine who at Missouri S&T and the host university (if applicable) need to be involved in order to ensure the necessary support for the victim(s) and community.
   ▪ The study abroad staff will consult the director of Counseling, Disability, and Student Wellness and/or Medical Director of Student Health Services to obtain advice for dealing with the crisis.
   ▪ With the student’s consent, they will also inform the student’s designated emergency contact and aid the student in activating his/her support network.

7. Begin writing a log, with clear notation of the circumstances surrounding the offer of assistance and the student’s refusal to accept such assistance. You will continue to update this log as the crisis proceeds. Stress to the student that information obtained will be reported in its entirety to the Missouri S&T Title IX Coordinator.
   ▪ Provide all information to the Missouri S&T Title IX Coordinator (or assigned investigator) on an ongoing basis.

8. Provide regular briefings to International and Cultural Affairs study abroad staff.

**Guidelines for talking with a victim of rape**
The following information should be used as a guideline for assisting a victim of rape.
   ▪ Encourage the student not to be alone. S/he needs emotional support and should receive that support immediately, no matter when the rape occurred.
   ▪ Encourage the student to get medical attention and visit a hospital or student health service to be examined immediately. The student should receive treatment for possibly sexually transmitted diseases, and s/he may have internal injuries that are not obvious.
   ▪ Contact GeoBlue to notify them of any medical care required.
   ▪ The student should be provided information about options to report the incident but not encouraged or required to report the incident. It is important to allow the student to decide what is best for themselves at that moment in time.
   ▪ Provide the student with help and support, such as professional counseling. The student has been through a trauma and should be allowed to process the event and feelings associated with the incident. Counseling can assist a student in the recovery process and minimize the effects of the incident.
   ▪ Assistance may be provided to the student by Missouri S&T’s Counseling, Disability, and Student Wellness. Contact information is available in the Emergency Contact Information section on page 7.
   ▪ Encourage the student not to blame himself/herself. S/he did not ask to be assaulted and is truly a victim of what happened.
   ▪ Provide the student with a list of resources at Missouri S&T and/or the host organization (if applicable).

**Crime committed by a student**
During orientation at Missouri S&T, students are informed they are subject to the laws of the host country(s) in which they are studying or traveling. Students are informed that the U.S. Embassy cannot get them out of jail if they commit a crime overseas; the embassy can only try to ensure their human rights are not violated. International and Cultural Affairs study abroad staff and Missouri S&T faculty members with expertise in the region where the students will be studying may be available as resources to point out differences in the host country legal system that may come as a
surprise to U.S. students. In addition, students remain subject to the Missouri S&T Standard of Conduct outlined under Section 200.010 of the Collected Rules and Regulations. The University may also take appropriate action, including, but not limited to the impositions of sanctions under Sections 200.020 and 200.025 of the Collected Rules and Regulations against students for conduct occurring off campus, in order to protect the physical safety of students, faculty and staff or if there are effects of the conduct that interfere with or limit students’ ability to participate in or benefit from the University’s educational programs and activities.

Typical problems – A student is arrested for theft, assault, or drug possession.

Response – As the faculty program director, you should:

1. Quickly assess the situation by obtaining as many details as possible.
   - Determine who, what, when, where, why, and how.

2. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form for each incident that occurs.
   - A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

3. If the reported offense is one of sexual misconduct, promptly report all details, including the names of parties, if known to the Missouri S&T Title IX Coordinator.
   - Continue to provide all details as they become known to the Missouri S&T Title IX Coordinator.

4. Brief International and Cultural Affairs as soon as possible on the situation.
   - The study abroad staff will contact the student’s designated emergency contact and will provide that person with the contact information for the relevant U.S. Embassy.
   - The study abroad staff will convene a crisis management team (see additional information on the Crisis Procedures on page 11).
   - Contact International and Cultural Affairs before you respond to any media inquiries. If you are contacted about a Missouri S&T student, do not give the student’s name or speak on behalf of Missouri S&T without following the guidelines for media inquiries found in the Crisis Procedures section on page 11.

5. Immediately contact the U.S. Embassy Consular Office. Ask the officer for the names of lawyers who can give the student the legal help s/he requires and provide this information to the student. The consular office will also work to ensure the student’s human rights are not violated.

Important Contact Information:

U.S. Department of State, Office of Overseas Citizens Services
1+(202) 501-4444 (outside U.S.) or (888) 407-4747 (within U.S.)
http://travel.state.gov/law/citizenship/citizenship_775.html

List of U.S. Embassies, Consulates, and Diplomatic Missions
http://www.usembassy.gov/index.html

Arrest or Detention of an American Citizen Abroad

6. Visit the student wherever s/he is being held, reassure the student and explain the legal procedures of the host country.
   - Remain in contact with the embassy officer assigned to the student.
7. Provide regular updates (on at least a daily basis) to International and Cultural Affairs until the crisis has been resolved.

**DISCIPLINE OF A STUDENT**

Typical problems – A student...
- Has exhibited non-life threatening, violent behavior, or pushed or hit someone
- Has repeatedly violated the cultural norms of the host country.
- Is believed to have plagiarized or cheated on coursework.
- Has consistently not attended or participated in class or group activities.
- Is severely disruptive because of alcohol or drug use

Response – As the faculty program director, you should:

1. Talk to the participant and identify as many key people in the situation as possible.
2. If the behavior is a violation of the university's sex discrimination, sexual harassment and sexual misconduct in Education/Employment policy, you must report the behavior to the Missouri S&T Title IX Coordinator.
3. If the student is believed to have violated the university's anti-discrimination policy, on a basis other than sex, notify the Chief Student Affairs Officer.
4. Allegations of harassment, sexual misconduct and other forms of discrimination will utilize the equity resolution process outlined in Section 200.025 of the Collected Rules and Regulations.
5. Gather information on the actual behavior exhibited and the history of the problem (e.g., repeated offense, serious issue).
6. Begin writing a log, which you will update as the situation develops.
   - Fill out a study abroad program incident report form for each incident that occurs. Keep the original and give a copy to the student. A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.
7. Determine the level of reprimand:
   - A. Verbal warning
   - B. Written warning
   - C. Termination from the study abroad program

   A. Verbal warning
   - Arrange to meet with the student as soon as possible.
   - Brief International and Cultural Affairs study abroad staff regarding details of the situation.
   - Make and keep copies of any documents associated with the incident (e.g., medical reports, police reports, complaints).
   - Explain the situation to the student and refer him/her to the agreed upon and signed conditions of participation.
   - Discuss your expectations for future behavior and agree on a plan of action with the student.
   - Explain the procedure for discipline if the offense is repeated or another offense is committed (i.e., written warning, termination from program).
EMERGENCY PROCEDURES

- Record the meeting and complete a study abroad program incident form.
  - Keep the original and give a copy to the student. A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

If the student's behavior remains a serious impediment to the educational process or a threat to safety, contact International and Cultural Affairs study abroad staff. They will work with the Dean of Students, Provost, Director of Counseling, Disability, and Student Wellness, Student Affairs, and other appropriate Missouri S&T personnel to determine what other measures are necessary.

If the student repeats the offense or commits a more serious one, please see options B or C.

B. Written warning
- Arrange to meet with the student as soon as possible.
- Brief International and Cultural Affairs study abroad staff regarding details of the situation.
- Make and keep copies of any documents associated with the incident (e.g., medical reports, police reports, complaints).
- Explain the situation to the student and refer him/her to the agreed upon and signed conditions of participation.
- Discuss your expectation for future behavior and agree on a plan of action with the student.
- Explain the procedure for discipline if the offense is repeated or another offense is committed (i.e., written warning, termination from program).
- Record the meeting and complete a study abroad program incident report form.
  - Keep the original and give a copy to the student. A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

Note: If the student's behavior remains a serious impediment to the educational process or a threat to safety, contact International and Cultural Affairs study abroad staff. They will work with Missouri S&T Dean of Students, Provost, Director of Counseling, Disability, and Student Wellness, Student Affairs, and other appropriate Missouri S&T personnel to determine other measures are necessary.

If the student repeats the offense or commits a more serious one, please see option C.

C. Termination from the study abroad program
- Arrange to meet with student as soon as possible.
- Brief International and Cultural Affairs study abroad staff regarding details of the situation.
- Make and keep copies of any documents associated with the incident (e.g., medical reports, police reports, complaints).
- Explain the situation to the student and refer him/her to the agreed upon and signed conditions of participation.
- Discuss past actions that led up to the termination or explain why the situation's severity merits immediate termination.
- Explain the procedure for leaving the program.
  - The student must absent themselves from all premises used by the study abroad program within 48 hours and return to the U.S.
  - You, in conjunction with International and Cultural Affairs study abroad staff, must help the student in making arrangements to leave the program. A terminated student must not be left stranded.
EMERGENCY PROCEDURES

- Record the meeting and complete a notification of termination from study abroad program form.
  - Keep the original and give a copy to the student. A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

REPORT A MISSING STUDENT

Typical problems – A student is reported missing by a roommate, other program participant, host family, or professor.

Response – As the faculty program director, you should:

1. Notify the local police or campus police for a host university. Ask them to check hospital admissions and city records for possible police information.
   - Contact the university's student health or psychiatric services (if applicable) on the chance that the student has been admitted to their facilities.

2. Begin writing a log, which you will update as the situation develops.
   - Complete study abroad program incident report form for each incident that occurs.
   - A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

3. Inform International and Cultural Affairs study abroad staff that the student has been reported missing. The study abroad staff will convene a crisis management team that includes staff from Missouri S&T's Office of Student Affairs (see additional information in the Crisis Procedures section on pages 11).
   - Contact International and Cultural Affairs before you respond to any media inquiries. If you are contacted about a Missouri S&T student, do not give the student's name or speak on behalf of Missouri S&T without following the Guidelines for Media Inquiries found in the Crisis Procedures section on page 11.

4. Visit or contact student’s accommodations and talk with neighbors, roommates, host family members or building managers.
   - If the student is staying in the location alone, ask the landlord to accompany you to the missing student’s room or living space so you can look for information that might lead to finding the student.
   - If possible, designate a program director or other participant to remain at the missing student’s accommodations with a cell phone so that they can contact you immediately if the student returns.

5. Ask any person who might come into contact with the student to get in touch with you immediately if the student returns.

6. Contact other program participants, faculty, and staff to determine when the student was last seen. Gather information on any unusual behavior that may have been exhibited.

7. If the student has not been located within 24 hours of the first report of disappearance, file a report with the local police.

8. Work with any hosting organization or university (i.e. Office of Student Affairs at a host university) to coordinate appropriate actions and follow-up (if applicable).
9. Along with the study abroad staff, provide appropriate information and reassurances to other Missouri S&T participants.

10. Inform all appropriate people on-site and at International and Cultural Affairs once the student has been located.
   - The study abroad staff will notify all other persons in the U.S.
   - If necessary, activate other protocols, such as Serious Accident or Illness (page 13) or Crimes against a Student (page 19).

### Death of a Student

**Typical problems** – Fatal accident or illness, suicide or homicide.

**NOTE:** Additional resources will be made available including a copy of NAFSA’s *2014 Supplement to the International Educator, Health & Insurance, When a Student Dies Abroad*. This brochure includes greater detail of issues, concerns, and steps to be taken including checklists for Immediate Response After An Incident and In the Days Following the Incident.

**Response** – As the faculty program director, you should:

1. Verify the identity of the student.

2. Gather as much information as possible about the circumstances surrounding the student's death.

3. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form.
   - A copy of this documentation should be provided to International and Cultural Affairs upon your return to the U.S.

4. Contact Missouri S&T University Police and ask them to contact Student Affairs regarding the student death.
   - Missouri S&T University Police will notify the Office of Student Affairs.
   - Student Affairs staff members will notify International and Cultural Affairs staff, as well as the Provost, Chancellor, and other appropriate Missouri S&T and University of Missouri personnel as part of the student death procedures.
   - Student Affairs and International and Cultural Affairs, together, will determine the necessity for convening a crisis management team.
   - Student Affairs, International and Cultural Affairs, and University Police in coordination with the U.S. Embassy or Consulate, will notify student’s designated emergency contact (in person, if possible) and offer appropriate support.
   - Contact International and Cultural Affairs before you respond to any media inquiries. If you are contacted about a Missouri S&T student, do not give the student’s name or speak on behalf of Missouri S&T without following the Guidelines for Media Inquiries found in the Crisis Procedures section on page 11.

5. Notify the U.S. Embassy or Consulate.

**Note:** Diplomatic protocol requires the embassy to notify the next-of-kin.

Important Contact Information:

**U.S. Department of State, Office of Overseas Citizens Services**

1+(202) 501-4444 (outside U.S.) or (888) 407-4747 (within U.S.)

[http://travel.state.gov/law/citizenship/citizenship_775.html](http://travel.state.gov/law/citizenship/citizenship_775.html)
List of U.S. Embassies, Consulates, and Diplomatic Missions
http://www.usembassy.gov/index.html

Death of a U.S. Citizen Abroad
http://travel.state.gov/travel/tips/death/death_6111.html

6. If the death was witnessed or program participants have knowledge of the death, request the students and program participants refrain from posting information about the incident until the student’s family has been notified. A priority should be to make sure the student’s family is notified of the student’s death in a thoughtful and compassionate manner.

7. Work with International and Cultural Affairs staff in assisting the family (e.g., transportation arrangements, accommodations, meeting with the physicians, etc.). International and Cultural Affairs staff members will notify GeoBlue of the incident and coordinate provision of benefits such as funds for a family member to travel to the site of the accident, death benefit, and repatriation of remains. The program director may need to provide details of the incident, contact information, etc.

8. Coordinate a plan for dealing with the situation with International and Cultural Affairs and Student Affairs.
   - They will construct a network to offer appropriate support to all involved parties, including close friends, roommates, host family, other Missouri S&T study abroad program participants, and the person(s) who may have discovered the body.

9. Once the network is in place, inform the student’s roommate(s)/housemate(s) and close friends.
   - International and Cultural Affairs and Student Affairs will notify the appropriate offices at Missouri S&T and make sure all necessary paperwork is completed.
   - Missouri S&T's Vice Chancellor of Student Affairs will verify that appropriate contacts have been made. If deemed appropriate, a letter will be sent to the campus community.

10. Continue to monitor the well-being of the other program participants. Campus resources are available to assist students. If needed, assist students in finding local resources as well. Emergency contact information is provided on page 7.

11. It is important that you, as the program director, understand the death of a student will be difficult and stressful. You should, to the best of your ability, take care that you remain healthy so that you can provide support to other participants. You should also understand and utilize the resources that are available to assist you during and after the situation.

12. Upon your return to Missouri S&T, International and Cultural Affairs and members of the Crisis Management Team will meet with you as a debriefing to review processes and procedures for what worked well and where improvements are needed in the emergency procedures and processes.

When dealing with the death of a student, it may be necessary for one or more staff members or faculty members to travel to the study abroad location to assist the program director in the care of the remaining students and the return of the deceased student’s possessions.
Some parents, spouses, or other family members may also wish to travel to the location where the student died. The GeoBlue insurance coverage provides up to $1,500 to pay for a parent or
spouse to travel to the site of the incident. The University may provide additional funding for travel and expenses incurred by parents and/or spouse.

The Crisis Management Team will assist in issues such as family travel assistance, contact with the student’s family, facilitating death benefits, etc. The Crisis Management Team will also assist in deciding if the study-abroad program should continue or be shortened.

**POLITICAL EMERGENCIES AND NATURAL DISASTERS**

While it is unlikely a coup d’état or natural disaster will occur in any of the countries in which Missouri S&T conducts study abroad programs, many of the structures that need to be in place to deal with a crisis of this magnitude are the same ones that ensure the safety of a program on a daily basis. Many of the procedures listed below are already in place, and some are most appropriate for programs that mainly enroll U.S. students. Procedures for dealing with a catastrophic event will also be detailed in this section. For more information, please refer to the General Security Precautions section on page 9.

Typical problems –
- Political unrest: coup d’état, violence toward Americans, severe rioting, civil unrest
- Natural disaster: earthquake, typhoon, flood

Response – As the faculty program director, you should:

1. Contact all students to make sure they are safe. If a student has been injured, follow the protocol for Serious Accident or Illness (page 13).

2. Caution students about speculative communication and advise them to wait until clear information is available before contacting home.

3. Contact the U.S. Embassy or other official government agency to ask for advice and assistance.
   - If the embassy is closed, determine the location from which it is operating (e.g., another embassy in the country or a neighboring country).

   **Important Contact Information:**
   **U.S. Department of State, Office of Overseas Citizens Services**
   1+(202) 501-4444 (outside U.S.) or (888) 407-4747 (within U.S.)
   [http://travel.state.gov/law/citizenship/citizenship_775.html](http://travel.state.gov/law/citizenship/citizenship_775.html)

   **List of U.S. Embassies, Consulates, and Diplomatic Missions**

4. Monitor local news (radio, television, and internet) for updates and possible travel information.

5. Gather information regarding the target of unrest and possible danger to U.S. citizens. This may include advice regarding minimizing the danger to students; probable impact of the event on the availability of food, water, and medical supplies; the intensity of the emergency or political unrest; presence of emergency or military personnel; feasibility of continuing classes; etc.

