Introductions
Today’s Agenda

- Goals for today, Resources, Key Contacts
- Discussion: recruitment
- Now until departure: Pre-departure orientation
- Upon your arrival
- Upon your return
- Insurance
- Financial logistics
- Q & A
Goals

• To address your questions and doubts
• Identify helpful resources
• Prevent and prepare for the unknown and unexpected
Important External Resources

- **US Department of State**: for consular info sheets, list of US embassies abroad, STEP enrollment, entry/exit requirements for US citizens, and more. Also see Students Abroad site created specifically for student audience by DoS.
- **Centers for Disease Control and Prevention**: Travelers’ Health
- **The Forum on Education Abroad**: Standards of Good Practice
- **NAFSA**: Association of International Educators
- **Diversity Abroad Network**: Member resources, country diversity climate notes, diversity advising manuals, good practice database, etc.
- **SAFETI Clearinghouse**: A-Z listing of health/safety related issues pertaining to education abroad
- **Federal Bureau of Investigation**: Advice for US College Students Abroad video and brochure
- **Association for Safe International Road Travel** (ASIRT)
Important VCU Resources

VCU Resources:

- For Faculty section of the VCU Education Abroad website
- VCU Procurement’s website with link to Chrome River
- VCU Insurance & Risk Management page with info on foreign travel (Steve Kessinger: sbkessinger@vcu.edu)
- VCU Student Health Travel Clinic (Christine Charbonneau: cpcharbo@vcu.edu)
- VCU Student Counseling Services faculty info (Engin Ege, eege@vcu.edu)
- VCU Wellness Resource Center “The Well”
- VCU Office of Student Conduct & Academic Integrity
- VCU Police
Important Contacts in GEO

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Education Abroad
For discussion:
Recruitment: what works?
From Now Until Departure
What GEO is doing for you and your students:

- Enrollment in courses (and STUA course); Creating Blackboard
- Managing withdrawals
- Pre-departure meetings covering basics of travel, health, safety, packing, course enrollment, and more (online)
- Passports and Visas, in applicable
- Making payments to vendors
- Booking airfare (or helping if it is not included)
- Collecting Financial Aid forms (for summer programs only)
- Gathering missing critical information from students
- Ordering ISIC insurance
- STEP enrollment
- Answering any other questions and concerns from faculty, parents and students
What YOU should be doing for us and for your students:

• Training! (this training, Clery training, Not Anymore)
• Ensuring proper enrollment in courses
• Request creation of, and build out your course in Blackboard
• Notify us immediately of any withdrawals
• Pre-departure orientations (more details to come)
• Coordinating between Paul and your vendors and/or contacts overseas
• Coordinating w/Paul to book airfare; providing students with travel details (i.e. arrival date, time, place)
• Forwarding student questions about financial aid to us
• Encouraging disclosure of critical information from students
• Consider insurance
• Submitting Excel document to your liaison for STEP enrollment purposes (your emergency contact)
• Communicating with your students regularly
• Secure cell phone
Pre-Departure Orientations

• Hold at least 1 session
• Get to know the students (and their motivations)
• Team-building
• Set expectations (academic AND behavior...includes alcohol)
• Review the syllabus
• Country-specific info including culture, language and history
• Discuss health and safety risks (preparation and on-site)
• Details on everything: flights, arrival, itinerary, housing, meals, money, your contact info, packing lists, etc.
• Emergency plan
• Consider inviting speakers (students, nurse, counselor, etc.)
• Need space? We can help!
Upon Arrival
• First things first: check in with us immediately (and as issues occur)!
• Buddy system
• Orientation to surroundings
• Discuss risks
• Obtain their contact info, room #s, etc. (know where they are and how to get in touch with them if needed)
YOU are a “Campus Security Authority” and are responsible for reporting any crime to VCU that occurs in any location we rent or occupy on an on-going basis.
Behavior Issues

• Setting expectations should help mitigate behavioral issues
• We’re here to help! (as is Counseling Services, Student Conduct, etc.)
• Have a plan prior to the problem (and don’t put it off)
• Ascertian the facts, determine if major or minor issue
• Consider if symptomatic of another issue (culture shock, disability, etc.)
• Maintain your composure 😊
• Document events
• Consider consequences of action (or inaction)
• 3 steps: verbal warning, written warning, dismissal
Emergency Response

• Be prepared (and organized!): have a first aid kit, passport copies, health, prescription and emergency contact for each student, important phone numbers, handbook, contact for US embassy, your cell phone, etc.

