

# Going Global @ WPI For On-Site Advisors

An Operational Handbook developed by  
the Interdisciplinary and Global Studies  
Division at Worcester Polytechnic  
Institute for resident advisors going to  
the residential project sites

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# Going Global at WPI

## Operational Handbook for Faculty Advisors

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## **Section 1 – WPI and IGSD Procedures**

### ***Introduction***

Worcester Polytechnic Institute (WPI) has been practicing innovative, project-based technological education for over 30 years. WPI requires all undergraduates to complete a series of projects, including one in which they examine how science or technology interacts with societal structures and values - the Interactive Qualifying Project (IQP). Because of its commitment to a global perspective, the University offers its students opportunities to complete this unique degree requirement at locations around the world. WPI operates more than ten international project programs where students, with resident faculty advisors, live and work full-time solving real-world problems for public and private agencies and organizations. WPI sends more engineering and science students overseas for experiential learning than any other U.S. college or university; during the 2009-2010 academic year, approximately 625 WPI students -- over half of the junior class -- will travel to a global project site to complete one of these projects.

Congratulations! You are beginning to prepare for one of the most meaningful experiences that you will encounter while at WPI. In order to ensure that you have a successful experience, the *Going Global @ WPI Operational Handbook* has been compiled from a number of sources to provide you with as much practical information as possible that may be applicable to all project sites.

A successful off-campus experience does not just occur; it requires careful consideration of things you will need to do before you leave and while at your off-campus site. The Interdisciplinary and Global Studies Division (IGSD) has developed this Handbook to inform resident faculty advisors who anticipate advising in the Global Perspective Program during the 2009/2010 academic year. It outlines those considerations, provides expert advice, and should serve as a foundation for meticulous and careful planning, and effective program management.

For the mutual protection of WPI, the faculty, the students, and their families, the obligation assumed by each must be clearly defined and understood. You should recognize the fact that you have entered into a contractual agreement with WPI that states the obligations and responsibilities of both the University and yourself. This Handbook should be read carefully and thoroughly to avoid misunderstandings.

## **NAFSA: Association of International Educators<sup>1</sup>**

NAFSA is the predominant professional association in the world dealing with international education. A committee of study abroad professionals (the Inter-organizational Task Force on Safety and Responsibility in Study Abroad) developed the following document which is included here for your reference. Please keep in mind that while WPI's off-campus program is unique in its structure, the University is committed to upholding the standards of the profession.

## **Responsible Study Abroad: Good Practices for Health and Safety**

### ***Statement of Purpose***

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 with study abroad. They are intentionally general; they are not intended to account for all the many 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 upon their collective experience and judgment while considering their specific circumstances.

### ***I. Responsibilities of Program Sponsors***

The term "sponsors" refers to all the entities that together develop, offer, and administer study abroad programs. Sponsors include 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 varies 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 and/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 overseas program.

It is understood that program sponsors that 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.

The use of letters is provided for ease of reference only and does not imply priority.

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<sup>1</sup> ***Taken from the NAFSA: Association of International Educators' website. NAFSA: Association of International Education Responsible Study Abroad: Good Practice for Health and Safety Guidelines, Revised November 8, 2002***

[http://www.nafsa.org/knowledge\\_community\\_network.sec/education\\_abroad\\_1/developing\\_and\\_managing/practice\\_resources\\_36/guidelines\\_for\\_health](http://www.nafsa.org/knowledge_community_network.sec/education_abroad_1/developing_and_managing/practice_resources_36/guidelines_for_health)

***Program sponsors should:***

- A. Conduct periodic assessments of health and safety conditions for their programs, and develop and maintain emergency preparedness processes and a crisis response plan.
- B. 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.
- C. Provide information concerning aspects of home campus services and conditions that cannot be replicated at overseas locations.
- D. Provide orientation to participants prior to the program and as needed on-site, which includes information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country. In addition to dealing with health and safety issues, the orientation should address potential health and safety risks, and appropriate emergency response measures.
- E. Consider health and safety issues in evaluating the appropriateness of an individual's participation in a study abroad program.
- F. Determining criteria for an individual's removal from an overseas program taking into account participant behavior, health, and safety factors.
- G. Require that participants be insured. Either provide health and travel accident (emergency evacuation, repatriation) insurance to participants, or provide information about how to obtain such coverage.
- H. Conduct inquiries regarding the potential health, safety and security risks of the local environment of the program, including program-sponsored accommodation, events, excursions and other activities, prior to the program. Monitor possible changes in country conditions. Provide information about changes and advise participants and their parents/guardians/families as needed.
- I. 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 expectations with respect to their role in the health and safety of participants.
- J. 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.
- K. 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.
- L. Develop codes of conduct for their programs; communicate codes of conduct and the consequences of non-compliance to participants. Take appropriate action when aware that participants are in violation.
- M. In cases of serious health problems, injury, or other significant health and safety circumstances, maintain good communication among all program sponsors and others who need to know.
- N. In the participant screening process, consider factors such as disciplinary history that may impact on the safety of the individual or the group.

- O. 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 generally:***

- A. Cannot guarantee or assure the safety and/or security of participants or eliminate all risks from the study abroad environments.
- B. Cannot monitor or control all of the daily personal decisions, choices, and activities of participants.
- C. Cannot prevent participants from engaging in illegal, dangerous or unwise activities.
- D. Cannot assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.
- E. Cannot assume responsibility for actions or for events that are not part of the program, nor for those that are beyond the control of the sponsor and its subcontractors, or for situations that may arise due to the failure of a participant to disclose pertinent information.
- F. Cannot assure that home-country cultural values and norms will apply in the host country.

***II. 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 day-to-day choices and behaviors.

***Participants should:***

- A. Assume responsibility for all the elements necessary for their personal preparation for the program and participate fully in orientations.
- B. Read and carefully consider all materials issued by the sponsor that relate to safety, health, legal, environmental, political, cultural, and religious conditions in the host country(ies).
- C. Conduct their own research on the country(ies) they plan to visit with particular emphasis on health and safety concerns, as well as the social, cultural, and political situations.
- D. Consider their physical and mental health, and other personal circumstances when applying for or accepting a place in a program, and make available to the sponsor 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.
- E. Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.
- F. 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.
- G. Understand and comply with the terms of participation, codes of conduct, and emergency procedures of the program.

- H. Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals before and/or during the program.
- I. Accept responsibility for their own decisions and actions.
- J. Obey host-country laws.
- K. Behave in a manner that is respectful of the rights and well being of others, and encourage others to behave in a similar manner.
- L. Avoid illegal drugs and excessive or irresponsible consumption of alcohol.
- M. Follow the program policies for keeping program staff informed of their whereabouts and well being.
- N. Become familiar with the procedures for obtaining emergency health and legal system services in the host country.

### ***III. Recommendations to Parents/Guardians/Families***

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

#### ***Parents/guardians/families should:***

- A. Be informed about and involved in the decision of the participant to enroll in a particular program.
- B. Obtain and carefully evaluate participant program materials, as well as related health, safety and security information.
- C. Discuss with the participant any of his/her travel plans and activities that may be independent of the study abroad program.
- D. Engage the participant in a thorough discussion of safety and behavior issues, insurance needs, and emergency procedures related to living abroad.
- E. Be responsive to requests from the program sponsor for information regarding the participant.
- F. Keep in touch with the participant.
- G. Be aware that the participant rather than the program may most appropriately provide some information.

## **WPI's Policies**

Occasionally WPI receives information regarding dangers involved in a particular activity at a particular site. After assessing the risks, which includes consulting with professionals who have first hand knowledge of the activity and the site, WPI may issue a policy restricting participation in that activity. All participants are expected to abide by this policy, and as the faculty advisor you are expected to lead by example.

All WPI students who are participating in an off-campus project experience are expected to behave in a manner so as to not put themselves at risk. All students have an obligation to look out for each other and themselves. This means that if one student observes another engaging in risky behavior, that student should report the behavior to you. You must then address the issue with the student at risk. Repeated behavior identified as risky will be cause to send the student home.

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### **Alcohol Policy**

Faculty and staff should not serve alcoholic beverages to persons under 21 even at private social functions (for example, department parties or at [their] homes).

This policy evolved from careful review Massachusetts' law by WPI's legal counsel, risk management and insurance consultant, and WPI personnel.

The recent change in Massachusetts' criminal law applies only to the Commonwealth of Massachusetts; however, WPI extends the policy to all states and territories, domestic or foreign, in which a WPI employee or student is functioning in their capacity as a WPI employee or student or is involved in a WPI activity of any type.

Anyone who chooses to violate this policy does so at their own personal risk.

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### **The Drug Free Schools and Campuses Act**

The Drug Free Schools and Campuses Act (DFSCA) is a federal mandate that requires U.S. schools to certify to the U.S. Department of Education that they have adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs by students, faculty and staff.

These regulations are **portable** covering international study abroad programs.