   **Travel Warnings** are issued by the State Department when long term, protracted conditions that make a country dangerous or unstable:
EMERGENCY PROCEDURES

Travel Alerts are issued to disseminate information about short-term conditions, either transnational or within a particular country, that pose significant risks to the security of U.S. citizens:

6. Begin writing a log, which you will update as the situation develops.
   - Complete a study abroad program incident report form.
   - A copy of this documentation should be provided to International and Cultural Affairs once the situation has been resolved or upon your return to the U.S.

7. Brief International and Cultural Affairs immediately regarding the situation. The study abroad staff will:
   - Contact the U.S. Department of State’s Citizen Emergency Center (202) 647-5225.
   - Contact the U.S. Embassy in your host country.
   - Contact U.S. study abroad office at other institutions that have programs in the region to develop a common plan of action. They will continue contact with these offices as the situation develops.
   - Convene a crisis management team made up of senior administrators at Missouri S&T (see additional information in the Crisis Procedures section on page 11. This team will
     - Consider immediate measures needed to ensure the health and safety of students and staff, along with additional issues regarding health, safety, academics, financial aid, public relations, and legalities.
     - Develop a written action plan to be sent to each student, dealing with immediate student concerns and recommendations regarding appropriate student behavior. If conditions permit, students will submit written acknowledgement of receipt of the action plan to you.
     - Develop an evacuation plan (if appropriate). The plan will take into consideration:
       - Relative safety of various modes of transportation and travel routes, the costs of evacuation and the means for meeting these costs.
       - Possibility of splitting up the student into smaller groups, and having them reconvene later in a different location.
       - Resources available in the host country.
       - Guidelines to be utilized when speaking to the media and other individuals about the crisis. Please review the Guidelines for Media Inquiries found in the Crisis Procedures section on page 11.
       - A list of people to be alerted once the crisis management plan is in place, including parents and families of the students abroad, the Missouri S&T community, the media, state officials, and legislators.
       - A plan for daily communication with the key people and organizations. International and Cultural Affairs study abroad staff will serve as your link to Missouri S&T and be in contact on a daily basis.

8. Communicate with the International and Cultural Affairs about the plan of action developed by the crisis management team.
   - You will work with the study abroad staff to determine an appropriate course of action and means of disseminating the information to students.
   - If you believe the plan will need to be modified, you should inform the study abroad staff members, who will in turn, make recommendations to the crisis management team.
9. Utilize available resources to carry out the decided-upon plan of action.

10. Once the crisis has ended, the study abroad staff and crisis management team will work with you to assess the impact of the event and provide any follow-up that may be needed.
   - Keep a log of all events, write a final report after the crisis ends and submit it to International and Cultural Affairs.
ON-SITE PROGRAM MANAGEMENT

In addition to safety and security, your main responsibilities as faculty program director are to provide pre-departure and on-site orientations, to oversee the academic content of the study abroad program, to manage program finances, and to provide guidance to students. You will also serve as a leader in terms of cultural adjustment and the health and safety of students while they are abroad. While students are held responsible for their own health and safety; you are asked to serve as a resource for students and to provide support in case of an emergency. Many first-time faculty program directors are surprised at the degree to which students look to them for support in dealing with homesickness and the process of cultural adjustment. It is important for you to understand your role in managing a study abroad program in a host country(s) and the correct procedures to employ in case of an emergency.

This field guide is intended to be employed by all faculty and student leaders involved in organizing a study abroad program. For an overview of the responsibilities of a faculty program director, a Program Administration Checklist is provided in the appendix of this guide on page 76.

PRE-DEPARTURE ORIENTATION

International and Cultural Affairs Study Abroad staff members strive to prepare students for their time abroad. This is done through individual advising sessions and pre-departure orientations. International and Cultural Affairs provides students with cultural, travel, health, and safety information through a general pre-departure orientation.

This general pre-departure orientation stresses that students will need to take precautions to avoid being a victim of crime while abroad. During the pre-departure orientation, students are provided guidelines for protecting themselves and their belongings while abroad. Students are also offered information about the services the U.S. Department of State provides, including consular information sheets that address issues concerning health and safety in the countries where the student will be traveling and studying. Students are advised to consult the State Department website (http://travel.state.gov/) for updates and to register their trip with the U.S. or other appropriate consulate.

International and Cultural Affairs recognizes that much of the specific information that students need is better imparted and received overseas. You are in a better position to alert students to concerns as they arise by constantly monitoring any unstable situations. You must provide a site-specific pre-departure orientation. Below is a list of items that should be covered in this orientation. A Site-Specific Pre-Departure Orientation Checklist is provided on page 78.

During the study abroad program, your responsibilities include

Site-specific orientation must provide students with basic information regarding:

- Health and safety concerns
  - Short-term study abroad and impact of illness on program participation
  - Instructions to students on what to do if they become ill overseas
  - GeoBlue international health insurance (https://www.geobluestudents.com/) and United Healthcare Global insurance policy (http://www.uhcglobal.com/)
    - Parents have access to information about the GeoBlue policy and benefits at https://www.geobluestudents.com/for-parents-guardians
  - Health care system in the host country
  - Guidelines regarding transporting prescription medications overseas
  - Information on necessary immunizations, anti-malarial/malarial prevention and basic food and water safety (where applicable)
ON-SITE PROGRAM MANAGEMENT

- In these cases, students are to be given printouts from the Center for Disease Control (http://www.cdc.gov/) and are to be advised to check this site regularly.

- Cultural Concerns
  - Cultural adjustment and culture shock
  - Etiquette
  - Modesty and dress
  - Personal hygiene
  - Issues of gender, disability, religion, and sexual orientation abroad

- Packing Tips
  - What to take and what not to take

- Travel Information
  - Flight and other transportation options
  - Passport and visa requirements

- Finances
  - Program costs
  - Personal finances (credit / debit cards, access to cash)

- Academic expectations and requirements
  - Syllabus

MANAGING PROGRAM FINANCES

It is your responsibility, along with the International and Cultural Affairs study abroad staff, to track expenditures and comply with Missouri S&T and University of Missouri financial procedures. You will work with International and Cultural Affairs study abroad staff to reconcile the program budget upon its conclusion, with the final ledger indicating how money was spent. While Missouri S&T and University of Missouri policies and procedures guide you in making financial decisions, the policies and guidelines may not cover every eventuality. If you have questions about appropriate use of program money, you are encouraged to consult with International and Cultural Affairs study abroad staff.

PAYING PROGRAM EXPENSES

Advance payments
As much as possible, payments should be made prior to departure for the trip. Examples include housing, transportation, excursion tickets, and other expenses which are known prior to departure. Payments for these expenses should be coordinated with International and Cultural Affairs study abroad staff. Payments are usually made using a university issued purchasing card, university check, or wire transfer.

Payments made by university check or wire transfer may require the vendor to complete an IRS W-8 form. Information about the W-8 form is included in the Planning Manual. If a W-8 form has not been completed prior to departure, it may be easiest to request the vendor to complete the form while you are on-site so that you can bring it back to the university upon your return.

Expenses during trip
Program expenses incurred during the trip may be paid using a University of Missouri issued One Card. A One Card is a MasterCard issued through the University of Missouri for payment of university expenses. Personal expenses may not be charged to the One Card. The One Card may be
requested through the Employee link on the Management Information System home page (https://shib-idp.umsystem.edu/idp/Authn/UserPassword). Additional information is available from Accounting and Fiscal Services (http://accounting.mst.edu/travelcardinfo/). The One Card must be obtained through the academic department.

**Expense advance**
If needed, an expense advance may be arranged through International and Cultural Affairs and the Cashier’s Office. These funds are to be used to cover any costs not arranged in advance.

**Tracking expenses**
- Please keep itemized receipts for all purchases. If the vendor cannot provide a receipt, use the receipt book provided by International and Cultural Affairs to record the expenditure.
- You are required to submit original receipts to International and Cultural Affairs within two weeks of the end of the program, and are required to submit receipts for all program expenditures with the exception of meals covered per diem.
- Submitted hotel receipts must show a zero balance.
- You will be reimbursed for valid, unexpected program expenses as long as there is money left in the budget.
- In the event of an emergency, you will be reimbursed for all emergency-related expenses.

**Recording expenses / organizing receipts**
International and Cultural Affairs study abroad staff can provide a Microsoft Excel spreadsheet, receipt book, and receipt pouch for tracking expenses.
- Organize receipts by date and note the purpose. Whenever possible, cluster similar expenses from a single date on the same page (e.g., all entrance fees or train tickets) and provide a detailed description of each expense in the space provided.
- For group meals or activities, record the names of students and faculty participating. Please be as detailed as possible to facilitate the quick processing of receipts upon your return.
- If you pay directly for any program expenses for which you did not receive an advance, you must document the use of such money.
- Although documenting the use of program funds can be handled in various manners, please maintain a tracking system listing, by date, what expenses were incurred.

**IMPORTANT:** The purchase of alcohol, including wine with meals, will not be reimbursed. You may not purchase alcohol for any program event or provide alcohol to students under any circumstances.

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**ON-SITE RESPONSIBILITIES**

**ARRIVAL ON-SITE**
After the last student has arrived or was expected to arrive, you are required to contact International and Cultural Affairs with verification that all the program participants are safe and accounted for in the host country. You must provide International and Cultural Affairs your in-country contact information upon arrival (if you have not already provided this information prior to departure).

**ON-SITE ORIENTATION**
Upon arrival in the host country, you must conduct an on-site orientation session. The most immediate and practical aspects of adjustment should be dealt with first. Students need to have a
24/7 emergency number where they can contact you, another university representative, or a local program contact in the event of a serious illness or injury. Emergency procedures are detailed elsewhere in this field guide.

During the first few days, students are usually engaged in exploration of their new environment. They begin to form views of the host country based on their interactions with the host country residents. You should provide ample opportunities for students to compare and discuss their experiences. Tours of the campus and city, organized by you or a trusted program provider, will help provide students with insights into the nature of daily life in the host country. The context in which students are presented with cultural differences may help them avoid drawing conclusions based on unrepresentative experiences.

The following information should be covered in the on-site orientation:

- Introduction of program staff, key host institution administrators, faculty members
- Description of the roles of the program staff, administrators, and faculty members
- Faculty program director and student roles; program policies
  - It is important to schedule individual meetings with students at the end of the first week on-site, as concerns often surface during this time.
- Host country basics
- Culture shock and adjustment issues
- Emergency action / contingency plan (see page 10)
- Personal safety in the host country (e.g., locations to avoid, traveling in pairs, etc.)
- Explanation of host country laws, especially regulations related to drug use and political activism by foreigners if they vary from those in the U.S.
- Arrangements for access to money (e.g., handling funds and financial emergency procedures)
- General introduction to the community and surrounding environment
  - Students should have tours of the city and campus (if applicable)
- Directions to the U.S. or other appropriate consulate
  - Follow up to ensure the students have actually registered their passports
- Local transportation (e.g., how to use it, passes, student rates)
- Personal hygiene and differing cultural norms (e.g., left hand rule, use of deodorant, clothing, etc.)
- Appropriate dress (e.g., modesty, not standing out as an American, acceptable styles of dress as related to location or site visit)
- Common language phrases (e.g., polite greetings, common questions, basis phrases, emergency vocabulary, directions)
- Photography, especially restrictions and respectful use (e.g., museums, sites of religious importance, etc.)
- Medical and health facilities, what to do in case of a medical emergency
  - National healthcare system (where applicable)
    - If there is such as system, assist students in enrolling in it and providing instructions for use
  - Procedures for dealing with illness – encourage students to take appropriate action before calling/texting parents and alarming them unnecessarily
- Housing information and explanation of policies governing housing
- Appropriate conduct for program participants
- Cultural differences
  - Racial attitudes in host country (if applicable)
  - Invite local students to mix with Missouri S&T students
- Academic expectations, especially in terms of class attendance (emphasize that travel must not interfere with attendance)
After the on-site orientation, student should know how to contact:

- Law enforcement / police department (911 equivalent)
- Emergency room / hospital / doctor
- Nearest U.S. Embassy

**LEADING EXCURSIONS AND ACTIVITIES**

You will naturally want to take full advantage of the unique learning environment that studying abroad offers students. Excursions and outside activities allow for the addition of an experiential component to the program that can make classroom learning come alive for students. However, the organization of official program excursions is not without risk.

When an excursion or activity is an official part of an Missouri S&T study abroad program, it is important that you understand the high degree of responsibility that is undertaken in terms of demonstrating reasonable care for student health and safety (for more information see the Emergency Response section on page 9). Students, their parents, and the Missouri S&T administration will expect that you have thoroughly investigated the advisability of the activity / excursion in light of health and safety concerns by consulting the U.S. Department of State website and trusted colleagues on-site.

In addition, it will be assumed that you have thoroughly vetted all persons who will be involved in organizing the activity / excursion. Excursions and activities must be integrally related to the academic purpose of the program. Remember that some activities, such as water sports, may be excluded from insurance coverage. Members of the International and Cultural Affairs study abroad staff are very willing to serve as consultants if you desire to investigate the advisability of adding a particular activity / excursion to your program.

**STANDARDS OF STUDENT CONDUCT**

The standards for student conduct, Section 200.01 of the Collected Rules and Regulations, continue to apply to Missouri S&T students studying abroad. The university may take appropriate action, including, but not limited to the imposition of sanctions under Sections 200.020 and 200.025 of the Collected Rules and Regulations against students for incidents occurring in other settings, in order to protect the physical safety of students, faculty, staff and visitors or if there are effects of the conduct that interfere with or limit students’ ability to participate in or benefit from the university’s educational programs and activities. Despite being abroad, the equity resolution process for resolving complaints of harassment, sexual misconduct, and other forms of discrimination will still apply. In addition, Missouri S&T students planning to study or travel to another country agree to inform themselves of and abide by host country laws and standards of acceptable behavior. Students make both of these commitments when they sign the Assumption of Risk and Release Form, which states:

“I understand that each foreign country has its own laws and standards of acceptable conduct, including dress, manners, morals, politics, drug and alcohol use and other behavior. I recognize that behavior which violates those laws or standards could harm the University’s relations with those countries and the institutions therein, as well as my own health and safety. I will become informed of, and will abide by, all such laws and regulations for each country to or through which I will travel.”

Students also acknowledge that, due to the unique circumstances of a study abroad program, “procedures for notice, hearing, and appeal applicable to student disciplinary proceedings at the university may not apply”. Students agree to return home at their own expense if they are
dismissed from the program, and they acknowledge they will not be entitled to a refund for fees or program costs if dismissed from the program. For an example of the Assumption of Risk and Release Form for Students, see page 67 in the FORMS section.

**ACADEMIC DISHONESTY**

Missouri S&T's Student Academic Regulations (http://registrar.mst.edu/academicregs/) regarding dishonesty, defined as “cheating, plagiarism, or sabotage”, also apply to the study abroad context. The Missouri S&T standard of conduct states:

“The Board of Curators recognizes that academic honesty is essential for the intellectual life of the University. Faculty members have a special obligation to expect high standards of academic honesty in all student work. Students have a special obligation to adhere to such standards. In all cases of academic dishonesty, the instructor shall make an academic judgment about the student’s grade on that work and in that course. The instructor shall report the alleged academic dishonesty to the Primary Administrative Officer.”

The primary administrative officer would the Vice Provost for Undergraduate Studies or Vice Provost for Graduate Studies. International and Cultural Affairs study abroad staff will serve as a resource if you need to make a judgment call regarding dismissing a student from the study abroad program. All cases should be documented through use of the Incident Report Form which is provided on page 80.

**SEXUAL HARASSMENT**

It is obviously not feasible to enforce Missouri S&T official standards upon the residents of another country. However, all employees of Missouri S&T, including the faculty program director and any assistants, are subject to the Missouri S&T sexual harassment policies. In addition, all employees (with a few exceptions) are now mandatory reporters whenever they learn of sex discrimination against a student, employee, volunteer, or visitor of the university. Title IX mandated reporter and contact information is available in the Appendices on page 95.

**ALCOHOL AND DRUG USE**

The use of alcohol deserves special mention since Missouri S&T students who are not of legal age to drink in the U.S. are often old enough to drink in the host country. International and Cultural Affairs again defers to Missouri S&T campus standards for alcohol use to the greatest possible degree. This means that if a participant in a Missouri S&T study abroad program is found to be in possession of alcohol or drugs in a location where s/he is attending classes, s/he will be held accountable for the same violations applicable to a student found in possession here on campus in Rolla. In other words, students are subject to sanction if they are found in possession of alcohol or illegal drugs in the location where they are living and attending classes abroad.

You have the authority to dismiss from your program students who violate either Missouri S&T or host country standards of conduct. You also have the responsibility to explain to students the areas in which host country laws differ from U.S. laws, particularly concerning the use of alcohol and drugs. International and Cultural Affairs addresses these topics in the general pre-departure orientations and you are asked to address the issue during the site-specific pre-departure orientation. Students are told that the penalties for possession of illegal drugs are almost always more severe overseas than in the United States. Faculty program directors and /or overseas contacts are also asked to reinforce these differences as part of their on-site orientation.