• Develop a 3-phase plan

• Consider creating an emergency card for each participant
Emergencies

- ANY hospitalization
- Missing student
- Arrest of student
- Crime against student
- Rape or sexual assault
- Severe food poisoning or allergic reaction
- Disease outbreak amongst students
- Anything of a psychiatric nature
- Any incident involving injuries
- Natural disasters
- Terrorist attacks
- Civil Unrest, Political emergency, Outbreak of war, etc.
Crisis Response Steps

1. Seek appropriate care for student and alert VCU as soon as possible (24/7 contact)
2. Coordinate with embassy or local authorities as necessary
3. Keep written log
4. Don’t make any public statements
Emergency Response Guidelines

• Please call, don’t email. (434-996-2816)
• When in doubt, report it.
• Train students on what to do if something happens to you, and have a back-up faculty or on-site contact available
• Encourage students to communicate to parents, or create Facebook group
Title IX

http://www.titleix.saf.vcu.edu
What is Title IX?

A gender equity statute

20 USCA Sec. 1681(a)

Provides that:

no person in the U.S. shall,
on the basis of sex,
be excluded from participation in,
be denied the benefits of,
or be subjected to discrimination
under any education program receiving Federal financial assistance

Once a school knows, or reasonably should know, of possible sexual violence, it must take immediate and appropriate action to investigate or otherwise determine what occurred.
What is covered by Sexual Harassment/Discrimination?

- Harassment is a form of discrimination
- Conduct of a sexual nature that is unwelcome [conduct can be verbal]
- Denies or limits access to an educational benefit
- Sexual harassment, which includes sexual violence, is a prohibited form of sex discrimination under title IX; sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature.
- Can be quid pro quo
- Can be hostile environment [ex: pics, postings may create a hostile environment]
  ASK: is it sufficiently serious to deny or limit an educational benefit
What to do if a student confides in you

Different people on campus have different reporting responsibilities and different abilities to maintain confidentiality. If a student comes to you, inform them of your duties and the level of privacy you can maintain. Tell the student, "All confidentiality has limits. If there is a danger to you or someone else, or if there is a serious threat to the community, I would have to get someone with more authority to help." Know the university resources so you can help students make informed choices about who can best assist them.

1. Ensure the student's safety.
2. Encourage the student to report to VCU Police.
3. Provide the student with resources.
4. Report the incident to the Title IX Coordinator.
Confidential Support Services

• **University Counseling Services**, at Monroe Park (804) 828-6200, at MCV (804) 828-3964

• **University Student Health** at Monroe Park (804) 828-8828, at MCV (804) 828-9220

• **The Wellness Center** at 804-828-7949

*Confidential resources adhere to professional, legal, and ethical guidelines established by professional organizations and state law. Legal and ethical exceptions to confidentiality may include: when there is a clear and present danger of harm to you or others; when there is knowledge or suspicion of abuse or neglect of children or elderly persons; when a court subpoenas clinical records; or as otherwise required by law.*
Title IX Coordinators – Names and Contact

Student-Only Involvement
Tammi Slovinsky
Deputy Title IX Coordinator for Student Affairs
(804) 827-1963
tslovinosky@vcu.edu

Student-Employee and Student-Third Party/Other
Laura Walsh Rugless
VCU, Title IX Coordinator
lrugless@vcu.edu
Office: (804) 828-6404
Title IX in summary

• When a report of sexual assault, domestic violence, dating violence, or stalking is received, time is of the essence in responding.

• You can never handle reports of violence “in house.” You should not conduct an investigation or take other action except in coordination with VCU’s Title IX coordinators.

• Never seek to mediate reports of sexual assault or bring parties together to discuss and attempt to resolve complaints.
Student Health Services
Insurance
AIG Travel Assist

- Covers authorized travelers of VCU and the VCU Health System when traveling abroad on university business

- Covered Travelers Include:
  1. Faculty and dependents
  2. Staff and dependents
  3. Students
  4. Other invited travelers/volunteers *

* Confirm coverage with VCU Insurance & Risk Management prior to travel
AIG Travel Assist

- **Evacuation services** (all authorized travelers):

1. **Emergency Medical Evacuation**: medically necessary transportation to nearest hospital or appropriate medical care facility. Includes medical services/supplies necessary during transport*

2. **Political/Security Evacuation**: Political/military event involving the host country resulting in an advisory by appropriate authorities to leave the country

3. **Natural Disaster Evacuation**: Official declaration of a natural disaster area by the host country. Area deemed uninhabitable or dangerous

* Travelers are otherwise responsible for their personal healthcare coverage
AIG Travel Assist

❖ Other services (all authorized travelers):

