Education Abroad Risk Management Handbook
Risk Management
For
Education Abroad Program Leaders
To call the U.S. from abroad dial
Country Exit Code + 1 + City Area Code + Number
Specific Country Exit Codes and other dialing instructions can be found at:
www.countrycodes.com/areacodes/call_unitedstates.htm

Insert country-specific emergency contact information. Go to
http://www.uncw.edu/intprogs/EmergencyContactInformation.html for police, embassy, and medical
contact information for most countries.

Medical: ________________________ Police: ________________________
Consulate/Embassy: ________________________

Insert contact details for any travel agents/service providers associated with your program:
Name: ________________________ E-mail: ________________________
Address: ________________________
Telephone: ________________________ Fax: ________________________
PRE-DEPARTURE RISK MANAGEMENT FOR PROGRAM LEADER

Education Abroad Program Leaders (Program Leaders) are faculty members or other representatives of UNCW who administer and/or accompany students on UNCW Education Abroad programs. These protocols are intended to ensure the security of program participants and to reduce the leader’s and University’s exposure to legal liability. All Program Leaders are expected to adhere to the protocols outlined in this handbook.

Check List of Preliminary Documentation and Information

☐ **Program Cancellation and Refund and Re-entry Policies:** Review the Program Cancellation and Refund and Re-entry Policies by referring to (Attachment I) or by clicking on the following links:

   - Travel Re-entry Policy
   - Refund Policy

☐ **Medical Insurance:** Complete the Education Abroad Insurance Enrollment Form (Attachment II) for all Program Leaders and submit to Rhonda Lamarsh (lamarshr@uncw.edu) in OIP at least 4 weeks prior to the start of your program.

   NOTE: Study abroad medical insurance for students and faculty leaders is required—and included in the program fee. This insurance is provided by HTH Worldwide under a UNC system-wide policy and covers medical and emergency evacuation as well as repatriation of remains. Rhonda Lamarsh will automatically enroll program participants in the insurance approximately three weeks before the program start date based on the information included in the students’ program applications. Rhonda cannot enroll Program Leaders until receipt of their Enrollment Forms.

☐ **Consular reports and travel advisories:** Review reports and advisories for safety and travel updates for all specific program sites at [http://www.travel.state.gov](http://www.travel.state.gov).

☐ **Pre-departure orientation:** In addition to any pre-departure meeting hosted by OIP, conduct a program-specific, pre-departure orientation. See pre-departure section of the Study Abroad Program Leader Handbook for details on topics which should be addressed with students in your pre-departure preparations and/or an arrival orientation as pertinent to your specific program. It is important to appropriately frame participants’ expectations and prepare to have a successful experience. Specifically address ways in which you and students shall minimize risks, including review of the risk management-related items noted below.

   a. **Study Abroad Program Leader Handbook**
   b. **HTH Worldwide Website**
   c. **Participation Agreement** (Attachment III): Review the Agreement with participants prior to the beginning of the program and take a copy abroad.

   NOTE: The Education Abroad Program Participation Agreement addresses risks inherent in education abroad programs, as well as health, safety and standards of conduct. All applicants are required to read and sign this document as part of their application.

☐ **Cell phone:** UNCW requires that all faculty leaders carry a cell phone for emergency purposes while leading student programs abroad. The cost of program-related calls will be paid by OIP and will not affect your budget. Inform OIP three weeks prior to departure about your choice of cell phones by

   A.) providing OIP with the number of phone you will carry abroad
   OR
   B.) submitting the University Owned Cellular Phone Authorization Form.

**Option A.**
You have the option of using your own cell phone and providing OIP and the students with this number. Program-related calls can be reimbursed by UNCW upon submission of an itemized phone bill.

**Option B.**
- OIP will provide you with a UNCW phone.
- Faculty leaders must sign the *University Owned Cellular Phone Authorization Form* (Attachment V).
- OIP staff will set up the phone with pre-installed emergency contact numbers (OIP office, UNCW police, etc.)
- This phone may be used for emergency and important program-related calls.
- Keep track of personal calls for which there will be a charge of up to $2.49 per minute.
- The text messaging feature will be disabled, so inform students that they should not send text messages to your phone as you will not see them.
- If you wish to use the e-mail feature, please inform students that they can reach you via your UNCW e-mail address. There is no charge for using e-mail on the phone.
- Inquire with OIP about texting and/or web browsing capabilities.

- **On-site contact details:** Provide all contact information to participants, OIP and immediate supervisor. Also provide a detailed program itinerary, including clear instructions on how Programs Leaders can be contacted in any emergency. Providing back-up numbers and/or contact information for other individuals on-site is prudent and appreciated.
- **Embassy Registration:** Register group travel at https://travelregistration.state.gov/ibrs/ui/
- **Travel Itineraries:** Gather information of students’ international travel itineraries for monitoring safe arrival of all participants.

### GENERAL ON-SITE RISK MANAGEMENT FOR PROGRAM LEADER

- **Report arrival.** E-mail or call OIP at *earliest* convenience to report on arrival status of group.
- **Keep a low profile.** Discourage students from spending time in restaurants and bars that are known to be frequented primarily by Americans or known to be American cultural symbols (e.g., Hard Rock Café). Avoid demonstrations and rallies.
- **Periodically review on-site group contact information.** Make sure that everyone, including the Program Leader, shares local phone numbers and set up an emergency phone tree. Confirm that students know how to reach you 24 hours a day in case of emergency.
- **Establish an emergency meeting point.** Advise students to meet at a specified location in case of an emergency in which telephone and other means of communication are not available. Select a meeting point that can be accessed without reliance on public transportation. Consider a point nearby but distinct from the group’s accommodation.
- **Advise participants of their responsibility to inform you of independent-travel information.** If a student takes an independent trip away from the program site, he/she should communicate travel plans and contact information with the Program Leader.
- **Keep a heightened awareness for early signs of risky behavior on the part of students and address those behaviors as soon as prudent.** It is easier to manage smaller risks than mitigate larger ones.
ON-SITE EMERGENCY PROCEDURES FOR PROGRAM LEADER

A crisis is a serious situation or occurrence that happens unexpectedly, demands immediate action, and can often be minimized with good planning. There is a distinction between real and perceived crises.