During the site-specific pre-departure orientation you should brief all participants of your expectations regarding their behavior and what will or won't be tolerated during the program. In particular, it is important to be clear about the possible consequences of student misbehavior, including the possibility of program dismissal without a refund. It is Missouri S&T policy to dismiss students from a study abroad program if they use illegal drugs. Experience has shown that
dismissing one student from a program for substance abuse can be an effective deterrent against future incidents. It is expected you will provide students with suggestions of activities or entertainment in the host country that do not involve alcohol.

As a faculty program director you will be dealing with varied personalities of each program participant. Be advised that some students will either not disclose a pre-existing problem or will have had little or no opportunity to learn the degree of drinking that leads to intoxication. In general, you should be prepared for a much younger legal drinking age and stiffer penalties for possession and use of illegal drugs. If you have questions about a substance abuse issue with a student, please refer to the Health Guides section on page 40. For more information on what to do if a student commits a crime, see the Crime Committed by a Student section on page 22.

Given the complexity of this issue, you are asked to contact International and Cultural Affairs immediately if a participant is found in possession of alcohol or illegal drugs. The study abroad staff will work with you and on-campus colleagues to determine the appropriate course of action.

WARNING: In concert with Missouri S&T's campus policies, Missouri S&T employees must never be viewed as promoting alcohol use by students. It is against Missouri S&T policy to use university funds to purchase alcohol for students. The University of Missouri General Counsel strongly advises against faculty members purchasing alcohol for students or consuming alcohol with students during study abroad programs. When considering this issue, it is advisable to remember that the university's policy for providing legal defense and protection to employees for suits or claims arising out of the performance of their duties requires a determination that the employee was acting in good faith and within the scope of his/her employment or authority.

**DISCIPLINE**

The best policy for dealing with student issues is prevention, meaning you should provide clear expectation for student behavior from the beginning of the program during the site-specific pre-departure orientation. If students are aware of expectations, steps taken in response to an incident and the possibility of their termination from the program, they will be less likely to be disruptive. Each student is required to sign an Assumption of Risk and Release Form as part of their application within globalminers.mst.edu. This form includes Standards of Conduct which says the student will comply with “the University's rules, standards, and instructions for student behavior”.

If an incident with a student occurs, you can refer the student to this form and explain how his/her actions violated the agreement to participate in the program. If a faculty director wishes to have students sign additional documents detailing expectations for the program, please work with International and Cultural Affairs staff members prior to departure to have the documents receive legal review and approval. The forms may be included in the online application through globalminers.mst.edu.

Student conduct problems could include, but not be limited to, academic dishonesty, sexual harassment, alcohol or drug use, violence, disruptiveness, repeated violations of cultural norms, lack of attendance/participation, and/or absence.

International and Cultural Affairs provides several forms to document student incidents (copies of all forms can be found in the PROGRAM DIRECTOR FORMS section beginning on page 76.

- Incident report form – for immediate use after any incident to describe the event and the circumstances surrounding it.
- Written warning form – for a repeated offense, after a student has been given a verbal warning.
- Notification of termination form – for responding to either an extremely serious, one-time offense or a repeated offense after the student has received both verbal and written warnings.
When incidents do occur, you should not feel you must deal with the situation alone, but rather you should communicate with International and Cultural Affairs study abroad staff, who will consult with a Missouri S&T emergency response team to help rectify the problem. For more information, see the Emergency Response protocol on page 9 and the Discipline of a Student section on page 24.
Recognizing a Student in Distress

Stress is a natural part of life and no stranger to university students. Many students successfully cope with the realities of college life, but for some, the stressors are overwhelming and unmanageable. And, unfortunately, a small number of students will be subjected to sexual assault, discrimination and hate crimes, and sexual harassment. Whatever the cause of students’ distress, the emotional and behavioral consequences are often played out on campus in classrooms, residence halls, or offices and even during a study abroad program. Faculty and staff members will not be able to spot every such student, and not every student you approach will be willing to accept your assistance. Still, just by being available and ready to listen, you may play an important role in helping a student regain the emotional balance needed to cope with his/her circumstances and get back on track.

What to look for:

- Marked changes in academic performance or behavior, poor performance or lack of preparation
- Excessive absences or tardiness
- Repeated requests for special consideration, especially when this represents a change from previous behavior
- Unusual or changed patterns of interaction
- Avoiding participation
- Domination of discussions
- Excessive anxiety when called upon
- Disruptive behavior
- Exaggerated emotional response obviously inappropriate to the situation
- Unusual behavior or appearance
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Unexplained crying
- Irritability or angry outbursts
- Swollen or red eyes
- Change in personal hygiene or dress
- Dramatic weight loss or gain
- Strange or bizarre behavior indicating a loss of contact with reality
- References to suicide, homicide, or death
- Expressed thoughts of helplessness or hopelessness
- Overt references to suicide
- Isolation from family or friends
- Homicidal threats

What to do:

If you choose to approach a student you are concerned about or if a student reaches out to you for help with personal problems, here are some suggestions for a helpful response.
Talk to the student in private when both of you have the time and are not rushed or preoccupied.

Give the student your undivided attention. It is possible a few minutes of patient listening on your part may be enough to help the student feel cared about as an individual and more confident about what to do.

Listen to thoughts and feelings in a sensitive, non-threatening way. If you have initiated the contact, express your concern in behavioral, non-judgmental terms.

- For example, “I’ve noticed you’ve been absent from class lately and I’m concerned,” rather than “Where have you been lately? You should be more concerned about your grades.”

Communicate understanding by repeating back the essence of what the student has told you.

- Try to include both content and feelings. For example, “It sounds like you’re not accustomed to such a big campus and you’re feeling out of it.”

Let the student talk.

Assure the student that things will get better.

Help the student realize that there are options and that things will not always seem hopeless.

Suggest resources (e.g., family, friends, clergy, or professional help on campus).

Maintain clear and consistent boundaries and expectations.

Maintain the professional nature of the faculty/student or staff/student relationship and the consistency of academic expectations, exam schedules, etc.

Refer to other resources when:

- The problem is more serious than you feel comfortable handling.
- You are extremely busy, stressed, and cannot find the time to deal with the student.
- You have helped as much as you can and further assistance is needed.
- You think your personal feelings about the student will interfere with your objectivity.
- The student admits that there is a problem but doesn’t want to talk to you about it.
- The student asks for information or assistance that you are unable to provide.

**SPECIAL CONSIDERATIONS**

How to respond to alcohol/drug abuse, sexual assault, discrimination and hate crimes, or a potentially violent student: All of the previous recommendations are application for these special considerations, but there are some additional considerations to keep in mind if a student shows signs of distress in these areas.

**ALCOHOL OR DRUG ABUSE**

Many of the signs and symptoms of alcohol or drug abuse are similar to the signs of distress listed previously. In addition, you might observe:

- Smell of alcohol or marijuana on breath or clothes
- Hand tremors
- Watery or blood-shot eyes
- Bruises, cuts, or other injuries
- Increased frequency of missed classes
- Continuous excuses for turning in work late or not at all
- Extreme negativism, a “don’t care” attitude
- Bragging about the amount of alcohol or other drugs used.

If you are concerned that a student is using or abusing alcohol or drugs, here are some helpful strategies:
- **Care:** Meet privately with the student to discuss your concerns in a non-judgmental, respectful fashion, showing the individual that you care.
- **Confront behaviors:** Take care to avoid making a judgment about the person and focus on the behaviors.
  - Connect your observations with the student’s class performance (test scores, attendance issues), and let the student know you want him/her to succeed.
  - Know the basic facts: Use facts to substantiate your concern.
    - Know that alcohol and drug use impairs mental alertness (loss of short-term memory and impairments in concentration), mood, motor skills, interpersonal relationships, and academic and work performance.
    - Take some time to educate yourself about alcohol and drug problems.
  - Use referral resources: It is not your job to diagnose or “chase” a student to get help, but you can refer the student to campus resources, including Student Health Services (http://studenthealth.mst.edu/) and/or Counseling, Disability Support, and Student Wellness (http://counsel.mst.edu/counseling/students/) to help them address a possible problem. Student Wellness staff can help students educate themselves about alcohol and drug abuse issues and community resources.

You should expect to encounter a lot of excuses, promises to change, attempts to challenge you, attempts to change the subject and attempts to pass the behavior off as “no big deal”.

**If your confrontation does not result in a referral for treatment:**
- Expect to feel helpless.
- Expect denial of the problem by the user.
- Continue to offer caring and behaviorally specific confrontation about the problem.
- Don’t get discouraged – seek support.
- Don’t nag, preach, or lecture.
- Don’t make threats unless you plan to carry them out.
- Don’t try to protect the student from potentially problematic situations.
- Don’t enable a person’s negative behavior by minimizing what has happened.

### Sexual Assault

If a student tells you s/he was sexually assaulted, here are specific tips to guide your response:

- **Provide support and comfort.**
  - Let the student know you are concerned for his/her physical and emotional safety.
- **Inform the student** that you are a mandated reporter and all information shared with you must be promptly reported to the Missouri S&T Title IX Coordinator.
- **Communicate clearly** that what happened was wrong and not the student’s fault.
- **Ask the student what s/he needs.**
- **Let the student talk and validate his/her emotional reactions.**
- **Encourage the student to get medical care as soon as possible.**
  - The student may have injuries or infections of which s/he is not aware. Immediately after an assault, most people are in shock and uncertain of what to do.
  - If the assault was recent, encourage the student to seek an evidence-gathering exam at a local medical facility.
  - Getting an exam can preserve evidence should the student wish to report the assault.
  - If possible, call ahead to the health care center where treatment will be sought.
- **Encourage the student to talk to others whom s/he trusts.**
- **Encourage the student to seek the support and help of a professional counselor.**
Let him/her know that there are people locally or at Missouri S&T who have helped many other individuals through similar situations.

- International and Cultural Affairs study abroad staff and GeoBlue can help you find local resources.
- At Missouri S&T, Counseling, Disability Support, and Student Wellness ([http://counsel.mst.edu/counseling/students/](http://counsel.mst.edu/counseling/students/)) and Student Health Services ([http://studenthealth.mst.edu/](http://studenthealth.mst.edu/)) all provide free and confidential crisis management and counseling, advocacy.
- Accept the student’s choices about how s/he wants to deal with the assault.
  - Even if you disagree with the student, it is his/her choice whether to report the assault, and whether to tell family members or friends.
- Report all details, including names, if known, to the Missouri S&T Title XI Coordinator.

**DISCRIMINATION AND HATE CRIMES**

Sadly, study abroad programs are not immune to discrimination and hate crimes. Hate crimes are defined as violent acts against people, property, or organization because of the group to which a person belongs. The violence could be verbal harassment, threats, assault, vandalism, or murder. Victims of hate crimes are likely to recover more quickly when they are given support and access to appropriate resources as soon as possible after the incident occurs.

If a student tells you about an incident (verbal attack or more serious assault or incident) that singles him/her out due to race, ethnicity, sexual orientation, national origin, gender, or disability:

- Offer the student your full attention and support.
- If the discrimination or hate crime is based on sex, inform the student that you are a mandated reporter that all information must be reported to the Missouri S&T Title IX Coordinator.
- If the discrimination or hate crime is based on sex, report all details, including names, if known, to the Missouri S&T Title IX Coordinator. Please refer to the Mandated Reporter information on page 95 for more information.
- Encourage, but don’t pressure, the student to report the incident to International and Cultural Affairs or law enforcement.
- Help him/her to think about a safety plan to respond to further incidents.
- Refer the student to the appropriate support agency.
  - Counseling, Disability Support, and Student Wellness, ([http://counsel.mst.edu/counseling/students/](http://counsel.mst.edu/counseling/students/))
  - Missouri S&T Title IX Coordinator (573) 341-7734 Email: iedi@mst.edu [http://titleix.mst.edu/]
- Mandated Reporter Information – page 95

**THREATENING OR POTENTIALLY DANGEROUS STUDENT**

A student whose behavior has become threatening, disruptive, or violent required a different kind of approach. A very small number of students become aggressive when they are extremely frustrated by a situation that seems beyond their control. Students rarely become violent, but it does occur, and it is important to know how to respond.

If you feel uneasy about a student’s behavior:

- Don’t ignore your feelings or unease, but discuss them with International and Cultural Affairs study abroad staff. Identify exactly what is making you feel uneasy; may be the student is rude, speaks in a loud or threatening manner or makes veiled threats.
Meet with the student and ask him/her to change the behaviors that are causing a problem.
Make sure other staff or faculty members are nearby when you meet with the student.
Refer the student for help with whatever might be causing the problem (e.g., stress, learning difficulties).

If a threatening or violent situation occurs during class:
- Ask the student to come with you to discuss the situation somewhere help is available.
- Don’t be alone or isolated with the student.
- Seek help from other faculty or staff, law enforcement, International and Cultural Affairs study abroad staff, Counseling, Disability Support, and Student Wellness, or others who may be able to provide assistance.

If you are alone with an angry, verbally abusive, or physically threatening student:
- Acknowledge the student’s anger and frustration calmly. For example, “I can see how upset you are because you feel your rights are being violated and no one is listening to you.”
- Allow the student to vent his/her feelings or frustrations.
- Calmly tell the student that verbally abusive behavior is unacceptable: “When you yell and scream at me, I find it hard to listen to you.”
- Do not get into an argument or shouting match.
- Do not become hostile or threatening (e.g., “I’ll have you expelled from school.”)
- Do not touch the student.
- If possible, leave.
- Contact International and Cultural Affairs study abroad staff member 24/7.

CAMPUS RESOURCES
Below is a brief list of resources available to assist students with their physical, emotional, and academic well-being. At Missouri S&T, you are encouraged to consult other about your concerns and how to make a successful referral.

Counseling, Disability Support, and Student Wellness
(573) 341-4211  Email: counsel@mst.edu  http://counsel.mst.edu/
After office hours, contact University Police.

Student Health Services
(573)341-4284  Email: mstshs@mst.edu  http://studenthealth.mst.edu/
After office hours, contact University Police.

Student Affairs Case Manager – Krista Morris-Lehman
(573) 341-4292  Email: morrislehman@mst.edu  http://casemanagement.mst.edu/

HELPING A STUDENT WITH STRESS

WHAT IS STRESS?
Stress is a physical, mental, and emotional response to change, whether it is a good or bad change. Some stress can be beneficial, such as stress that allows us to deal with challenges. However, long-term stress can have repercussions on the body, including high blood pressure, illness, exhaustion, disrupted digestion, and muscle tension. Stress can impact the immune system, hormone levels, metabolism, and heart function. It may stem from various academic pressures, family and relationship issues, or other life challenges.

Signs of stress: There are several general signs of stress that you can look for to determine if a student is having trouble with stress:
- Reported trouble with sleep and change in eating habits
- Lack of energy and general fatigue
- Weakness, dizziness or panic attacks
- Lack of interest in activities and social life, changes in exercise
- Difficulty with concentration, increased procrastination
- Mood swings, irritability
- Frequent colds or infections

**SHORT-TERM STRATEGIES FOR COPING WITH STRESS**

If you decide to approach a student you are concerned about or if a student reaches out to you for help with stress, here are some suggestions that can be used to cope with stress in the short-term.

- Take a few minutes to relax. Sit in a comfortable position. Breathe deeply through your nose, inhaling for three or four counts, hold your breath for a moment and release it. Repeat until your physical responses to stress (anxiety, dizziness) begin to fade.
- Take a break from a stressful situation – go out for fresh air or find a quiet place where you can calm down, cry, or yell.
- Realize that you can choose how you respond to a stressful situation. Ask yourself if the situation is worth getting upset about and decide how you will respond. If the issue is important, consider discussing it with a friend, write down your feelings or addressing the matter directly.
- Make a list of everything that you need to do and focus on the few that are most important or need to be done right away. Then put the rest out of your mind until you need to address them.

**LONG-TERM STRATEGIES FOR COPING WITH STRESS**

After you’ve helped the student calm down, here are some suggestions that can be used to cope with stress the long-term.

- Realize that you can only do so much and set boundaries for yourself and with others.
- Pursue your own goals – do not feel pressured to do something to please someone else.
- Abandon negative thinking patterns and develop a positive frame of mind. You can become tense and stressed regardless of the situation if you engage in negative self-talk.
- Let your friends and family help you; become part of a support group if you do not have one already.

**HOW TO HELP A STUDENT COPE WITH STRESS**

You do not need to feel responsible for the student’s stress or feel obligated to take on some of his/her responsibilities. Often all that is needed is a sympathetic ear. The following points may be helpful when approaching the student.

- Realize that many people in our society believe that they should be able to handle any amount of stress and that having difficulty with stress is some kind of personal weakness. Challenge this assertion.
- Express your concern for the student and ask how you can help.
- Emphasize that stress can result from many sources and that it is OK to ask for help. Suggest that s/he consider visiting Counseling, Disability Support, and Student Wellness after returning home.
- Continue to monitor the student’s situation and be there to talk when needed.
MORE INFORMATION ABOUT STRESS
For a list of campus resources, see list on page 44. Additional resources are listed below.
National Mental Health Association
nmha.org | 800-969-6642
National Institute of Mental Health
nimh.nih.gov | 800-615-6564

HELPING A STUDENT WITH DEPRESSION

WHAT IS DEPRESSION?
Depression is a serious medical condition, not a sign of personal weakness or flawed character. Causes of depression may include biological changes, hormonal imbalance, genetic predispositions, loss of loved ones or stressful life events such as divorce, academic difficulties, or unrealistic expectations. There are multiple causes of depression. It may escalate when self-devaluing thoughts are combined with painful life events. It is important to seek treatment from mental health professionals, as depression is a treatable condition.

