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## **Section A: Policies, Procedures, and Requirements**

### **1.0 Financial/Administrative**

**1.1 Compensation Agreement:** A UW-River Falls Study Tour Leader/Assistant Compensation Agreement form shall be agreed to and signed as agreement to terms and conditions of a study tour.

**1.2 Budget:** A Study Tour budget shall be developed by the Study Tour Coordinator and approved by the Director of International Programs. The Office of International Programs (OIP) has study tour budget templates that may be used as a guide in developing a budget.

**1.3 Account:** The Director of International Programs will set up a Program Revenue (128) account which will be established under the OIP. All study tour funds must flow through the UW-RF accounting system. All checks must be made out to UW-RF. Non-students and students participating in the program for no credit will pay all fees to the program leader.

The study tour account funds are to be used solely for the purpose of supporting study abroad programs. No study tour account funds will cover the reimbursement of any personal lost/stolen items belonging to study tour leaders or study tour participants. It is suggested that study tour participants, including faculty, check into travel insurance for this purpose. Appropriate expenditures from a study tour account may include items such as texts, reference books, guide books, video/film, etc. Inappropriate expenditures would include items such as subscriptions or materials that are intended primarily for a department rather than for a specific tour.

**1.4 Salary:** A teaching salary up to the limit of the currently approved rate for ad hoc faculty may be paid for a study tour course. This salary is contingent on there being sufficient funds in the study tour account. There are no other University funds to supplement study tour expenses. This salary will not be paid until the study tour is complete and all other study tour expenses are paid (this may take for 2 – 3 months after the completion of a study tour/abroad program). Fringe benefits are to be included in the calculation of study tour budgets.

When a study abroad program leader has an annual appointment he/she is not allowed to draw additional compensation unless he/she takes vacation time.

Occasionally, due to insufficient study tour account funds, a study abroad program leader may not receive full allowable compensation in any given year. If this situation occurs the affected faculty/staff member will be allowed to recoup the full missed salary in subsequent year(s) but only after all expenses (excluding salary & benefits) are paid and if sufficient funds remain in the study tour account.

**1.5 Study Tour Coordination Fee:** Faculty/staff will be allowed to draw up to a \$1200 study tour coordination fee. This fee shall be negotiated in advance with the International Program Director and noted on the UW-River Falls Outreach Course/Instructor Appointment

form and will be based on the degree of additional work involved. If a great deal of the logistical work is done by either an outside travel agency/coordinator and/or the OIP the fee would be less than the full amount to none at all. As with the course fee, payment of the study tour/abroad coordination is contingent on sufficient funds in the study tour account. This fee will not be paid until the study tour is complete and all other study tour expenses are paid.

If there are multiple study tour coordinators/leaders they must mutually agree on who receives what portion of the (up to) \$1200 study tour/abroad coordination fee. If there is not written agreement/documentation on file with the OIP or the course study tour/abroad coordination fee will be divided evenly among coordinators/leaders. Please see the *Course Fee Division for Multiple Study Tour Leaders* form in the Appendix.

**1.6 Revenue:** Per UW System policy F45, special course fees and tuition generated by study tour programs will be retained by that study tour program to offset program expenses (salaries, travel, lodging, board, etc.).

Residual revenue generated by a study tour will remain in that study tour account, regardless of study tour leadership, for up to 3 years. If a study tour becomes dormant and there is no activity related to that study tour for 3 years, the balance of the study tour account will roll into a “general fund” within the OIP and be used to help develop other study tours. In any year, if a study tour generates residual revenue, fifteen percent (15%) of this residual revenue will roll into a “general fund” within the OIP and be used to help develop other study tours. The 15% fund will also be used as a study tour contingency fund should financial exigencies arise for a study tour while abroad.

**1.7 Tuition:** Tuition must be paid for the term in which a student will register for a study tour, regardless of whether there was/will be orientation, planning, training, and/or preliminary/post course sessions offered/required in a prior or subsequent term. Summer sessions and J-terms are separate terms by themselves. Students are required to register and pay separately.

Tuition for spring semester break study tours will be included as part a student's spring semester tuition. Tuition will be based on the total credits for which the student is registered. Therefore, if a student’s total credits for spring semester (including spring break study tour credits) fall between 12 – 18 credits, they will pay the plateau tuition rate. For any credits over 18 a student will pay a per credit tuition charge. In planning the amount of revenue for study tours remember all tuition for over 12 credits will be pro-rated. The study tour budget will not receive the total amount of tuition per credit to cover the study tour.

**1.8 Additional Fee for Nonresident Students:** UWS F45 states “for credit programs, an institution shall develop the fee in a manner that differentiates between Wisconsin resident and nonresident status, reflecting the level of GPO-supported and in-kind services provided to the program. That differential shall be no greater than the difference between resident and nonresident fees at the institution. The minimum fee charged, exclusive of student personal costs, for any participant in a credit program shall be no less than the resident fee rate at that institution.”

Through June 30, 2006 international study/tour participants of nonresident status (U.S. or International) shall be charged the equivalent of the Minnesota reciprocity differential pro rated according to the number of credits taken. Effective July 1, 2006, international study/tour participants of nonresident status (U.S. or International) shall pay an additional \$25 per credit hour up to a maximum of \$250.

In the case of students/individuals who choose to participate in the program for no credit, the additional fee will be set separately by the study tour leader and the Director of International Programs.

**1.9 Travel Advance:** A travel advance may be requested from the University to pay unanticipated in-country costs and/or expenses that cannot otherwise be paid in advance by University check. Request a travel advance form from the Accounts Payable Office.

**1.10 Planning/Seed Money:** In some cases the OIP may provide advance/seed money for study tour leaders to plan a study tour. There is no guarantee of the availability of these funds. Whenever funds are granted it is expected that they will be paid back to the OIP, out of the study tour funds, so they may be used to help support/develop other study tours.

**1.11 International Fee:** In the spring of 2000 the UW-River Falls Provost's Office implemented a mandatory fee (UW-River Falls Policy Paper 19.a.1) for all individuals who study/travel abroad through UW-River Falls. The policy states the following as the purpose of the fee: "This fee will be used to directly support the operation of the Office of International Programs and support the development of both study abroad programs and international student recruitment."

