Can You Hear Me Now?
A Guide to Staying Connected to Students and the Office of Education Abroad During Study Abroad Programs

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Introduction
- This session covers the importance of
  - staying connected with students and the Office of Education Abroad (OEA) during study abroad programs;
  - legal responsibilities of faculty program directors; and
  - program decision-making in light of current global unrest.

Staying Connected: Administrative
- TDS (Terra Dotta Software) study abroad database
  - Locating students during disasters or emergency events
  - Students self-reporting location/status
  - Messaging from Education Abroad
    - Security
    - Health
Staying Connected: Methods

- Cell Phones
  - Are students expected to have phones/international service?
  - Faculty
    - Phones are required
    - Call trees
- Email - official means of communication
- Time zone differences
- GeoBlue travel insurance
  - Incident response; family, health facilities, etc.

Staying Connected: Methods

- Social Media
  - Talking to students about how to use it while abroad
  - "Mark yourself safe"—communicating with friends, family, faculty, students in a crisis
  - Faculty-created social media pages for groups/trips
    - Best practices
    - University social media accounts (Section III University Policy 302, Web Communications)
  - OEA will use as last resort to contact students in time of crisis

Legal Responsibilities: Resources

- OEA Training and Faculty Handbook
  - Required to attend workshop
  - Handbook is required reading
  - Highlights:
    - Emergency Reference Guide
    - On-Site Program Management
    - Emergency Response
Legal Responsibilities: Compliance

- **Title IX**
  - Faculty as "responsible employee"—responsible for reporting any alleged violation of Title IX
  - Online report form
  - Provide the victim/survivor with the Interpersonal Violence Resource Guide
  - Obtain on-site assistance from host institution, local authorities, consulate, etc.

- **Clery Act**
  - Obligation to report crimes that occur on property that the University "owns or controls"
    - "Control" includes rental/lease/use of all or part of a building or property by written agreement
  - Work with OEA to report to PPS
  - Obtain on-site assistance from host institution, local authorities, consulate, etc.
  - See CUA Note and NAFSA paper

True Stories

- **Berlin example**
  - Best practices
  - Lines of communication:
    - Faculty → OEA
    - Faculty → local authorities (including consulate/embassy, police, etc.)
    - Faculty → other program participants
    - OEA (not faculty) → parents
    - OEA → other University offices
Current Global Unrest

- What are policies for running/cancelling programs?
  - Travel Warnings (new policy forthcoming)
    - US State Dept.
    - CDC
    - WHO
- Enrolling in STEP (Smart Traveler Enrollment Program)

Current Global Unrest

- How sites are chosen
  - Who is involved?
  - What are the barometers?
- Communicate with OEA whenever there is a current crisis at or near site location(s)

Q&A

- Questions for OEA or OLA?
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