Signs of depression: There are several general signs that you can look for to determine if a student is suffering from depression.
- Reported trouble with sleep (insomnia, oversleeping)
- Lack of energy and general fatigue
- Lack of interest in activities and social life
- Disruption of eating patterns (overeating or lack of appetite)
- Difficulty with concentration
- Mood swings, irritability
- Withdrawing from friends and family
- Sadness, thoughts of suicide

HOW TO HELP A STUDENT WHO IS DEPRESSED
If you decide to approach a student you are concerned about or if a student reaches out to you for help with depression, here are some suggestions.
- Be supportive. Realize you won’t be able to fix the student’s situation but offer your assistance and undivided attention.
- Don’t attempt to minimize or make judgmental comments about the student’s feelings. Be open minded.
- Demonstrate your concern. Remain supportive of the student and communicate your willingness to help.
- Be honest with the student if you are concerned for his/her safety and well-being.
- Remind the student that depression is a medical condition and that it is treatable. Emphasize that medical attention is an important part of dealing with depression.
- Know when to stop. Realize that one conversation may not be enough and that the student may be in denial about his/her condition. Let the student know that you are concerned, but back off when appropriate.
- Refer the student to other resources or professional help when:
  - The problem is more serious than you feel comfortable handling.
  - You have helped as much as you can and further assistance is needed.
  - The student admits there is a problem but doesn’t want to talk to you about it
The student asks for information or assistance that you are unable to provide.
The student’s health seems to be at risk.

**Warning Signs of a Suicide Attempt**

Suicide attempts are serious medical emergencies and professional help is always necessary, even if the student may not actually carry out his/her plans. Here are a few warning signs that a student may be planning a suicide attempt.

- Showing signs of depression (listed above)
- Engaging in high-risk behavior (including the abuse of alcohol or other substances)
- Giving away possessions
- Acquiring objects that could be used to assist in suicide (e.g., guns, sleeping pills)
- Statements about suicide or death
- Comments about being alone to the point that others would not care about his/her death

**Helping a Student Who is Suicidal**

Begin by using the points listed above for how to help a student with depression. However, the danger of attempted suicide demands persistence on your part – do not back off, even if the student insists that s/he does not need help.

- Ask the student directly if s/he is intending to attempt suicide, even if this may be uncomfortable.
- Find out if the student has already made a specific plan for attempting suicide and how far s/he has gone in carrying out that plan.
- Insist on getting the student professional help immediately. Look to the resources listed below or the Emergency Contact Information on page 7 for people to contact in an emergency.
- Do not leave the student alone or assume that s/he will be okay alone.
- Realize that you are not sworn to secrecy and ensuring the student’s physical well-being is more important.
- Remember that you can encourage and help the student get professional help, but you are not responsible for his/her actions and you may not be able to stop him/her from committing suicide.

**More Information About Depression and Suicide**

For a list of campus resources, see list on page 44. Additional resources are listed below.

National Mental Health Association
[nmha.org](http://nmha.org) | 800-969-6642

National Hope Network
[hopeline.com](http://hopeline.com) | 800-784-2433 (24/7 hotline)

**Helping a Student with a Drinking Problem**

**Drinking Habits**

If you suspect that a student has a drinking problem, you may want to offer support, help the student confront the problem and intervene in difficult situations. It is important to realize that the student’s physical well-being may be at risk and you can help. Listed below are the general habits of moderate, problem, and addicted drinkers. The student may be displaying a combination of
these behaviors, but the best place to start is identifying whether a student has a problem with alcohol.

**Moderate drinkers typically:**
- Know and respect laws related to drinking at home and in the host country
- Don’t drive after drinking
- Don’t drink on an empty stomach.
- Drink slowly (no fast gulping).
- Respect those who choose not to drink.
- Know and respect their limit – do not get drunk.

**Problem drinkers typically:**
- Drink to “solve” or escape problems.
- Drink when they shouldn’t – before class or driving.
- Often drink to get drunk.
- Experience personality changes while drinking – may become loud/angry/violent or quite/reclusive.

**People with alcohol addiction typically:**
- Often drink alone.
- Keep alcohol hidden and drink for “pick-me-ups”.
- Deny that they have a drinking problem.
- Miss class or work due to hangovers.
- Spend time thinking about and planning their next drink.
- May have blackouts in which they do not remember events or their behavior when drunk.
- Drink before a stressful event or without awareness of how much is consumed.
- May have dangerous and potentially fatal withdrawal symptoms (e.g., delirium tremens).

**HOW TO APPROACH A STUDENT WITH A DRINKING PROBLEM**

Here are some suggestions on how to approach a student you are concerned about or assist a student who reaches out to you for help with alcohol dependence.
- Demonstrate your concern for the student. Ask him/her directly if s/he has a problem with drinking and continue to ask questions that encourage honesty.
- Avoid blaming the student or verbally attacking. Express your concern without judgment.
- You may need to have more than one conversation. End the conversation if you find yourself getting angry or frustrated with the student. Keep an open mind to his/her responses.

**Dealing with defensiveness:** If the student continually defends his/her behavior, make it clear you disapprove of the behavior, not the student. Realize that the student’s reaction may be based on a fear of facing the problem and that it’s not directed toward you. If you drink, mention how you stay in control and offer tips that help you use alcohol appropriately.

**Dealing with denial:** If the student denies that s/he has a problem and you feel your conversations have no effect on his/her behavior, point to how the behavior is impacting you and the other students on the program. For example, many countries do not tolerate public drunkenness and the student’s behavior may be impacting how the local people perceive the student, the group, and Missouri S&T.

**Dealing with agreement:** If the student admits that s/he has a drinking problem, you may want to have an honest conversation, asking questions like: How is your drinking impacting your life and the lives of those around you? What do you think you can do about it? How do you plan to change
your behavior? How can I offer support to assist you in stopping or limiting your drinking? You may also want to offer him/her some resources to get further help once s/he returns home.

Manufacture, sale, use possession, or distribution of alcoholic beverages or any controlled substance without proper prescription or required license or as expressly permitted by law or university relations, may subject the student is prohibited under Section 200.010 of the Collected Rules and Regulations.

MORE INFORMATION ABOUT ALCOHOL ABUSE

For a list of campus resources, see page 44. Additional resources are listed below.

Alcoholics Anonymous
http://www.aa.org

National Clearinghouse for Alcohol and Drug Information
http://www.samhsa.gov/ 800-729-6686 (24/7 hotline)

National Council on Alcoholism and Drug Dependence
ncadd.org 800-622-2255  (24/7 hotline)

Alcohol: Looking out for your friends (online guide from Stanford University)

HELPING A STUDENT WITH AN EATING DISORDER

TYPES OF EATING DISORDERS

Eating disorders include anorexia nervosa, bulimia, and compulsive eating. An anorexic student may be incredibly thin, but is afraid of gaining weight. The student may refuse to eat and exercise compulsively. Bulimics tend to be of average or slightly above average weight. Bulimia is characterized by binge-and-purge cycles in which the person may overeat and then either induce vomiting or use laxative to purge their bodies. Some anorexics may also periodically binge and purge. Compulsive overeating is characterized by episodes of uncontrolled and continuous eating, which often results in weight-gain.

SIGNS AND SYMPTOMS

Anorexia is characterized by severe weight loss, dry skin and hair, cold hands and feet, fatigue and weakness, insomnia, absence of menstrual periods, constipation, and digestive problems. More severe health problems can result if not treated, such as weakness of the heart, stress fractures, and chemical imbalances.

Bulimia is characterized by dehydration, severe dental problems, constipation, digestive problems, and muscle weakness. More severe health problems can result if not treated, such as ulcers and heart irregularities.

There are several general signs that you can look for to determine if a student is suffering from an eating disorder.

- Weighing himself or herself several times a day.
- Initiating several restricted diets regardless of their weight.
- Counting and recounting their caloric intake after meals.
- Categorizing food as “good” or “bad” and making judgments about themselves based on what they eat.
- Communicating anxiety that others are judging them based on their eating habits.
**WHAT YOU CAN DO**

If you decide to approach a student you are concerned about or if a student reaches out to you for help with an eating disorder, here are some suggestions.

- Talk to the student in private when both of you have the time and are not rushed or preoccupied.
- Give the student your undivided attention. It is possible that a few minutes of patient listing on your part may be enough to help the student feel cared about as an individual and more confident about what to do.
- Listen to thoughts and feelings in a sensitive, non-threatening way. If you have initiated the contact, express your concern in behavioral, non-judgmental terms.
- Focus your concern on the student’s health, not for his/her weight or appearance.
- Realize that you may be rejected. People with eating disorders often deny that they have a problem and may be uncomfortable discussing the issue. If this happens, be sure to kindly end the conversation in such a way that the student will be encouraged to come to you when s/he is ready to talk.
- Refer the student to other resources or professional help when:
  - The problem is more serious than you feel comfortable handling.
  - You have helped as much as you can and further assistance is needed.
  - The student admits there is a problem but doesn’t want to talk to you about it.
  - The student asks for information or assistance that you are unable to provide.
  - The student’s health seems to be at risk.
TRAVEL HEALTH INFORMATION

Travel education, immunizations, medications, and physicals are offered to Missouri S&T students planning to travel abroad at Missouri S&T's Student Health Services. Emphasis is placed on prevention of illness and safety during travel. Timely, detailed, country-specific information regarding requirements and recommendations are provided by Missouri S&T Student Health Services.

Students who are planning to study abroad are strongly advised to make an appointment with Student Health Services or a health care professional of their choice. Planning ahead is important as some medications may need to be ordered and some immunizations require more than one dose to be most effective.

Students should make sure that all of their routine immunizations are up to date. Student Health Services or other health care providers can assist by reviewing the student's personal medical history and providing information on vaccinations, medications, and precautions specific to the student's destination. Other issues discussed may include malaria, traveler's diarrhea, food and water precautions and insect/animal avoidance techniques.

Prior to an appointment, each student should attempt to locate their childhood and adult immunization records focusing on the dates of the following:

- Td (tetanus/diphtheria) or Tdap (tetanus/diphtheria/pertussis) – within the past 5-10 years
- MMR (measles, mumps, rubella) – two doses within a person’s lifetime
- Polio – completion of primary series as a child (may need a booster depending on travel destination)
- Hepatitis B – recommended for every college student
- Hepatitis A – recommended for every college student traveling outside the U.S.
- Menigococcal meningitis – recommended especially for those living in a dormitory setting
- Chickenpox – know your level of immunity protection either by disease, blood test, or vaccine
- Pneumococcal – for those with certain chronic health conditions
- Influenza – every year for those traveling during flu season
- Tuberculosis (TB) skin test – before departure and repeated 10-12 weeks upon return (if traveling to a country with a high rate of TB)

Some vaccinations may be recommended or required based on the student's destination:

- Japanese encephalitis
- Rabies
- Typhoid
- Yellow fever

Some ideas on how to locate immunization records:

- Parents
- High school or previous college attended
- Family physician or pediatrician
- Health Department or clinic where vaccinated

Additional resources: The following websites provide medical recommendations to travelers and may be helpful in assisting Missouri S&T students studying abroad in locating a travel medicine provider:

- Center for Disease Control and Prevention (http://www.cdc.gov/)
- GeoBlue (http://www.hthstudents.com/)
- U.S. Department of State (http://www.state.gov/)
- United Healthcare Global (http://www.uhcglobal.com/)
- Travel Health Online (https://tripprep.com)
- International Association for Medical Assistance to Travelers (http://www.iamat.org/)

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INSURANCE

FACULTY HEALTH INSURANCE

When going abroad, you should maintain your comprehensive health insurance coverage. If you are enrolled in a health insurance policy through the University of Missouri, the policies will provide health care benefits while you are abroad. However, in most cases, faculty or staff members who use this insurance will need to pay for care up front and be reimbursed by their insurance plan once they return. If you have health care coverage from other providers, you are encouraged to contact your provider for information about coverage while traveling internationally.

Faculty and staff members who travel with students are required to enroll in the same GeoBlue health care policy as students. See additional information about this policy on the following pages of this section.

In addition, the Curators of the University of Missouri have partnered with UnitedHealthcare Global, a leading provider of international travel assistance services. UnitedHealthcare Global provides 24/7 travel, medical, and security-related assistance to faculty and students while traveling more than 100 miles away from home or outside of their home country. Please note this is NOT medical insurance. More information, including a list of benefits, can be found in this section or at http://www.uhcglocal.com/. If you are enrolled in GeoBlue, you are automatically enrolled in UnitedHealthcare Global.

The University also offers AIG / World Risk insurance at no cost to all University of Missouri employees. This coverage provides emergency travel insurance / assistance, including coverage for medical evacuation and repatriation of remains. To utilize this coverage, you must obtain an insurance card with the policy number. World Risk insurance cards are available at International and Cultural Affairs Insurance Services in 104 Norwood Hall or extension 6875 or online at https://www.umsystem.edu/ums/fa/management/risk/insurancecoverages-misc#international.

Volunteers (not paid faculty or staff) who are official participants in faculty-led study abroad program are also automatically covered by the AIG / World Risk and MEDEX Secure coverage. A list of all volunteers must be provided to International and Cultural Affairs Insurance Services prior to departure.

STUDENT HEALTH INSURANCE

It is important for you to have some background about health care and insurance in order to assist Missouri S&T students with medical situations. You should review the students’ health insurance forms and take them abroad so they are available in case of an emergency. The following pages provide additional information about student coverage.

International and Cultural Affairs managed programs include the study abroad accident and sickness insurance, administered by GeoBlue, in the program fee to ensure that all study abroad participants are fully covered by comprehensive health insurance while abroad. More information about this policy can be found in the following pages of this section. Student participants are covered by UnitedHealthcare Global automatically when they enroll in GeoBlue insurance. Details of benefits associated with UnitedHealthcare Global can be found on the following pages in this section. The cost of the GeoBlue coverage for the 2017-2018 academic year is $35.20 for 30 days. Coverage must be purchased in 30 day increments to cover the full time of travel. UnitedHealthcare Global coverage is provided at no cost to the traveler.
INSURANCE COVERAGE

Faculty and Staff coverage includes:

- UnitedHealthcare Global – Traveler assistance services for medical and security-related assistance
- AIG / World Source and Assist – Emergency services only
- GeoBlue – Accident and sickness insurance – Program directors will be automatically enrolled in this coverage when students are enrolled.
- Your personal health insurance coverage

Student coverage includes:

- GeoBlue – Accident and sickness insurance, MANDATORY FOR STUDENTS
- UnitedHealthcare Global - Traveler assistance services for medical and security-related assistance
- Student’s personal health insurance coverage

Information about the insurance coverage is provided in the following pages.

Brochures:

**AIG Assist** – Brochure has been provided on the following pages.

**GeoBlue Student Member Guide** – Brochure has been provided on the following pages. The brochure and find a provider link is also available online at [https://geobluestudents.com/](https://geobluestudents.com/). To view plan information, enter the group access code CBL-2348 into the Students section on the URL listed above.

**GeoBlue Mobile App:** [https://www.geobluestudents.com/resources](https://www.geobluestudents.com/resources) (see below)

**UnitedHealthcare Global** – Brochure has been provided as an attachment.

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**Download the Mobile App**

The GeoBlue mobile app puts our concierge-level service right in your hand. Manage your health wherever you are by searching for healthcare providers, requesting appointments, setting up direct billing and providing proof of coverage. Use the translation tool to help you schedule your doctor visit or ensure you’re getting the right dose of the right medication. With the app, you can also view security profiles and read travel alerts to make your journey safer.


GeoBlue® Student Member Guide
Your Guide to GeoBlue®

Welcome to GeoBlue, a program designed to keep you safe and healthy throughout your journey. Your GeoBlue® health insurance plan provides you access to global medical expertise with responsive, multi-channel service. Download our app or register online to learn about the extra care you receive when you travel with GeoBlue.

Getting Started
Important plan information and health tools

Getting Care
How to get care when you are abroad

Accessing Self-Service Tools
Convenient online and mobile tools

Submitting a Claim
File a claim for reimbursement

Reviewing Plan Benefits
What is covered by your plan?
Getting Started

Important plan information and health tools

Your institution provides you access to GeoBlue’s international health insurance plan. You can enroll online using a credit card. Visit the Resource Center on www.geobluestudents.com and enter your group access code listed below to review plan details and pricing.

Program Name: Missouri University of Science and Technology (S&T)
Group Access Code: CB12345 or click here http://ogis.geobluestudents.com/?access=CB12345

Monthly rates for coverage are:

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Download the GeoBlue app to register

Download our app from the Apple, Amazon or Google Play app stores to put your plan in the palm of your hand:
- Display an electronic ID card
- Locate carefully selected, trusted providers and hospitals outside of the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including translations, drug equivalents, news and safety information
- Submit and track claims

You can also register online at www.geobluestudents.com.