Any student who goes abroad for credit (except internships) is required to pay the full fee, currently **\$275**. The Office of International Programs will not charge the fee for any student who does an international internship as long as they don't request/receive from the OIP substantive assistance (CISI insurance, ISIC card are okay). The OIP also will not charge the fee to students who go abroad, on an organized trip (e.g. choir tour to Hawaii/Japan/Korea) if it is a non-credit tour, and they don't use the OIP for substantive assistance.

The OIP can/will charge for international experiences, even if not for credit, if the OIP provides substantive (instrumental in developing, coordinating, promoting, recruiting) support/assistance toward that experience (e.g. U.S.A. Language camps in Japan.)

Note: At present non-credit students and non-students cannot be put on the eSIS system.

**1.12 Cancellation/Refund Policy:** In the case of study tours, once a student signs up for the study tour, he/she is responsible for all costs (even costs that have not been incurred but would cause the other participants' fees to increase without this individual being a part of the group and help with the "economy of scale.") Fees are set based on  $x$  number of participants; once the decision is made to proceed with the tour with a certain base number of students all those who have committed are obligated for the full fee.

## **2.0 Course Approval/Curricular Requirements**

**2.1 Credits, Contact Hours, and Duration of Course:** A maximum of one credit per week of “travel” will serve as the basis for calculating credits. There is an additional expectation that the “instruction” associated with the tour will conform to University policies regarding contact hours. It is possible to combine “travel” and standard lecture/discussions to calculate the number of credits for a study tour. For example, a study tour that meets as a standard class for 17 hours and then includes 14 travel days would count for 3 credits. Variations must be worked out and agreed upon in advance with the International Studies Committee or the Department through which the credits are being granted.

**2.2 Course Approval:** If academic credit in INTS is being sought, the study tour leader should submit seven copies of a proposal to the Program Coordinator for International Studies (INTS), outlining the course content, readings, assignments, meetings, evaluative and grading procedures, and other academic information as relevant to the tour. To allow for adequate planning and advertising, it is recommended that requests for approvals be submitted six months in advance of departure. The INTS Advisory Committee needs to approve tours that will be taken by INTS students for credit. If 389 courses are offered, the department involved determines whether it will accept the credit for its students and the study tour may be cross listed if all the appropriate approvals are obtained. Special topics courses must be approved on an annual basis, either by the International Studies Committee if it’s an International Studies course or by the individual department if it is to receive a departmental, Special Studies course designation.

**2.3 Pass/Fail Option:** Juniors and seniors in good academic standing may complete the study tour on a pass/fail basis. Credits earned on a pass-fail basis cannot apply to either general education or major/minor requirements. The necessary forms are available from the Registrar's Office and must be completed no later than when the class begins. Consult Chapter VIII of the Faculty Handbook for additional details.

**2.4 Independent Study/Extra Credit:** Students may arrange to take independent study or extra credit on a study tour but these credits would be a part of the semester/on campus credit load and not count in Policy 45.

**2.5 Appeals – Academic:** Any concerns with regard to academic issues arising out a study tour program should first be taken to the study tour coordinator. If the concern(s) is not able to be resolved by the participant(s) and the study tour coordinator the International Studies Committee shall be asked to resolve any concerns and issue a written decision. If there is still concern upon receipt of a written decision for either the participant(s) or the study tour coordinator the decision may be appealed to the Provost for a final ruling.

**2.6 Appeals – Administrative, Fiscal, and Procedural:** Concerns with regard to fee payment, refunds or other study tour policies or procedures or any other concern arising out of a study tour program should first be taken to the study tour coordinator. If the concern(s) is/are not

able to be resolved by the participant(s) and the study tour coordinator the Director of International Programs shall be asked to resolve any concerns and issue a written decision. If there is still concern upon receipt of a written decision for either the participant(s) or the study tour coordinator the decision may be appealed to the Faculty Senate International Programs Committee for a final ruling.

**2.7 Grading:** No more than 20 percent of the grade should be determined by attendance and participation. Allowing more of the grade to be determined by factors such as attendance reduces substantially the influence of other evaluative mechanisms, such as papers, quizzes, and so on, on the determination of grades.

**2.8 Syllabus:** The basic academic components necessary for any syllabus (outline, readings, grading criteria, etc.) should be in every tour syllabus proposal.

## **Section B – Other Study Abroad Procedures, Requirements and Responsibilities**

### **1.0 Study Tour Coordinator Requirements & Responsibilities**

**1.1 Proposal:** Study tour coordinators should develop a study tour concept/proposal then submit/present the proposal to the Faculty Senate International Studies/International Programs Committee for approval. The Faculty Senate committee(s) will forward the approved proposals to the OIP.

\*A sample proposal can be found in the appendix of this handbook.

**1.2 Budget:** Study tour coordinators should develop a study tour budget to determine program costs and fees. Please note that the developed budget must include the \$275 International Fee charged to all individuals who participate in a study abroad program. The Director of International Programs must approve the budget before it can be finalized.

\*A budget template is available in the appendix of this handbook.

**1.3 Schedule Addition Worksheet:** After approval of course, submit the Schedule Addition Worksheet with required information to your department chair and dean for signatures. After receiving signatures, the form should be sent to the OIP for all J-Term and Summer study tours. Spring study tours should be sent to the Registrar's Office and a copy sent to the OIP.

\* The Schedule Addition Worksheet is available in the appendix of this handbook.

**1.4 Breakdown of Study Tour Fees:** Submit to the OIP a worksheet which breakdowns/itemizes study tour fees. The OIP will then process the *Request for Approval of Special Course Fee Form*. Worksheets are available online at [http://www.uwrf.edu/administration/special\\_course\\_fees.html](http://www.uwrf.edu/administration/special_course_fees.html).

\* Note. You may not advertise the cost of a study tour until all signatures have been received on the "Request for Approval of Special Course Fee Form."

Please refer to UW System FAP Policy G29, which covers the guidelines for use of Special Course Fees. When you publicize your study tour to students/other participants, you must note the **entire** study tour cost, i.e. study tour fee, tuition, international fee, study abroad insurance, admission fees, tips, airfare, lodging, meals, estimated spending money, etc.

**1.5 Emergency Contact Roster:** Study tour leaders shall develop a roster with emergency contact names and numbers for all study tour participants. This roster is to be taken on the study tour as well as a copy left on file with the OIP prior to departure. An emergency contact roster ensures that contact between the study tour and the OIP, family, etc is always possible.

\*A roster template can be found in the appendix of this handbook.