Real Crises

A real crisis or emergency poses current threats to program participants or leaders during a study abroad program. Examples of real crises and emergencies include, but are not limited to, the following:

- Death of a participant or Program Leader.
- Terrorist threats and/or action.
- Serious injury or illness that requires hospitalization or makes it impossible for the participant or Program Leader to continue the program.
- Health epidemics (e.g., Severe Acute Respiratory Syndrome (SARS) or flu).
- Emotional or psychological condition requiring removal from the situation or professional attention.
- Being accused of committing a crime.
- Being a victim of a serious crime (e.g., assault or rape).
- A situation—either in the U.S. or at a program site—that causes serious concern, i.e., a political uprising (violent civil disorder or military action), a natural disaster, an act of war, or other event causing or threatening harm to program participants or Program Leader.
- Sudden evacuation of a participant or Program Leader in response to an emergency situation in the U.S.
- U.S. State Department’s travel warning issued specific to a country, region, or world-wide once a program has commenced.

Perceived Crises

Occasionally, an emergency is perceived with inaccurate or incomplete information. Before reacting, always confirm your information is correct and from a reliable source to avoid reacting to a false alarm. Perceived crises or emergencies result from events that are not immediately threatening to the health or safety of program participants or Program Leader, but which may be viewed as such by family and friends in the U.S. or the media. The Assistant Provost for International Programs or his/her designee will rely heavily on the judgment of the Program Leader and/or representative of the host institution abroad in making the final decision on the course of action to be pursued in cases of perceived emergencies.

Both real and perceived crises share three common aspects:

- they can result in disruption or early termination of the education abroad program;
- they usually cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical, and behavioral reactions; and
- they can be managed.

The Program Leader will determine if there is an actual threat. The best course of action may be determined in consultation with host institutions and colleagues abroad, OIP staff, and/or any other person or agency with appropriate information and judgment useful to the decision-making process. The U.S. Department of State, the U.S. Center for Disease Control (CDC), its counterparts in other countries, and the World Health Organization (WHO) provide information for security- and health-related crises.

http://www.cdc.gov/
http://www.who.int/en/
http://travel.state.gov/travel/travel_1744.html
Emergency Response

The first actions taken following an emergency may well determine whether a situation is contained or worsens. The step-by-step protocols outlined below ensure effective and timely response to a situation.

I. First Aid

Upon serious injury, emergency, or death, ensure that the participant(s) receive(s) appropriate medical attention and take action to keep the rest of the participants from danger. Refer to the Health Information and Emergency Treatment Form of the affected participant(s), to be aware of any health issues which should be taken into consideration at this time.

II. Initial Contacts

A) Contact appropriate local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate, and the on-site staff of the host institution, and ask for advice and assistance.

Program Leaders will decide, in consultation with OIP, if necessary, which of the above-mentioned offices should be contacted. For example, contacting the embassy, consulate, or law enforcement will probably not be necessary for most medical emergencies. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (i.e., another embassy within the country, U.S. Embassy in a neighboring country).

B) Gather Information

If the situation involves more than an isolated medical emergency, e.g., a natural disaster or political unrest, gather information regarding:
1) Target of unrest and possible danger to U.S. citizens;
2) Minimizing danger to students;
3) Probable impact of the event on availability of food, water, and medical supplies;
4) Intensity of the emergency or political unrest;
5) Presence of emergency or military personnel;
6) Feasibility of continuing classes/the program itself.

C) Contact all other participants to make sure that they are accounted for and are safe. Advise students to wait until clear information is available before making speculative communications by email or telephone with family, friends, and others.

III. Communication

Contact UNCW OIP via the main office number (910-962-3685, during UNCW work hours) or UNCW police (910-962-2222, after hours) once initial emergency response is complete. UNCW Police will convey your emergency message to an OIP staff member, who will, in turn, contact other units indicated on the Chain of Communication (Attachment VI).

IV. Documentation

Keep an accurate and complete record of all steps taken before, during, and after an emergency. Address all pertinent questions and obtain all information requested as summarized on the Emergency Documentation Form. Promptly, accurately, and completely convey this information to OIP. Maintain and update these documents as needed.

V. Media

Because of the probability of misquotes, liability, etc., it is highly recommended that Program Leaders not talk with press or other media. We recommend that you limit all communication to UNCW personnel, primarily through a representative from OIP, who will, in turn, notify UNCW Marketing and Communications. Please
inform OIP if you know of any statements already made to the media by other Program Leaders, participants or associated parties. If you do talk to the media, see Attachment VII, What To Do If You Absolutely Must Talk To The Media.

Secondary Response Action

It may be assumed that by the time the Program Leader has contacted administrative staff at UNCW all immediate life-endangering circumstances will have been secured in the field to the best of his or her abilities. In that case, additional actions the Academic Program Leader should consider are:

- In the event of a death, wait for legal authorization (usually the local authorities) before moving the body. Arrange for photographs in situ before the body is moved. Consult with the Office of International Programs regarding repatriation of remains and other actions which may be required.
- Obtain written witness statements from student participants and any field staff as soon as possible.
- Reassess planned activities for the program, and adjust if necessary to avoid subjecting students and staff to unwarranted stress. Plan for creative ways to proceed; terminate the program only as a last resort, since a positive alternative is almost always possible. Stay in close touch with OIP during this process.
- Assess physical and emotional needs of student participants and staff. Remind student participants of appropriate behaviors. Review Health Information and Emergency Treatment forms for issues that may require special attention.
- If necessary and/or appropriate, notify and consult with local and U.S. legal authorities. (For example, file a report with the local police or contact the local embassy or consulate.)
- Document all activities; keep OIP informed of activities and the group's whereabouts.
Education Abroad Risk Management
Procedures for
UNCW
These protocols are intended to facilitate support by UNCW to individuals managing an emergency abroad, to ensure timely and proper information sharing, and to reduce the exposure to legal liability for the University and associated parties. The main audience of these protocols is the staff of the Office of International Programs and the members of the UNCW Education Abroad Emergency Response Team (EAERT).