Get your GeoBlue ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:
- You can show, fax or email your ID card through the app
- Your ID card is available in the Member Hub on www.geobluestudents.com

When you receive your ID card, please check the information for accuracy. Call Customer Service if you find an error.

Visit the GeoBlue Member Hub

Visit the Member Hub on www.geobluestudents.com to view important plan information and to access convenient self-service tools. Login with the username and password you created when you registered through the app. If you have not previously registered through the app, you can register directly online.

Need help with registration?

Contact us for assistance:
Inside the U.S., call 1.844.266.2686
Outside the U.S., call + 1.810.263.2847
customerservice@geo-blue.com

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Berkside. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls. GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Berkside, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.
1. Find a provider
Outside the U.S., you have access to care through the GeoBlue provider network. To find a contracted doctor or facility, visit the “Provider Finder” section in the Member Hub on www.geobluestudents.com or in the app. For optimal service, request Direct Pay at least 48 hours prior to your appointment to avoid paying out-of-pocket for medical care and submitting claims.
Outside of the U.S., you are free to see any provider you choose without a reduction of benefits. If you see a non-contracted provider, you may have to pay out of pocket for treatment and submit a claim.

2. Schedule an appointment
To schedule an appointment, choose a participating provider or hospital through the Member Hub or app. Contact them directly using the information in their profile. After you make your appointment, contact us to provide the doctor’s office with the information required to arrange Direct Pay. For optimal service, request Direct Pay at least 48 hours prior to your appointment. This is necessary when scheduling follow-up appointments as well. In many countries providers require payment at the time of the visit unless Direct Pay has been arranged.

Contact us to arrange for Direct Pay:
- Use www.geobluestudents.com or the GeoBlue app
- Email globalwealth@geo-blue.com
- Call collect on +1.610.254.8771
- Call toll free inside the U.S. on 1.800.257.4920

3. Request Direct Pay
To avoid paying up front for medical care and submitting a claim, arrange for Direct Pay.*

- Use www.geobluestudents.com or the GeoBlue app to find a provider, view a profile and complete a request form
- Email globalwealth@geo-blue.com the name of your provider, the reason for your appointment and the date and time of your scheduled visit
- Call collect on +1.610.254.8771

*For optimal service, request Direct Pay at least 48 hours prior to your appointment.

In the event of a medical emergency
You should go immediately to the nearest physician or hospital and then call the Medical Assistance phone number for 24/7 care located on the back of your ID card. We will then take the appropriate action to assist and monitor your medical care until the situation is resolved.

*Members are required to pay any applicable copayments, coinsurance or deductibles at the time of service.

GeoBlue is the tradename of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.
Getting Care
Get care when you are abroad: prescriptions, assistance and other services

Prescription benefits
Your prescription medications are covered at 100%.* Simply pay out of pocket and submit a claim for reimbursement. Submit claims electronically using the GeoBlue app or the “File an eClaim” link on the Member Hub. If you prefer to submit a paper claim form, click “How to File a Claim” in the Member Hub on www.geobluestudents.com to download the appropriate claim form.

Service requests
If you need assistance with any non-urgent medical issue, you can submit a service request directly to our Global Health and Safety team. Common service requests include help managing prescriptions and finding specialists overseas.
To place a service request, visit the “Service Requests” section in the Member Hub on www.geobluestudents.com.

Assistance with appointment scheduling
While it’s often easier to set up your own appointments, we can help when you are unsure about where to seek care. You may have a new diagnosis, be in a remote area with limited options, in need of translation, or struggling to adapt to your new surroundings.
To request help scheduling a convenient, cashless office visit with one of GeoBlue’s trusted English-speaking doctors, contact us 24/7: +1.610.254.8771.

*Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Insurance is on file with your school and in the Member Hub on www.geobluestudents.com.
Accessing Self-Service Tools
Convenient online and mobile tools

Check your symptoms*
Translate symptoms into action with this authoritative triage tool. You can decide to seek treatment in an emergency room, schedule a doctor visit or employ home remedies.

Find a doctor or facility
Review detailed profiles of contracted doctors to find the best match and then locate the office.

Translate medications
Find country-specific equivalents for prescription and over-the-counter medications.

Translate medical terms and phrases
Translate hundreds of key medical phrases and terms into the most widely spoken languages with audio clips and translations.

Understand health and security risks
Receive daily alerts detailing the latest security and health issues in your destination. View country or city profiles on crime, terrorism or natural disasters.

*Available on www.geobluestudents.com only.

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This coverage is offered to the members of the Global Citizens Association, Washington, D.C.
Submitting a Claim

File a claim for reimbursement

eClaims

You can quickly and conveniently submit claims electronically, through the app or through the Member Hub on www.geobluestudents.com. Scanned paper documents are delivered directly to our Claims Department and your eClaims are saved in the Claims section of the Member Hub.

Choose “Claims” in the GeoBlue app or visit the “File an eClaim” section of the Member Hub on www.geobluestudents.com.

Email and fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com. Visit the “How to File a Claim” section of the Member Hub on www.geobluestudents.com and click “How do you file a claim with GeoBlue?” to download the appropriate claim form.

Email: claims@geo-blue.com
Fax: +1.619.482.9623

Postal mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available in the Member Hub on www.geobluestudents.com. Visit the “How to File a Claim” section of the Member Hub on www.geobluestudents.com and click “How do you file a claim with GeoBlue?” to download the appropriate claim form.

Claims Incurred Outside the U.S., Puerto Rico and U.S. Virgin Islands:
GeoBlue, Attn: Claims Department, P.O. Box 1748, Southeastern, PA 19399-1748, USA.

Checking the status of your claim

To check your claim status, choose “Claims” in the GeoBlue app or visit the “View My Claims” section of the Member Hub on www.geobluestudents.com.
The Classes eligible for coverage available under this Individual Certificate are shown below:

- Class I: Eligible Study Abroad Student Participants and their Eligible Dependents enrolled in the Member's sponsored or approved travel program who are temporarily traveling outside of the United States.

- Class II: Eligible Study Abroad Staff Participants and their Eligible Dependents providing direct support to the Member's sponsored or approved travel program who are temporarily traveling outside of the United States.

The Insurer maintains its right to investigate eligibility, student status and attendance records, or employment records to verify that the eligibility requirements have been met. If the Insurer discovers that the eligibility requirements have not been met, its only obligation is to refund premium.

Persons for whom coverage is prohibited under applicable law will not be considered eligible under this plan.

All benefits and limits are stated per Individual Insured or Eligible Dependent (Covered Person).

### Table 1

<table>
<thead>
<tr>
<th></th>
<th>Limits Individual Insured</th>
<th>Limits Spouse</th>
<th>Limits Dependent Child(ren)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEDICAL EXPENSES</strong></td>
<td>$250,000</td>
<td>$250,000</td>
<td>$250,000</td>
</tr>
<tr>
<td>Coverage Year Limit</td>
<td>$0 per Coverage Year</td>
<td>$0 per Coverage Year</td>
<td>$0 per Coverage Year</td>
</tr>
<tr>
<td>Emergency Medical Evacuation</td>
<td>Maximum Benefit up to $250,000 per Coverage Year</td>
<td>Maximum Benefit up to $250,000 per Coverage Year</td>
<td>Maximum Benefit up to $250,000 per Coverage Year</td>
</tr>
<tr>
<td>Emergency Family Travel Arrangements</td>
<td>Maximum Benefit up to $3,000 per Coverage Year</td>
<td>Maximum Benefit up to $3,000 per Coverage Year</td>
<td>Maximum Benefit up to $3,000 per Coverage Year</td>
</tr>
<tr>
<td>Repatriation of Mortal Remains</td>
<td>Maximum Benefit up to $25,000 per Coverage Year</td>
<td>Maximum Benefit up to $25,000 per Coverage Year</td>
<td>Maximum Benefit up to $25,000 per Coverage Year</td>
</tr>
<tr>
<td>Accidental Death &amp; Dismemberment</td>
<td>Maximum Benefit principal sum up to $10,000</td>
<td>Maximum Benefit principal sum up to $5,000</td>
<td>Maximum Benefit principal sum up to $1,000</td>
</tr>
</tbody>
</table>

### Table 2

<table>
<thead>
<tr>
<th>Coverage Area</th>
<th>Certificate Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician Office Visits</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Inpatient Hospital Services</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Hospital and Physician Outpatient Services</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Emergency Hospital Services</td>
<td>100% of Reasonable Expenses</td>
</tr>
</tbody>
</table>
The benefits listed below are subject to coverage maximums, Deductible, Coinsurance, and Copayments listed in Tables 1 & 2 above.

<table>
<thead>
<tr>
<th>MEDICAL EXPENSES</th>
<th>Covered Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maternity Care for a Covered Pregnancy</td>
<td>Reasonable Expenses</td>
</tr>
<tr>
<td>Inpatient treatment of mental and nervous disorders including substance abuse</td>
<td>Reasonable Expenses</td>
</tr>
<tr>
<td>Outpatient treatment of mental and nervous disorders including substance abuse</td>
<td>Reasonable Expenses</td>
</tr>
<tr>
<td>Treatment of specified therapies, including acupuncture and Physiotherapy</td>
<td>Reasonable Expenses up to 20 visits per Coverage Year on an Outpatient basis</td>
</tr>
<tr>
<td>Annual cervical cytology screening for women 18 and older</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Low dose mammography screening, one baseline mammogram and one mammogram per year</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Colorectal cancer screenings</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Diabetic Supplies/Education</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Prostate screening tests</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Child Preventive and Primary Care Services</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Breast Reconstruction due to Mastectomy</td>
<td>100% of Reasonable Expenses</td>
</tr>
<tr>
<td>Repairs to sound, natural teeth required due to an Injury</td>
<td>100% of Reasonable Expenses up to $500 per Coverage Year maximum</td>
</tr>
<tr>
<td>Outpatient prescription drugs including oral contraceptives and devices</td>
<td>100% of actual charge up to a maximum of $25,000 per Coverage Year, limited to a 31 day supply for initial fill or refill</td>
</tr>
</tbody>
</table>

GENERAL CERTIFICATE EXCLUSIONS

Unless specifically provided for elsewhere under the Certificate, the Certificate does not cover loss caused by or resulting from, nor is any amount charged for, any of the following:

1. Expenses incurred in excess of Reasonable Expenses.
2. Services or supplies that the Insurer considers to be Experimental or Investigative.
3. Expenses incurred prior to the beginning of the current Period of Coverage or after the end of the current Period of Coverage except as described in Covered General Medical Expenses and Limitations and Exclusion of Benefits.
4. Preventive medicals, routine physical examinations, or any other examination where there are no objective indications of impairment in normal health, including routine care of a newborn infant, unless otherwise noted.
5. Services and supplies not Medically Necessary for the diagnosis or treatment of a Sickness or Injury, unless otherwise noted.
6. Surgery for the correction of refractive error and services and prescriptions for eye examinations, eye glasses or contact lenses or hearing aids, except when Medically Necessary for the Treatment of an Injury.

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy with which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants, if there is a difference between this program description and the certificate wording, the certificate controls.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.
7. Cosmetic surgery and therapies. Cosmetic surgery or therapy is defined as surgery or therapy performed to improve or alter appearance or self-esteem or to treat psychological symptoms or psychiatric complaints related to one’s appearance.

8. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, except as specifically provided for in the Certificate.

9. Expenses incurred for elective treatment or elective surgery except as specifically provided elsewhere in the Certificate and performed while the Certificate is in effect.

10. For diagnostic investigation or medical treatment for reproductive services, infertility, fertility, or for male or female voluntary sterilization procedures, or the reversal male or female voluntary sterilization procedures.

11. Expenses incurred for, or related to gender reassignment surgery.

12. Organ or tissue transplant.

13. Participating in an illegal occupation or committing or attempting to commit a felony.

14. While traveling against the advice of a Physician, while on a waiting list for a specific treatment, or when traveling for the purpose of obtaining medical treatment.

15. Expenses incurred within the Covered Person’s Home Country.

16. The diagnosis or treatment of Congenital Conditions, except for a newborn child insured under the Certificate.

17. Treatment of the teeth, gums, jaw or structures directly supporting the teeth, including surgical extraction’s of teeth, TMJ dysfunction or skeletal irregularities of one or both jaws including orthognathia and mandibular retrusion, unless otherwise noted.

18. Expenses incurred in connection with weak, strained or flat feet, corns or calluses.

19. Diagnosis and treatment of acne.

20. Diagnosis and treatment of sleep disorders.

21. Expenses incurred for, or related to, services, treatment, education testing, or training related to learning disabilities or developmental delays.

22. Expenses incurred for the repair or replacement of existing artificial limbs, orthopedic braces, or orthotic devices.

23. Deviated nasal septum, including submucous resection and/or surgical correction, unless treatment is due to or arises from an injury.

24. Expenses incurred for any services rendered by a family member or a Covered Person’s immediate family or a person who lives in the Covered Person’s home.

25. Injury due to an act of war, service in the armed forces of any country or international authority and Participation in a Riot or Civil Commotion.

26. Riding in any aircraft, except as a passenger on a regularly scheduled airline or charter flight.

27. Loss arising from
   a. participating in any professional sport, contest or competition;
   b. while participating in any practice or condition program for such sport, contest or competition;

28. Medical Treatment Benefits provision for loss due to or arising from a motor vehicle Accident if the Covered Person operated the vehicle without a proper license in the jurisdiction where the Accident occurred.

29. Under the Accidental Death and Dismemberment provision, for loss of life or dismemberment for or arising from an Accident in the Covered Person’s Home Country.

30. Irregular and board charges in connection with a Hospital stay primarily for diagnostic tests which could have been performed safely on an outpatient basis.

31. Telephone, e-mail, and Internet consultations unless specifically approved by the Administrator due to limited resources while located in a country outside of the United States.

32. Orthopedic shoes (except when joined to braces) or shoe inserts, including orthotics.

33. To the extent that such payments would be prohibited by law.
For questions about your medical plan:

Outside the U.S. call +1.610.263.2847
Toll free within the U.S. call 1.844.368.2686
customerservice@geo-blue.com

For medical assistance,
(including Direct Pay outside the U.S.):

Collect calls accepted on +1.610.254.8771
Toll free within the U.S. call 1.800.257.4823
globalhealth@geo-blue.com
AIG Assist

24-Hour Emergency Travel Assistance Services

**Overview**

Emergency travel assistance services by AIG Assist are included with WorldRisk TAS coverage. These services are available 24-hours-a-day, 7-days-a-week, 365-days-a-year through a toll-free or collect number to the AIG International Services (AIG IS) Worldwide Call Center. Below is an overview of the available services and how AIG Assist can help you.

<table>
<thead>
<tr>
<th>Travel Assistance Services</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost Documents</td>
<td>Instruct employee how to replace lost passports, visas, credit cards, tickets.</td>
</tr>
<tr>
<td>Lost Personal Effects</td>
<td>Help employee track missing effects, complete necessary forms for police/airline, retain receipts, and file claims if appropriate.</td>
</tr>
<tr>
<td>Emergency Messages</td>
<td>Store and retrieve emergency messages from family or business electronically.</td>
</tr>
<tr>
<td>Emergency Travel Services</td>
<td>Manage airline &amp; hotel reservations/changes while the employee is in transit.</td>
</tr>
<tr>
<td>Dependent Assist</td>
<td>Make airline and hotel arrangements for dependents if they are left behind due to unforeseen circumstances.</td>
</tr>
<tr>
<td>Emergency Cash</td>
<td>Work with employee to use a personal source of funds to cover emergency expenses.</td>
</tr>
<tr>
<td>Legal Referrals</td>
<td>Offer names &amp; contacts of appropriate attorneys worldwide.</td>
</tr>
<tr>
<td>Language Interpretation</td>
<td>Provide traveler with over-the-telephone translation in emergencies and during medical situations.</td>
</tr>
<tr>
<td>Weather</td>
<td>Provide current weather conditions worldwide.</td>
</tr>
<tr>
<td>Currency Rates</td>
<td>Provide up to date currency and exchange rates.</td>
</tr>
<tr>
<td>Embassy Information</td>
<td>Provide contact information and services offered for the nearest government offices, embassies, consulates.</td>
</tr>
<tr>
<td>Bail Bonds</td>
<td>Help traveler obtain a bond using personal sources of funds.</td>
</tr>
<tr>
<td>Security Evacuation</td>
<td>AIG Assist can make arrangements for an evacuation due to political or other reasons. A small service charge in addition to actual evacuation expenses will apply. Should specialty arrangements be needed due to location or circumstances in the location, AIG Assist will work with one of our partners, some of the world's top security specialist firms.</td>
</tr>
</tbody>
</table>

**Medical Assistance Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Guarantee</td>
<td>Help coordinate hospital admission.</td>
</tr>
<tr>
<td>Immunization</td>
<td>Provide information on recommended and required immunization information.</td>
</tr>
<tr>
<td>Medical Record Storage</td>
<td>Provide storage of records needed during a medical emergency.</td>
</tr>
<tr>
<td>Special Services</td>
<td>Arrange for special medical services such as wheelchairs and oxygen.</td>
</tr>
<tr>
<td>Medical Transport</td>
<td>Arrange for a medical evacuation or repatriation and make all necessary arrangements with transport provider and medical professionals.</td>
</tr>
</tbody>
</table>
**Medical Assistance Services (cont.)**

- **Repatriation of Mortal Remains**: Make all necessary arrangements for the return of remains in accordance with local governmental procedures.
- **Medical Referrals**: Provide the name, contact information and office hours for medical providers in traveler’s destination.
- **Emergency Messages**: Store and retrieve emergency medical messages electronically.
- **Emergency Medication**: When traveler forgets or runs out of prescription medication, AIG will contact traveler’s doctor and have prescription filled and shipped to traveler at traveler’s expense.