**1.6 Insurance:** All study tour coordinators must submit a roster of program participants for insurance purposes to include all students, faculty, and staff who elect to have coverage. The information must be submitted on an Excel Spreadsheet and shall include the following information (each in an individual cell): Study Tour Name; Tour Destination; Participant's - First Name, Last Name, Middle Initial; Study Tour Departure Date; Study Tour Return Date; Birth Date of Study Tour Participant; Gender of Study Tour Participant; most frequently used email address.

Collect insurance checks from non-student and non-credit student participants (made out to UW-RF) and deposit into your study tour account. The OIP will make lump sum payments to the insurance provider and transfer the funds from your account to the OIP account.

\*An Excel template is available in the appendix of this handbook.

**1.7 Travel Agency Support:** Please see current UW System travel policies for required travel rules & regulations.

**1.8 Orientation:** At least one program coordinator-led pre-departure orientation is required to familiarize students with each specific program, insurance information, conditions of participation, etc.

\*Sample outlines are available in the appendix.

**1.9 Evacuation/Crisis Plan:** Per UW System ACIS 7.1, an evacuation and crisis management plan must be developed and on file with the OIP prior to the approval of a study tour.

\*A sample evacuation plan and crisis plan can be found in the appendix.

**1.10 Refund/Cancellation Policy:** In the case of study tours, once a student signs up for the study tour, he/she should be responsible for all costs (even costs that have not been incurred but would cause the other participants' fees to increase without this individual being a part of the group and help with the "economy of scale.") Fees are set based on  $x$  number of participants; once the decision is made to proceed with the tour with a certain base number of students all those who have committed are obligated for the full fee.

Study tour leaders should develop a schedule for participant withdrawal and refunds, if any are to be granted. A refund policy must be established, approved by the Office of International Programs & printed on all promotional materials. A document must also exist to be signed by all program participants to indicate that they understand and agree to the cancellation deadlines.

\*A sample cancellation/refund schedule is found in the appendix of this handbook.

If any student does cancel, study tour coordinators are required to immediately contact the Program Assistant in the Office of International Programs and provide a written/signed letter to the Cashiers Office.

**1.11 Students Remaining in Host Country Policy:** Study tour coordinators must provide a sign-off/waiver sheet for students who choose to stay on after a study tour ends.

\*An example *Notice of Intent and Program Release Form* is available in the appendix of this handbook.

**1.12 Code of Conduct:** Study tour leaders should coordinate a code of conduct/conditions of participation policy/behavior code for their program. All students must be informed of the specify study tour code of conduct and consequences for violation of the code. All rules, regulations, policies, and guidelines published by the Dean of Students Office at <http://www.uwrf.edu/policies/> entitled Campus Policies & Procedures for Students apply in any study abroad environment. \*An example *Study Abroad Conditions of Participation* document is in the appendix but this is a document that each study tour leader should specially prepare related to the uniqueness of her/his individual study tour.

**1.13 Promotion/Marketing:** Study tour specific promotion and advertising should be done/coordinated by study tour leader. When a study tour is publicized to students/other participants, the publication must note the entire study tour cost, i.e. study tour fee, tuition, international program fee, study abroad insurance, etc. It should also provide some explanation/statement of the requirements/limitations especially with regard to participation by students with disabilities.

The Office of Outreach & Graduate Studies publishes a list of summer courses/offerings which receives wide distribution to the surrounding region. It goes to many teachers who might be potential summer international study tour participants. They would likely include your study tour if so desired. The catalog is published in August, November and February each year. Copy submissions for the summer catalog are due in late December.

If interested, please contact **Deb Wulf** in Outreach at 0680 or [deborah.wulf@uwrf.edu](mailto:deborah.wulf@uwrf.edu).

**1.14 Insurance:** A University employee going in an “official” capacity is covered by his/her university employee health insurance; the state contracted Medex policy will cover any medical or mortal remains repatriation. Medex cards will be provided for all faculty participating in a UW-River Falls study tour/abroad program.

**1.15 Health/Medical:** Study tour leaders should contact Student Health Services (425-3293) for information on required shots/vaccinations and other health related issues before traveling abroad. Remember to check about needed shots/vaccinations at least a month prior to travel. Student Health Services offers monthly immunization clinics on campus which include certain

travel vaccines. Also, Student Health Services has other information about where to obtain needed shots/vaccinations.

The Centers for Disease Control Travel web page (<http://www.cdc.gov/travel/>) and the Student Health Services web page (<http://www.uwrf.edu/student-health-service/>) will have the most current information regarding health issues in other countries.

**1.16 Credit Cards:** Please contact the Purchasing Office (x3232) for information on obtaining a credit card for study tour/abroad use. It is prudent for all study tour coordinators to get a card for emergencies, etc. - or to have another card with a sufficient balance available for unanticipated expenditures or emergencies. Please contact the Purchasing Office for more information regarding card policies.

A personal liability travel card is also an option for study tour leader. Per this plan, leaders will submit bills to the Accounting/Accounts Payable office by filling out a TER and will personally pay the credit card bill. To apply for the WI personal liability Travel Card one must fill out and sign both the Application form and the User Agreement. This website <http://www.uwsa.edu/fadmin/usbank/usbank2.htm> contains the policy and procedure manual for the WI Travel Card. The Accounting/Accounts Payable Office is recommending using your home address, and YES your social security number is required. Per USbank they do not do a credit check, or include any of your information to a credit bureau.

You must send your completed and signed forms to:

Dave Sorenson Assistant Controller  
220 North Hall

**1.17 Financial Assistance Office:** Study tour coordinators/leaders should inform the Office of Financial Assistance of study tour plans as early in the planning process as possible.

**1.18 Coordinator Selection/Rotation:** Study Tour Coordinators shall be selected for a maximum, three year term (shorter terms may be established through the selection process). If a Study Tour Coordinator finds a study tour he/she may serve in that position for up to five years. The OIP will notify the campus of the open position and coordinate a selection process. The current study tour coordinator is eligible to reapply for the position. There is no limit on the number of years one may serve as long as an open selection process occurs at least every three years. A study tour coordinator may be removed at anytime by a  $\frac{3}{4}$  majority vote of the Faculty Senate International Programs Committee or by the Provost or Chancellor.