1. **Travel Medical Assistance**: physician referrals, emergency prescription replacement, medical payment arrangements (subject to re-payment guarantee)
2. **Worldwide Travel Assistance**: lost/stolen baggage assistance, lost passport/travel documents, ATM locator, roadside assistance, etc.
3. **VIP Concierge Services**: restaurant referrals and reservations, event ticketing, ground transportation coordination, etc.
4. **Security Assistance Services**: Security and safety advisories, global risk analysis, up-to-the minute information on current world situations
5. **Identity Theft Assistance**: Account monitoring, financial account investigation, credit review and fraud detector, etc.
AIG Travel Assist

Authorized travelers of VCU and the VCU Health System who are traveling abroad should bring with them a Travel Assist brochure which outlines the Travel Assist services, or the Travel Assist ID Card. Both include the following important information:

- Toll Free (within the U.S.): 1-877-244-6871
- Collect/Reverse Charge (outside the U.S.): +1-715-346-0859
- Email: travelassist@aigbenefits.com
- Policy Number: 9146660
Foreign Travel Resource Website

- Country specific travel alerts on emerging situations
- Information on how to stay healthy and safe when traveling abroad

To register: www.aigbenefits.com/travelassist

- Click **sign in** in the upper right corner and then click on **register here** from the sign-in page. Enter the email address where you will want to receive travel alert emails and policy number 9146660.

- The following user guides will assist you in navigating the website and taking full advantage of the information available:
  
  Travel Assist Website User Guide
  
  Travel Health User Guide
  
  Travel Security Awareness Training User Guide
Other Insurance

- General liability: covered as long as actions are within the course and scope of program; if illegal, no coverage

- Automobile: should purchase both liability coverage and the collision damage waiver available through rental agency (different than domestic car rental); don’t purchase other insurance such as roadside assistance
Personal Health Insurance

- Familiarize yourself with your personal health insurance coverage

- Your provider can assist you with:
  - Coverage questions specific to the country to which you’re traveling
  - Assistance locating in-network physicians

*If you are covered with Anthem, go to BCBS.com and look for “Find a Doctor or Hospital” and then “Locate Doctors Outside the U.S.”*
Student Insurance

- All insurance/services provided by VCU
- ISIC Premium
- Personal health insurance
Case Studies
You receive a call at 3:30 AM from Tara, a student on your program, telling you that Kirsten, another student on your program, has been taken to the emergency room after drinking all night long, blacking out several times, and vomiting all over the dormitory.

What do you do, and what could you have done to prevent this?
A week before departure, you receive a phone call from the mother of a student on your program named Miles. Mom tells you not to say anything to Miles, but he has been suffering from an anxiety disorder for the last year and she wants you to keep an eye on him and let her know how he’s doing.

How do you respond and handle this request?
A student on your program in Spain is pick-pocketed and had her passport and wallet stolen from her backpack while in the Prado Museum.

What do you do, and what could you have done to prevent this?
A student on your program in a malaria risk zone has been hospitalized with signs of malaria. The doctors tell you his case is extremely serious.

What do you do, and what could you have done to prevent this?
On your program to Ghana, a white student named Frank has become very agitated and withdrawn after an excursion to Elmina Castle, the site of a former slave castle. You speak to him on the bus on the way back into town, but he shuts down and says everything is fine.

*What might be going on, and how will you respond?*
A female student tells you on the last day of the program that she was sexually assaulted several nights before by a male student on the program.

What do you do, and what could you have done to prevent this?
One of the students on your program has been taken into custody by local authorities for possession of an illegal substance.

What do you do, and what could you have done to help prevent this situation from happening?
You grow concerned as you notice that one of your students has isolated herself from the others in the group and you suspect she may be harming herself as a way to cope with a pre-existing anxiety disorder.

What do you do, and what could you have done to help prevent this situation from happening?
A student named Joe tells you that Brandi, another student on the program, has been asking the other students for money for meals. You confront Brandi and she tells you she has run out of money and has also not yet booked her flight home.

What do you do?

...and what could you have done to help prevent this situation from happening?
Financial Logistics
Contacts:
Paul Ginder, GEO Financial Manager
pfginder@vcu.edu 804-828-3734
Jessica Abernathy, GEO HR Director
jereid@vcu.edu 804-828-8471
Travel Authorization (Pre-Approval)

- VCU Chrome River system
- Select Paul Ginder as your “delegate”
- You will receive confirmation from your EA Advisor that your program has closed with sufficient enrollment.
- GEO will complete your pre-approval in Chrome River based on:
  - final enrollment numbers
  - existing budget that you submitted in the fall
- Should include all trip-related expenses (i.e. faculty per diem, tips, excursions, reg fees, miscellaneous (e.g. honoraria), travel advance (if applicable), foreign tuition to be paid, etc.)
Wire Transfers

All invoices requiring pre-payment should include the following wire transfer information:

- Vendor name
- Vendor address
- Vendor bank account number
- Beneficiary (Bank) Name
- Beneficiary (Bank) Address
- Beneficiary (Bank) SWIFT/CHIPS or routing number
- IBAN Number (for European entities)
Payments to Foreign Vendors

Recent change requires all vendors whenever possible to self-register in eVA, the state of Virginia’s purchasing system, in order to process payment.