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**Contact Information**

AIG Assist staff members, including travel assistance coordinators, registered nurses and U.S. board certified doctors, are fully trained to handle emergency situations with a consultative and caring approach towards employees and their families. AIG Assist services are designed to:

1. **provide fast-acting, life-saving help in an emergency**
2. **make international travel less troublesome**

**How to Contact the AIG Assist 24-hour Worldwide Call Center:**

- Inside the US and Canada, dial our toll-free number: 1-800-401-2678.
- Outside the US and Canada:
  - Request an international operator and proceed with your call.
  - To place a collect call, ask the international operator to place a collect call to Houston, TX, USA at 01-713-260-5508.
- Our fax number is: 01-713-974-3422.

**When to Contact AIG Assist:**

- When you require medical assistance or have a medical emergency.
- For all non-medical situations (lost luggage, lost documents, legal help, etc.).
- Whenever there is a travel-related question.

AIG Assist is available 24-hours-a-day/7-days-a-week/365-days-a-year.

**Information you will need to provide to AIG Assist when you call:**

- Advise AIG Assist that you are insured under WorldRisk TAS coverage.
- Provide your Policy number.
- Be prepared to explain the nature of your call and/or emergency. Be sure to provide the contact information at your current location in the event the line is disconnected and AIG Assist needs to call you back.
INSURANCE

UNITEDHEALTHCARE GLOBAL

GLOBAL ASSISTANCE

ID CARDS

YOUR UNITEDHEALTHCARE GLOBAL ID CARD
WORLDWIDE 24-HOURS A DAY

STUDENTS

In an ongoing commitment to your personal safety, The Curators of The University of Missouri has partnered with UnitedHealthcare Global, a leading provider of international travel assistance services. UnitedHealthcare Global provides 24-hour travel, medical and security-related assistance services to you while traveling more than 100 miles away from home or outside of your home country. Please note this IS NOT medical insurance.

Client Name: The Curators of The University of Missouri
United Healthcare Global ID #330321
Validity Dates: 8/1/2017 – 7/31/2018

TOLL FREE ACCESS - The numbers below must be dialed from within the country.

1-800-127-907
559-304-0779
110-358-9954
104-359-0219

707-623-0726
090-273-5927
090-273-5927
090-273-5927

380-090-0900
966-127-6666
0800-127-6868

103-304-0779
090-273-5927
090-273-5927
090-273-5927

Australia
Brazil
China (Beijing)
China (Shanghai)
Diamond-Head Republic
Finland
Germany
Hong Kong
Italy
Japan
Korea
Mexico
Philippines
Singapore
South Africa
Spain
Sweden
Thailand
U.K.
U.S.

If your location is not listed on the card, call through the UnitedHealthcare Global Emergency Response Center. (Revised 07/17/18)

UnitedHealthcare Global Emergency Response Center
United States +1-410-453-6330 (Reverse Charges Accepted)

How to use these services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible: Your name, your organization’s name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until the situation is resolved.

Last Updated: August 22, 2017

Page 67
Register Online

To get the most out of your UnitedHealthcare Global benefit, you are encouraged to register online with the Member Center. While registration is not required to use the emergency assistance services, you will be able to take advantage of a wide array of additional traveler assistance services that UnitedHealthcare Global has to offer. Examples include obtaining pre-travel reports, safety and health information, and real-time medical and security intelligence.

1. Visit www.UHCglobal.com
2. Select “Member Log-in”
3. Under “Global Intelligence Center Log-in” select “Create User.”
4. Enter The Curators of The University of Missouri’s UnitedHealthcare Global ID Number (330321).
5. Accept the User Agreement and click “Next.”
6. Enter in your personal account information to designate yourself a unique username and password, and then click “Register Now.”

The UnitedHealthcare Global Member Center allows you to have complete management of your UnitedHealthcare Global program, including printing UnitedHealthcare Global ID cards, opening a case online, and reading the details of your UnitedHealthcare Global program coverage. In addition to UnitedHealthcare Global program information, the Member Center gives you access to:

- MEDEX 360™ Global Medical Monitor - complete international health information
- MEDEX 360™ Travel Registry - travel and medical record storage
- World Watch® - detailed international security information

Real Time Security Intelligence – This state-of-the-art technological platform allows UnitedHealthcare Global to deliver real-time alerts for any incidents that require emergency action and those that may impact life or travel. Alerts are delivered through a variety of communication means including any text-enabled device.

Security Evacuation Services – In the event of an emergency security situation, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the emergency security situation has passed.

Political Evacuation Services – In the event the officials of your home country issue a written recommendation that you should leave your host country for non-medical reasons, or if you are expelled or declared “persona non grata” on the written authority of your host country, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation from an international airport or other safe departure point.

Natural Disaster Services - In the event of a natural Disaster, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the Natural Disaster has passed.

Transportation After Security, Political or Natural Disaster Evacuation – Following a security, political or Natural Disaster evacuation and when safety allows, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to return you to either your home or host country.
YOUR UNITEDHEALTHCARE GLOBAL ID CARD WORLDWIDE 24-HOURS A DAY

In an ongoing commitment to your personal safety, The Curators of The University of Missouri has partnered with UnitedHealthcare Global, a leading provider of international travel assistance services. UnitedHealthcare Global provides 24-hour travel, medical and security-related assistance services to you while traveling more than 100 miles away from home or outside of your home country. Please note this IS NOT medical insurance.

Client Name: The Curators of The University of Missouri
United Healthcare Global ID #3320331
Validity Dates: 8/1/2017 – 7/31/2018

How to use these services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible. Your name, your organization’s name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until the situation is resolved.
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To get the most out of your UnitedHealthcare Global benefit, you are encouraged to register online with the Member Center. While registration is not required to use the emergency assistance services, you will be able to take advantage of a wide array of additional travel assistance services that UnitedHealthcare Global has to offer. Examples include obtaining pre-travel reports, safety and health information, and real-time medical and security intelligence.

1. Visit www.UHCglobal.com
2. Select "Member Log-In"
3. Under "Global Intelligence Center Log-In" select "Create User."
4. Enter The Curators of The University of Missouri UnitedHealthcare Global Number (330031)
5. Accept the User Agreement and click "Next."
6. Enter your personal account information to designate yourself a unique username and password, and then click "Register Now."

The UnitedHealthcare Global Member Center allows you to have complete management of your UnitedHealthcare Global program, including printing UnitedHealthcare Global ID cards, opening an case online, and reading the details of your UnitedHealthcare Global program coverage. In addition to UnitedHealthcare Global program information, the Member Center gives you access to:

- MEDEX 3600 Global Medical Monitor - complete international health information
- MEDEX 3600 Travel Registry - travel and medical record storage
- World Watch® - detailed international security information

Real Time Security Intelligence - This state-of-the-art technological platform allows UnitedHealthcare Global to deliver real-time alerts for any incidents that require emergency action and those that may impact life or travel. Alerts are delivered through a variety of communication means including any text-enabled device.

Security Evacuation Services - In the event of an emergency security situation, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the emergency security situation has passed.

Political Evacuation Services - In the event that the officials of your home country issue a written recommendation that you should leave your host country for non-medical reasons, or if you are expelled or declared "persona non grata" by the written authority of your host country, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation from an international airport or other safe departure point.

Natural Disaster Services - In the event of a natural disaster, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the Natural Disaster has passed.

Transportation After Security, Political or Natural Disaster Evacuation - Following a security, political or Natural Disaster evacuation and when safety allows, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to return you to either your home or host country.

Emergency Medical Evacuation - If you sustain an injury or suffer a sudden or unexpected illness and adequate medical treatment is not available in your current location, UnitedHealthcare Global will arrange and pay for a medically supervised evacuation to the nearest medical facility. UnitedHealthcare Global feels capable of providing appropriate medical treatment.

Transportation to Join a Hospitalized Member - If you are traveling alone and are or will be hospitalized for more than 3 days, UnitedHealthcare Global will coordinate and pay for economy round-trip airfare for a person of your choice to join you.

Return of Dependent Children - If your dependent children are age 18 or under are left unattended as a result of your injury or illness, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to send them, and an escort back if necessary, back to your home country.

Transportation after Stabilization - Following emergency medical evacuation and stabilization, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to your point of origin or back to your home country.

Repatriation of Mortal Remains - If you sustain an injury or suffer an unexpected illness that results in your death, UnitedHealthcare Global will coordinate and pay for the expenses of the preparation and transportation of your mortal remains to your home country.

©2018 UnitedHealth Group Incorporated. The services mentioned in this literature are owned by UnitedHealthcare Group, its affiliated and related companies and are subject to rules and restrictions which are regulated and provided under service marks in the United States and various countries worldwide. The availability of UnitedHealthcare services may vary by country. Other restrictions and conditions may apply. UnitedHealthcare Global is a registered service mark of UnitedHealthcare Group, Inc. UnitedHealthcare is a registered service mark of UnitedHealthcare Group, Inc., and no person or company associated with UnitedHealthcare Global, Inc., may use the mark without permission. All rights reserved.
Call AIG Assist when you are traveling outside the USA and Canada on a trip sponsored by the insured organization and you need help finding or arranging services such as:

- Medical Assistance and Travel Medical Emergency Services
- Personal and Pre-Trip Services
- Legal Assistance
- Emergency Cash – from personal funding source
- Lost Baggage or Passport Assistance
- Insurance Coordination
- Evacuation and Repatriation
- Emergency Message Center
- Other General Assistance

AIG Assist can be reached collect at +01 (713) 260-5508 or within the U.S. or Canada, call (800) 401-2678.

This information card is intended to provide a brief outline of some of the assistance services provided to covered persons as a part of their WorldRisk Insurance policy. The availability of services is subject to the terms and conditions of the policy to the insured organization. Coverage is underwritten by members of American International Group, Inc. AIG Assist makes every effort to refer you to appropriate medical and other providers. We cannot, however, be responsible for the quality of results of services by these independent providers. Services may be provided by a third party vendor. Services shall not be available if the insurance policy or specific coverage is no longer in effect for the insured Organization or the policy limit has been exhausted.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

In all cases, the medical professional, the medical facility and/or attorney suggested by AIG Assist or services provided directly to the eligible person pursuant to this Agreement are not employees or agents of AIG Assist, and the final selection of the medical professional, medical facility, or legal counsel is your choice alone. AIG Assist assumes no responsibility for any medical advice or legal counsel given by the medical professional and/or attorney, nor shall AIG Assist be liable for the negligence or other wrongful acts or omissions of any of the legal and/or health care professionals providing direct services pursuant to this agreement. The covered person shall not have any recourse against AIG Assist by reason of its suggestion of or contract with a medical professional and/or attorney.
University of Missouri University of Science and Technology
Resources for Faculty and Staff International Business Travel

The Curators of the University of Missouri have secured services for international business travel. There is no cost or registration for these faculty/staff business travel resources.

Contact International and Cultural Affairs or UM Risk and Insurance Management to receive your identification cards. This is an overview of services; for full descriptions refer to the program descriptions. The services are provided by UHC Global and AIG WorldSource and include the following.

The chart below is available online at https://uminfopoint.umsystem.edu/media/fa/management/risk/resources-for-international-business-travel-ee-201606.pdf.
RENTAL CAR INSURANCE WHILE TRAVELING ON UNIVERSITY BUSINESS

Program directors are strongly discouraged from renting a vehicle for transporting program participants. Before choosing this form of transportation, please discuss your plans with the Study Abroad Office. The Study Abroad Office may request advisement from University of Missouri Risk and Insurance Management Office or other university resources.

Information below is from University of Missouri Risk and Insurance Management https://www.umsystem.edu/ums/fa/management/risk/guidelines-rentalcarins

An individual renting a vehicle contractually assumes liability for any loss or damage to that vehicle regardless of fault. Collision and liability coverage is automatically provided either by the university's self-insured program, by the University-sponsored corporate charge card or procurement card or Enterprise/National contract when used to rent the vehicle in the U.S and Canada. The car rental companies offer collision damage waiver, also known as optional vehicle protection or loss damage waiver (CDW/LDW) and liability or supplemental liability coverage (SLP/SLI), along with other coverage types. You should decline these coverages within the U.S. and Canada except under the circumstances noted below. We recommend that you always use your University-sponsored Corporate Card or procurement card when renting a car as it may provide an additional layer of physical damage coverage for the rental car at no cost to the University. The card holder should be the renter; other faculty/staff should be listed as additional drivers.

The University policy requires that CDW/LDW coverage be purchased under the following circumstances:

- Vehicles rented in any country other than the United States or Canada
- The following kinds of vehicles rented for use regardless of the method of payment used if not rented from Enterprise or National domestic locations:
  - Passenger vans with seating capacities greater than 8
  - Trucks or other similar vehicles rented for the primary purpose of transporting any type of cargo or property
  - Sports or utility vehicles to be used off of maintained roads

- Rentals of vehicles for use within the United States and Canada by authorized foreign national guest of the University

Deductible: There is a $500 deductible for any vehicle liability loss when the claim is paid by the University self-insurance plan. There is no deductible for physical damage losses to the rental vehicle.

Reporting Claims: All accidents involving rented vehicles are to be reported in accordance with procedures established for reporting accidents involving University-owned vehicles. In the event of an accident with rentals from Enterprise/National agencies, the renter should complete the report form with the renting agency and complete a form UM 5. The UM 5 should be submitted to your campus claims coordinator along with a copy of the
If you rent with another rental agency, they should be advised to submit proof of loss and invoices of damages to the campus claims coordinator. If a damage deposit is required, employees should use their University-sponsored corporate charge card and then request reimbursement via the claim process.

If the vehicles was rented using a University-sponsored corporate charge card or procurement card you must contact 1-800-MC-ASSIST (1-800-622-7747) within 30 days for physical damage coverage of the rental car. They may request the renter to submit copies of the rental agreement, the charge card receipt, police report (if applicable), the rental company accident report and a front and back copy of the renter’s driver’s license. Please review your credit card benefits brochure for filing the claim. When renting a vehicle with a purchasing card at non Enterprise/National agencies, MasterCard will be the primary physical damage insurance provider.

If you need additional information on these policies, or need to purchase insurance, please contact us. We will be happy to discuss the issue.
June 1, 2016

RE: University of Missouri Business Travel Insurance

To Whom It May Concern:

The Curators of the University of Missouri have secured services for authorized International Business travel. There is no cost for these Faculty/Staff International Business Travel resources.

The services are provided by UHC Global as noted in the attached brochure and identification card. A sample of the services includes but is not limited to:

- Security & Political Evacuation Services
- Transportation After Security of Political Evacuation
- Emergency Medical Evacuation
- Transportation to Join a Hospitalized Member

The UHC Global plan includes worldwide coverage.

Foreign Travel Accident & Sickness Benefits from AIG which includes but is not limited to the following benefits:

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental Death &amp; Dismemberment, benefit amount subject to schedule of injury</td>
<td>$100,000</td>
</tr>
<tr>
<td>Emergency Accident &amp; Sickness Medical Expense, each insured person, each injury or sickness, Deductible $250</td>
<td>$50,000</td>
</tr>
<tr>
<td>Emergency Medical Evacuation</td>
<td>$100,000</td>
</tr>
<tr>
<td>Emergency Family Travel</td>
<td>$100,000</td>
</tr>
<tr>
<td>Repatriation of Remains</td>
<td>$25,000</td>
</tr>
<tr>
<td>Workers compensation/employer Liability</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Excess Repatriation</td>
<td>$100,000</td>
</tr>
</tbody>
</table>

Should you require additional information, please advise.

Sincerely,

Ed Knollmeyer

Director

EK: jbf

University of Missouri System  COLUMBIA  KANSAS CITY  ROLLA  ST. LOUIS
Risk & Insurance Management  1105 Carrie Francke Drive, Ste 109, Columbia, MO 65211  573-882-8100  www.umsystem.edu/rm
Program Director Forms

Program Administration Checklist

At Missouri S&T (before departing campus / the U.S.)

☐ Meet with International and Cultural Affairs study abroad staff to discuss:
  ☐ Safety and health issues
  ☐ Finances
  ☐ Student forms
  ☐ Personal and student travel arrangements
☐ Conduct a travel meeting and site-specific pre-departure orientation with students in conjunction with International and Cultural Affairs.