### EMERGENCY PROCEDURES FOR OIP

OIP designees serve as primary points of initial contact at UNCW for Program Leaders or other affiliated partners abroad in cases of risk management and emergency response.

1. **Communications Log**
   Begin and maintain a log of all communications and actions. Utilize the *Education Abroad Emergency Documentation Form*. (Attachment VIII.)

2. **Communications within the University**
   Upon responding to the immediate emergency needs of the Program Leader and group abroad, the OIP designee determines which, if any, members of the EAERT should be contacted, based on real and/or perceived dangers and possible courses of action. (See next section.) The OIP designee shall follow the *EAERT Chain of Communication* (Attachment VI).

3. **Media**
   Because of the probability of misquotes, liability, etc., it is highly recommended that UNCW personnel (program leaders, OIP staff, etc.) not talk with press or other media. Once you receive a cogent report from the program leader, notify UNCW Marketing and Communications and also inform them if you know of any statements already made to the media by program leaders, participants or associated parties. Refer all media inquiries to the Assistant to the Chancellor for Marketing and Communications. If you do talk to the media, see *What To Do If You Absolutely Must Talk To The Media* (Attachment VII).

### PROCEDURES FOR EDUCATION ABROAD EMERGENCY RESPONSE TEAM

1. EAERT comprises the following:
   a. Assistant Provost for International Programs (chair)
   b. Director, Education Abroad
   c. General Counsel
   d. Assistant Vice Chancellor and Dean of Undergraduate Education
   e. Vice Provost
   f. Assistant to the Chancellor for Marketing and Communications
   g. Dean of Students
   h. Director of Environmental Health & Safety
   i. Chairperson of the department from which the affected Education Abroad Program originates (if applicable).

2. The Emergency Response Team is responsible for taking action and addressing issues as follows:
   a. Taking any immediate actions necessary to maintain the security and health of participants and staff;
b. Designating an individual to assume responsibility for the situation at UNC Wilmington (one person, with back-up);

c. Making initial contact of the next-of-kin of the affected student(s) in the case of serious injury and/or death;

d. Addressing issues of health, safety, academic concerns, financial aid, public relations, and legal liability;

e. Recommending the appropriate steps for the Academic Program Leader and/or field staff to take in the affected program (e.g., addressing any student panic, recommending appropriate student behaviors, creating written action plan, and asking students to acknowledge in writing their receipt of this information);

f. Developing and assisting with an evacuation plan, should it become necessary (Considerations include: safety of various modes and routes of travel, evacuation costs and means for meeting those costs, methods of reducing the threat, i.e., dispersing students in small groups to reconvene later in another location, assisting with travel arrangements, getting approval of travel authorizations, and availability of in-country/on-site resources.

g. Preparing a list of persons to be alerted once the entire emergency response is developed (such as the Chancellor, the Board of Trustees, faculty, staff, and students at UNCW, parents and family of student participants, the UNCGA, state legislators and media);

h. Developing and executing a daily communication plan (including key people, organizations) until the crisis has passed;

i. Assessing the impact of the event once ended and summarizing actions taken in a written report. (See Written Documentation Procedures below.)

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**ADDITIONAL RESPONSIBILITIES OF THE EAERT UPON NOTIFICATION OF SERIOUS INJURY, EMERGENCY, OR DEATH**

1. **Notifying Emergency Contacts**

   In any serious emergency, the EAERT should consult immediately and determine which University representative should initially communicate with the Emergency Contacts listed on the Health Information & Emergency Treatment Form completed by the participant and on file in the Office of International Programs. In the event of death, it will normally be the Dean of Students—in consultation with International Programs—to make the initial contact with the next-of-kin.

   Each occurrence will involve unique circumstances, but following are some general guidelines and suggestions:

   a. **Sensitivity** to the feelings of the family is the foremost consideration. The University representative should carefully consider what he/she will say before making contact. The University representative should have the facts organized and accurate, and should be sure to convey whatever personal condolences might be appropriate. Remember that the Emergency Contact has a right to all factual information pertaining to a serious injury or death, but because the initial notification will be received with surprise and shock, the University representative may not be able to convey many details until a follow-up call. Be conscious of the timing of the call, and consider what the recipient might be doing—working, eating, sleeping, etc. Try to anticipate possible reactions, and prepare accordingly.

   b. **Promptness** is the next rule of thumb; delays will almost certainly lead to suspicions or other bad feelings.

2. **Repatriation of Remains**

   EAERT will identify a representative to consult with the appropriate insurance carrier, normally HTH Global Health Team (phone: 610-254-8771) and advise the Program Leader accordingly.

3. **External Communications**

   The Assistant Provost of International Programs or delegate should:

   a. Consider advising the Program Leader or field staff who has first-hand knowledge of the incident to make a follow-up communication with the Emergency Contact of the affected participant, reminding the Program Leader that sensitivity and promptness, as outlined above, are significant factors.
b. In the event of death, consider having a University representative visit the affected participant’s family at their home after obtaining university travel authorization.

c. Arrange for others (members of the EAERT, other appropriate University staff or administrators) to reinforce prior communications, since it is helpful for the affected participant’s Emergency Contact to have support or information from a source besides the OIP. Avoid extraneous or uncoordinated efforts in this regard.

d. If appropriate, contact family members of other students participating in the program. A list is available in the Office of International Programs files.

e. Stay in touch with the Assistant to the Chancellor for Marketing and Communications, General Counsel, travel agency if appropriate, and insurance representative if appropriate.

**WRITTEN DOCUMENTATION PROCEDURES FOR SERIOUS EMERGENCIES**

Within 7 days of conclusion of the emergency response, each EAERT member involved in the process should submit to the Assistant Provost of International Programs a complete *Education Abroad Emergency Documentation Form* or a summary report of their involvement.

a. OIP will compile the abovementioned reports and include any additional reports obtained from witnesses and affected participants, the Program Leader, and staff.

b. OIP will disseminate the report to pertinent EAERT members for review and revision.

c. After finalizing the report, EAERT members may make recommendations to OIP regarding:
   i. The distribution and dissemination of the report;
   ii. Ways to improve the emergency response process for future incidents; and
   iii. The need, if any, for further in-house or outside review or investigation, and the specific tasks of any review body established.

