



GLOBAL ENGAGEMENT

BUFFALO STATE • The State University of New York

SUNY Buffalo State Short term, study abroad faculty handbook

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New Program Development Guidelines

Overseas academic programs at Buffalo State are facilitated and administered by the Maurene Callahan Bouras Center Global Engagement. Proposals for study and community-engaged learning abroad should originate with faculty/staff and carry the endorsement of the appropriate department chair and dean. The Center for Global Engagement welcomes early, informal consultation by faculty/staff and units for program planning and encourages coordinated programming among departments.

The addition of new programs abroad is dependent upon an analysis of several factors, including:

- how the program will add to existing overseas programs (academically, geographically, etc.)
- degree to which the geographic location is appropriate to student learning objectives
- feasibility of logistical arrangements
- clear evidence of student interest in the country / academic program offered
- provisions for the health, welfare, and safety of program participants and faculty/staff
- program cost per student
- likelihood that program will be financially viable (i.e. self-sustaining)
- effectiveness as an internationalizing and cross-cultural experience for participants

Buffalo State currently offers many study programs on a regular basis. These programs include study abroad and exchange programs that are at the undergraduate and/or graduate level, and those that are discipline-specific as well as those open to students in any department. (Please see the website for descriptions <https://studyabroad.buffalostate.edu/>)

There are hundreds of overseas academic programs offered throughout the SUNY system in which Buffalo State students can participate. The SUNY Offices of International Education work together as a consortium to bring the widest variety of offerings to SUNY students; therefore, no new program proposals which would be in direct competition with existing programs offered by any SUNY campus will be approved (per SUNY Global policy).

In addition to ensuring that the program proposed is not directly in competition with existing programs, it is very important to do some informal research to determine the level of student interest in both the geographic region and the academic program planned. The basis of any successful overseas academic program is a large base of qualified and interested potential participants.

To propose a short-term study or community-engaged learning program overseas, please complete the online application <https://studyabroad.buffalostate.edu/program-proposals> .

The timeline below should be used as a guide for faculty/staff members interested in developing a new program abroad.

Timeline for New Program Proposals

	Summer Program	January Intersession Program
Study/Community-Engaged Learning Program Abroad Proposal Form is submitted to director of international education	No later than August 15 of previous year	No later than June 1
Program review and approval	Usually by September 30	Usually by June 30
Publicity and recruitment plan created	By October 15	By July 15
Final budget figures due and program fee set	By October 31	By July 31
Program brochure created and sent to printer	Early November	Early August
Publicity and recruitment plan implemented	Early November until application deadline	Early August until application deadline
Participant guide created	By January 15	By September 15
Program viability assessment (enough participants to run program?)	On application deadline	On application deadline
U.S. orientation held (pending viability approval)	By May 10	By December 10

Program Director Responsibilities

The program director's responsibilities vary according to the specific design and location of the program. Typically, however, the responsibilities of the program director for any study abroad program include the following:

- assist with recruitment and promotional activities for the program
- assist with review of participant applications
- assist with pre-departure student orientation in Buffalo
- conduct on-site orientation abroad
- administration of the program while abroad
- 24-hour / day accessibility to participants while abroad *
- correspondence with home campus while abroad
- teaching and/or guiding the overseas experience
- submission of detailed course syllabus (after departmental approval)
- submission of grades or ensuring that grades are submitted by the professor of record
- file program director's report, upon conclusion of program
- administer evaluation consistent with home department guidelines (see appendix B)

***Alcohol and Substance Abuse policy:

All program leaders are expected to be available to perform duties related to the study abroad program and students attending the program, at all times, from the date of the departure from the USA until the return to the USA. In the event of an emergency, program leaders are expected to respond. Therefore, at no time during a study abroad program may a program leader be impaired by drugs or alcohol. Impairment while serving as program leader is strictly prohibited.

Additionally, program leaders who choose to consume alcohol in the presence of students enrolled in the course during times when they are not on-the-job, increase their risk including but not limited to accusations of inappropriate behavior or impairment. Program leaders are encouraged to mitigate risk by consuming alcohol responsibly and must never consume until impairment.