☐ Pack:
  ☐ Emergency contact information
  ☐ Course / program evaluations
  ☐ This field guide
  ☐ Receipt / expense log
  ☐ Student health forms
  ☐ GeoBlue insurance cards
  ☐ Passport copies
  ☐ Travel plans
  ☐ Personal travel insurance information

Upon arrival at site (within 2 days of program start)

☐ Ensure students have arrived safely and notify International and Cultural Affairs study abroad staff of such.
☐ Provide students with your contact information, office hours, and any other relevant host country contact information.
☐ Request students’ contact information
☐ Conduct an on-site orientation with students (refer to the On-Site Orientation Checklist on page 79.
☐ Arrange a welcome dinner for all participants (sponsored by the program) – Suggested, not required.
☐ Visit students at their accommodations to ensure their health and safety.

While on-site (on-going for duration of program)

☐ Conduct program activities (academic and extracurricular) and notify student and International and Cultural Affairs study abroad staff of any changes.
☐ Keep in contact with all students to assess adjustment and satisfaction during the program.
☐ Maintain a detailed receipt log of all program expenses (especially those more than $75 U.S.)
☐ Visit courses taught by the host organization periodically (if applicable)
☐ Notify International and Cultural Affairs study abroad staff member(s) of all incidents involving health, safety, or conduct of the students.
Before departing

☐ Ensure students have completed all in-country requirements and explain expectations for future assignments, including content, format, and due dates, to all students.
☐ Obtain information regarding grade submission from host institution (if applicable) and explain grade submission timeline to students.
☐ Conduct a debriefing session with students to discuss program highlights and suggestions for improvement;
☐ Arrange a good-bye dinner for all participants (sponsored by the program) – Suggested, not required.
☐ Verify that you have collected/created receipts for all purchases (especially those more than $75 U.S.)
☐ Collect helpful materials from the host country(s) for future students (maps, brochures, etc.)
☐ Provide time for students to complete online program evaluation

At Missouri S&T, upon returning to the U.S.

☐ Submit grades as quickly as possible. Grades should be submitted within 1 week of return or completion of all requirements. Notify students and the Study Abroad Office when grades have been submitted.
☐ Submit a trip reimbursement request through the Travel and Expense (T&E) system, including all receipts, within two weeks of returning.
☐ Return students’ completed program evaluations, health forms, and passport copies to International and Cultural Affairs.
☐ Discuss the program’s future with International and Cultural Affairs study abroad staff member(s) and apply for program renewal (if applicable).
☐ Hold a program wrap-up meeting (sponsored by the program) where students can share experiences and photos.
SITE-SPECIFIC PRE-DEPARTURE ORIENTATION CHECKLIST

Basics
- Flight and arrival information
- Passport and visa reminders
- Getting acquainted with the host country (places to study, visit, shop, go out, eat, etc.)
- Communication (mail, phone, calling/texting home, internet)
- Housing and meals
- Faculty program director and student roles (program policies, office hours, student meetings)

Health and safety
- Health care, hospitals, and emergency procedures
- Emergency action / contingency plan
- Personal safety in the host country (locations to avoid, traveling in pairs, etc.)
- Directions to U.S. or other appropriate consulate
- Ensure registration in the STEP (Smart Traveler Enrollment Program) provided by the U.S. Department of State
- Contact information for program director(s) for use during travel and meeting up with group

Culture
- Description of host country culture
- Food
- Culture shock
- Major areas of cultural differences (etiquette, discrimination, religion)

Packing
- Weather conditions, appropriate clothing, outerwear
- Appropriate dress (modesty, not standing out as an American)
- Medication (doctor’s notes, prescription drugs, regulations)
- What not to pack (immigration and customs)
- Miscellaneous necessities

Legal
- Explanation of host country laws
- Reminder that students must exhibit the same behavior as they would on the Missouri S&T campus
- Regulations related to drug use, alcohol, and political activism by foreigners

Finances
- Arrangements for accessing money (banking and the best way to take money)

Academics
- Expectations
- Attendance and participation
ON-SITE ORIENTATION CHECKLIST

Basics
- General introduction to the community and surrounding environment
- Mail, phone, texting, internet, local transportation
- Housing information and explanation of related policies
- Introduction of program staff, key host institution administrators, and faculty.
- Faculty program director and student roles (program policies, office hours, student meetings)
- 24/7 contact information for program director(s)

Health and safety
- Medical and health facilities (doctors/hospitals, emergency procedures)
- Emergency action / contingency plan
- National healthcare system (where applicable)
- Procedures for dealing with illness
- Personal safety in the host country (locations to avoid, traveling in pairs, etc.)
- Directions to U.S. or other appropriate consulate
- Ensure registration in the STEP (Smart Traveler Enrollment Program) provided by the U.S. Department of State

Culture
- Culture shock and adjustment issues
- Food
- Personal hygiene (differing cultural norms)
- Appropriate dress (modesty, not standing out as an American)
- Common language phrases
- Racial attitudes in the host country (if applicable)
- Try to invite local students to mix with Missouri S&T students
- Photography issues (restrictions and respectful use)

Legal
- Explanation of host country laws
- Reminder that students must exhibit the same behavior as they would on the Missouri S&T campus
- Regulations related to drug use, alcohol, and political activism by foreigners

Finances
- Arrangements for accessing money

Academics
- Expectations
- Attendance and participation
INCIDENT LOG FORM

A printable and fillable version of this form is available online at http://international.mst.edu/facultyresources/.

Please complete this log for all health, safety or security incidents that occur during a Missouri S&T faculty-led short-term study abroad programs. Send a photo or scanned copy of the form by email to studyabroad@mst.edu or by fax to (573) 341-6031.

Date: ____________________________

Student name(s): ____________________________

Student ID number(s): ____________________________

Student email(s): ____________________________

Study abroad program: ____________________________

Incident type (e.g., hospital visit, theft, etc.): ____________________________

Incident information: ____________________________

Log completed by: ____________________________

Description of initial incident and response:

1. Follow-up description (time, date, location, persons, actions):

2. Follow-up description (time, date, location, persons, actions):

3. Follow-up description (time, date, location, persons, actions):

4. Follow-up description (time, date, location, persons, actions):

Use multiple copies of this log for additional follow-up descriptions as necessary.

Emergency contact information for International Affairs / Study Abroad:
During office hours: (573) 341-6237 or (573) 341-6015 or (573) 341-6425
Outside of office hours: (573) 458-9049 (Google voice number that rings to staff cell phones) or (573) 341-4300 University Police

Last Updated: July 24, 2017

Email: studyabroad@mst.edu
INCIDENT REPORT

Please complete this report for all incidents that occur during a Missouri S&T faculty-led short-term study abroad programs. Send a photo or scanned copy of the form by email to studyabroad@mst.edu or by fax to (573) 341-6031 within 48 hours of student signature.

Today's date: ___________________________ Date of Incident: ___________________________

Place and time incident occurred: ______________________________________________________

Name(s) of student(s) involved: _______________________________________________________

Student ID number(s) of student(s) involved: ___________________________________________

Study abroad program: _______________________________________________________________

Report filed by: _____________________________________________________________________

Types of incident: □ Medical □ Academic □ Alcohol or substance
                    □ Legal □ Disruptive

Description of event:

Witnesses:

Additional documentation – please attach any appropriate documents, e.g., medical/police/etc.

Sanctions placed upon student (if appropriate)
□ Verbal warning (describe):
□ Written warning (attach copy)
□ Termination from program (attach copy)

Student signature: ___________________________ Date: ___________________________

Emergency contact information for International Affairs / Study Abroad:
During office hours: (573) 341-6237 or (573) 341-6015 or (573) 341-6425
Outside of office hours: (573) 458-9040 (Google voice number that rings to staff cell phones) or (573) 341-4300 University Police

Last Updated: July 24, 2017
Email: studyabroad@mst.edu

A printable and fillable version of this form is available online at http://international.mst.edu/facultyresources/.
STUDENT CONDUCT VIOLATION WRITTEN WARNING FORM

Please complete this form for all incidents that occur during a Missouri S&T faculty-led short-term study abroad programs. Send a photo or scanned copy of the form by email to studyabroad@mst.edu or by fax to (573) 341-6031 within 48 hours of student signature.

Student name and ID number: ____________________________________________

Date and location of incident: ________________________________

Study abroad program: ____________________________________________

SUMMARY OF VIOLATION
Initial incident report should contain more detailed information.

On ______________ (mm/dd/yyyy), the above-named student was determined to have violated the rules and regulations for Missouri S&T students abroad in the following manner:

WRITTEN WARNING
The student is therefore receiving this written warning. If the above-named student fails to comply with the expected behavior specific below or continues to violate the rules and regulations for Missouri S&T students abroad, the student will be terminated from the study abroad program. If terminated from the program, the student must leave all premises used by the study abroad program within 48 hours and return to the U.S. at the student’s own expense.

EXPECTED BEHAVIOR

Student’s signature: ____________________________________________ Date: __________

Program director’s signature: ____________________________________________ Date: __________

Program director’s signature: ____________________________________________ Date: __________

Emergency contact information for International Affairs / Study Abroad:
During office hours: (673) 341-6237 or (673) 341-6015 or (673) 341-6425
Email: studyabroad@mst.edu
Outside of office hours: (573) 458-9049 (Google voice number that rings to staff cell phones) or (573) 341-4300 University Police

Last Updated: July 24, 2017
NOTIFICATION OF TERMINATION FORM

Please complete this form for all incidents that occur during a Missouri S&T faculty-led short-term study abroad programs. Send a photo or scanned copy of the form by email to studyabroad@mst.edu or by fax to (573) 341-6031 within 48 hours of student signature.

Student name and ID number: ____________________________
Date and location of incident: ___________________________
Study abroad program: _________________________________

SUMMARY OF VIOLATION
Initial incident report should contain more detailed information.

CHECK THE APPROPRIATE BOX
☐ After having received one or more verbal and/or written warning(s) on ____________________ (mm/dd/yyyy) describing previous violation(s) of the rules and regulations for Missouri S&T students abroad, the above-named student has not desisted from continuing to violate the rules and regulations, nor has the student fulfilled the required expected behavior conditions as specific on the written warning form. For this reason, the student in question has been terminated from the program.

☐ The seriousness of the violation is such that further participation by the above-named student would be to the detriment of the program and its participants either by impacting health and safety of the individual or other participants in the program or causing detriment to the best interest and welfare of the program and Missouri S&T. For this reason, the student in question has been terminated from the program.

TO BE COMPLETED BY STUDENT
I understand that, due to the violation of the rules and regulations for the Missouri S&T students abroad, I have been terminated from the above-named study abroad program. Termination shall not diminish or otherwise affect my obligation to make any and all payments to Missouri S&T. I understand that I will receive a grade of “F” in all coursework in progress; in addition, I will not be entitled to refund of fees, may be required to reimburse Missouri S&T for financial aid received and am responsible for all non-recoverable costs incurred by the host institution or Missouri S&T, as well as personal financial obligations. I understand that the conduct that led to my termination from this program may also lead to further sanctions upon returning to Missouri S&T.

I agree to absent myself from all premises used by the study abroad program within 48 hours and return to the United States.

Student’s signature: ____________________________ Date: ________________

Program director’s signature: ____________________________ Date: ________________

Emergency contact information for International Affairs / Study Abroad:
During office hours: (573) 341-6237 or (573) 341-6015 or (573) 341-6425
Outside of office hours: (573) 458-9049 (Google voice number that rings to staff cell phones) or (573) 341-4300 University Police

Last Updated: July 24, 2017
Email: studyabroad@mst.edu
## Sample Receipt Form

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</table>

**SUBTOTAL**

**DISCOUNT(S)**

**TAX**

**TOTAL**

Date: [Blank]

Received by: [Blank]

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**Receipt No.: 1001**

**Paid by:** [Blank]

**Paid to:** [Blank]

---

**Receipt No.: 1002**

**Paid by:** [Blank]

**Paid to:** [Blank]

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**Receipt No.: 1003**

**Paid by:** [Blank]

**Paid to:** [Blank]

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To insert a new page of numbered receipts, place your cursor below the last receipt on the page. Click Insert, click Quick Parts, and then click Receipt slips (3 per page) in the Quick Parts drop down menu.
### Sample Expense Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Description &amp; Vendor Name</th>
<th>Amount</th>
<th>Method of Payment</th>
<th>Individual/Group</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>
PARTICIPANT FORMS

ASSUMPTION OF RISK AND RELEASE FORM FOR STUDENTS

Students will sign this document electronically as part of their application at globalminers.mst.edu.

INTRODUCTION

International travel provides unique opportunities for academic achievement and personal growth. International travel also entails special risks. This release agreement specifies certain areas of risk that you should know about before you decide to participate in international travel on behalf of Missouri University of Science and Technology.

ASSUMPTION OF RISK, LIMITS OF UNIVERSITY RESPONSIBILITY, AND RELEASE OF CLAIMS

RISKS OF INTERNATIONAL TRAVEL: I understand that traveling internationally on behalf of Missouri University of Science and Technology (“University” and “Missouri S&T”) may involve risks not found at Missouri S&T. These risks include, but are not limited to those risks involved in traveling to and within, and returning from, one or more foreign countries; foreign political legal, social, and economic conditions; different standards of design, safety and maintenance of buildings, public places and conveyances; local medical and weather conditions. I have made my own investigation and am willing to accept these risks.

LIMITS OF UNIVERSITY RESPONSIBILITY: I understand that the University cannot: Guarantee the safety of international travelers or eliminate risk Monitor or control all the daily personal decisions, choices, and activities of individual travelers. Prevent travelers from engaging in illegal, dangerous or unwise activities. Assure that U.S. standards of due process apply or provide or pay for legal representation for travelers. Assume responsibility for the actions of persons not employed or otherwise engaged by the University, for events that are beyond the control of the University and its subcontractors, or for situations which arise from the failure of a traveler to disclose pertinent information. Assure that home-country values will apply during international travel when these differ from those of the host country. Be responsible for an injury or loss suffered when traveling independently or otherwise separated or absent from any University-supervised activities.

INSTITUTIONAL ARRANGEMENTS: I understand that the University does not represent or act as an agent for, and cannot control the acts or omissions of, any other institution, transportation carrier, hotel, tour organizer or other provider of goods or services involved in the international travel.

ASSUMPTION OF RISK AND RELEASE OF CLAIMS: Knowing the risks described above, and in consideration of being permitted to travel internationally on behalf of Missouri S&T, I agree, on behalf of my family, heirs, and personal representative(s), to assume all the risks and responsibilities surrounding my participation in this international travel. I hereby agree to release, hold harmless and indemnify The Curators of the University of Missouri, a public corporation, its officers, employees, volunteers, and agents, and the individual members of the Board of Curators, from and against any present or future claims, loss or liability for injury to person or property which I may suffer, or for which I may be liable to any other person, during my participation in the international travel.

I have carefully read this information before stating my agreement. No representations, statements, or inducements, oral or written, apart from the foregoing written statement, have been made. This agreement shall define my responsibilities relating to the international travel to which I have agreed to participate in on behalf of Missouri University of Science and Technology, and shall be governed by the laws of the state of Missouri, which shall be the forum for any lawsuits filed under or incident to this agreement.
HEALTH AND SAFETY:

a. I have consulted with a medical doctor or Christian Science practitioner and academic advisor, study abroad advisor, and/or faculty/staff lead person with regard to my personal medical needs. There are no health-related reasons or problems that preclude my international travel.

b. I understand that the University requires me to purchase Accident and Medical Insurance during my international travel. I recognize that the University is not obligated to attend to any of my medical or medication needs, and I assume all risk and responsibility therefore. If I require medical treatment or hospital care, in a foreign country during my international travel, the University is not responsible for the cost or quality of such treatment or care.

c. I agree to promptly express any health or safety concerns to the Missouri S&T faculty or staff member traveling with me, or in their absence to contact staff in Missouri S&T’s Office of International and Cultural Affairs.

d. The University may (but is not obligated) to take any actions it considers to be warranted under the circumstance regarding my health and safety. I agree to pay all expenses relating thereto and release the University from any liability for any actions.

STANDARDS OF CONDUCT:

a. I understand that each foreign country has its own laws and standards of acceptable conduct, including dress, manners, morals, politics, drug and alcohol use and other behavior. I recognize that behavior which violates those laws or standards could harm the University’s relations with those countries and the institutions therein, as well as my own health and safety. I will become informed of, and will abide by, all such laws and regulations for each country to or through which I will travel.

b. I also will comply with the University’s rules, standards and instructions for student behavior.

c. I agree that the University has the right to enforce the standards of conduct described above, in its sole judgment, and that it will impose sanctions, up to and including termination from the trip for violating these standards or for any behavior detrimental to or incompatible with the interest, harmony, and welfare of the University, the Program, or other participants. I recognize that due to the circumstances of foreign travel and/or study programs, procedures for notice, hearing and appeal applicable to student disciplinary proceedings at the University do not apply. Despite being abroad, the equity resolution process for resolving complaints of harassment, sexual misconduct, and other forms of discrimination will still apply. If I am terminated from the trip, I consent to being sent home at my own expense with no refund of fees or program costs.

d. I will attend to any legal problems I encounter with any foreign nationals or government of the host country. The University is not responsible for providing any assistance under such circumstances.