Foreign study programs, like their parent colleges and universities, have an educational, ethical, and **legal** responsibility, to act forcefully to promote a foreign study environment free from alcohol and other drug problems.

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## **Acceptable Use Policy Regarding Computers (WPI laptops, sponsor PC's, internet use)**

At a minimum, you must adhere to the WPI Acceptable Use Policy <http://www.wpi.edu/Pubs/Policies/> whether using WPI computer resources or your housing provider or sponsor's resources. Your housing provider or sponsor may have more restrictive computer and web use policies and those must be followed. It is your responsibility to determine what your housing provider or sponsor's policy is and to comply with it. Using a housing provider or sponsor's network(s) or computer(s) for recreational use (defined as non-project related use – on or off the web) is not permitted. Violators will be subject to disciplinary actions.

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## **On-Site Travel Policy**

Students are required to keep you informed of their whereabouts. Each weekend every student must be accounted for – whether traveling or staying in residence (see On-site Travel Form – Appendix E). An On-site Travel Form with every student's name must be on file with resident advisors.

IGSD staff will notify the parents of students who fail to return from a weekend excursion at the predetermined time. If students are delayed they **MUST** contact you to inform you they are safe and advise you of their whereabouts and amended time of return.

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## **WPI's Policy Regarding White Water Rafting in Costa Rica**

*WPI has received information regarding the dangers involved in participating in white water rafting activities in Costa Rica. After assessing the risks, WPI's policy is that no participants in the Costa Rica Project Center will participate in white water rafting activities.*

All participants are expected to abide by this policy.

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## **Out-of-pocket Expenses for Students**

Current WPI policy states that students are expected to contribute \$50 per person per 1/3 unit of IQP work toward any out of pocket expenses encountered. This means that each student is expected to pay \$150 toward the completion of the IQP before asking for reimbursement of any kind. If you have a project team of 4 students, then the total contribution before being reimbursed is \$600. If you anticipate that your expenses will exceed this expectation, then you must submit a budget for your project. You and the Center Director must approve this budget prior to submission of any expenses to the IGSD. (Commuting costs are not reimbursable.)

## Mandatory Paperwork for Students

The following forms must be on file in the IGSD office before faculty and students leave WPI for their off-campus project experience. If any forms are missing, students are in jeopardy of not being allowed to participate in off-campus programs.

*All students are given a hard deadline that they must meet. Please reinforce the importance of meeting these deadlines with your students. The IGSD will deliver to each advisor a complete set of forms for every student the week before departure.*

*The IGSD strongly recommends that faculty advisors fill out the Travel Information Form and the Health Update Form as well. We will then have a record of important information in the case of an emergency concerning a faculty member.*

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### Travel Information Form (Appendix A)

The IGSD must have a completed Travel Form from each student on file before the student leaves for a site. The office keeps a copy of this itinerary and we send a copy with you, the faculty advisor. By doing this, the IGSD staff, the advisor and the local coordinator all know when and where every student will arrive and will be alerted if a problem arises. Whenever possible, students will be met at a pre-agreed location depending on their itinerary.

Any students traveling outside the United States to a WPI project site must supply the IGSD with a photocopy of the information page of their passport. Copies are sent with you, the faculty advisor, and kept on file in the IGSD. If a passport is stolen or lost while outside the U.S., having copies of this document will greatly facilitate having a new one issued while overseas. Carrying duplicate passport photos with the passport number written on the back will also facilitate the replacement of a lost or stolen passport. However, these photos must be carried securely, and separate from your passport.

As a faculty advisor, you should plan to arrive on-site earlier than the students. Students should understand that they are responsible for making their own travel arrangements, arriving at the program site on the designated arrival date, and remaining until the official departure date. If you are traveling by air, you must have confirmed reservations. Flying stand-by is not acceptable.

Students and their families should also understand that while WPI encourages students to travel during their free time, the University takes no responsibility for students' safety during independent travel. Students must inform you of any travel plans and when they should be expected back on-site. You should also inform your students if you plan to be away from your residence overnight. Students should be given a phone number that they can call in an emergency.

Students may not take vacation days off from their project work, even if they have the permission of their project mentor. If they have an urgent family or academic or job-related need to travel away from their project site on a project workday, they must consult with you before making any travel.

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## Health Update and Records Release Form (Appendix B)

The IGSD must have a completed Health Update and Records Release Form on file for each student before the student leaves for her site. The IGSD keeps a copy and sends a copy with you, the faculty advisor, in case of an emergency. The student should list any medical conditions that could affect them while off-campus (i.e. epilepsy, diabetes, depressive episodes, etc.) Also, the student must list any changes in their health not noted on medical records on file with WPI Health Services. Medical allergies must be listed, as well as prescription medications.

The IGSD strongly recommends that every student who plans to travel outside of the United States should read closely all information put forward by the Center for Disease Control specific to the geographic area where they will be going.

When traveling abroad it is a good idea to take a supply of prescription medications sufficient to last for the entire length of the trip. Prescription medicines should always be kept in the original containers with the prescription label intact to avoid problems with customs officials. It is also important to take along a copy of the prescription from the student's physician, clearly written, in generic terms, and with an indication of the condition being treated. Emergency contact information must also be provided to the IGSD on this form: name, relationship, address, and phone (home and work).

Faculty advisors, students and their families should understand that there are certain risks inherent in travel to an off-campus program site and WPI cannot assume responsibility for every activity or medical need. It is the faculty advisor's and the student's responsibility to carry medical insurance that is valid at the off-campus site for the length of the stay.

Faculty and students must accept all financial responsibility for any medical treatment received while at the program site. Everyone should understand that to obtain medical care abroad it is usually necessary to pay when the care is administered and then seek reimbursement from the insurance company upon return home.

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## Acknowledgment and Release Form

All participants are required to sign a Voluntary Acknowledgment Form that will be kept on file in the IGSD. The text of the form is below for your convenient referral. We hope that by asking participants to read and sign such a form they are reminded of the nature of their participation and the responsibilities which are assumed by the individuals.

### ACKNOWLEDGEMENT and RELEASE

I acknowledge that I am voluntarily participating in the \_\_\_\_\_ (the "Program"), which is being offered by Worcester Polytechnic Institute (WPI). I further acknowledge that WPI has provided me with adequate information about the Program, both verbally and through written materials, and that I have read and understand such information. I agree to comply with any immunization or medical treatment necessary to participate in this program. I also acknowledge that any laptop computer (or other form of computer or digital storage device) that I may take abroad cannot contain any restricted information as such action may be considered an export subject to Federal control and regulation.

Assumption of Risk and Release of Claims. Knowing the risks described, and in consideration of being permitted to participate in the Program, I agree, on behalf of my family, heirs, and personal representative(s), to assume all the risks and responsibilities surrounding my participation in the Program. To the maximum extent permitted by law, I release and indemnify Worcester Polytechnic Institute, and its officers, employees and agents, from and against any present or future claim, 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 Program (including periods in transit to or from any site in country where the Program is being conducted).

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS.

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Participant Signature

date

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Printed Name

date of birth\*

\*If participant is under 18 years of age, both parents and/or legal guardians must also read and sign this form.

I am the parent or legal guardian of the above Participant, have read the foregoing Acknowledgement and Release Form (including such parts as may subject me to personal financial responsibility), and will be legally responsible for the obligations and acts of the Participant as described in this Acknowledgement and Release Form, and agree, for myself and for the Participant, to be bound by its terms.

X

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Signature of Parent / Guardian

Date

X

---

Signature of Parent / Guardian

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## Informal Hearing Procedure at Off-Campus Residential Program Sites

Students at off-campus residential program sites, accused of violating the WPI code of conduct or any other WPI policy as outlined in the annual Campus Planner and Resource Guide shall be accorded an informal on-site hearing before a WPI representative designated by the dean of Interdisciplinary and Global Studies Division. The following guidelines will be applicable.

(a) Students will be informed of the complaint pending and the time, date and location of the informal hearing, in writing, at least two (2) days prior to the hearing. This notice should include a full description of the incident, names of witnesses, if any, and a reference to the section(s) of the campus code allegedly violated.

(b) The informal hearing shall be conversational in nature and non adversarial.

(c) Before the hearing, the student shall be given the opportunity to consult with an on-site advisor of their choice or a member of the WPI community.

(d) During the hearing, the WPI representative shall elaborate on the nature of the complaint and present any evidence or witnesses in support of that complaint.

(e) The accused student shall have an opportunity to respond to the complaint and present any evidence or witnesses in response to the complaint.

(f) The WPI representative will make a determination of the student's responsibility for the complaint based on the outcome of the informal hearing.

(g) If the student is found responsible, the WPI representative must contact the dean of students or her/his designee to review the student's past record, if any, before a sanction is determined. The WPI representative must then consult with the Dean of Students Office and the Director of global operations in Interdisciplinary and Global Studies Division to determine an appropriate sanction for the offense.