While program directors are not expected to act *in loco parentis*, there is a heightened level of responsibility for the program participants when conducting an overseas program. Program directors are on-call for emergencies 24 hours a day during the program and are there to provide support and assistance for non-academic needs of the students. Typical non-academic problems that may occur are homesickness, loss of passport, difficulty interacting with host nationals, etc.

The very nature of the program director's role often leads to a much closer (and often more rewarding) relationship between faculty/staff and students than normally occurs during home campus courses.

SUNY employees who wish to travel with students must first obtain permission from their campus' leadership. Such permission will be contingent on the employee meeting a minimum level of training and preparedness required by their individual campuses. Training and preparedness are facilitated by reading and understanding this handbook.

- SUNY Clery and Title IX Procedure for International Programs
- Readily communicate with the students and campus leadership
- Health insurance coverage and procedures
- Review of the campus emergency action plan
- Review of health and safety information for the country of travel
- Support for reliable in-country language assistance, if necessary
- Budgeting and adequate financial resources to accomplish the goals of the trip safely

Program Director Non-Responsibilities

The following points outline some of the many things that are not considered part of the program director's responsibilities:

- entertaining participants beyond class time and scheduled program activities
- escorting students through the city or country in question beyond program activities (unless safety considerations dictate a need to do so)
- providing replacements for items and/or money students have lost or stolen (the program director is, however, responsible for assisting students with completing a police report or similar procedure to attempt to reclaim their property)
- students' legal and/or personal problems, which occur as the result of their violation of program rules as stated in the participant guide, including but not limited to the use of controlled substances and sexually transmitted diseases

These items should serve as a guideline for program directors to help them determine the extent of their responsibilities while abroad. When in doubt, program directors are strongly encouraged to contact the Director of Global Engagement for assistance with issues concerning responsibility and/or appropriate involvement.

Accompanying Family/Friends

Program directors occasionally inquire about taking family/friends with them during a program. The decision to do so rests entirely with the program director and approval of the Director of Global Engagement. If the program director decides that a family member/friend will accompany them, the follow guidelines apply:

- The program will not incur any expenses on behalf of the family member/friend.
- Family/friends can participate in program events and field trips only if space is available and if they pay for all related costs.
- Program directors are required to travel with the group on all planned excursions, regardless of whether space is available for family members/friends.

Third Party Providers

Faculty led programs can often be more cost effective using SUNY, GLOBAL ENGAGEMENT, and faculty leader contacts. However, sometimes it is necessary to use a third-party international provider. When this is the case, SUNY guidance requires that Global Engagement serves as the conduit through which contacts and finances with third party providers flow.

Academics

The academic content of programs abroad should be similar to that of home campus courses but should also utilize the resources unique to the program site as much as possible.

When creating a course proposal for a study abroad program, consider the following:

- Will the program be open to students of a particular major or open to all?
- What type of work will the students undertake?
- If both undergraduate and graduate students may take the same course, how will each be assessed (i.e., graduate students must write an additional research paper)?
- How will you incorporate aspects of the host culture and environment?
- Is this course equivalent to a course already offered at Buffalo State?
- To what audience is this experience directed?
- Are there language / academic background requirements participants must meet?

Contact hours

Buffalo State requires the following for credit-bearing lectures/seminars: "A semester credit hour is an academic unit earned for fifteen 50-minute sessions of classroom instruction with a normal expectation of two hours of outside study for each class session. Typically, a three-semester credit hour course meets three 50-minute sessions per week for fifteen weeks for a total of 45 sessions." Studio, laboratory, and other hands-on experiences require double the contact hours. Pre-departure academic work and work done upon return may complement the overseas experience to yield the necessary credits.

Study abroad does not always exactly conform to this rule because field trips and excursions may be part of the curriculum, but these requirements should provide the framework for development of study abroad.

Approval

Program proposals will be reviewed by Global Engagement and will require approval from the department chair and the Dean. Once these approvals have been obtained the Senior International Officer (SIO) is the final approval for program proposals. Approved programs will be submitted to SUNY Office of Global Affairs (OGA).

Study abroad experiences, for which Buffalo State credit will be awarded, as well as all international travel with students must be run through Global Engagement. Doing so in any other manner puts the faculty member leading the experience and Buffalo State at great risk.