CHANGES TO TRAVEL ITINERARY/ PLANS:
The University has the right to make cancellations, substitutions or changes in case of emergency or in the interest of the Program. I understand that the University’s fees and program charges are based on current airfares, lodging rates and travel costs, which are subject to change. If I leave or am terminated from the Program for any reason, there will be no refund of fees already paid. I accept all responsibility for loss or additional expenses due to delays or other changes in the means of transportation, other services, or sickness, weather, strikes, or other unforeseen causes. If I become detached from the Program group, fail to meet a departure bus, airplane, or train, or become sick or injured, I will at my own expense seek out, contact, and reach the Program group at its next available destination.

☐ I Agree

I understand that by clicking on this agreement, I am signing a legal document. I acknowledge that I am the person whose name is listed below and I logged on to this website on the date listed below.

Applicant Name: Date:

Last Updated: August 22, 2017

Page 87
PROGRAM CONFIRMATION AND CONDITIONS OF PARTICIPATION

Students will sign this document electronically as part of their application at globalminers.mst.edu.

As a participant in a Missouri S&T study abroad program, please review and confirm the following statement of your obligations.

1. **Commitment to program.** By submitting this form as part of my application, I agree that once I have been accepted into the program and submitted my online commitment to participate in the program at globalminers.mst.edu, I will pay a non-refundable study abroad administrative fee of $300 and a non-refundable Terra Dotta application fee of $30. If I am participating in short-term faculty-led programs, I understand the cost of the study abroad administrative fee and Terra Dotta fee are included in the program fee. If I am participating in a semester or year study abroad program, I agree that my Missouri S&T student account may be billed the non-refundable study abroad administrative fee of $300, posted to my Missouri S&T student account. I also agree to pay a non-refundable $30 Terra Dotta application fee to the Study Abroad Office. I realize that I must be in good disciplinary and academic standing (as defined by my university or college) and must have successfully completed all program prerequisites by the time of departure or I may be withdrawn from the program and will not be eligible for a refund of the $300 study abroad administrative fee, $30 Terra Dotta application fee, and may be billed for additional non-recoverable costs. If I am not accepted into my chosen study abroad program, or if the study abroad program for which I have applied is canceled, I will not be responsible for paying the $300 study abroad administrative fee, $30 Terra Dotta application fee, or other withdrawal penalties.

2. **Withdrawal process.** I understand that submitting my online commitment to the study abroad program is a firm commitment to participate in this program. If an emergency makes it impossible for me to participate, I will notify Missouri S&T Study Abroad immediately in writing by email to studyabroad@mst.edu or by bringing a written letter to Study Abroad in 104 Norwood Hall.

3. **Insurance.** Missouri S&T requires all participants in Missouri S&T study abroad programs to have comprehensive health insurance that will cover them overseas, as well as emergency travel health and security insurance. In fulfillment of this requirement, I understand I am required to purchase the University of Missouri sickness and accident policy for study abroad administered by GeoBlue and UnitedHealthcare Global. For students participating in short-term faculty-led programs, the cost of the insurance is included in the program fee and participants will be enrolled in the insurance by the Study Abroad Office. For students participating in semester or year study abroad programs, I understand I am required to enroll in the insurance and provide proof of enrollment as part of the application process. In addition, I understand that I am advised to maintain my insurance coverage through my U.S. health insurance provider.

4. **Medical treatment.** In the event of sickness or injury, I authorize the faculty program director or the Missouri S&T contact person at the host institution abroad to secure whatever treatment is deemed necessary, including admission to a hospital, administration of anesthetics, transfusion of blood and surgery.

5. **Financial aid.** I understand that the Study Abroad Office does not administer any financial aid. I understand that if I wish to receive any financial aid (scholarships, grants, loans, etc.) for my study abroad program, I must contact Student Financial Assistance Office in G-1 Parker Hall, sfa@mst.edu. I must submit all necessary documents before I leave the United States. The Study Abroad Office cannot complete any paperwork for me in my absence.

6. **Program costs.** I understand that the information I have received regarding the costs of my
study abroad program is estimated based on the most accurate information available. Actual costs may vary depending on a number of factors, including, but not limited to, increases in Missouri S&T educational fees, changes in currency exchange rates and individual spending habits.

7. **Program payments.** I am aware that Missouri S&T students on Missouri S&T-sponsored programs are required to make program payments according to the schedule of payment outlined by Missouri S&T and the overseas university or program. I agree to make all payments on time.

8. **Refunds.** I understand that no refunds will be issued for any fees charged by Missouri S&T if I choose to withdraw from a study abroad program after on-site activities have begun. Furthermore, I understand that, if applicable, I am bound by the host institution's cancellation and refund policies regarding withdrawal from the study abroad program, which may prevent me from receiving a refund even if I withdraw prior to the beginning of my study abroad program. It is my responsibility to be familiar with and abide by all refund policies for my study abroad program. Refunds by Missouri S&T will be awarded according to the withdrawal/refund schedule outlined below.

- **Withdrawal before departure:** If I withdraw at any point after I submit the online commitment at globalminers.mst.edu, I agree to abide by the conditions of participation outlined in this document and I will forfeit the $300 administrative fee and $30 Terra Dotta fee. In addition, I will be responsible for any non-recoverable costs or losses incurred as a result of my withdrawal from the program. These costs may include transportation, housing, or other fixed group expenses (e.g. program leader expenses), as well as any other program expenditures incurred up to the point of my withdrawal.

- **Withdrawal after departure:** If I decide to return to the U.S. early from my study abroad program, I will consult my faculty program director(s) and/or the Study Abroad Office for the appropriate course of action. No refund will be available.

9. **Academic credit.** I understand that in some circumstances I may not receive full academic credit for the study abroad program for which I have applied. These circumstances include, but are not limited to:
   - Cancellation of the program due to circumstances beyond the control of Missouri S&T;
   - A decision by the university, in its sole discretion, that cancellation of the program is appropriate based on health, safety or similar considerations;
   - My inability to participate in or complete the program due to circumstances beyond the control of Missouri S&T;
   - My dismissal from the program;

I understand that, in any of these circumstances, I will be refunded only those costs that can be recovered by Missouri S&T or its partner program, and may incur increased costs for my return trip.

10. **Program enrollment.** I realize that, upon acceptance into the study abroad program and submitting an online commitment at globalminers.mst.edu the Study Abroad Office will register me for the program for the appropriate term(s). If I have already registered for regular Missouri S&T classes for the term I am going abroad, I understand I am responsible for dropping the classes and will be responsible for payment of any fees according to the refund schedule for classes which are not dropped.

11. **Auditing courses.** I understand I am not permitted to audit study abroad program courses. In addition, if I voluntarily withdraw from a study abroad program early, I may not receive any academic credit and, in most cases, will receive less than full academic credit.
12. **Preregistration.** I realize that if I wish to preregister for classes for the semester I return to Missouri S&T, I must make my own arrangements. It is my obligation to register for classes for the semester I return.

13. **Recreational travel.** Recreational travel must not interfere with regularly scheduled courses. If I choose to travel prior to or during the program, I understand that Missouri S&T is not responsible for me during non-program related travel. I understand that any risky activity or travel in which I choose to become involved outside of the program will be at my own expense and risk. While Missouri S&T employees or host university contact persons may provide information regarding extracurricular activities or travel, in no way does this represent Missouri S&T's endorsement of those activities or destinations.

14. **Motor vehicles abroad.** Missouri S&T strongly discourages students from owning or operating motor vehicles abroad while participating in a study abroad program. Traffic congestion and different traffic laws and regulations, civil and criminal, can make driving motor vehicles in foreign countries extremely hazardous. Insurance requirements or other financial responsibilities, as well as laws and court systems vary from country to country. If, however, I determine to operate a motor vehicle while abroad, I recognize that the university assumes no financial, legal or medical aid responsibility or other assistance should I be involved in an accident while operating a motor vehicle.

15. **Political activities.** I realize that I am expected to observe and not to participate in any political activities while abroad. Becoming a political activist may endanger my own safety or that of my colleagues in the program, and will almost certainly jeopardize the program itself.

16. **Termination of participation.** I agree that the Assistant Vice Chancellor of International and Cultural Affairs or their representative, faculty program director or host university/organization may terminate my participation in the program if:
   - I engage in actions endangering to myself or others, or
   - My conduct is considered to be detrimental or incompatible with the best interest and welfare of the program.

   I further agree, if expelled from the program, to be responsible for all expenses incurred in returning to the United States and understand that I may not receive academic credit for my participation in the program. Prior to taking any action pursuant to this clause, the program director or Vice Chancellor of International and Cultural Affairs or their representative will discuss with me the conduct considered to be detrimental or incompatible with the program.

17. **Travel arrangements.** I understand that it is my responsibility to make all travel arrangements outside of those arranged by the program, and obtain my passport and student visa (unless the visa is arranged by the program sponsor).

18. **General orientation requirement.** I realize that I must complete the General Pre-Departure Study Abroad Orientation, which is mandatory for all Missouri S&T students participating in study abroad programs. My failure to complete this requirement may result in termination of my participation in the program.

19. **Forms.** I agree to complete all program-related forms, including supplementary application materials required for my program, and program evaluation forms issued by the Study Abroad Office.

20. **Certification.** I have read, understand and agree to abide by the above conditions of participation.
APPENDICES

TOP 10 LIST FOR RISK MITIGATION AND EMERGENCY RESPONSE

From Thomas Butcher, Grand Valley State University

1. Do the right thing.
2. Do something, rather than nothing.
3. Consider what a reasonable person would do, and carry it out.
4. Consider what can go wrong before a program begins.
5. Disclose the dangers of a program and destination.
6. Obtain signed waivers (informed consent).
7. Don’t adopt policies and procedures you cannot enforce.
8. Alcohol and students don’t mix well.
9. Prepare program directors and participants. Information is key to healthy and safe behavior.
10. Involve and educate your campus president, provost, legal counsel, risk manager, public affairs staff, business office, health services staff, counseling office, and any other office associated with study abroad programs.

RESPONSIBLE STUDY ABROAD: GOOD PRACTICES FOR HEALTH & SAFETY

Because the health and safety of study abroad participants are primary concerns, these statements of good practice have been developed to provide guidance to institutions, participants (including faculty and staff) and parents/guardians/families. These statements are intended to be aspirational in nature. They address issues that merit attention and thoughtful consideration by everyone involved in study abroad. They are intentionally general; they are not intended to account for all the variations in study abroad programs and actual health, safety, and security cases that will inevitably occur. In dealing with any specific situation, those responsible must also rely on their collective experience and judgment while considering their specific circumstances.

RESPONSIBILITIES OF PROGRAM SPONSORS

The term sponsor refers to all entities that together develop, offer, and administer study abroad programs. Sponsors include, but are not limited to, sending institutions, host institutions, program administrators, and placement organizations. To the extent reasonably possible, program sponsors should consider how these statements of good practice may apply. At the same time, it must be noted that the structure of study abroad programs vary widely. Study abroad is usually a cooperative venture that can involve multiple sponsors. Because the role of an organization in a study abroad program may vary considerably from case to case, it is not possible to specify a division of efforts that will be applicable to all cases. Each entity should apply these statements in ways consistent with its respective role.

In general, practices that relate to obtaining health, safety, and security information apply to all parties consistent with their role and involvement in the study abroad program. Much of the basic information is readily available and can be conveyed to participants by distributing it or by referring them to, or utilizing materials from, recognized central sources. Statements of good practice that refer to the provision of information and the preparation of participants are intended for parties that advise, refer, nominate, admit, enroll, or place students. Statements of good practice that suggest operating procedures on-site apply to entities that are directly involved in the operation of the study abroad program.
It is understood that program sponsors who rely heavily on the collaboration of overseas institutions may exercise less direct control over specific program components. In such cases, sponsors are urged to work with their overseas partners to develop plans and procedures for implementing good practices.

**Program sponsors should:**

- Conduct periodic assessments of health and safety conditions for their programs, and develop and maintain emergency preparedness processes and a crisis response plan.
- Provide health and safety information for prospective participants so that they and their parents/guardians/families can make informed decisions concerning preparation, participation, and behavior while on the program.
- Provide information concerning aspects of home campus services and conditions that cannot be replicated at overseas locations.
- Provide participants with an orientation prior to the program and as needed on-site, which include information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country. In addition to dealing with health risks and safety issues, the orientation should address appropriate emergency response measures.
- Consider health and safety issues in evaluating the appropriateness of an individual’s participation in a study abroad program.
- Determine criteria for an individual’s removal from a study abroad program, taking into account participant behavior, health, and safety factors.
- Conduct inquiries regarding the potential health, safety, and security risks of the local environment of the program, including program-sponsored accommodations, events, excursions, and other activities prior to the program. Monitor possible changes in country conditions. Provide information about change and advise participants and their parents/guardians/families as needed.
- Hire vendors and contractors (e.g. travel and tour agents) that have provided reputable services in the country in which the program takes place. Advise such vendors and contractors of the program sponsor’s expectation with respect to their role in the health and safety of participants.
- Conduct appropriate inquiry regarding available medical and professional services. Provide information about these services for participants and their parents/guardians/families, and help participants obtain the services they may need.
- Develop and provide health and safety training for program directors and staff, including guidelines with respect to intervention and referral that take into account the nature and location of the study abroad program.
- Develop codes of conduct for their programs; communicate codes of conduct and the consequences of noncompliance to participants; take appropriate actions when aware that participants are in violation.
- In cases of serious health problems, injury or other significant health and safety circumstances, maintain good communication among all program sponsors and other who need to know.
- In the participant screening process, consider factors such as disciplinary history that may impact the safety of the individual or group.
- Provide information for participants and their parents/guardians/families regarding when and where the sponsor’s responsibility ends and the range of aspects of participants’ overseas experiences that are beyond the sponsor’s control. In particular, program sponsors general **cannot:**
  - Guarantee or assure the safety or security of participants or eliminate all risks from the study abroad environments.
  - Monitor or control all of the daily personal decisions, choices, and activities of participants.
Responsibilities of Participants

In study abroad, as in other settings, participants can have a major impact on their own health and safety through the decisions they make before and during their program, and by their daily choices and behaviors.

Participants should:

- Assume responsibility for all the elements necessary for their personal preparation for the program and participate fully in orientations.
- Read and carefully consider all materials issued by the sponsor that related to safety, health, legal, environmental, political, cultural, and religious conditions in the host country(s).
- Conduct their own research on the country(s) they plan to visit with particular emphasis on health and safety concerns, as well as the social, cultural, and political situations.
- Consider their physical and mental health, and other personal circumstances, when applying for or accepting a place in a program. Make available accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
- Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.
- Inform parents/guardians/families and any others who may need to know about their participation in the study abroad program, provide them with emergency contact information and keep them informed of their whereabouts and activities.
- Understand and comply with terms of participation, codes of conduct, and emergency procedures of the program.
- Be aware of local conditions and customs that may present health or safety risks when making daily choices or decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals before or during the program.
- Accept responsibility for their decisions and actions and obey host country laws.
- Behave in a manner that is respectful of the rights and well-being of others, and encourage others to behave in a similar manner.
- Avoid illegal drugs and excessive or irresponsible consumption of alcohol.
- Follow the program policies for keep program staff informed of their whereabouts and well-being.
- Become familiar with the procedures for obtaining emergency health and legal services in the host country.

Recommendations to Parents/Guardians/Families

In study abroad, as in other settings, parents/guardians/families can play an important role in the health and safety of participants by helping them make decisions and influencing their behavior overseas.

- Be informed about and involved in the decision of the participant to enroll in a particular program.
APPENDICES

- Obtain and carefully evaluate participant program materials, as well as, related health and safety information.
- Discuss with the participant any of his/her travel plans and activities that may be independent of the program.
- Engage the participant in a thorough discussion of safety and behavior issues, insurance needs, and emergency procedures related to studying or living abroad.
- Be responsive to requests from the program sponsor for information regarding the participant.
- Keep in touch with the participant.
- Be aware that the participant, rather than the program, may most appropriately provide some information.
YOU ARE A MANDATED REPORTER.

A Mandated Reporter is any employee of the University who becomes aware of an act of sexual harassment (including sexual misconduct) or behavior which could be characterized as sexual harassment, when perpetrated against a faculty, staff, student or visitor of the University.

Employees with a legal obligation or privilege of confidentiality (including health care providers, counselors, lawyers, and their associated staff) are not considered mandated reporters and are not required to report when the information is learned in the course of a confidential communication.

SEXUAL DISCRIMINATION, HARASSMENT, VIOLENCE, DON’T BE AFRAID TO REPORT.

Knowing that students may hesitate to report these incidents because of the fear of potential consequences, Missouri S&T has established an amnesty policy. This policy may protect complainants and witnesses from disciplinary actions for minor student conduct violations related to the incident.

Even if someone does not want to participate in an investigation of the incident, mandated reporters are still required to report the incident.

Even if an incident occurs off campus, you are still required to report it. The University has the right to address the resulting or continuing effects of off-campus harassment that interferes with a student’s educational rights or an employee’s employment rights.

Reports can be made online, by email, phone or in person. Mandated reporters must report all details that they possess. This includes names of parties, if known, and all other information in the reporter’s possession.

For more information or inquiries, please contact Institutional Equity, Diversity and Inclusion at 573-341-7734 or visit titlex.mst.edu.
This article is available on the NAFSA website:

2014 Supplement to International Educator Health & Insurance, When a Student Dies Abroad