It is encouraged to take other faculty/staff along as co-leaders for added support/assistance as well as a professional development opportunity and as a way to further internationalize the campus, but a co-leader will not be allowed for programs of less than 16 participants. Two leaders are acceptable for trips of 17-32 students, three leaders for 32-48, and so on. Exemptions may be granted by the Provost upon the recommendation by the Director of International Programs. Requests for exemption must demonstrate a clear rationale, such as programmatic/curricular and/or safety/security reasons.

**1.19 Study Tour Polices (UW System & UW-RF):** Read, understand and abide by all terms, conditions, policies and recommendations in the following UW System and UW-RF polices and guidelines.

\*All study tour-related policies can be found in the appendix of this handbook.

**1.20 Application Processing:** Study tour leaders shall be responsible for the distribution, collection, and processing of study tour applications. The OIP can provide a sample application that can be adapted to each specific study tour. Before trip departure, all applications should be dropped off in the Office of International Programs to be filed.

## ***2.0 Office of International Programs (OIP) Responsibility***

**2.1 Account:** The Director of International Programs will set up a Program Revenue (128) account which will be established under the Office of International Programs (OIP.) All study tour funds must flow through the UW-RF accounting system. All checks must be made out to UW-RF. The study tour coordinator will be responsible for collecting all fees for non-students and students who are participating in the program for no credit.

The study tour account funds are to be used solely for the purpose of supporting study abroad programs. No study tour account funds will cover the reimbursement of any personal lost/stolen items belonging to study tour leaders or study tour participants. It is suggested that study tour participants, including faculty, check into travel insurance for this purpose. Appropriate expenditures from a study tour account may include items such as texts, reference books, guide books, video/film, etc. Inappropriate expenditures would include items such as subscriptions or materials that are intended primarily for a department rather than for a specific tour.

**2.2 Special Course Fees:** The OIP will submit the request for special course fees to the Vice Chancellor for Administration and Finance. A separate request must be submitted for each cross listing.

**2.3 Budget:** The OIP will work with study tour coordinators to develop a budget for the study abroad program.

**2.4 Orientation:** The OIP will conduct a general orientation for study tour participants which will cover topics such as safety, health, documents, travel tips, insurance, waiver, etc. The OIP does not usually cover program-specific material.

**2.5 Files:** The OIP will maintain a file with study tour participant roster, proof of insurance, signed waiver, budget sheet, faculty contract, emergency contact information, etc.

**2.6 Promotion/Marketing:** The OIP will provide broad marketing and promotion of study tours as part of its effort to promote all study abroad opportunities. Study tour specific promotion, advertising and promotion should be done/coordinated by study tour coordinator.

**2.7 Insurance:** The OIP will make lump sum payment to CISI and transfer the funds from the respective study tour account to the OIP account for all study tour participants.

### **3.0 Participant Requirements**

**3.1 Insurance:** All UW-RF students are required to purchase the UW System-negotiated and mandated study abroad insurance, regardless of whether they have other coverage on their own or through their parents/others. Other, full-fee paying study tour participants are encouraged to purchase this insurance (if allowed by System policy).

**3.2 Travel Insurance:** It is advised that study tour participants purchase trip cancellation/interruption or similar coverage. If delays/cancellations occur for which no other party (airlines, travel agency, et al.) will cover costs caused by or associated with the travel cancellation/interruption/delay each study tour participant will be responsible for the full, added costs.

No study tour account funds will cover the reimbursement of any personal lost/stolen items belonging to study tour leaders or study tour participants. It is suggested that study tour participants, including faculty, check into travel insurance for this purpose.

**3.3 Waiver:** All students must sign and return to the study tour coordinator the UW System Uniform Statement of Responsibility. All forms must in turn, be on file with the OIP prior to departure. \*This form can be found in the appendix of this handbook.

**3.4 Code of Conduct:** All students must be informed of the specified study tour code of conduct and consequences for violation of the code. All rules, regulations, policies, and guidelines of the UW-RF handbook apply in any study abroad environment.

\*The appendix of this handbook contains a sample *Study Abroad Conditions of Participation* but this is a document that each study tour leader should specially prepare related to the uniqueness of her/his individual study tour.

**3.5 International Fee:** Any student who goes abroad for credit (except internships) is required to pay the full fee, currently **\$275**. The Office of International Programs will not charge the fee for any student who does an international internship as long as they don't request/receive from the OIP substantive assistance (CISI insurance, ISIC card are okay). The OIP also will not charge the fee to students who go abroad, on an organized trip (e.g. choir tour to Hawaii/Japan/Korea) if it is a non-credit tour, and they don't use the OIP for substantive assistance.

The OIP can/will charge for international experiences, even if not for credit, if the OIP provides substantive (instrumental in developing, coordinating, promoting, recruiting) support/assistance toward that experience (e.g. U.S.A. Language camps in Japan.)

**3.6 Financial Assistance:** Students participating in a study tour should apply for financial assistance early. They should inform the Financial Assistance Office that they are participating in a study tour and when they will leave to make sure all financial assistance will be available before they leave.

**3.7 Study Abroad Grants:** Contingent on the state budget, the Wisconsin Legislature may authorize “study abroad grants” to Wisconsin residents only. These grants are “needs based.” Students should be directed to contact the Financial Assistance Office for availability and qualifying criteria and for information on other sources of grants.

## **Section C – Useful Information for Study Tour Coordinators**

### ***1.0 Health Issues While Abroad***

**1.1 Basic Health Maintenance:** Individuals should exercise reasonable care in their behavior and activities to ensure their personal welfare. If you have diabetes or other chronic disease, are allergic to penicillin or any other drug, or you have any physical condition that may require emergency care, carry some kind of identification tag, bracelet, or card with you at all times indicating the specific nature of the problem and providing instruction of what must be done or not done in case you are unable to communicate this information yourself.

**1.2 Travel Consultation:** A physical and dental check-up is *highly* recommended prior to departure; in some cases health statements are required to obtain a visa to enter your host country.

At a minimum of 8 weeks prior to your travel schedule yourself for a *Travel Consultation Appointment*. During your appointment the clinician should review your itinerary and your vaccination record to help you determine which immunizations you need for your particular travel plans. It is also an opportunity to obtain good advice about avoiding health risks and about staying healthy during your time abroad.

**1.3 Health Records:** You should take with you a complete personal medical history, including a record of all immunizations, major illnesses, allergies, blood type, the generic names of any prescription drugs, etc. Be sure to list any special information that will be useful to doctors if you get sick on the trip. If you can, translate the information into the language of your host country. You may also want to prepare a list of common ailments in your host country’s language to help you if you ever need to go to the doctor.

**1.4 Immunizations:** At the present time, no immunizations are required for entry or return from Australia, Western Europe, Mexico, and parts of Asia. Countries infected with yellow fever may require certification of yellow fever inoculation (Africa and parts of South America). Requirements may change depending on the prevailing health conditions. Consult the National Centers for Disease Control (CDC) website for country- or region-specific requirements and recommendations: [www.cdc.gov](http://www.cdc.gov) or the U.S. Department of State summary of Foreign Entry

Requirements: [travel.state.gov](http://travel.state.gov). You should also consult with a health care provider at least eight weeks prior to departure.

Even though these vaccinations are not mandatory, **all** travelers should consider the following in consultation with your health care provider:

- Tetanus and Diphtheria boosters
- MMR (measles, mumps, rubella) immunity through vaccine or physician-diagnosed cases
- Hepatitis B
- Hepatitis A vaccine for travelers where virus is prevalent (most of Asia, Africa, parts of the Caribbean, Mexico, South and Central America and eastern, southeastern and parts of southern Europe).
- Polio booster for travel to regions not free of endemic polio viruses
- Smallpox (although considered by the World Health Organization to be wiped out, country-to-country regulations change frequently)

**1.5 Prescription Drugs:** If you need prescription medicines, you should bring enough to last your entire stay. Also take a copy of the prescription. Take all medicines, prescriptions and non-prescription, in their original and labeled containers. When traveling, always keep medications in your carry-on luggage. Laws governing prescription medicines vary by country. If you use a U.S prescription drug which you are taking to your host country, you should bring along the actual written prescription from your doctor. A doctor's letter of explanation about the purpose of the drug is advisable if there is any question about the acceptance of the drug in the host country, especially if the drug is considered habit-forming or a narcotic.

**1.6 Glasses and Contact Lenses:** You should bring the prescription for your contact lenses or glasses with you in the event that you lose or break them. An extra pair of glasses or lenses is also a good idea because replacement abroad may be very expensive. You should also bring a supply of wetting and cleaning solutions, because your favorite brand may not be available or may be very expensive. If you use an electrical disinfecting unit for soft contacts, you may want to switch to chemical, because even with a converter the unit may not function well on electrical current in other countries.

**1.7 HIV and AIDS:** Although HIV infection is still relatively low in some areas, it is present and increasing at a rapid rate in Africa, South America and Southeast Asia. HIV, the virus which causes AIDS, is transmitted primarily in the following ways: 1) blood to blood contact (i.e. unsterilized needles, body piercing, tattoos, blood transfusions), 2) sexual fluid to blood contacts (i.e. semen and vaginal/cervical secretions), and 3) congenitally (from mother to fetus). When traveling abroad be aware that some countries may require HIV antibody tests to obtain a visa. Many countries, especially in Africa, South East Asia, and former Communist/East Block countries, may not have the resources to adequately screen donated blood for HIV and Hepatitis B or provide sterile needles.

Personal decisions in sexual behavior should reflect awareness of these facts and dangers, so if you are sexually active always use a condom. Both men and women should carry their own condoms. You may have trouble finding reliable brands of condoms abroad or the storing of such items may be questionable; some countries do not sell them at all. The use of certain lubricants and jellies may reduce a condom's efficacy, and non-latex condoms do not halt the

spread of HIV antibodies. Always use latex condoms and water-based lubricants/jellies containing spermicide. Abstinence is the safest alternative, but if you are sexually active and you feel uncomfortable asking your partner to use a condom, then you need to re-think your decision to be intimate.

Here in the U.S., we may take for granted disposable equipment such as needles and syringes. Be advised that some foreign countries will reuse even disposable equipment. Avoid injections unless absolutely necessary or if required, make sure the needles or syringes come straight from a sealed package or have been sterilized with chemicals or by boiling for twenty minutes. Caution regarding instrument sterilization applies to all instruments used to pierce the skin, including those for tattooing, body or ear piercing, and dental work. The Center for Disease Control recommends that “Diabetics or other persons who require routine or frequent injections should carry a supply of syringes and needles sufficient to last their stay abroad.”

If you are injured or ill while abroad, avoid or postpone any blood transfusion unless it is absolutely necessary. If you do need blood, try to ensure that screened blood is used. Contact the nearest American Embassy or Consulate for assistance.

If you are HIV positive, living overseas may present greater health risks because of limited medical facilities that cannot monitor the progress of the infection or the exposure to unfamiliar germs or bacteria may endanger already compromised immune systems. Discuss concerns thoroughly with your health care provider.

**1.8 Food, Water and Traveler’s Diarrhea:** The bacteria and germs that live in one country can be very different from those of another region. Many people get sick when they travel because they do not have natural immunity to these germs that the locals have developed. In less developed regions, such as Africa, South and Central America, and parts of Eastern Europe, water and food preparation may not follow the same standard of sanitation as in the U.S. The best rule of thumb to follow in these areas is: Boil it, cook it, peel it, or forget it! If you are unsure of the quality of the water, drink bottled water.

If you do develop traveler’s diarrhea, drink plenty of fluids to prevent dehydration, drink clear broth or eat salted crackers to compensate for the loss of salt, and avoid milk products. Consider bringing an over the counter anti-diarrhea medication with you such as Imodium D. If symptoms persist or you develop bloody stools, consult a medical professional.

## ***2.0 Safety Issues While Abroad***

**2.1 Consular Information Sheets and Travel Warnings:** The U.S. Department of State monitors the political and safety climate of countries around the world and provides an overview of conditions pertaining to travel in each country for U.S. citizens. This information is available on their website at: <http://travel.state.gov>

**2.2 Consular Information Sheets:** provide information for every country in the world including safety risks, entry requirements, and the location of U.S. Embassies and Consulates.

You should also refer to the Consular Information Sheets for the countries you may visit during independent travel.

**2.3 Public Announcements:** Public announcements are issued, as the need arises, to update Consular Information Sheets and highlight issues of concern or risk in a specific country.

**2.4 Travel Warnings and Background Notes:** Travel warnings are issued when travel to a particular country or region is deemed unsafe by the U.S. Department of State or when severe risks to American citizens abroad are perceived.

The Department of State also publishes background notes on approximately 170 countries with information on each country's culture, history, geography, economy, government, and current political situation; they often include a reading list, travel notes, and maps. A number of other publications of interest to students are available from their website or may be ordered from the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20420; tel. (202) 512-1800.

**2.5 Embassy Registration:** It is encouraged that you register with the Consular Section of the U.S. Embassy or Consulate closest to your program site. In case of civil unrest or a natural disaster, this makes it easier for emergency information to be relayed to those who need it and plan for evacuation of U.S. citizens, if necessary.

**2.6 Emergencies Abroad:** U.S. Embassies and Consulates are located in every country of the world with which the United States has diplomatic relations. The Bureau of Consular Affairs helps U.S. citizens during a crisis abroad, such as natural disasters, political upheavals, and acts of terrorism.

The Bureau of Consular Affairs also provides emergency services to individual travelers, such as:

- Replacing lost or stolen passports
- Locating doctors or clinics for emergency medical care
- Contacting friends or family at home for money transfers if you become destitute
- Visiting you in jail if you are arrested

### **2.7 Protection Against Terrorism:**

*From the U.S. Department of State, "A Safe Trip Abroad."*

Terrorist acts occur randomly and unpredictably, making it impossible to protect one-self absolutely. The first and best protection is to avoid travel to unsafe areas where there has been a persistent record of terrorist attacks or kidnapping. The vast majority of foreign states have good records of maintaining public order and protecting residents and visitors within their borders from terrorism.

Most terrorist attacks are the result of long and careful planning. Just as a car thief will first be attracted to an unlocked car with the key in the ignition, terrorists are looking for defenseless, easily accessible targets who follow predictable patterns. The chances that a tourist, traveling with an unpublished program or itinerary, would be the victim of terrorism are slight.

Nevertheless, the following pointers may help you avoid becoming a target of opportunity. These precautions may provide some degree of protection, and can serve as practical and psychological deterrents to would-be terrorists.

- Schedule direct flights, if possible and avoid stops in high-risk airports or areas. Consider other options for travel, such as trains.
- Be aware of what you discuss with strangers or what may be overheard by others.
- Try to minimize the time spent in the public area of an airport, which is a less protected area. Move quickly from the check-in counter to the secured areas. On arrival, leave the airport as soon as possible.
- As much as possible, avoid luggage tags, dress and behavior which may identify you as an American.
- Keep an eye out for suspicious abandoned packages or briefcases. Report them to airport security or other authorities and leave the area promptly.
- Avoid obvious terrorist targets such as places where Americans and Westerners are known to congregate.

**2.8 Laws of the Host Country:** Foreign visitors are subject to all local and national laws of their host country. This applies to your host country and in any other country you may visit. Do not expect any special treatment or assistance if you violate any laws. You can be arrested overseas for actions that may be either legal or considered minor infractions in the United States. If you are arrested abroad, the U.S. Consular Officer can visit you in jail, give you a list of local attorneys, notify friends and/or family, protest mistreatment or abuse to local authorities, and see that your rights under local laws are fully observed, but they CANNOT demand your immediate release or get you out of jail, represent you at trial or give legal counsel, or pay legal fees and/or fines with U.S. Government funds.

Some of the offenses for which U.S. citizens have been arrested abroad are:

- Drug Violations
- Possession of Firearms
- Photography Infractions (at border areas, military installations, and government buildings)
- Purchasing Antiques (if considered a national treasure; you may be required to prove purchases are reproductions or secure necessary export permits)

**2.9 Illegal Drugs Abroad:** Each year, 25,000 Americans are arrested overseas. One third of the arrests are on drug-related charges. If you are caught with drugs there is very little that anyone can do to help you, and often the penalties are much harsher than in the U.S. including weeks, months or life in prison, even the death penalty in a growing number of countries including Malaysia, Pakistan, and Turkey. In some countries, anyone caught with even a small quantity for personal use may be tried and receive the same sentence as the large-scale trafficker.

In recent years, there has been an increase in the number of women arrested abroad. The rise is the result of women who serve as drug couriers or “mules” in the belief that they can make quick money and have a vacation with less likelihood of getting caught.

The burden of proof in many countries is on the accused to prove his/her innocence – the concept of “innocent until proven guilty” is an American construct. The police and custom officials have the right to search your luggage for drugs. If they find drugs in your suitcase, you will suffer the consequences. Therefore,

- If anyone asks you to carry or even just watch a package, *JUST SAY NO!*
- If someone offers you a free trip and some quick cash for bringing back a suitcase, *JUST SAY NO!*

**2.10 Securing Your Valuables – Passport:** Guard your passport, visas and other documents carefully at all times. When carrying with you do not leave them in the outer flaps of your bags. It is better to have to dig for them the few times you will need them, than to leave them out for anyone to steal. Before leaving, make a copy of the identification page of your passport. Keep this copy separate from your passport and carry it with you at all times. If local laws do not require you to keep your passport with you, carry only the photocopy of your passport when you are out and about.

**2.11 Securing Your Valuables – Cash, Traveler’s Checks, and Credit Cards:** Never carry large amounts of cash. For the small amounts of cash you need, use a money belt or pouch worn around your neck, underneath your clothes. Keep the receipts for traveler’s checks in a separate place from your checks. As you cash checks, make a notation on the receipt. Take only the credit cards with you that you will use on the trip. Keep a list of cards, numbers, and emergency replacement procedures in a secure, separate place.

**2.12 Securing Your Valuables – Luggage:** Mark all luggage, inside and out, with your name, and the address and telephone number of your destination. If you have an itinerary, put a copy inside each bag. Never leave your bags unattended, and do not ask a stranger to watch them if you need to move around an airport or train station. A travel lock is a necessity to make access into your bag a hindrance, but do not rely on them to keep a determined thief from getting into your bag. When claiming your luggage, check to be sure no one has tampered with it or put something in your bag that does not belong to you. Do NOT pack essential documents, valuables, or medicine in bags that will not be in your control at all times – put them in your carry-on bag.

**2.13 Securing Your Valuables – Airline Ticket:** Make a copy of your airline ticket or list your ticket numbers, all flights included, and keep in a separate place with the name, address, and telephone number of the issuing agency.

#### **2.14 Safety Tips When Traveling:**

- Make sure someone else knows your itinerary.
- When you're distracted, you're an easy target for thieves.
- When you're on the telephone or reading a sign or train schedule, do not forget to keep an eye on your bags. Remember: keep your eyes and hands on your bags at all times.
- Be especially alert in crowds. Train stations, crowded shopping areas and tourist spots -- any place with a crowd – is likely to be a place for thieves and muggers as well.
- Be careful to whom you give your luggage. Sometimes thieves pose as porters or taxi drivers. Do not leave your bags unattended.

- Plan your trip so that you do not arrive in an unknown town late at night without having made arrangements for spending the night.
- When traveling, always sleep with your money belt or necksafe hidden under your clothing.
- When you stay at a hotel, make use of the safety deposit boxes that many hotels have. Leave your passport and any money you don't expect to need that day safely locked away.
- Do not leave valuables in parked cars. Thieves particularly target rental cars and cars with out of town or foreign license plates.
- Guard your passport, visas and other documents carefully at all times. Do not leave them in the outer flaps of your bags. It is better to have to dig for them the few times you will need them, than to leave them out for anyone to steal.

### **2.15 Safety Out on the Town:**

- Avoid forming large groups of Americans or other foreigners. Smaller groups attract less attention.
- At the same time, two are safer than one. Do NOT go with strangers if you are alone.
- Dress to blend in with the local citizenry.
- Find out which parts of town are considered risky by the locals. As in the United States, always stay in well-lit and well-traveled areas. Don't take short cuts through alleys or unsafe areas.
- If you should fall victim to a crime, remember that the U.S. Embassy is there to help you. Every embassy and consulate has a duty officer on-call around the clock to assist in an emergency.

**2.16 Safety Issues for Women:** Language and cultural difference might mean what you consider appropriate behavior for a woman in the U.S., will be interpreted much differently by the men and women of your host country. Many people in some countries may have distorted or stereotyped notions about American women based on images acquired through American film and advertising. Gestures, clothing, or the way you carry yourself may have different interpretations in other cultures. Follow the example of women from your host country, in terms of culturally appropriate dress and demeanor. Always travel in groups of at least two, especially in unfamiliar or isolated areas and at night.

## **3.0 Practical Stuff**

**3.1 Passport:** All travelers between countries must have a passport, your official identification as a citizen of the United States issued by the Department of State. It is important to remember that your passport is your most important legal document while traveling overseas.

It is a very good idea to make two copies of your passport (the page with your picture and personal data) in case your passport is ever lost. One copy should be carried separate from your passport and the other can be left with your parents or a friend. If you lose your passport, you

will need to speak to the American Citizens Services unit of the Consular Section at the nearest U.S. Embassy or Consulate.

**3.2 Checking in at the Airport:** You should plan to arrive at the airport at 2-3 hours prior to your departure time for check-in and adequate time for security screening. You will be asked to present your passport and any required visas.

**3.3 Immigration and Customs:** As you enter any country from another country via an international flight (or other means) you have to show your passport and any required visas and proof of immunizations. This usually occurs just after you have left the plane and entered the airport but before you have your luggage. Remember that admission to the country is entirely at the discretion of the immigration officer. It is wise to be polite and to dress neatly. The immigration officer, who determines the length of stay to be authorized and stamped into your passport, will normally ask you about the purpose of your visit and how long you plan to remain in the country. All of this can be unnerving at times, but it is nevertheless generally routine and always required.

After your passport has been stamped, and you have collected your luggage, you must pass through a customs inspection. You will probably receive a customs declaration form to be filled out on your plane (or train). Customs officials will examine this when they look at your luggage. The customs declaration form requires your local address, so do not forget to carry it with you on the plane. Your bags may be very carefully examined, and you may be detained or asked to pay duties if there are any irregularities or violations of customs regulations. You may also be waved through with no special attention whatsoever.

Virtually all countries impose duties (import taxes) on items purchased abroad which exceed a certain value or are restricted in quantity permitted (e.g., tobacco). Items which you bring with you into the host country will be subject to these limitations.

So-called "duty-free" stores are found in most international airports and on-board international flights. Do not be confused by the name. Such stores allow you to purchase certain items (commonly liquor, tobacco, candy and perfume) without paying any country's consumer tax. This often, though not always, means that you can buy these items for less than you would pay in either a typical U.S. or foreign store.

### **3.4 Communication from Abroad:**

#### **Just some tips:**

- Have your students call their family/supports at home on a regular basis; lack of contact creates worries and then panicked calls to the Office of International Programs.
- If you have a problem, especially if it's an emergency, call or e-mail the Director of International Programs
- Check the time difference before calling to avoid 2 a.m. phone calls.  
**<http://www.timeserver.com>**
- Read your e-mails before sending them to be sure they are appropriate. If angry or upset, write, take a walk or have a cup of coffee, then edit.
- Before you leave, make a list of important phone numbers and e-mail address.

- Rediscover the lost art of letter writing – they are great keepsakes if your friends return them to you.

**3.5 Phone Cards, Internet and Postage Stamps:** It's definitely recommended to wait to buy calling cards until arriving in your host country because they may be cheaper. Calling cards bought in the United States and used from abroad get only a fraction of the call time that they're worth. Check these websites for calling cards and rates for calling various countries: <http://www.freemusiccallingcard.com/cognidial.html>  
<http://firstphonecard.com>

This database contains listings for verified cyber cafes, public internet access points and kiosks in 168 countries, updated regularly: <http://cybercaptive.com>

Like currency, each country has a postal system that is unique. Stamps bought in the United States cannot be used to mail letters/postcards/packages from a foreign country, just as foreign stamps cannot be used here in the US. Wait until you arrive in your host country to buy stamps.

## ***4.0 Exploring Cultural Differences***

**4.1 What Culture Means:** Each society collectively establishes patterns of thought and behavior which make up the culture of that society. We are generally not aware of the patterns of our own culture because we begin learning them from the moment of birth. Every day we automatically practice the unwritten rules that guide our behavior, our responses and our perspective on the world.

**4.2 Questions That Reveal Cultural Patterns:** If we want to examine the patterns of behavior and thought that define a culture, we may ask questions like the following:

- What makes up a family? What are the roles/duties of individual members? How are male/female roles defined? What obligations does one have toward parents or toward brothers and sisters?
- What kinds of rituals and ceremonies are engaged in? What are the underlying principles or meanings of individual actions? Who does/does not participate?
- How is education viewed? Who is responsible for education, who participates, and how is "learning" defined?
- What is considered beautiful or valuable in the society? Why?
- How is the "self" defined? How does one measure one's success?
- What causes people to laugh/cry?
- When is it acceptable to tell a lie and to whom? How is one punished by society?
- Under what circumstances can one visit another person's home? What sorts of questions are too personal to ask? What sort of people does one avoid? What sort of relationship does one establish with one's neighbors?