CRN's and Reporting Requirements

Courses will require a special CRN that will be created by Global Engagement. The CRN will indicate the instructor of record and whether students can assign credit for their work via an academic advising form or by being attached to a specific course.

Finances and Program Budget

The staff in Global Engagement wants these programs to be as successful as possible therefore these programs should be designed to provide an excellent academic experience abroad at an affordable price. A good rule of thumb is that total program cost should range between \$2000 & \$2500 per week that a student is abroad.

The Study Abroad Proposal application includes a worksheet to assist you in developing a budget. Of course, we consider that exchange rates and prices will change from the time your proposal is submitted to the time your group will embark on their journey, but your work to obtain the most accurate on-site costs available at the time of submission will assist us in calculating the program fee to be charged to your participants. After we have received the information for the proposal form, we will create a student cost sheet. An example student cost sheet is found in appendix A.

Two important points to note:

- Study abroad programs are non-profit.
- Study abroad programs must be self-sustaining/financially viable.

Administration of the program budget is handled by the Center for Global Engagement and follow SUNY travel policies. Whenever possible, program expenses are paid directly by this office.

Extra Service

Department Head/Supervisor reviews request to perform extra service and ensures no conflict of interest is present and that the extra service payment is within approved guidelines. Prior to commencement of the extra service assignment, the employee must secure written approval from their supervisor and Provost/Vice President (Current Employee Change Form).

Approval

The Director of Global Engagement will approve the program budget. Expenses above what has been approved will not be paid.

Travel and Program Expenses / Reimbursement

All travel and program expenses follow SUNY Buffalo State financial policy.

Program director's travel

Procedures for purchasing the program director's airfare will vary, depending on the account from which travel expenses will be covered. This will, however, be determined early in the program planning process.

Program directors may opt to incorporate some personal travel or deviate from the usual travel routes. In this case, the director will be reimbursed for the usual fares round-trip for the dates of the program (based upon an official written travel agent quote for the expected dates/route of travel obtained by the faculty member or the group flight cost, if applicable).

Program Expenses / Reimbursement

Program directors will discuss their individual program budget and payment details with the Director of Global Engagement during the program development process. The following is intended to give program directors some background on different available procedures.

- **Invoicing:** The most convenient way for program costs to be paid is to have an original invoice sent to Global Engagement, and we will pay directly via check or wire transfer. An original invoice must be submitted. A 45 day lead is recommended for paying invoices.
- **Travel Advance:** Study away costs are paid using Buffalo State foundation accounts and as such travel advances are not possible.
- **Program directors must keep all receipts for expenditures and submit them upon conclusion of the program.** Receipts, if not self-explanatory, should be marked on the back to indicate the expenditure, date, and amount.

Important Note: If proper documentation is not received, reimbursements will not be processed.

Publicity and Recruitment

Publicity and recruitment are vital to the success of any program abroad. Faculty/staff members work cooperatively with the Director of Global Engagement to develop and implement a publicity and recruitment plan. Please note that recruitment should not begin until a program has been fully approved.

Please note: Whether a program is limited to Buffalo State students or whether it is open to students from other SUNY and/or private schools is the decision of the person proposing the program. If you plan to recruit students from other institutions, you must ensure that there will be a portion of participants from Buffalo State, as the primary reason for Buffalo State to offer overseas academic programs is to benefit Buffalo State students.

If you plan to involve students from other SUNY schools, you must work with the Director of Global Engagement to secure appropriate approvals. The Director will then work with the other SUNY school to determine the feasibility of a partnership. If it is determined that a partnership is

feasible, then both schools will begin the SUNY Office of Global Affairs approval process. This process can take 8-24 months.

Publicity and recruitment plans generally include the following:

Program Brochure

The brochure is designed to provide potential applicants with detailed information concerning the program's location, content, field trips, costs, dates, and how to obtain further information. The program director and Director of Global Engagement work cooperatively to develop the brochure content.

Recruitment via the Web

International Education has a website (studyabroad.buffalostate.edu) which any individual may browse to learn about Buffalo State programs abroad. The full content of the program brochure will be made available on this website. In addition, the Director of Global Engagement will list program information on suny.edu/studyabroad for those programs open to non-Buffalo State participants if appropriate.