(h) All decisions shall be final and not subject to appeal on site. The decision may be appealed to the Dean of Interdisciplinary Studies Division once the student has returned to the WPI campus. Appeals may be submitted in writing to the Dean of Interdisciplinary Studies Division **within five (5) days** of the start of classes of the term following the off campus project experience. The appeal must be specific and contain a full description of the basis for the appeal. A given case may be appealed only once. Grounds for an appeal must be based on one or more of the following criteria:

a. Failure to follow the procedures outlined in the Campus Planner and Resource Guide;

b. Inappropriate gravity of the sanction in relationship to the offense;

c. That no reasonable person could conclude, on the basis of the evidence presented, that the accused was responsible.

The appeal will not be reviewed until after the start of the term following the off campus project experience when all parties involved have returned to the WPI campus.

(i) If the on-site WPI representative determines that continued presence at the project center by the student would constitute a danger to the safety of persons or property on the premises of the project center, a recommendation for interim suspension may be made to the vice president for student affairs.

**Note: WPI's Academic Honesty Policy and the procedures described therein also apply to the off campus residential programs. The WPI representative must communicate with the dean of Interdisciplinary and Global Studies Division and Dean of Students Office before taking action.**

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## **International Teacher Identity Cards (ITIC)**

All WPI personnel advising abroad are advised to get the ITIC. In some countries, the discount network is highly developed, and an ITIC will entitle you to reduced entrance fees at museums and theaters, special rail or bus passes, and even discounts at hotels and shops. While it cannot be guaranteed that you will receive discounts wherever you go, the ITIC is the most accepted card for international access to all discounts that are available. The IGSD provides this free of charge to all resident faculty advisors. You must supply IGSD staff with two photos at the time of application. These photos can be purchased in the IGSD office for a nominal fee of \$2.00.

With the ITIC, you gain access to a 24-hour, toll free help line that can provide aid in the case of a medical, financial or legal emergency while abroad. You can call the ITIC Help Line from the United States at 800-626-2427. Outside of the United States, call collect at 713-267-2525. The call is free, but be prepared to provide your card number to the ITIC Help Line.

The most important reason for the ITIC requirement is the additional insurance coverage that you get. The ITIC provides a basic sickness and accident insurance policy to students while traveling outside the United States. ITICs also provide the holder with emergency evacuation insurance, if due to injury or sickness, a legally licensed physician certifies the severity of your condition is such that you must be evacuated for medical treatment. In addition, cardholders are eligible to have expenses covered for the repatriation of remains in the unlikely event of death while abroad.

Students who are traveling to sites outside of the United States are required to carry with them an International Student Identity Card (ISIC). The cost of this card is built into the expenses associated with going off-campus and does not require additional fees to be charged to the student. However, students must supply the IGSD with two photos in order to process the card. These photos can be purchased at the IGSD Office for a nominal fee of \$2.00.

Students are required to come to the IGSD, located in the Project Center, to fill out an application form for the ISIC and turn in their photos. IGSD staff will process student cards, which will be given to them when all mandatory paperwork mentioned previously has been completed and turned in to the IGSD.

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## **Passports**

It is the responsibility of all faculty members and students to acquire a passport. The IGSD does not administer this process.

Every U.S. citizen needs a passport to depart or enter the United States and to depart and enter most foreign countries. U.S. Immigration requires you to prove your U.S. citizenship and identity when you re-enter the United States.

If you are not a U.S. citizen, contact the embassy or consulate of the country you are planning to travel to, as well as the United States Embassy in order to receive specific entry instructions.

It is important to pay attention to your passport's expiration date. Note that certain countries will not permit you to enter and will not place a visa in your passport if the passport is valid for less than 6 months. If your passport is expiring in less than the 6 months, you will need to get a new one. If you return to the United States with an expired passport, you are subject to a passport waiver fee of \$100, payable to U.S. Citizenship and Immigration Services at the port of entry.

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## Visas

A visa is an endorsement or stamp placed in a passport by a foreign government that permits a traveler to visit that country for a specified purpose and a limited time. You should obtain all necessary visas before you leave the United States, because you will not be able to obtain visas for some countries once you have departed. Apply directly to the embassy or nearest consulate of each country you plan to visit. Passport agencies *cannot* help you obtain visas. *It is the traveler's (both advisor's and student's) responsibility to determine if a visa is needed or not.*

In the case of Thailand and Namibia where everyone (students and advisors) must have a visa to enter the country, the IGSD will facilitate this process for the faculty advisor. All passports, fees, photos and other paperwork will be sent together to the Consulate from the IGSD. As a faculty advisor, you are responsible for collecting this information from the students.

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## Registration at the Consulate or Embassy

In the case of overseas project programs, all students are required to register at the nearest consulate or embassy. In order to expedite that procedure, the IGSD has identified consulates that have made the registration available on-line. IGSD staff will assemble the information and register each participant at the appropriate embassy or consulate.

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## Safety

*Upon the students' initial arrival at the off-campus site, on-site advisors are required to review common safety precautions with the group. You should use the following information to guide your conversation. You should also review the proper emergency response and evacuation protocols with all program participants (see Section 2 of this handbook).*

When traveling to an off-campus project site, there are a number of precautions you should follow in order to travel safely:

- **Do not leave your bags or belongings unattended at any time.** Security personnel in airports and train stations are instructed to remove or destroy any unattended baggage. Do not agree to carry or look after packages or suitcases for individuals you do not know well. If someone approaches you to make such a request, notify Security personnel immediately. Make sure that no one puts anything in your luggage without your knowledge. Take all questions from airport personnel seriously and do not make jokes in response to security questions.
- **Safeguard your passport!** Your passport is the most valuable document you will carry abroad. It is your best form of identification and confirms your citizenship. You must guard it carefully. Do not lend it to anyone or use it as collateral for a loan of any sort. You will need it when you check into hotels, embassies or consulates, or when cashing travelers' checks. Some countries require that you carry it with you at all times as a means of identification. When you carry your passport, hide it securely on your person. Do not leave it in a handbag, book-bag, backpack or in an exposed pocket.

- **Never keep all of your documents and money in one place or suitcase.** You should make a list of all of your important numbers - your passport information as well as credit cards, travelers' checks and airline ticket numbers. Leave a copy at home, and carry a copy with you, separate from your valuables.
- **Carry your cell phone at all times.** Make sure it is charged and turned on.
- **Know how to contact someone for help!** Carry the emergency contact cards and local phone numbers cards in your wallet at all times.
- **Students must always keep you informed of their whereabouts. If they plan to travel during the term, they must provide you with their itinerary in writing. All students need to be accounted for every weekend whether they are traveling or not (Appendix D – On-site Travel Form).**
- **You must keep the students informed if you will be off-site overnight or for an extended period.** Your contact information or that of a local coordinator in the event of an emergency must be provided to all students in a timely manner.
- **IGSD staff will notify the parents of students who fail to return from a weekend excursion at the predetermined time.** If students are delayed they **MUST** contact you to let you know that they are safe, their whereabouts, and their estimated time of arrival.
- **Have sufficient funds** or a credit card on hand to purchase emergency items such as train or airline tickets.
- **Always be careful about traveling alone.**
- **All WPI students who are participating in any project program are expected to behave in a manner so as not to put themselves at risk.** If a student participates in behavior that you deem is "risky" (i.e. alcohol abuse, drug use of any kind, disregard for established policies and protocols), then you should address the problem directly with the student(s). Contact Natalie Mello in the IGSD and we can give you resources to help deal with the problem (sample contracts, etc.). Any issue of this kind must also be documented. E-mail back to WPI is acceptable, as are copies of any notes of meetings you may have with the student(s), copies of contracts that they sign, etc.
- **All students have an obligation to look out for each other and themselves.** This means that if one student observes another engaging in risky behavior, that student should report the behavior to you or another faculty advisor. You must then address the issue with the student at risk. Repeated behavior identified as risky can be cause to be sent home.
- **Be as inconspicuous in dress and demeanor as possible.** If the host country nationals do not wear baseball caps and sneakers, you will stand out as a foreigner if you do.
- **Do not flash money or documents in public places.** Be discreet in displaying your passport.

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## Travel Safety Tips

### Safety Tips from the U.S. State Department

Crime in many parts of the world is on the rise.