**4.3 Activities to Stimulate Cultural Learning:** A productive way to learn about another culture is to become a keen observer. Any interaction or activity can provide opportunities for learning. You may want to try activities like the following:

- A trip to a store: Observe the role of various staff; interaction between storekeeper and the customer; arrangement of displays; prices of specific items and how the prices are displayed; what customers buy; how items are packaged.
- A visit to the clinic: Observe the interaction between various staff members; treatment and involvement of the patient; management of time; use of drugs; arrangement of space; attitudes towards privacy.
- A visit with a host family: Observe the design of the house; how space is used and treated; what objects are displayed; roles of family members; manner of speech between family members; how food is served; treatment of a guest; gestures; topics of conversation.
- A trip to a restaurant: Observe table manners; presentation of food; price of various foods (which are most expensive); manner of serving; use of dishes.
- A trip to a theater: Observe how a film is advertised; who attends; who laughs at what; timing of scenes; use of music; costs.

**4.4 Perceptions from Abroad:** Travelers should be aware that political or natural events in their host country might be in the news at home. News accounts often give a distorted picture of events and a false sense of imminent danger to those not on the scene. Keep in touch with family and friends and give them your sense of the local situation. Use considered judgment in deciding how to deal with any unusual event in your area.

When you have questions, please contact the Director of International Programs for information and support. Be sure that your family knows how to contact host institutions if they have particular questions.

**4.5 Racial Issues Abroad:** In addition to culture shock, travelers may experience greater acceptance abroad or perhaps encounter discrimination or even racism. While racism is not tolerated on the part of the member institutions, whether and to what extent students have such experiences in their dealings with society at large will vary greatly depending upon the cultural, socioeconomic and political situation of the host country; where the host institution is located within the country; and the education level, perceptions and attitudes of the people they encounter.

In dealing with such issues, try to remember some key points. First, being aware of your own self image and expectations is very important. In addition, it is possible that other people's actions might reflect their curiosity about you. Therefore, keep in mind your own cultural assumptions when encountering new situations before jumping to conclusions. It is also good to remember that you do have choices in how to deal with these issues. Finally, be aware that the "culture shock" and discrimination you may experience may be different than those experienced by your fellow foreign travelers.

**4.6 Disability Issues Abroad:** Accommodations and services for travelers with physical or learning disabilities vary according to the laws and prevailing attitude of our international sites. Some needs require more preparation which should be addressed prior to departure. General information on travel and study abroad is also available through Mobility International USA: <http://www.miusa.org>.

#### **4.7 Gay, Lesbian, Bisexual, and Transgender Issues Abroad:**

(from Barnard's *Guide to Living Abroad*)

It is important to be aware of the laws pertaining to homosexuality in the countries you are visiting as well as the general attitudes of the populace toward the lesbian and bisexual visitors and members of their community. Useful publications include "Gaia's Guide," "an international guide for traveling women," which includes lesbian, feminist, and gay resources, publications, restaurants, etc.; The International Lesbian and Gay Legal Resource Guide and Attorney Directory (NEFIR [The National Educational Foundation for Individual Rights]), a comprehensive guide to lesbian, gay and bisexual legal organizations and resources with a directory of lesbian, gay and bisexual friendly legal professionals currently practicing around the world. Make it your business to familiarize yourself with your host country's particular situations (legal, cultural, and practical) before your departure. Once abroad, contact existing, appropriate organizations for lesbians, gays and bisexuals so you can begin to build a support system.

Useful websites:

- NAFSA: Association of International Educators, Rainbow Special Interest Group: [www.indiana.edu/~overseas/lesbigay/](http://www.indiana.edu/~overseas/lesbigay/)
- The Global Gay Guide Network: <http://gayguide.net/index2.html>
- International Gay and Lesbian Human Rights Commission (IGLHRC): [www.iglhrc.org/](http://www.iglhrc.org/)
- Lesbian, Gay and Bisexual Returned Peace Corps Volunteers: [www.geocities.com/~lgbrpcv](http://www.geocities.com/~lgbrpcv)

## **5.0 Travel Resources**

**5.1 Travel Books:** Countless travel publications are available to help plan an overseas excursion. Books can be country-specific or cover a broad range of travel information. Examples of well-reviewed travel books include:

Let's Go: These books specialize in regions or specific countries by providing extensive information about everything you need to know about traveling and are available at any major book store.

Lonely Planet: These books are basically set up the same as Let's Go and provide the same information for the most part. Definitely look over both books if you are thinking about buying a travel book.

Survival Kit for Overseas Living: This book is a great resource for preparing yourself for different aspects of going abroad. It should be available at any major bookstore.

**5.2 Web Sites:** Like books, websites provide innumerable sources of information on international travel.

<http://www.studyabroad.com> - This web site is very comprehensive and informational on just about every topic included under studying abroad.

<http://mercurio.iet.unipi.it/> - This web site is the official web site of the European rail system.

<http://www.railpass.com/> - This web site can give you information about Eurail passes and general train information.

<http://www.xe.net/currency/> - This web site is excellent for converting currencies and finding out current exchange rates.

[http://travel.state.gov/travel\\_warnings.html](http://travel.state.gov/travel_warnings.html) - This web site can give you extensive information about travel advisories for the country that you are traveling to.

<http://crazydogtravel.com> - This web site lets you choose the specific country you are planning on traveling to then provides information.

<http://tripprep.com> - <http://tripprep.com> This site provides health and vaccination tips about individual countries.

<http://www.traveling.com> - <http://www.traveling.com> Find great tips from banking to travel warnings in a variety of countries

<http://verber.com/mark/travel/packing.html> - Clueless on what to pack? This site has great suggestions of what to bring during your stay

<http://www.travelingspain.com/testweb.html> - Find out everywhere you need to go if you plan on traveling throughout Spain

<http://www.easyjet.com> and <http://www.ryanair.com> - These sites allow you to book inexpensive flights to and from most major European cities.

## ***6.0 Office of International Programs Emergency Contact Information***

### **6.1 Office of International Programs**

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### **6.2 Brent Greene, Director of International Programs**

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### **6.3 Katie Kreibich, Study Abroad & International Student Advisor**

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### **6.4 Campus Security**

24-Hour Emergency: (715) 425-3133