Faculty Contacts

One of the best ways to recruit participants is to have faculty members announce/promote programs in their classes. Immediately after the program proposal is approved, the program director should review the Buffalo State master schedule for the upcoming semester and make note of faculty teaching courses whose content relates to the overseas program. Faculty members at other institutions should be included as well if the program is open to non-Buffalo State students. The program director should contact each faculty member to request assistance in promoting the overseas program. Brochures and applications should be sent as soon as they are available.

Classroom Visits

An even better recruitment method is for the program director to make brief (5-10 minutes) presentations in the courses identified above. Your enthusiasm about the program and knowledge of the particulars will gain the students' interest and potentially lead to increased applications. The classroom visits should be conducted after the brochures are available, so students have access to complete program information. Classroom visits should be conducted in both the fall and spring semesters for summer programs, and in the preceding spring and fall semester for January intersession programs.

Information Sessions

At least one program information session should be held prior to the application deadline for each program. The sessions usually last an hour and can be conducted jointly by the program director and the Center for Global Engagement. Information sessions offer interested students the opportunity to learn more about the program in an informal setting. Very often the program director will show a Power Point of the program location or a brief video on the academic subject matter to be studied. The Director of Global Engagement is in attendance to provide information

about financial aid and answer administrative and procedural questions about the application and program participation.

General Campus Publicity

The Center for Global Engagement can distribute flyers on the Buffalo State campus to promote programs abroad. Our office staff information tables in various campus locations throughout the academic year and promote short-term programs through general study abroad information sessions.

Processing of Information Requests

Global Engagement handles all inquiries relating to overseas programs. The program brochure, website, and all promotional materials will list our office as the source for further information for any program abroad. Applications are e-mailed with the program brochure to all students indicating an interest in a program. Most questions concerning programs abroad are answered by global engagement staff; occasionally, a very specific question may be referred to the program director for response.

Costs

Program leaders should not share cost information with students until approved to do so by the Center for Global Engagement. Global Engagement will create the budget for all programs based on the figures provided by the program leader. (See appendix A for budget examples to assist you in gathering numbers)

Student Application / Admission Process

Students applying to most overseas academic programs complete a standard digital application form. This form requires the student to provide contact information, official college transcripts, and to pay a \$40 application fee. Once accepted, a student is required to submit a monetary deposit and a formal letter of commitment to confirm their participation. Please inquire with the Center for Global Engagement to confirm the amount of the deposit required for your budgeting purposes.

The application may be amended for particular programs. Any changes to the application requirements must be approved by the director of global engagement.

For all programs, the application forms are submitted by applicants to the Center for Global Engagement. The program director and the Director of Global Engagement must determine together the application deadline, as well as whether applications will be reviewed on a rolling basis or on a set date (so all applications may be reviewed together).

A procedure for the review of completed applications must be established by the program director and the Director of Global Engagement prior to any advertisement of the program.

Orientation

Orientation sessions serve to provide program participants with detailed information on what to expect from your program abroad. The more information provided during an orientation, the more accurate the students' expectations will be and the fewer problems that will arise while abroad.

Orientation sessions should be provided both in the United States prior to departure and on-site the first day of the program. Sometimes it is not feasible to conduct a pre-departure orientation session, particularly if a large percentage of the participants do not live/study in the Buffalo area. Pre-departure webinars and conference calls are other options to consider.

Pre-departure Orientation Sessions

The orientation is usually conducted by Buffalo State during the semester preceding departure. This is an opportunity for the program participants to get to know the program director and receive answers to their specific questions concerning any / all aspects of the program. The program director runs this meeting, and the Director of Global Engagement is in attendance to answer questions on administrative matters such as health insurance, required paperwork, transfer of grades and credits, etc.

If community-engaged learning is involved in the program, a staff member from the Dr. Kathryn S. Conway-Turner Office of Civic and Community Engagement will also participate in orientation, which describes all aspects of program participation.

Topics usually covered include (but are by no means limited to) the items listed below. Topics are divided according to who normally prepares for each section.

Program Director	International Education
Destination: Background on country & city	Program costs and method of payment
Accommodations	Program deposit
The academic program	Registering for study abroad
Program itinerary	Money matters
Arrival instructions	Pre-departure currency exchange
Packing	International health insurance
Living safely in country / city	Required forms
Contacting home	Travel arrangements
	Passport
	Safety tips for travelers
	Registering for S.T.E.P.
	Safety
	Final remarks

The above list is provided as a general guide only. Additional sections may be added as appropriate.