Visitors should take common sense precautions:

- Safety begins when you pack. Leave expensive jewelry behind. Dress conservatively; a flashy wardrobe or one that is too casual can mark you as a tourist. Use travelers' checks, not cash. Leave photocopies of your passport personal information page and your airline tickets with someone at home and carry an extra set with you.
- Use a money belt or a concealed money pouch for passports, cash and other valuables.
- When traveling in a car, keep doors locked, windows rolled up and valuables out of sight. A common trick is for a thief to reach through a car window and grab a watch from a persons' wrist or a purse or package from the seat while the car is moving slowly or stopped in traffic.
- When you leave your car, try to find a guarded parking lot. Lock the car and keep valuables out of sight.
- When walking, avoid marginal areas of cities, dark alleys and crowds. Do not stop if you are approached on the street by strangers, including street vendors and beggars. Be aware that women and small children, as well as men, can be pickpockets or purse-snatchers. Keep your billfold in an inner front pocket, carry your purse tucked securely under your arm, and wear the shoulder-strap of your camera or bag across your chest. To guard against thieves on motorcycles, walk away from the curb, carrying your purse away from the street.
- Use official taxi stands rather than cruising taxis. Illegal taxis can be decoys for robbers.
- Whenever possible, do not travel alone. If you travel in isolated areas, go with a group or a reputable guide.
- Avoid travel at night.
- Money exchangers on the street pass off counterfeit U.S. dollars and local currency. Credit card fraud is growing.
- Do not take valuables to the mountains or on excursions.

Any U.S. citizen who is criminally assaulted should report the incident to the local police and to the nearest U.S. embassy or consulate.

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## Avoiding Foreign Travel Risks<sup>2</sup>

### ***Planning and Preparing:***

- Do not display provocative luggage tags, overly patriotic displays or any other indications that you are from the United States;
- Do not pack anything that could be construed as a weapon, including knives, nail files, razors or other sharp instruments;
- Arrive at the airport at least three hours in advance of your flight.

### ***Air and Ground Travel:***

- Dress casual and look like a traveler; do not dress like a “flamboyant” U.S. patriot;
- Spend little time in foreign airports or public transportation areas that carry a high risk of or invite terrorist attacks;
- Avoid air, rail and local ground carriers from countries where terrorist groups are based or have grievances;
- Avoid flights or trains with intermediate stops, especially stops in hostile countries, which would allow terrorists to board.

### ***In the Country:***

- Avoid countries, areas of countries and regions, even for leisure travel on weekends, that are hostile or likely to be hostile to Americans;
- Study and understand the customs and political environment of the country(s) you are visiting;
- Be prudent in your choice of eating and drinking establishments;
- Avoid political discussions, confrontation and arguments;
- Do not reveal personal information to casual acquaintances;
- Beware of overly friendly or flirtatious persons;
- Always travel in groups of two or more people;
- Should you find yourself present during a coup, uprising or riot, remain in a safe harbor, such as your hotel or residence, that is not apt to be a military target;
- Carry the phone number and address of the American Embassy and local police – and a cell phone if possible;
- Return to your apartment or living quarters at a reasonable, early hour every night.

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<sup>2</sup> Prepared By: William L. Granahan CIC,LIA,CMC, Senior Consultant, J.H. Albert International Insurance Advisors, Inc., Two Chestnut Place, 72 River Park, Needham Heights, MA 02494-2631

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## Rental Car Issues

Please refer to Appendix E for specific information regarding insurance coverage for *faculty and staff* while renting a car on WPI business.

*WPI students working on an academic project while on-site are strongly discouraged from renting a car during their time in the program. Known risks include road safety, familiarity with road conditions, condition of the vehicles available for rent and the possibility of identifying yourself as a tourist. If students choose to rent a car, they do so at their own risk.*

### **Safety If You Rent a Car<sup>3</sup>**

When you rent a car, don't go for the exotic; choose a type commonly available locally. Where possible, ask that markings that identify it as a rental car be removed. Make certain it is in good repair. If available, choose a car with universal door locks and power windows, features that give the driver better control of access to the car. An air conditioner, when available, is also a safety feature, allowing you to drive with windows closed. Thieves can and do snatch purses through open windows of moving cars.

- Keep car doors locked at all times. Wear seat belts.
- As much as possible, avoid driving at night.
- Don't leave valuables in the car. If you must carry things with you, keep them out of sight locked in the trunk.
- Don't park your car on the street overnight. If the hotel or municipality does not have a parking garage or other secure area, select a well-lit area.
- Never pick up hitchhikers.
- Don't get out of the car if there are suspicious looking individuals nearby. Drive away.

### **Patterns Of Crime Against Motorists**

In many places frequented by tourists, including areas of southern Europe, victimization of motorists has been refined to an art. Where it is a problem, U.S. embassies are aware of it and consular officers try to work with local authorities to warn the public about the dangers. In some locations, these efforts at public awareness have paid off, reducing the frequency of incidents. You may also wish to ask your rental car agency for advice on avoiding robbery while visiting tourist destinations. Carjackers and thieves operate at gas stations, parking lots, in city traffic and along the highway. Be suspicious of anyone who hails you or tries to get your attention when you are in or near your car. Criminals use ingenious ploys. They may masquerade as good Samaritans, offering help for tires that they claim are flat or that they have made flat. Or they may flag down a motorist, ask for assistance, and then steal the rescuer's luggage or car. Usually they work in groups, one person carrying on the pretense while the others rob you. Other criminals get your attention with abuse, either trying to drive you off the road, or causing an "accident" by rear-ending you or creating a "fender bender."

In some urban areas, thieves don't waste time on ploys, they simply smash car windows at traffic lights, grab your valuables or your car and get away. In cities around the world, "defensive driving" has come to mean more than avoiding auto accidents; it means keeping an eye out for potentially criminal pedestrians, cyclists and scooter riders.

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<sup>3</sup> This information was taken from the U.S. State Department's website.

## Contact Information

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F 508-831-5581

- Philip Clay, Dean of Students  
X 5507, [pclay@wpi.edu](mailto:pclay@wpi.edu)

## Internet Resources

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### Health & Safety Sites

**Center for Disease Control (CDC)**

<http://www.cdc.gov/travel/>

**American Society of Tropical Medicine and Hygiene (ASTMH)**

<http://www.astmh.org>

**Council on International Educational Exchange (CIEE)**

<http://www.ciee.org>

**Travel Safe: AIDS and International Travel**

[http://www.ciee.org/health\\_safety/health/AIDS\\_intl\\_travel.aspx](http://www.ciee.org/health_safety/health/AIDS_intl_travel.aspx)

**Lonely Planet**

[http://www.lonelyplanet.com/travel\\_services/flights/single\\_return.cfm](http://www.lonelyplanet.com/travel_services/flights/single_return.cfm)

**The Travel Clinic**

<http://www.drwisetravel.com/index.html>

**Travel Health Online**

<https://www.tripprep.com/scripts/main/default.asp>

**U.S. State Department**

<http://travel.state.gov>

**Association for Safe International Road Travel (ASIRT)**

<http://www.asirt.org/>

**NAFSA: Association of International Educators**

<http://www.nafsa.org/>

**StudyAbroad.com Handbook**

<http://www.studyabroad.com/handbook/safety.html>

### Travel Sites

**U.S. Customs Office**

<http://www.cbp.gov/>

**U.S. State Department**

<http://www.state.gov/r/pa/ei/bgn>

**Travel Warnings and Consular Information Sheets**

<http://travel.state.gov/travel/warnings.html>

**Important Telephone Numbers and Safety Information**

[http://travel.state.gov/travel/tips/safety/safety\\_1747.html](http://travel.state.gov/travel/tips/safety/safety_1747.html)

**Links to U.S. Embassies and Consulates Worldwide**

[http://travel.state.gov/visa/questions\\_embassy.html](http://travel.state.gov/visa/questions_embassy.html)

**Services and Information for American Citizens Abroad**

<http://travel.state.gov/travel/abroad.html>

**Travel Warning on Drugs Abroad**

[http://travel.state.gov/travel/livingabroad\\_drugs.html](http://travel.state.gov/travel/livingabroad_drugs.html)

### Women's Sites

**Journeywoman**

<http://www.journeywoman.com>

### Disability Sites

**Access-Able**

<http://www.access-able.com/tips/>

**Air Travel Tips and Resources**

<http://www.miusa.org>



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## Embassy and Consulate Listings

### Africa

- **Windhoek**  
14 Lossen Street  
Private Bag 12029,  
Windhoek, Namibia  
Tel [264] (61) 295-8500  
Fax [264] (61) 295-8603

- **Cape Town**  
PostNet Suite 50, Private Bag  
x26, Tokai 7966  
2 Reddam Ave, Westlake 7945  
Tel: (27 21) 702-7300  
Fax: (27 21) 702-7493

### Australia

- **Canberra**  
Moonah Pl, Yarralumla, A.C.T.  
2600 Tel [61] (2) 6214-5600  
Fax 6214-5970  
[info@usembassy-  
australia.state.gov](mailto:info@usembassy-australia.state.gov)

- **Melbourne**  
553 St. Kilda Road, Melbourne,  
Vic 3004  
Tel [61] (3) 9526-5900  
Fax 9510-4646

- **Sydney**  
MLC Centre Level 10, 19-29  
Martin Place, Sydney N.S.W.  
2000 Australia  
Tel [61] (2) 9373-9200