**CANCELLATION, ALTERATION, REENTRY AND REFUND POLICIES**

Emergency situations may result in the cancellation or alteration of a program and/or the necessity for return of one or more program participants. Questions may then arise about academic ramifications and the possibility of refund for program costs. Program Leaders and the EAERT should refer to the appropriate polices found in Attachment I or by clicking on the following links:

- [Travel Re-entry Policy](#)
- [Refund Policy](#)
APPENDIX
International Program Cancellation and Refund and Re-entry Policies

03.510 TRAVEL ABROAD AND RE-ENTRY POLICY

Authority: Provost and Vice Chancellor for Academic Affairs

History: Established May 1, 2009

Related Links:
- UNCW Education Abroad Program Refund Policy
- UNCW Pandemic Flu Preparedness
- UNCW’s Communicable Disease Policy
- UNCW Leave Policies
- Centers for Disease Control and Prevention
- Federal Pandemic Flu Site, Travel Section
- World Health Organization
- US Department of State, Travel Section
- Overseas Security Advisory Council

Responsible Offices: Office of International Programs

I. Purpose

A. UNCW seeks to balance its strategic goal of creating an educational environment that prepares students to be global citizens with the goal of providing a safe living, learning and working environment. This policy supplements the university’s safety initiatives and the pandemic flu plan to reduce the likelihood that faculty, staff, and students are exposed to high risk situations such as terrorism, civil unrest, war, pandemic virus, or natural disaster.

B. While these situations are rare events, their occurrences or spread cannot be predicted. The university relies on U.S. Department of State (DOS) travel warnings and consular information sheets, the Centers for Disease Control and Prevention (CDC) travel notices and health advisories, and the World Health Organization (WHO) alerts to determine if university travel is safe for employees and students.

C. Since the university cannot guarantee safety, university employees and students have the responsibility to assess their own personal risks and make a decision either to continue with the planned travel and/or undertake measures to minimize the risk of exposure to a pandemic virus or volatile regions of the world. Faculty, staff, and students who intend to travel or are traveling are responsible for their own personal safety and must take an active role becoming informed about the potential hazards or risks associated with travel to the country where they are going. Faculty, staff and students are responsible for reviewing all alerts, notices, advisories, and warnings issued by the DOS, the CDC, and/or the WHO for the travel country, both prior to and during travel.

II. Policy

A. Faculty, staff, and students are discouraged from traveling to any at risk countries, locales or regions as identified by DOS, CDC or WHO.
B. All university travel shall be banned or suspended in countries, locales or regions where the DOS forbids, restricts or otherwise urges U.S. citizens to defer travel or where there is a WHO designation of Phase 5 or higher. No employee or student is required to travel to any place where DOS has issued a Travel Warning, the CDC has issued a Travel Health Warning or the WHO has issued a Phase 4 Alert.

C. Depending on the level of advisory, alert or warning, the university may ban or suspend travel to a particular country, locale or region. The discretionary decision to ban or suspend travel shall be made by the Provost or designee.

D. The Office of International Programs shall maintain a list of banned travel locations for university travel. Any exceptions to the banned travel list shall be submitted to and be made by the Provost or designee and shall only be for reasons related to essential research or service or requested expertise in a particular subject matter.

E. If travel is banned to a particular location, no university funds may be used for such travel. The university may not sponsor student activities and programs in such cases, but students may complete a supplemental waiver, take a leave of absence from UNCW, or study abroad independently with possible eligibility for transfer credit which is not guaranteed. In the event of travel suspension, university officials will determine the best means for faculty, staff and students to return to the United States.

F. Travel includes transit through an airport in an affected area.

G. Students may be eligible for a refund of all or a portion of the payment of a university-sponsored study abroad program, but the availability of a refund is not guaranteed and will depend on the circumstances of each case. Refunds of tuition, mandatory fees, and/or program fees shall be processed and made in accordance with established university policies.

III. Procedures for Travel Advisories Related to the Pandemic Flu Virus or Other Communicable Disease

A. In the event that the pandemic virus or other communicable disease begins to spread to humans and the CDC issues a travel advisory, employees and students traveling to affected countries, locales or regions must notify their respective dean or director or immediate supervisor, and the Office of International Programs prior to leaving or, if travel has already begun, prior to returning to campus.

B. International employees or students arriving from countries, locales or regions on CDC’s travel advisory list will be required to provide documentation that they have been outside of the affected country, locale or region for at least a full two weeks prior to working, enrolling, or returning to campus. Employees and students must notify the Office of International Programs prior to their intent to return to campus.

C. If an employee or student travels on university business or on a university sponsored program, as a condition of that travel, he or she must agree to abide by current CDC recommendations for travelers returning from influenza pandemic virus or other health advisory areas, including any provisions for self-quarantine prior to returning to campus, even if the individual has no symptoms. This is a precautionary measure for the safety and health of the campus community.

D. If an employee or student travels on his or her own, he or she must also agree to abide by current CDC recommendations for travelers returning from advisory areas, including any provisions for self-quarantine prior to returning to campus, even if the individual has no symptoms. This is a precautionary measure for the safety and health of the campus community.

IV. Leave Accounting and Return to Campus
A. Employees who have traveled and are self-quarantined or experience illness may take leave from work as follows: sick leave, administrative leave in accordance with the UNCW Communicable Disease Policy, annual leave, accrued comp time, worker’s compensation, and/or leave under the UNCW Family and Medical Leave Policy. Such employees must contact their immediate supervisor and the Office of Human Resources for leave accounting purposes.

B. Students who have traveled and are self-quarantined upon return or experience illness may seek medical withdrawal from either the Office of the Dean of Students (undergraduates) or the Graduate School.

C. Before returning to campus, employees must be symptom-free and are required to submit a fitness for duty certificate from their health care provider to Human Resources and receive prior approval from the university to return to work.