On-site Orientation

It is vital to conduct an on-site orientation immediately upon arrival abroad. Program directors need to ensure that all participants arrived safely at the site and contact the Center for Global Engagement concerning anyone who is missing. The second issue that must be covered is safety, which can never be stressed too much. The remainder of the on-site orientation session should give students an overview of the program and what to expect (duplication of some/all of the pre-departure orientation is acceptable) and time for the students to ask questions and receive advice concerning their new surroundings. Program directors should also outline their expectations for student conduct throughout the program, in both academic and non-academic settings.

Travel Documents / Visa Requirements

The Center for Global Engagement assists program directors in ascertaining the need for program participants to obtain travel documents and/or visas, as well as any required immunizations for travel to specific locations.

Please note that all program directors and participants are responsible for obtaining passports themselves in a timely fashion. Application and renewal forms are available at <https://travel.state.gov/content/travel/en/passports.html> and most U.S. Post Offices. It is recommended that an individual's passport be valid for a minimum of 6 months beyond the date they will depart that country.

Participants' Medical Clearance for Travel

The Center for Global Engagement requires that every participant in an academic program abroad submit a medical report form completed by a physician. This form provides our office with information concerning the general health and well-being of the student and his/her physical ability to travel abroad. Program directors will be provided access to these medical forms (which include emergency contact information).

Please note that not all previous medical conditions are reported on these forms, particularly if the student has the form completed by someone other than their primary care physician, such as the physician on campus at the student health center. In these situations, the evaluating physician must rely upon the historical medical information provided by the student.

Health Insurance Requirements for Participants / Program Directors

All participants in overseas programs affiliated with the SUNY system are required to be adequately insured. Buffalo State's policy is to require the SUNY international insurance for all short-term programs abroad. This includes health insurance and medical and security evacuation and repatriation. These charges are billed directly to students' accounts.

Grading Policies / Procedures

Upon completion of an overseas academic program the program director must submit a grade report memo on Buffalo State letterhead to the Director of Global Engagement. A sample is found

in appendix C. The memo must indicate for each student the participant's name, Banner ID, number of credit hours and grade for each course taken

Program Director's Report

A summary report of the overseas academic program must be prepared by the program director and submitted to the director of international education within one month of conclusion of the program. The report should:

- give a summary of all program activities in chronological order, including dates (of arrival, of field trips, guest speakers, etc.), and the general daily schedule (e.g. "classes were held each morning from 9 - 11, followed by a lunch break, and resumed from 1 - 4 in the afternoon). Detailed descriptions of each daily event are not necessary.
- include (as appendices) detailed course descriptions for all courses offered through the program. Each description should indicate course title, level (undergraduate, graduate, etc.), number of credit hours, prerequisites, description of academic content, description of course requirements and method of evaluation.
- include a list of all faculty members teaching in the program (including title and institution), as well as a list of all guest speakers (including occupation and organization, if applicable).
- highlight any problems that occurred, including pre-departure (application process, admission process, orientation, etc.), on-site and upon conclusion of the program, as well as recommendations on how to avoid similar problems in the future.
- include a list of recommendations for the future of the program: both things that worked well that should be repeated, as well as things that should be altered or eliminated.

The program director's report should provide enough information about the program to enable the reader to ascertain the structure and content of the overseas program. It should be evaluative in nature, so that it may be used as a tool when/if the program is offered in the future, whether by the original program director or by a new faculty/staff member previously unfamiliar with the program.

Emergency Protocol

In the event of an emergency during a program abroad, the program director must contact the director of global engagement immediately to inform the director of the situation and discuss what action must be taken. If the director is not available, University Police must be contacted. Program directors are provided with contact information (both work and home) for the director of global engagement prior to the beginning of their program. Emergency contact information is found below.

Joy Guarino
Director of Global Engagement
716-878-5331 (Office)
716-420-4222 (Cell)

Buffalo State has established protocols for students to follow in the event of an emergency abroad. A copy is found in appendix D.