### China

- **Wuhan**  
United States Embassy of  
Beijing, China  
Ambassador Clark T. Randt, Jr.  
Xiu Shui Bei Jie 3, 100600  
Tel: (86-10) 6532-3831

- **Shanghai**  
Westgate Mall, 8th Floor,  
(86)(21) 3217-4650, ext. 2102,  
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**Natalie Mello**  
**8/20/2009**

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- **Hong Kong & Macau**  
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Email: [uscghk@pacific.net.hk](mailto:uscghk@pacific.net.hk)

### France

- **Paris**  
American Embassy  
2 avenue Gabriel  
75382 Paris, Cedex 08  
Switchboard (33) 1 43 12 22 22  
Fax (33) 1 42 66 97 83 From the  
U.S.: Paris Embassy  
PSC 116 B210 APO AE  
09777

### Hungary

- **Budapest**  
Szabadság tér 12., H-1054  
Budapest  
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Fax (36-1) 475-4764

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- **Dublin**  
U.S. Embassy, Dublin  
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### Italy

- **Rome**  
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Tel [44] (20) 7499-9000

**Use and adaptation welcome, but please acknowledge WPI and  
and tell us of your use ([nmello@wpi.edu](mailto:nmello@wpi.edu))**

## Standard Operating Procedure for an Incident or General Emergency

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### Reporting of an Incident

If an incident should occur resulting in property damage, bodily injury, or the seeking of medical attention for *any* participant (including faculty, staff and students) at an off-campus project site, an IGSD Incident Report (Appendix F) must be submitted. The original form must be transmitted within 24 hours of the incident to Natalie Mello in the IGSD and copied to Chief Cheryl Martunas. If follow-up is necessary then the on-site resident advisor will be contacted. These forms are supplied in this handbook and are available on the web at <http://www.wpi.edu/Images/CMS/IGSD/incident.pdf> Examples of things that must be reported include, but are not limited to: car accidents where WPI students or advisors are driving; car accidents where WPI students or advisors are passengers; burglaries; muggings; theft; robberies; athletic injuries requiring medical attention; serious illness where medical attention is sought and a participant is admitted to a hospital; and vandalism.

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### Accusations of Harassment

If a student accuses another student, the local coordinator, the agency liaison or anyone else on-site of sexual harassment, all allegations are to be taken seriously. Judging the student or the student's behavior is not appropriate. The advisor must follow a process of staying in touch with IGSD and WPI. The advisor must respond to the student's concerns and seek the appropriate support and expertise both on campus and on-site.

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### WPI's Harassment Policy

If any of our community members believe that they have been subjected to sexual harassment, it is our policy to inform them of their right to file a complaint with the University. This may be done in writing or orally. Individuals who believe they have been subject to sexual harassment should make it clear to the offender that such behavior is offensive to them and unwelcome, and should immediately bring the matter to the attention of the Provost, (508) 831-5222 (in the case of a member of the faculty charged with harassment); or Assistant Vice President for Student Affairs/Dean of Student Life, (508) 831-5201 (in the case of a student charged with harassment) who will conduct an independent inquiry into any allegations. Once we receive the complaint, WPI will promptly investigate the allegation in a fair and expeditious manner. Our investigation would include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed sexual harassment.

If our investigation reveals that sexual harassment did occur, we will act promptly to eliminate the offending conduct, and where it is appropriate we will also impose disciplinary action which could include termination from employment or the college. When we have completed our investigation, we will inform the person filing the complaint of the results of that investigation.

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### Disciplinary Action

If sexual harassment has been committed by one of our employees, we will take such action as is appropriate under the circumstances. Such actions may include: counseling, informal or formal reprimands, written or verbal warnings, suspension, reduction in pay, reduction in duties, transfers, and other formal sanctions including termination from employment. Students who violate this policy will be subject to discipline up to and including suspension or expulsion.

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## **Serious Illness, Injury, Assault, Sexual Assault, Death, Disappearance, Threat to the Safety of Participants**

The following policy was developed to respond to emergencies at any of our off-campus residential sites. This procedure should be followed whenever there is an emergency involving a serious illness, injury, assault, death, disappearance or threat to the safety of our students or faculty.

You, as the faculty advisor, and the local coordinator on-site should first take any steps deemed immediately necessary to stabilize the situation. This would include obtaining emergency medical care, police intervention, securing the students' safety or providing victim support.

At the first possible opportunity, IGSD staff should be notified. First notification should be made to the Director of Global Operations of the IGSD. The Director of Global Operations will notify the Dean of the IGSD immediately.

The IGSD will immediately notify the Dean of Students Office to follow the established WPI protocol in the event of a death, serious injury or illness of a student.

Appropriate WPI professional staff will then immediately notify the victim's family in the event of a serious injury or illness. In the event of a death, the victim's family will be notified by the appropriate administrator.

In the event of a crime (including sexual assault), appropriate WPI professional staff will immediately establish contact with the victim, and with his/her consent, the victim's family.

In events deemed a crisis situation, the IGSD will set up a Crisis Management Team (CMT). The individuals on the CMT will be contacted within 12 hours to determine: a) who should be asked to join the CMT and b) what information, if any, should be kept confidential. Depending on the nature and seriousness of the situation, the initial CMT would consist of the following campus representatives or a designated substitute in their absence:

- Director of Global Operations of the IGSD
- Dean of the IGSD
- Faculty Advisor on-site
- Director of Project Center where incident occurred
- Vice President for Student Affairs & Campus Life
- Director of Counseling and Student Development Center
- Assistant VP of Communications

Depending on circumstances, this list could include others, for example:

- Dean of Students
- Assistant Provost
- Campus Ministry Representative
- Director of Public Safety
- Academic Department Head of Faculty at the off-campus site
- Director of Academic Advising
- Academic Advisor of the student involved
- Legal Advisor
- Provost
- Medical Advisor

The CMT will plan and implement an appropriate method of notification and response based on the circumstances surrounding the particular incident. The CMT's actions will probably include, but are not limited to:

- Assessing what type of additional assistance may be needed to support the faculty and students at the site. This could be additional personnel or emergency funds.
- Providing assistance in evacuating the group from the site.
- Assisting the victim's family in dealing with the hospital, U.S. Embassy or Consulate, or government offices.
- Notifying students at the site about the incident and/or at other off-campus sites and assessing the need to provide them with support to deal with the situation. A crisis counselor could be sent to the site if needed.
- Notifying appropriate individuals off-campus, such as U.S. Embassy or Consulate in foreign sites, church, insurance company, etc. In the case of an international student, the student's embassy or sponsor.
- Notifying appropriate individuals on campus, such as academic advisors, roommates, professors, residential advisor, extracurricular organizations, etc.
- Organizing and providing counseling or support services for members of the WPI community who may be involved by affiliation through residence on campus or off, Greek affiliation, extracurricular activities, academic affiliation, or the WPI community at large.
- Working with Communications to coordinate the release of information. All dealings with the media and all release of information to the campus community should be coordinated through Communications.
- Consulting the University's legal counsel.

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### **In the Event of a Student Death**

At the first possible opportunity, the IGSD should be notified. First notification should be made to the Director of Global Operations of the IGSD. The Director of Global Operations will notify the Dean of the IGSD immediately.

The IGSD will immediately notify the Dean of Students Office to follow the established WPI protocol in the event of a death, serious injury or illness of a student.

The family should be notified that a death has occurred only after the death has been verified and the deceased student has been properly identified.

If possible, someone from WPI who is personally known to the family will be asked to make the notification in person. If this is not immediately possible, local clergy, relatives, police or others who could notify the family in person may be contacted.

The initial contact should include only the necessary information giving the cause of death and location of the body. The family should also be given the name, title and telephone number of a WPI administrator that they can communicate with.

Follow up contact must occur shortly after the initial notification, allowing time for the family to absorb the news. This follow-up contact will be to answer questions and offer assistance with travel plans, etc.

Outside of the U.S., the U.S. Embassy or Consulate nearest to the site will be notified. In the event of the death of an international student, the Embassy or Consulate of the student's home country should be notified.

Campus notification should include a letter to the campus community.

Meetings should be organized with groups close to the student such as the residence hall, student organization, athletic team, fraternity/sorority house, and departments.

Counselors and Student Life Office staff will be available and on extended hours if needed.

Arrangements should be made for members of the campus community to attend the memorial service and / or funeral if possible.

A memorial service should be organized on campus.

The student's name should be deleted from all mailings, corrections made in the student information systems, and all student organizations that the deceased belonged to should be notified to delete name from mailing lists.

The family should be reimbursed for any tuition or fees as appropriate and a scholarship fund considered if appropriate.

The student's family may need help coordinating the collection of personal belongings, closing of bank account(s), sale of motor vehicle, etc. In situations where a victim's family is not local they may need assistance with local banks, landlords, utility companies, etc..