D. Before returning to campus, students must be symptom-free and are required to submit a medical release from their health care provider and obtain a health clearance from the Student Health Center.
I. Purpose

To provide guidelines governing the refund of program tuition, fees and deposits, and travel expenses.

II. Scope

This policy applies to all intended participants in Education Abroad Programs, including both UNCW and non-UNCW students.

III. Definitions

A. Associated Programs

Although UNCW works in coordination with them, Affiliated Programs (developed and run by third party vendors such as AIFS, CEA, CIEE, ISA and Asia/AustraLearn), Exchange Programs, Partner Institutions’ Programs and Third-Party Programs (hereinafter referred to as ‘Associated Programs’) are Education Abroad Programs which are operated by vendors and/or institutions other than UNCW.

B. Program Fees

The cost of participation in an Education Abroad Program (hereinafter referred to as ‘Program’) that has been or is to be collected by UNCW’s Office of International Programs or is being coordinated and collected by an Associated Program. It does not include any contemporary UNCW Tuition and Mandatory Fees which may be a requirement of participation in the Program. Upon submission of an application and deposit for an education abroad program, UNCW may commit and/or spend on the students’ behalf funds associated with Program Fees. While some costs of transportation will be included, not all are included; airfare is generally not included. Deposit/exchange fees are non-refundable, unless the student is not accepted by the program or the program is cancelled.

C. Airfare, Other Travel Costs and Fees

Program fees do not generally include airfare and some travel costs. Most students will purchase airline tickets separately on their own and should consider purchasing travel insurance for full refund of the cost of the travel.

IV. Policy
A  UNCW Tuition and Mandatory Fees

The refund of UNCW Tuition and Mandatory Fees related to a Program, due to either cancellation authorized by the university or Associated Program, the student withdrawing from the Program or the student being removed from the Program, falls under the UNCW Tuition Refund Schedule (a link is found in the Related Links section). In general, the timing of the separation from the Program, whether the course is deemed completed and whether credits are earned will affect the amount available for refund. The Financial Aid Office will review program cancellations on a case-by-case basis for students who are receiving financial aid.

B. Programs Fees

1. Program Cancellation Authorized by UNCW Administration

   a. In General

   UNCW reserves the right to cancel or alter any portion of a UNCW-sponsored Program. Unavoidable events, such as natural disasters, epidemics, civic unrest, or acts of terrorism, may result in cancellation of a Program in order to ensure the safety of our students. UNCW further reserves the right to cancel any Program for any reason at our sole discretion, including without limitation under-enrollment. Alterations to a UNCW Program may become necessary if circumstances beyond our control, such as fluctuating currency exchanges, areas in the host country identified as unsafe for travel during the program, or rising travel costs, warrant and make these changes necessary in order to maintain a viable program.

   b. Refunds

   The refund of UNCW Program Fees, due to cancellation authorized by the university, will be governed by when it occurs:

   1) If prior to the beginning of the Program or Semester, whichever is earlier, all Program Fees paid to UNCW will be refunded, contingent upon availability of funds.

   2) If after the beginning of the Program or semester, whichever is earlier, a prorated portion of Program Fees paid to UNCW, will be refunded, contingent upon availability of funds. An appropriate evaluation of academic credit will follow. These actions will terminate any further responsibility on the part of UNCW.

   c. Airline Rebooking Fees

   If a UNCW Program is cancelled before the starting date, the Office of International Programs will try to find an alternative program and, contingent upon availability of funds, will reimburse students for the rebooking fee to use the ticket for a UNCW approved program within a year of date of issue on the same airline. Most rebooking allows for change in travel destinations. If a UNCW Program is cancelled after the start date, contingent upon availability of funds, UNCW will reimburse students for rebooking fees associated with immediate return to the point of origin.

2. Program Cancellation Authorized by Associated Programs
If the program is canceled by another party other than UNCW, considerations for refund fall under the policy of said entities. Each Associated Program will have its own policies regarding withdrawal. Students must contact the Associated Program provider for details.

3. Withdrawal from Program by Participant

   a. Withdrawal from a UNCW Program

      If a student withdraws from a UNCW Program prior to the start date, UNCW will make every effort, contingent upon availability of funds, to refund all recoverable and non-committed portions of the UNCW program fee. In order to qualify for any refund, the Office of International Programs must receive notice from the student of her or his intent to withdraw in writing prior to the beginning of the program. Letters or emails should state the reason for withdrawal. No refunds will be made available to students who withdraw once the program has commenced.

   b. Withdrawal from non-UNCW Program

      To withdraw from an Associated Program, students must notify both UNCW and the program provider directly. If a student withdraws from an Associated Program, he or she may be subject to penalties and/or be responsible for any deposits or charges incurred on his or her behalf. Each Associated Program will have its own policies regarding withdrawal. Students must contact the Associated Program provider for details.

4. Exclusion or Detachment of Participant

   If a student is excluded or detached from a UNCW Program for any reason, there will be no refund of program fees paid or expenses incurred. The student may be subject to further disciplinary, civil and/or criminal action upon return to UNCW.

5. Sources of Funds Available for Refund of Program Fees

   Refunds may only be paid out of funds from the Office of International Programs at the direction of assistant provost for International Programs with prior approval from the Office of the Provost.
International/Study Abroad Insurance Enrollment Request Form

All enrolled UNCW students participating on a university-sponsored program abroad and accompanying faculty members are required to have Blanket Student Accident and Sickness Insurance for the duration of the sponsored trip dates. This coverage is especially designed for students, scholars and faculty studying abroad through the schools of the university system of the state of North Carolina. The Office of International Programs is designated to process insurance enrollment. Students’ enrollment will be processed by the Office of International Programs based on the faculty-leader or program sponsor’s verification of the official program dates, and submission of a verified roster of participants, which must indicate each student’s first and last name, gender, date of birth as well as program coverage dates and destinations indicated below. The corresponding fees for this coverage period are to be built into program fees.

Name of Program: ____________________________________________________________

Country Destination(s)______________________________________________________________________________________

Student Program Dates (for insurance coverage): From __________________________ Through_______________

UNCW faculty going abroad are also required to be covered by the insurance for the length of their trip based on the rates below.