Risk assessment

The safety and well-being of students, faculty and staff who are participating in SUNY Buffalo State study away programs are of highest importance for us, and all reasonable actions will be taken to manage risks and respond to emergencies. However, we acknowledge that no single plan can address all eventualities. The Center for Global Engagement recognizes the importance of establishing policies and procedures to guide our response to emergencies affecting participants abroad. The study abroad risk assessment protocol is found in appendix E.

In Country Travel

Foreign car rental to transport students is not permissible. All trips should use mass transit or hire a third-party transportation company/taxi service to transport students.

Driving students abroad is considered one of, if not the most, dangerous activity done on a study abroad program. If you decide to drive students abroad it is important that you understand the personal liability you will incur and the lack of legal representation you will receive.

- Personal Liability: Insurance protections from SUNY do not extend to a college employee driving students while abroad. If there is an accident, injury, or death the driver can be held personally liable, and it could affect the driver's personal insurance even if they purchase comprehensive insurance through a rental vehicle agency.
- Legal Liability: Legal protection for SUNY employees does not extend to college employee driving students abroad. If there is an accident, injury, or death a lawsuit or claim can be brought against the vehicle driver personally and SUNY does not indemnify them.

Conclusion

International Education is keen to work with faculty/staff members in the development and promotion of all overseas educational opportunities. Our office is happy to answer any questions or concerns you may have, regardless of whether you are a program director veteran or a new faculty member considering a program proposal in the future. We greatly appreciate your interest and look forward to the possibility of working together with you on a study/community-engaged learning program abroad.

Please contact:

Joy Guarino
Director of Global Engagement
SUNY Buffalo State
South Wing 410
Buffalo, New York 14222-1095
guarinja@buffalostate.edu
716-878-4518 (office)
716-420-4222 (cell)

We are deeply indebted to the University at Buffalo for providing the model for the current handbook.

Appendix A



BUFALO STATE
The State University of New York

Sample student cost sheet
May 18-30
Dr. XXX

3 credits

	in state	out of state
Tuition*	\$ 735.00	\$ 1,914.00
Fees (tech and college)*	\$ 43.65	\$ 43.65
Program Fees**	\$ 1,725.74	\$ 1,725.74
instructional costs		
accommodations		
airport transportation		
site visit transportation		
total tuition and fees	\$ 2,504.39	\$ 3,683.39
Estimated expenses NOT included in program fee***		
airfare (BUF-XXX)	\$ 1,900.00	\$ 1,900.00
visa	\$ -	\$ -
passport & pictures	\$ 155.00	\$ 155.00
insurance	\$ 38.00	\$ 38.00
personal funds (\$200 per week)	\$ 400.00	\$ 400.00
total estimated expenses NOT included in program fee	\$ 2,493.00	\$ 2,493.00
total estimated costs****	\$ 4,997.39	\$ 6,176.39

* payable to home campus

** payable to SUNY Buffalo State

*** payable to third parties

**** This is only an estimate and is subject to change due to factors beyond the control of the SUNY Buffalo State International Education Office

SUNY Buffalo State
International Education
SOUT 410
1300 Elmwood Ave
Buffalo, NY 14222
716-878-4620 (phone)
716-878-3054 (fax)
intleduc@buffalostate.edu

Course/Instructor Evaluation

Appendix B

Instructor: _____

Using the scale below and the answer sheet provided, please rate the instructor's ability to:

| Excellent = A | Good = B | Average = C | Below Average = D | Poor = E |

1. Motivate you to do your best work.
2. Communicate the subject matter effectively.
3. Receive student comments and questions.
4. Give timely and useful feedback on assignments.
5. Explain grading procedures for the course clearly.
6. Set high performance standards that are achievable.
7. Be accessible outside of class time.
8. Respond to emails and phone calls in a timely manner.
9. Design challenging and interesting assignments.
10. Create engaging in-class activities and discussions.
11. My overall rating of this instructor's performance in this course.

Please respond to the following items in the space provided below.

1. List three concepts or skills that you learned in this course.

2. Explain how this course met, exceeded, or failed to meet your expectations of college level learning.

3. Describe ways in which this course challenged you to grow as a learner.

Appendix C

Buffalo State Study Abroad Grade Report Memo¹

Class name: _____ dates: _____

Instructor: _____

Credits: _____ Location: _____

Student name	Banner ID	grade

Instructor signature _____

¹ Should be submitted on Buffalo State letterhead.