1% of the total invoice price has to be paid by the vendor to eVA for each order.

Foreign vendors must complete a W-8 BEN form (filling out the name, address, country, signature and date) to be set up by VCU and prove that they do not owe US taxes.

Airfare

Contact Christopherson Business Travel to reserve your flight(s). Airfare (and Amtrak train tickets) MUST be purchased through Christopherson, the university’s travel agent.

If not, you will not be reimbursed!
Airfare

The Christopherson agent will require a trip approval number to purchase your flight. GEO will notify you once your pre-authorization is approved and provide you and/or the Christopherson agent with your trip approval number.

**Note that if your plans include ANY personal travel you must procure an additional quote for the business travel only at the time of booking and pay for your flight. You will be reimbursed up to the amount of that quote when you return.**
Travel Advances

(If necessary...)

• GEO (Paul) will calculate the amount of your advance to include expenses that haven’t been pre-paid

• Advances are deposited a maximum of 10 days prior to your departure. Please notify GEO if you haven’t received your advance within 5 days of your departure.

• Advance Payback is due within 30 days of your return. Failure to reconcile your reimbursement or payback your advance within 45 days of your return will result in a future ban on travel advances
Receipts/Documentation

• Make sure you obtain and can provide absolute proof of payment for EVERY financial transaction.
• Group meal receipts MUST itemized showing what was ordered (so we know you’re not getting alcohol...chicken vs beef not as important, but could say “7 dinner entrees,” for example).
• ALL lodging receipts (hotel or apartment) must show dates of stay, amount charged each night, person(s) using the room, location, reason for the stay, method of payment and zero balance due or be accompanied by a CC statement that proves payment.
• Pay for group entrance tickets in one lump sum and submit receipt marked PAID or showing a zero balance. If impossible, submit entrance ticket for each participant.
Receipts/Documentation

• If payment was made with US dollars, mark USD beside the amount paid.
• Be sure currency paid and the amount is clear on receipt
• Translate receipt into English
• Take a small receipt book to use with vendors without receipts. Be sure date, vendor names, items purchased, dollar amount, and method of payment are shown. If possible, get a store stamp on your receipt or a signature of a rep of the vendor.
• If renting a vehicle outside the US, only limited damage waiver-LDW and collision damage waiver-CDW are reimbursable insurance expenses (i.e. trip cancellation, personal, health or life insurance is not reimbursable).
Receipts/Documentation

• If you use a credit card, you may submit a statement along with the actual receipt, especially if the receipt is not detailed enough for Accounts Payable. This is also helpful if the amount paid differs from the online conversion rate for the date of purchase, as most credit card companies assess a small fee for international purchases.

• Credit card statements should also be provided when applicable to indicate the amount paid in US dollars.

• ALL RECEIPTS MUST BE TRANSLATED AND CLEARLY MARKED TO REFLECT THE TRANSACTION IN ORDER TO MEET THE STATE/UNIVERSITY REQUIREMENTS.
Receipt Retention

• If you are missing a receipt that is worth more than $25 USD, you have 2 options:
  • Reduce the expense to $25 if it is public transportation or classified as a miscellaneous expense
  • Provide a detailed memo signed by the Office of the VP approving the missing receipt. The entire expense will need to be charged to your departmental local funds (4 or 6 ledger)
Receipt Submission

• Submit all receipts within 2 WEEKS of return
• All required itemized receipts should be retained for reimbursement. In Chrome River, your receipts will be scanned and uploaded.
• Mobile app
• DO NOT USE TAPE OR HIGHLIGHTERS ON RELEVANT PORTIONS OF YOUR RECEIPTS. They may denude the print on the receipt.
Travel Advance Payback

- If your reimbursement does not cover the advance amount, you will need to write a check payable to VCU for the excess and note “TRVADV payback” on the memo line.
- This check will accompany your reimbursement to VCU Accounts Payable.
Upon Your Return
• Student surveys
• Communicate outcomes
• Share your stories, educate others about your experiences
• Photo contest
• Begin planning for following year
• Engage returned students and RECRUIT!
• Peer advisor program
Questions?