<table>
<thead>
<tr>
<th>Daily Premium</th>
<th>Student</th>
<th>Faculty</th>
<th>Faculty &amp; Spouse</th>
<th>Faculty &amp; Children (2 or more)</th>
<th>Faculty &amp; Family (2 or more)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(subject to change)</td>
<td>$1.32</td>
<td>$2.56</td>
<td>$5.12</td>
<td>$5.12</td>
<td>$7.68</td>
</tr>
</tbody>
</table>

Is insurance built into a program fee for all students and faculty? □YES □NO

If “NO”, who will be responsible for insurance payment and by what method? ___________________________

Please list all faculty abroad in conjunction with the program and the dates of coverage that correspond with this UNCW business-related travel.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>DOB</th>
<th>M/F</th>
<th>Beginning Date</th>
<th>Ending Date</th>
<th>Host Country</th>
<th>Email Address</th>
</tr>
</thead>
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</tbody>
</table>

This form should be submitted by the lead faculty member for programs with more than one faculty associate. Please submit this form 30 days prior to when coverage starts to ensure that OIP has time to get the insurance cards to you.

Notes on Additional Coverage:
Students and Faculty may independently expand their coverage for dates they are abroad, before or after the program. Such additional coverage is arranged by the student directly through the insurance company, HTH worldwide by calling 1-800-849-6565 or online at: www.hthstudents.com. Faculty may also make these coverage arrangements directly with HTH Worldwide or through OIP if the requests and payment arrangements are made in a reasonable time frame.

Family members who have been approved to accompany faculty-leaders of international programs may also obtain insurance coverage at their own expense at the rates noted above. These coverage arrangements may be made directly with HTH Worldwide or through OIP if the request is made and includes the needed details (noted above) and payment arrangements are made in a reasonable time frame.
Participation Agreement

APPLICANT NAME ____________________________________________________________

STUDENT ID # __________________________________________________________________

PARENT OR GUARDIAN NAME ___________________________________________________
(Parent must sign this agreement if participant is under 18 years of age.)

PROGRAM _______________________________________________________________________

I _____________________________________ am a student at __________________________

University and plan to participate in the _________________________ program from ________ until ___________. In consideration for being permitted to participate in the program, I hereby agree and represent that:

1. PROGRAM ARRANGEMENTS

I understand that although UNCW of North Carolina Wilmington (UNCW) will attempt to implement the program as described in its documentation, it reserves the right to change the program at any time and for any reason it deems sufficient to promote program objectives, safety issues or institutional needs.

2. TRAVEL AND ACCOMMODATION ARRANGEMENTS

I understand that I am expected to adapt to differences in physical accommodations which may be perceived as inconvenient or uncomfortable by U.S. standards. I further understand that changes in accommodations may be necessary in the best interest of the program or the best interest of UNCW. I further understand that UNCW does not represent or act as an agent for, and cannot control the acts or omissions of: any host institution, a host family, other host arrangements, land transportation, air transportation, carrier, hotel or similar accommodation, tour agent, tour organizer or other provider of goods or services related to the Program. I understand that UNCW is not responsible for matters that are not within its direct control. I understand and agree that UNCW shall not be liable for any injury, loss, damage, accident, delay, expense or inconvenience arising out of any such matters. I do therefore release UNCW from any such liability.

3. SITE SPECIFIC ISSUES

I understand that there may be cultural, economic, political and societal factors which may impact this program and my participation. I agree to make reasonable effort to acquaint myself with these factors and to adjust my behavior accordingly.
4. COMMUNICATION REQUIREMENTS

I understand that maintaining contact with program leaders, UNCW officials and other program participants may be very important for safety, health and emergency purposes. I agree to select and utilize appropriate and ongoing communication links with these persons. I also agree to maintain ongoing contact with my family or other support structure.

5. INDEPENDENT TRAVEL AND ACTIVITIES

I understand that neither UNCW, any faculty member nor any other UNCW representative or agent is responsible for any injuries, loss or damage I may suffer when I am traveling independently or am otherwise separated or absent from any UNCW-supervised activities even if a faculty member or other UNCW representative or agent accompanies me in any independent travel or activity not sponsored by or affiliated with UNCW.

6. HEALTH AND MEDICAL ISSUES

a. I understand that travel abroad may expose me to certain conditions, diseases or illnesses. I have or will have acquired all immunizations recommended by the U.S. Center for Disease Control and all other inoculations necessary for safe travel in the areas I am visiting. I agree to make reasonable efforts to acquaint myself with the health factors and issues endemic to these areas and to prepare myself accordingly for my study abroad travel and activities.

b. I have or will secure health insurance through UNCW to cover my travel and study abroad activities. (Alternatively I have or will secure health insurance compatible to that offered by the University.) I understand that UNCW is not obligated to pay for medical treatment or hospital care in a foreign country or in the U.S. during my participation in the program. I further understand that UNCW is not responsible for the quality of such treatment or care.

c. I have consulted with a medical doctor or comparable health care provider with regard to my personal medical status and needs. I certify that I am medically able and capable to participate in the program, in the activities associated with the program and in the travel incident to the program. I certify that I do not have a medical condition which would endanger the health of others associated with the program.

d. I am aware of all of my personal medical needs and I certify that I am capable of and prepared to deal with those needs. I understand that UNCW is not obligated to attend to my medical or medication needs.

e. I understand that there are health risks associated with the program and travel activities. I further understand that UNCW will not be responsible for the health risks, injuries, damages or loss beyond its direct control.

f. I agree that if I am injured or become ill, UNCW or its agents may secure hospitalization and/or medical treatment for me and I agree to pay all expenses related thereto. I further agree that UNCW or its agents may release information to other persons who may need this information to assist me or to assist others in the program.
g. I hereby release UNCW from all liability for any of its actions or its agents actions related to the activities listed above.

7. **SAFETY ISSUES**

I understand that there are safety risks associated with the program and travel incident thereto and that UNCW is not responsible for such risks or injuries, damages or loss caused by them. I agree that UNCW shall not be liable for such injuries, damages or loss except as may be caused by the gross negligence or willful misconduct of the employees, officials or agents of UNCW. I further agree that UNCW cannot prevent me or other individuals from engaging in illegal, dangerous or unsafe activities. I therefore agree that UNCW shall not be liable for injury, damages or loss caused by such activities.