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### **In the Event of a Serious Crime Involving a Student**

The faculty advisor and local coordinator on-site should first take any steps deemed immediately necessary to stabilize the situation. This would include obtaining emergency medical care, police intervention, securing the student(s)' safety or providing victim support.

At the first possible opportunity, the IGSD should be notified. First notification should be made to the IGSD's Director of Global Operations who will then notify the Dean of the IGSD immediately.

The IGSD will immediately notify the Dean of Students Office to follow the established WPI protocol in the event of a death, serious injury or illness of a student.

In the event of a crime (including sexual assault), the appropriate WPI professional staff member will immediately establish contact with the victim, and with his/her consent, the victim's family.

Support for the victim should be provided including assistance with repatriation if necessary.

Support should be provided to the community involved on and off-campus.

Student Life staff, counseling staff and others providing the support should not get involved in any aspect of the criminal investigation.

Campus police should coordinate all aspects of the criminal investigation.

Outcomes of the investigation may need to be shared with the campus community, depending on circumstances.

Continued counseling and support should be provided for the victim and others impacted directly by the incident.

Arrangements for academic accommodation may be necessary such as a leave of absence.

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## In The Event Of Suspension Of The Program And A Need To Evacuate Students And Faculty:

Criteria for suspension or cancellation of a program and evacuation of the students:

- Serious threat to the health, safety or welfare of participants or to the ability to conduct the educational program.

*The decision to suspend or cancel WPI's off-campus programs will be based on information gathered from the following sources:*

- The local coordinators in-country,
- Colleagues at other universities that have programs at the same site,
- U.S. Embassy officials in-country,
- Other officials from U.S. agencies,
- The appropriate U.S. State Department Country Desk Officer(s)

*Coupled with the IGSD's own assessment of such events as (not in rank order):*

- Declaration of war that may involve the host country,
- Terrorist activity in the program city,
- Protracted or indefinite closure of the sponsoring agencies,
- Disruption of public utilities and/or services,
- Wide-spread civil unrest, violence and/or rioting,
- A declaration of martial law in the program city,
- Recommendation of suspension/cancellation by the local coordinator and faculty advisor at the site,
- Travel warning and/or specific directive by the US State Department and/or U.S. Embassy,
- The event of a major natural disaster including, but not limited to, earthquakes, tornados, hurricanes, floods, tsunamis, volcanic eruptions, etc.

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## Procedure

1. The IGSD and WPI's Emergency Procedures will be in effect. (We should reference where these procedures are outlined)
2. Specific procedures for all sites:
  - A. If the students are on an organized excursion outside of the program city and there is a civil emergency, the faculty advisor and local coordinator (if present and available) in charge of the excursion will take the group to a secure hotel and will call the IGSD Emergency Response Facilitators (Natalie Mello, Rick Vaz or Leanne Johnson) for instructions.
  - B. If the students are traveling independently, an effort will be made to contact them according to the contact information and itineraries they have left with the faculty advisor. The students will be advised as to the proper course of action.
  - C. If the students are in the program city, the faculty advisor will gather the students at the student housing facility as soon as practical and will notify IGSD as each student is accounted for.
    - If an airport is open and flights are operating, IGSD staff will arrange for air transportation of the group to either the U.S. or another destination as soon as the determination to evacuate has been made. In the event that the students cannot fly out as a group, they will depart as seats are available.
    - If the airport is not open or if no flights are available, the IGSD, in consultation with the U.S. Embassy and the resident faculty advisor, will consider ground transportation to the closest international airport for air evacuation from there.

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## Communication Protocols

- Communication with the off-campus students, parents, the local coordinator and the on-site faculty advisor will be through the IGSD via email, phone, and/or fax.
- Communication will occur in as timely a manner as possible in the following order:
  1. Dean of the IGSD, Director of Global Operations, on-site Faculty Advisor, Local Coordinator, Center Director, Parents, Students on-site, President, Provost and VP for Student Affairs or Dean of Student Life.
  2. The Cabinet, the Student Development Center, other Center Directors, IGSD faculty and staff
  3. WPI community – students, faculty and staff.

## Section 3 – Transition Issues

Students and faculty alike are bound to experience some sort of reaction or response to being off-campus for an extended period of time. The following information is provided to help you as the faculty advisor to recognize the signs of these reactions, commonly referred to as culture shock.

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### Experiences in Transition <sup>4</sup>

#### *Culture Surprise*

Culture surprise is the reaction(s) which occurs shortly after arrival in a different culture when we see things that are different than we are used to. It usually occurs within the first few days after arrival as we become aware of superficial differences: modes of dress, signs in a different language, nonverbal behaviors, etc..

#### *Culture Stress*

Culture stress manifests itself in the fatigue that occurs when we practice new behaviors in a different culture. This occurs as we respond to the behavior of the new culture and try to fit in by doing our own shopping, understanding comments made about us in the local language, learning to navigate public transportation and other attempts to adjust to the new culture.

#### *Culture Shock*

Culture shock is a state of loss and disorientation precipitated by a change in our environment which requires adjustment. It results from confronting values different from our own and from the loss of a familiar network and environment. It is a normal healthy reaction to the stress of living in a different culture. Everyone who has lived in another culture experiences some form of culture shock.

#### *Symptoms of Culture Shock*

Symptoms can be both physical and psychological, and can include: headaches, stomach aches, dizziness, rashes, nausea, irritability, insomnia or excessive sleepiness, depression, loneliness, withdrawal paranoia, anger, aggression, hatred, fear, crying, complaining, self-doubt, boredom, helplessness, confusion, and feelings of inadequacy. This list is not exhaustive.

#### *Prescription for Culture Shock<sup>5</sup>*

1. Understand the symptoms and recognize the signs of culture stress.
2. Realize that some degree of discomfort and stress is natural in a cross-cultural experience.
3. Recognize that your reactions are largely emotional and not easily subject to rational management.
4. Gather information *before* you go so at least the differences will be anticipated. Knowledge is power.
5. Look for the logical reasons behind host culture patterns. Discover why things are done the way they are.
6. Relax your grip on your normal culture and try to cheerfully adapt to new rules and roles.
7. Don't give in to the temptation to disparage what you do not like or understand. It probably won't change.
8. Identify a support network among colleagues in your agency, team members, other students and faculty advisor. Use this network, but do not rely on it exclusively.
9. Understand that this is a passing phase of what will be, in retrospect, a time of great learning and personal growth.
10. Give yourself quiet time, some private space, and don't be too hard on yourself.

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<sup>4</sup> Adapted from an article by Janet Bennett, Intercultural Communication Institute, Portland OR

<sup>5</sup> Adapted from an article by Bruce LaBrack, Summer Institute for Intercultural Communication

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## **In Preparation to Return Home**

“In a sense, it is the coming back, the return, which gives meaning to the going forth. We really don't know where we've been until we come back to where we were - only where we were may not be as it was because of who we've become, which, after all is why we left.” - Bernard, *Northern Exposure*

Just as participants can be expected to experience a reaction to being off-campus, coming back to WPI, can be just as problematic. The IGSD does host (along with the Student Development and Counseling Center) a re-entry meeting for students when they return. Faculty advisors are welcome to attend these meetings and we hope that they will encourage the students who have been off-campus with them to attend as well.

---

## **Reentry Challenges and Suggestions<sup>6</sup>**

There are lots of reasons to look forward to going home, but there are also a number of psychological, social and cultural aspects that can prove difficult - often because they are unanticipated. Reentry into your home culture can be both as challenging and frustrating as living overseas, mostly because our attitude toward going home is that it should be a simple matter of getting resettled, resuming earlier routines, and reestablishing your relationships. Research has shown that reentry has its own set of special social and psychological adjustments which can be facilitated by being aware of the process and following some advice from those who have already returned.

The following list of issues and suggestions was generated by interviewing students who have been through the experience of off-campus study. Their advice is to take the process seriously by being realistic and thinking about it and your possible reactions.

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### **Prepare for the Adjustment Process and Allow Enough Time**

The more you think about what is to come, and know how returning home is both similar to and different from going away, the easier the transition will be. Anticipating is useful. The process of reentry will take time, just like adjusting to the new culture did. Give yourself time to relax and reflect on what is going on around you, how you are reacting to it, and what you might like to change.

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### **Overcoming Boredom**

After all the newness and stimulation of your time away, a return to family, friends, and old routines (however nice and comforting) can seem very dull. It is natural to miss the excitement and challenges which characterize project work off-campus, but it is up to you to find ways to overcome such negative reactions - remember a bored person is also boring.

---

### **“No One Wants to Hear”**

One thing you can count on upon your return: no one will be as interested in hearing about your adventures as you will be in sharing those experiences. This is not a rejection of you or your achievements, but simply the fact that once others have heard the highlights, any further interest on their part is probably unlikely because they have no frame of reference for your experiences. Be realistic in your expectations of how fascinating your journey is going to be for everyone else. Be brief.

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<sup>6</sup> Adapted from articles by Dr. Bruce LaBrack, School of International Studies, University of the Pacific

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## **Cultivate Sensitivity and Interest**

Showing an interest in what others have been doing while you have been gone is the surest way to reestablish your rapport. Much frustration can be avoided if you become as good a listener as a talker.

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## **You Can't Explain**

Even when given a chance to explain all the things you saw, felt and experienced while off-campus, it is likely to be at least a bit frustrating to relay them coherently. It is very difficult to convey this kind of experience to people who do not have similar frames of reference, no matter how sympathetic they are as listeners. You can tell people about your trip, but you may fail to make them understand exactly how or why you felt a particular way. It's okay.

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## **Reverse Homesickness**

Just as you probably missed home for a time after leaving campus, it is just as natural to experience some "reverse" homesickness for the people, places and things that you grew accustomed to while away from WPI. Feelings of loss are an integral part of returning from an off-campus sojourn and must be anticipated and accepted as a natural result of study away.

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## **Beware of Comparisons**

Making comparisons between cultures is natural, particularly after residence abroad; however, the tendency to be an "instant expert" is to be avoided at all costs.

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## **Relationships Have Changed**

It is inevitable that when you return you will notice that some relationships with friends and family will have changed. Just as you have altered some of your ideas and attitudes while away, the people at home are likely to have experienced some changes as well. These changes may be positive or negative, and may seem even trivial to you, but expecting no change is unrealistic. The best preparation is flexibility, openness, minimal preconceptions, and tempered optimism.

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## **Feelings of Alienation**

Sometimes the reality of being back home is not as natural or enjoyable as the place you had imagined. When real daily life is more demanding than you remembered, it is natural to feel some alienation, see faults you never noticed before, or even become quite critical of everyone and everything for a time. Mental comparisons are fine, but keep them to yourself until you regain both your cultural balance and a balanced perspective.

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## **Remain Flexible**

Keeping as many options open as possible is an essential aspect of a successful return home. Attempting to re-socialize totally into old patterns and networks can be difficult, but remaining isolated and aloof is counterproductive.

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## **Loss/Compartmentalization of Experience**

Being home, along with the pressures of school work, family and friends, often combines to make returnees worry that somehow they will “lose” the experience, somehow becoming compartmentalized like souvenirs only occasionally taken out and looked at. You do not have to let that happen. Maintain your contacts. Talk to people who have experiences similar to yours. Practice your skills. Remember your hard work and the fun you had while off-campus. There are lots of people on campus who have gone through their own re-entry and have had experiences similar to yours.

## Section 4 – Appendices

### Appendix A – WPI Off-Campus Study Travel Information Form

All students intending to complete a project at a WPI project site are asked to provide the IGSD with information about their travel arrangements. This will notify the faculty advisor, on-site coordinator and IGSD staff of your expected arrival date and time and alert them if a problem arises. *For some sites* this information is needed in order to arrange to have students met at the airport.

\*\*\*\*\*

***You must bring your passport into the IGSD to be scanned, unless you are participating in a project program within the U.S.***

Name:	Site:	Term:
Arrival Date on site:	Arriving from (city):	
Mode of travel (air, train, bus, car):		
If traveling by air:		
Airline:	Flight Number:	Airport Destination:
Departure time:	Arrival time:	
Scheduled return date:		
Airline:	Flight Number:	Airport Destination:
Departure time:	Arrival time:	
If you plan to travel independently either before or after the program, please tell us your tentative plans:		

#### London Project Center Only

Bus Transportation:      \_\_\_\_\_ Yes                      \_\_\_\_\_ No

**(Please make sure you check one of these options for transportation from Heathrow Airport to IES)**

You must attach a copy of your travel itinerary provided by your travel agent or airline, in addition to completing this form. No handwritten itineraries will be accepted.

## Appendix B – Off-Campus Students' Health Update and Records Release

Name	Project Site	Term
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All students traveling off-campus to participate in a WPI program are required to carry medical insurance that is valid at the program site for the entire length of the program. Please verify this with your insurance company and list the name of your carrier and your policy number.

Carrier	Policy Number:
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Do you have any medical conditions that could affect you while off-campus of which you would like to make the IGSD aware? (i.e. epilepsy, diabetes, depressive episodes, etc.) Also, please list any changes in your health not noted on your medical records on file with WPI Health Services.

Are you allergic to any medications? If so, please list them.

List any prescription medicines you are currently taking.

When traveling abroad it is a good idea to take a supply of your prescription medications sufficient to last for the length of the trip. Prescription medicines should always be kept in the original containers with the prescription label to avoid problems with customs. It is also important to take along a copy of the prescription from your physician, clearly written, in generic terms, and with an indication of the condition being treated.

In the event of an emergency, please contact:

1. Name	Relationship to Student
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Address	
---------	--

Cell #	email
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Home Telephone:	Work Telephone:
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2. Name	Relationship to Student
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Address	
---------	--

Cell #	email
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Home Telephone:	Work Telephone:
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I hereby authorize WPI health services to release my medical records to the Interdisciplinary and Global Studies Division in the event of a medical emergency while studying off-campus. *I hereby acknowledge that it is my responsibility to contact my health insurance provider to determine that I am covered while at an off-campus project site.*

Signature	Date
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## **Appendix C – Protocol for PCs for Off-Campus Project Centers**

(one per team)

After you have turned in this completed form to the IGSD, at least one member of your group (although we suggest the entire group come so that the entire group takes equal responsibility for the equipment) is required to go to the ATC and reserve a laptop BEFORE pick-up on the specified date.

Students who participate in the Global Perspective Program are offered the opportunity to borrow laptop personal computers from WPI. This is not an entitlement, but rather a privilege extended to students. It is expected that the following protocol will be followed and the proper responsibility will be assumed by the students taking advantage of this opportunity. WPI does not have an unlimited supply of laptop computers to loan to students. If student teams are unable or unwilling to comply with the dates specified by the ATC, the ATC reserves the right to refuse to accommodate that request. One PC per project team for each site as available:

### **Procedure**

1. Each team will fill out an ATC Team Form (Appendix C). Barbara Riley Milanese (from the IGSD) will send approved names to ATC. Every team member must meet all IGSD paperwork deadlines before names are sent to the ATC.
2. Person(s) responsible for PC will be required to register at the ATC and sign a statement accepting responsibility for the PC.
3. Person(s) responsible for the PC should be the member of the team with the tightest (not sure what this means?) travel schedule. Arrangements can be made for one person to pick up the PC and another member of the team to return the PC but, BOTH people must register when the reservation is made with the ATC.
4. It is strongly recommended that everyone in the group sign the ATC's reservation form. The ATC will hold only signing parties financially responsible for damage beyond normal wear and tear and/or any fees incurred.

### **Reservations**

1. Make your reservation early for your PC. You must go to the ATC to make your reservation with your WPI ID card. At the time of reservation you must be specific about the dates and times of pick-up and return of the equipment and about your hardware requirements. Be as specific as possible about what you will be using the PC for: (e.g. word processing, spreadsheets, data analysis, etc.) PCs are reserved on a first-come, first-served basis. Avoid last minute changes as they may not be able to be accommodated.
2. If two people are responsible (one for pick up, one for return) BOTH must go to the ATC to register before leaving campus. If arrangements have been made for a faculty member to return the PC, then the faculty member must send confirming email to Mary Beth Harrity (mharrity@wpi.edu) before the PC will be released.
3. Modems, ethernet cards and other miscellaneous hardware are in limited supply and must be requested at the time the reservation for the PC is made.
4. Upon request, the ATC can provide external floppy and/or zip drives that can be attached to the laptop.
5. Pick-up and return deadlines will be strictly enforced. If the laptop computer is not returned to the ATC on the agreed upon date, your group will be charged a \$50 per business day late fee.

### **Software**

1. All PCs will be loaded with Windows, MS Office, Netscape and communications software. The ATC does not provide or load software other than this.
2. If students load their own software it must be removed prior to returning the PC to the ATC.
3. If you significantly alter the original configuration of the laptop (e.g. install a different operating system), your group will be charged a \$50 software re-installation fee.

## **Picking up the PC**

1. You must have your WPI ID card in order to pick up the PC assigned to you.

### **Acceptable Use Policy Regarding Computers (WPI laptops, sponsor PC's, WWW use)**

At a minimum, you must adhere to the WPI Acceptable Use Policy (<http://www.WPI.EDU/Pubs/Policies/>) whether using WPI computer resources or your housing provider's or sponsor's resources. Your housing provider or sponsor may have more restrictive computer and web use policies and those must be followed. It is your responsibility to determine what your housing provider or sponsor's policy is and to comply with it. Using a housing provider or sponsor's network(s) or computer(s) for recreational use (defined as non-project related use – on or off the web) is not permitted. Violators will be subject to disciplinary actions.

## Appendix D – On-site Travel Form

Name \_\_\_\_\_ Cell phone number \_\_\_\_\_

Destination \_\_\_\_\_

Date & time of departure \_\_\_\_\_ Date & time of return \_\_\_\_\_

### Mode of Transportation – Roundtrip

Train  Bus  Air  Car

#### Departing from the Site Information

Time of Departure \_\_\_\_\_

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from (name of airport, station, terminal) \_\_\_\_\_

*\* Connection Information if applicable:*

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from \_\_\_\_\_ time \_\_\_\_\_ Arriving to \_\_\_\_\_ time \_\_\_\_\_

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from \_\_\_\_\_ time \_\_\_\_\_ Arriving to \_\_\_\_\_ time \_\_\_\_\_

#### Returning to the Site Information

Returning from: \_\_\_\_\_

Time of Departure \_\_\_\_\_

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from (name of airport, station, terminal) \_\_\_\_\_

*\* Connection Information if applicable:*

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from \_\_\_\_\_ time \_\_\_\_\_ Arriving to \_\_\_\_\_ time \_\_\_\_\_

Number of flight/train/bus \_\_\_\_\_ Airline/train/bus carrier \_\_\_\_\_

Departing from \_\_\_\_\_ time \_\_\_\_\_ Arriving to \_\_\_\_\_ time \_\_\_\_\_

#### Lodging (please call advisor with any changes to your reservations)

Name of hotel \_\_\_\_\_

Address \_\_\_\_\_

City and country \_\_\_\_\_

Phone number \_\_\_\_\_

Name of hotel \_\_\_\_\_

Address \_\_\_\_\_

City and country \_\_\_\_\_

Phone number \_\_\_\_\_

\_\_\_\_\_  
List other students who are traveling with you on this *exact* itinerary:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Check this box if you are staying on-site in WPI provided housing for the entire weekend.**

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

Every student or group of students must turn this form into an advisor before 12:00 noon every Friday – in other words, every student must be accounted for.

## **Appendix E – WPI Auto Insurance Reference**

### **Use of Employee's personal auto on WPI business:**

In the event of an accident the employee's personal auto insurance policy would be the primary insurance coverage. The policy may also cover the physical damage to the employee's car if the employee has elected to maintain that type of coverage. Any deductibles become the responsibility of the employee.

WPI maintains a business auto liability policy that provides excess liability coverage for third party claims. This coverage is triggered after limits are exhausted under the employee's personal auto insurance policy.

In the event of an accident involving the use of an employee's personal vehicle on WPI business, please report this accident to Michael Curley, Finance and Operations Office (508) 831-6919 within 48 hours of the incident and also your personal automobile Carrier.

If an employee is renting a vehicle on WPI business and he/she does not have a WPI issued Corporate Visa Procurement Card (P-card), the employee should rent the vehicle with their own credit card. Please check with your credit card company prior to renting the vehicle to verify coverage before declining the physical damage coverage. Note, your personal automobile policy will be primary when renting a vehicle and WPI's automobile insurance will be excess.

### **Reporting an accident while driving any WPI vehicle:**

Report the accident immediately to Michael Curley, Finance and Operations Office (508) 831-6919. You will be required to fill out an Automobile Accident Report Form and report the incident to the local police department.

### **Renting a car for WPI related business:**

Always try to rent any vehicle using your P- card. The Visa Business Auto Rental Collision Damage Waiver benefit provides primary collision coverage world wide up to the actual cash value of most rental cars.

- In order to activate the rental coverage through the Visa card, the entire transaction must be charged on the P-card and you must decline the rental company's collision damage waiver option.
- List both the renter of the vehicle and WPI on the rental contract.
- Rental cannot be longer than 31 consecutive days.
- The P-card provides coverage for private passenger cars, mini vans, and most SUVs. If you are unsure if the vehicle is covered please call 800-VISA-911. Vehicles such as Corvettes, Mercedes, Lexus, etc. may not be covered.

### **Is a pickup truck covered?**

Trucks or vans are not covered by the LDW (Loss Damage Waiver) on the P-card. When an employee rents a truck or van they should accept the insurance that is offered by the Rental Company. Again, if there are any questions whether the vehicle is covered please call 1-800-VISA-911.

### **How to report an accident while renting a vehicle on WPI business:**

If the rental was charged to your P-card you-the-cardholder are responsible for reporting your claim to the Visa Travel Assistance Accident Claims & Questions at 1-800-253-5664 immediately. If claim reporting is delayed, the claim may be denied by Visa. Reporting the accident to WPI or the rental car company will not suffice. You will need to advise all three (VISA Travel Assistance, WPI and the car rental company).

In the event of an accident and your P-card was **not used**, notify the auto rental company and contact Finance and Operations (508) 831-6919. Note, most police reports need to be filed within 48 hours of an accident involved with another vehicle or causing other property damage in excess of \$500.

**When renting a vehicle for WPI business and there are multiple WPI employees driving the car what is the correct procedure?**

When completing the rental agreement, the rental car company must be advised of all drivers. Some rental companies void the contract if an unnamed driver is operating the vehicle during an accident.

**Will WPI's Auto Insurance respond if the VISA insurance refuses payment?**

Yes, there are two policies that would potentially respond, one providing domestic coverage and the other foreign coverage. These policies are subject to various exclusions and limitations.

**Will WPI's insurance cover damage to rental cars worldwide?**

When you use the P-card there is worldwide coverage (excluded countries are Israel, Jamaica, the Republic of Ireland and Northern Ireland).

When renting vehicles out of country, you must purchase the country's compulsory limits.

**Additional info for renting vehicles:**

- Some rental companies void the contract if there is an accident even if the driver has had one drink.
- Some rental companies seek loss of use (time when the car is in the repair shop).
- WPI's Foreign Auto policy provides \$10,000 for "Hired Auto Physical Damage".
- When renting an SUV, please verify with VISA if the particular SUV is covered by their program. Call 1-800-VISA-911.

# Appendix F – IGSD Incident Report

WPI IGSD / GLOBAL PERSPECTIVE PROGRAM	NOTICE OF OCCURRENCE/INCIDENT REPORT
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Please complete this form within 24 hours and return to:

Original: Natalie A. Mello  
 IGSD  
 WPI  
[nmello@wpi.edu](mailto:nmello@wpi.edu)  
 fax: 1-508-831-5485

Copy: Cheryl Martunas  
 Campus Police  
 WPI  
[cam@wpi.edu](mailto:cam@wpi.edu)  
 fax: 1-508-831-5882

TODAY'S DATE: \_\_\_\_\_

DATE OF INCIDENT: \_\_\_\_\_ TIME OF INCIDENT: \_\_\_\_\_ AM/PM

LOCATION OF INCIDENT:


SITE:

- residence
- sponsor's office
- other (please explain) \_\_\_\_\_

TYPE OF INCIDENT:

**Major Incident**

- Death or life threatening crisis
- Psychological crisis
- Sexual assault
- Racial/hate incident
- Hostage/building takeover
- Vehicular accident
- General disorder (public event, demonstration or protest)
- Natural disaster (blizzard, hurricane, earthquake, etc.)


- Fire or bomb threat
- Assault
- Missing person
- Domestic violence
- Slip/fall with injuries

**Minor Incident**

- Minor property damage
- Slip/fall with no injuries
- Other (please describe): \_\_\_\_\_

BRIEFLY DESCRIBE THE INCIDENT (use additional pages if needed):

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NAME OF INJURED (if applicable):

Address: \_\_\_\_\_

Local Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Describe Injury: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Was injured treated?  yes  no

Where was injured treated?  at the scene by emergency personnel  
 at a hospital

Name and location of hospital: \_\_\_\_\_ page 1 of 2

Was injured admitted to hospital?	<input type="checkbox"/>	yes	<input type="checkbox"/>	no
Were parents or guardians notified?	<input type="checkbox"/>	yes	<input type="checkbox"/>	no
If so, by whom?				
What was injured doing?				
_____				
_____				
Conditions at Time of Injury:				
_____				

<b>PROPERTY DAMAGE (if applicable):</b>	
Property Description:	_____
(Type, Model, etc.)	_____
Estimate Amount:	_____
Where can property be seen?	_____

<b>WITNESSES TO INCIDENT:</b>	
1. Name & Address: _____	
Local Phone: ( ) _____	Cell Phone: ( ) _____
2. Name & Address: _____	
Local Phone: ( ) _____	Cell Phone: ( ) _____

<b>ADDITIONAL INFORMATION:</b>	
Did you contact a Crisis Response Facilitator?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please identify:	_____
Did you contact a local emergency number?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, approximately how long did it take for help to arrive?	_____
In your opinion, is any follow up action needed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please explain:	_____
_____	

<b>Thank you for your help in handling this situation.</b>	
If you have any comments or suggestions on our emergency response procedures, please contact one of the members of our Crisis Response Team.	
Name of Person Completing Report: _____	
Title: _____	Site: _____
Local Phone: _____	Cell Phone: _____
E-Mail: _____	