Appendix D

Safety Plan Buffalo State Global Engagement

Student safety instructions (*to be shared with students*)

1. Contact the Buffalo State local director/contact at _____. If there is no local director/contact or if the local director/contact is not available contact the Buffalo State University Police at (716) 878-6333 (call collect, if needed)
2. Identify yourself as a Buffalo State study abroad student and give the country where you are currently located.
3. State your name.
4. Tell the person what is wrong.
5. Tell the person how to contact you.
6. Respond to questions and listen carefully to any instructions.

UPD would complete an incident report and inform GLOBAL ENGAGEMENT. GLOBAL ENGAGEMENT would then follow the steps below. (*Not to be shared with students*)

1. GLOBAL ENGAGEMENT team consults with the local director/contact as soon as possible after learning of the emergency.
2. The local director/contact contacts participants as soon as possible to ascertain participants' well-being, and to provide information, instructions, and advice and then reports to the GLOBAL ENGAGEMENT team.
3. Participants are advised to contact their parents, guardians, or emergency contacts as soon as possible.
4. The local director/contact may, if warranted, gather the participants together in a group in a safe location. In most cases participants will be advised to confine themselves to their host campus, or residence until the crisis is resolved.
5. The GLOBAL ENGAGEMENT then informs the Crisis Response and Emergency Team of the situation (members to be determined), the steps taken, and any steps deemed necessary. The Crisis Response and Emergency Team may provide feedback, may decide to meet to discuss the situation, or may simply request further updates depending on the situation.
6. The local director/contact contacts the local U.S. Embassy or Consulate and confers with other study abroad providers and/or U.S. enterprises in the area.
7. Each local director/contact advises GLOBAL ENGAGEMENT about what action should be taken, if any, and about modifying or suspending the program. The Crisis Response and Emergency Team makes any decision on continuation or suspension of a program after due deliberation.
8. Evacuation of students from a site is only undertaken under the most extreme circumstances when there is an imminent, direct threat to participants and the only way to assure safety is to leave the program site. Even if it is determined that evacuation is warranted, it is not always possible to evacuate immediately, and in most cases immediate evacuation is not the safest course of action. Immediate evacuation from a site is not only often impossible but may not be the wisest or safest choice. Experience has shown that when a crisis ensued that was severe enough to consider evacuation, the safest thing to do was to confine participants to their residences and the most dangerous course of action was to try to leave the site. By the time the crisis had calmed enough for it to be possible to consider leaving it was no longer necessary to evacuate.
9. If the State Department advises U.S. citizens to leave a site or in our opinion evacuation is warranted, we will work with participants to arrange safe passage out of the site as soon as possible. The cost of evacuation remains with the participant, but the Buffalo State will assist with arrangements and may lend funds as needed.
10. GLOBAL ENGAGEMENT reports to participants' emergency contacts within 48 hours or soon as possible if the participants cannot do so themselves.
11. GLOBAL ENGAGEMENT reports to sending schools within 72 hours.

Appendix E

Study Abroad Risk Assessment Protocol

The safety and well-being of students, faculty and staff who are participating in SUNY Buffalo State study away programs is of highest importance for us, and all reasonable actions will be taken to manage risks and respond to emergencies. However, we acknowledge that no single plan can address all eventualities. The Center for Global Engagement recognizes the importance of establishing policies and procedures to guide our response to emergencies affecting participants abroad.

With the understanding and to the best of our knowledge that there is no SUNY Global policy on study away risk management, the following risk assessment procedure has been developed.

Not more than 5 business days after the student application deadline has passed the Director for Global Engagement and the Faculty Leader for the study away program will evaluate the sociopolitical situation in the host country as defined by the US Department of State.

1. If a travel advisory exists, then the decision of whether the program makes will be made jointly by the Director of Global Engagement and Faculty leader. If consensus cannot be reached, the provost will make the final decision.
2. If a travel warning exists, then an ad hoc advisory committee will be formed. They will be advised of the sociopolitical situation in the host country and asked to make a recommendation to the Director of Global Engagement. Once the committee recommendation is made, the provost will make a final decision.