8. **STANDARDS OF CONDUCT**

a. I understand that each foreign country has its own laws and regulations and has standards of acceptable conduct in the areas of dress, manners, morals, politics, alcohol use, drug use and behavior. I recognize that behavior or conduct which violate those laws or standards could harm the program’s effectiveness and UNCW’s relations with those countries in which the program is located. I also understand explicitly that behavior or conduct which violates those laws or standards could harm my own health and safety as well as the health and safety of other participants in the program. I take full responsibility for my behavior and conduct and agree that UNCW and its agents will be released and indemnified for any claim, loss, injury or liability that may be caused by my behavior or conduct. This acceptance of responsibility and release and indemnification applies to my conduct and behavior whether I am or I am not under the direct supervision of UNCW, University agents or program officials.

b. I agree to make reasonable and good faith efforts to become informed of all laws, regulations and standards for each country to or through which I travel during my participation. I further agree that I will abide by and comply with those laws, regulations and standards.

c. I also agree to comply with all UNCW rules, standards and instructions for student behavior including but not limited to those set forth in the UNCW Code of Student Life. I further agree to comply with any supplemental rules or standards adopted by UNCW for the programs in which I am participating.

d. I agree that UNCW has the right to enforce all of the standards of conduct, rules and regulations described above. I further agree that if I violate those standards, rules or regulations, I may be sanctioned including immediate exclusion from the program. I recognize that due to the circumstances of foreign travel and foreign study programs, normally applicable procedures for notice, hearing and appeal in student disciplinary proceedings may not be practicable and therefore may not apply. I explicitly waive all claims based on alleged inadequate disciplinary procedures.

e. If I am excluded from the program, I consent to being sent home at my own expense with no refund of fees or expenses. I further understand that I may be subject to further disciplinary, civil and/or criminal action upon my return to UNCW.
f. I also recognize that if my behavior is determined to be detrimental to or incompatible with the interest, harmony and welfare of UNCW, or program or program participants, my acceptance of responsibility, my waiver of process and my consent to being sent home also apply if I engage in such detrimental or incompatible behavior.

g. I agree that I am fully responsible for any legal problems that I have. I also agree that I am responsible for any encounters that I have with any foreign government or any individual. I understand and agree that UNCW is not responsible for providing any assistance under such circumstances.

9. PROGRAM CHANGES

I understand that the program is subject to modification or cancellation because of natural disasters, political instability, insufficient participation or other causes. I further understand that if one of these occur, I may not have any fees or expenses refunded. I further understand that program fees and charges are based on current airfares, lodging rates and travel costs, which are subject to change and for which I am responsible. I further understand that if I leave or am excluded from the program for any reason there will be no refund of fees paid or expenses incurred. I further agree that if I lose connections or become detached from the program group or if I become sick or injured, I will at my own expense contact and reach the program group.

10. OTHER EXPENSES OR INSURANCE

I understand that I am responsible for my own accident, travel, baggage, missed flight and life insurance coverage. I also understand that I am responsible for all debts and expenses I incur abroad other than those covered by the required program fees.

11. ACKNOWLEDGEMENT OF MY RESPONSIBILITY AND ASSUMPTION OF RISK

I fully understand that this program will expose me to many risks associated with foreign travel and participation in a program abroad. I fully accept this possibility of risks and assume all risks associated with this program. I therefore agree to release, hold harmless, discharge and indemnify, the UNC Board of Governors, UNCW officials, employees, agents and volunteers from any present or future liability, claim or demand that may be asserted in connection with (a) emergencies, accidents, illnesses, injuries or other consequences or events arising from my participation in the program, (b) any cause, event or occurrence beyond the direct control of UNCW or its agents including, but not limited to, natural disasters, wars, civil disturbances, terrorist acts or the negligence of other persons, and (c) events or occurrences caused by my behavior or conduct while traveling or participating in the program. Further, I understand and agree that this acknowledgement, discharge, hold harmless agreement, release, indemnification and assumption of risk shall be binding on me, my heirs, my assigns, members of my family, my executors and administrators and my personal representatives.

12. VOLUNTARY ACKNOWLEDGEMENT

I represent that my agreement to the provisions herein is wholly voluntary, and further understand that, prior to signing this agreement; I have the right to consult with the advisor, counselor or attorney of my choice.
13. INTERPRETATION OF AGREEMENT
I agree and acknowledge that the laws of North Carolina govern this agreement and that North Carolina shall be the forum for any lawsuit, hearings or adjudications filed under or incident to this agreement or to the program. I further agree that should any provision or aspect of this agreement be found to be unenforceable, that all remaining provisions of the agreement shall remain in full force and effect.

I have carefully read, understand and fully agree with this agreement. This agreement represents my complete understanding with UNCW concerning UNCW’s or its agents’ responsibility and liability for my participation in the program. This agreement supersedes any previous or contemporaneous understandings I may have had with UNCW or its agents, whether oral or written. I represent that I am at least eighteen years of age or if not that I have secured below the signature of my parent or guardian as well as my own.

_______________________________________
Printed Name

_______________________________________
Signature

_________    ______________________
Date

_______________________________________
Parent’s or Guardian’s Signature
(If participant is less than 18 years of age.)

_______________________________________
Date
University Owned Cellular Phone Authorizing Form

Please fill out this form, obtain appropriate approval.

All applicable UNCW employees must read, understand, and comply with UNCW Cellular Phone Guidelines. By using the phone, you agree to comply with all rules, regulations, and policies of UNCW and any applicable local, state, federal and international laws, guidelines, and regulations. The University will provide university-owned cell phones only for employees that have a demonstrated business need for the frequent use of a cell phone. The department head is required to review eligibility of employees using University owned cell phones on an annual basis and to certify the continuing eligibility of the phone on a University-Owned Cell Phone Authorizing form.

Cellular telephones may not be used to defame, harass, intimidate or threaten any other person(s).

Cell Phone User Name: _____________________________

Dates of Program: ________________________________

Cell Phone#: ________________________________
Attachment VI

Education Abroad Emergency Chain of Communication & Documentation Form
University of North Carolina at Wilmington
Office of International Programs (OIP)

First Informant
(e.g., program leader, participant, parent, on-site staff, host institution, first UNCW rep. contacted)

ACV & Dean of
UG Studies
Martin H. Posey

Vice Provost
Steve McFarland

Provost/VC for
Acad Affairs
Denise Battles

Chancellor

Assistant to the Chancellor
Max Allen

University Relations
Janine Iamunno

OIP Staff Person
via
OIP Office (when open): 910-962-3685
Campus Police (when OIP closed): 910-962-2222

E) Ass’t Provost for Int’l Programs
Denise DiPuccio

F) Director, Education Abroad
Mark Gallovic

G) Asst Director, Education Abroad
Kara Pike

H) Alternate OIP Staff Rep.
OIP telephone tree is on file with UNCW Police

Phone numbers noted on the official version have been removed from this publically accessible copy.

General Counsel
Rob Hoon

Dean of Students
1st: Holly Taylor
2nd: Jennie McNeilly
3rd: Mike Walker

Vice Provost for Int’l Programs
Denise DiPuccio

Director, Education Abroad
Mark Gallovic

Asst Director, Education Abroad
Kara Pike

Alternate OIP Staff Rep.
OIP telephone tree is on file with UNCW Police

Chairperson of Affected Program Department
UNCW Operator: 910-962-3000

NOTES:
- Initial contact will most likely occur by phone and follow-up communication by e-mail.
- If one person in communication chain is not reached, the next in the chain may be contacted.
- Certain circumstances may not call for immediate contact to all parties on this communication chain.
- All communication should flow back through the Office of International Programs, unless agreed upon otherwise based on special circumstances.

Updated 1-16-13
WHAT TO DO IF YOU ABSOLUTELY MUST TALK TO THE MEDIA

Restrictions on Release of Information

No one, including the University spokesperson, may release any information that identifies responsibility for an injury, illness, accident, or death without first consulting the General Counsel. Serious problems arise when a representative of the University:

- Assesses fault or criticizes conduct, University policy, procedures, or equipment prior to a full explanation of the circumstances of the injury, illness, accident, or death developed through the complete UNC Wilmington/Office of International Programs investigatory process.
- Releases information regarding nature of an injury or illness prior to diagnosis by a licensed medical physician.
- Discloses names of victims prior to notification of next-of-kin.
- Releases estimates of property damage.

Press Statements

The Assistant to the Chancellor for Marketing and Communications is responsible for all press releases.

What the Press Wants to Know (See Restrictions above)

In most cases, the press will want to know WHAT happened, WHERE it happened, WHEN it happened, WHO was involved (names and personal data—not only of injured, but of rescuers), and WHY it happened. Also, the press may want to know the BACKGROUND of the Education Abroad Program, University safety records, etc. In response to such questions, the University spokesperson should always:

- Provide accurate and full disclosure of the facts and cooperate to every extent possible with the news media.
- When information cannot be released, explain why (e.g., next-of-kin have not yet been notified; doctor’s orders prohibit interview of survivor; FERPA, etc.)
  IMPORTANT NOTE: Withholding the NAMES of victims pending notification of next-of-kin is appropriate and will be respected by the press. However, we should not deny that the accident or incident itself occurred.
- Refrain from speculation; when the answer to a query is not known, so state.
- Provide the media with background material on Education Abroad’s safety record if appropriate.
- Make certain all media and all reporters have equal access to information.
- Upon discovering that erroneous information has been given to the media, provide correct information as soon as possible.
- When a reporter prints or broadcasts erroneous information, inform the reporter (not her/his supervisor), and provide the correct information.
- When given conflicting information by different sources, determine which version is accurate before releasing it.
- Keep the appropriate offices (e.g., University Counsel, Provost and Vice Chancellor for Academic Affairs) informed of any developments that might involve liability or reflect adversely on the University.

General Guidelines for Responding to Media Requests for Information

The following comments are offered as general guidance in dealing with the news media:

- You will find the media cooperative if you deal with them straightforwardly and with facts, subject only to legal constraints, consideration for next-of-kin, protection of the injured, and good taste.
- Hesitantly or improperly dealing with the press in an emergency situation may not only escalate their news coverage, but in the long run can be critically costly to the University and take a great deal longer to remedy.
- From a public relations point of view, the objective is to have a one-day story and to avoid a continuing series of headlines and features dragged out over a period of days or weeks. To this end, we should provide the news media with as much detail as possible as early as possible.
- Most dealings with the news media will take place over the telephone. Rather than reading a “canned story” to the caller, the spokesperson should have a written list of key points for reference, and tell the story in her/his own words.
- The image projected by the spokesperson of concern and caring may have an important effect on the eventual tone of the story that appears. It is important to impress on the media any kind of humanitarian, thoughtful acts taken by the University (Director visits family, etc.).
**Attachment VIII.**

**UNCW**

International Programs

**EDUCATION ABROAD EMERGENCY DOCUMENTATION FORM**

**Your name:**  
**Date:**  
**Time:**

Name and title of individual first notifying UNCW of the emergency:

Date, time, and means of first notification:

Location and contact details of caller:

Brief description of the incident:

Location of accident or emergency. How close is it to students and staff?

Ascertain the scale of the emergency. Who is involved in the emergency? (one individual, whole group, select members, whole region, etc.)

Actions taken or to be taken on-site (engage local emergency support, local law enforcement, U.S. Embassy; secure safety of all participants; check availability of food, water, medical supplies, transportation.)?

Telephone number(s) and email address of on-site contacts.

Who knows about this? (participants, parents, media, colleagues, etc.)
If the incident is large scale, ascertain the following:

Is continuation of program feasible?

Can students and staff travel to safety and where?

Can students and staff leave the country?

What/who was the target of any political unrest?

What is the intensity of the emergency or of the political unrest?

Is there any official advice available re the emergency from local or foreign officials (e.g. U.S. Embassy, Red Cross, host government, military, etc.)?

Notes on your response: