



FLORIDA'S STEM UNIVERSITY[®]

Study Abroad/Away Handbook

Updated 2022



Table of Contents

4	Campus Contacts
5	Introduction
5	Administrative Lists
5	Emergency & Crisis Management
5	Precautionary Measures
5	<i>Prior to Departure</i>
6	<i>International Cell Phones</i>
6	<i>On-Site</i>
7	Possible Emergency Situation
7	Imminent Emergency
8	Program Cancellation/Evacuation
9	Death of a Student Abroad
9	International SOS (ISOS)
10	Accessibility Resources (Student Success and Support Center)
10	Alcohol Abroad
10	Guidelines Regarding Alcohol and Study Abroad
11	Suggested Talking Points
11	<i>Predeparture Orientation: Behavioral Expectations</i>
11	<i>On-Site Orientation: Cultural/Social Issues – Questions to Ask</i>
11	Student Conduct & Discipline
12	Florida Tech Code of Conduct
12	Incident Protocol
13	Dealing with Student Misconduct
13	<i>Communication and Expectations</i>
13	<i>Response Options for Disruptive Students</i>
14	Dismissal from Program
14	“Missing” Students
14	Health Abroad
14	Health Issues
15	Study Abroad Insurance Policy
15	Health FAQs
16	Mental/Emotional Health Concerns that Result in Conduct Issues
16	<i>Common Signs of Student Distress</i>
16	<i>What can you do?</i>
16	<i>How to Approach a Student in Need?</i>

17	Safety Abroad
17	General Safety Issues for Discussion
18	Sexual Assault Response
19	<i>What can you do to help?</i>
19	Nondiscrimination Policy and Complaint Procedure
20	Filing a Complaint
20	<i>Complaints of Discrimination</i>
20	Withdrawal from Program
21	Study Abroad Program Handbooks
22	Health, Safety and Emergency Protocol Template
22	<i>Medical/Health Situations</i>
22	<i>Supplemental Study Abroad Insurance</i>
22	<i>General Safety Measures</i>
22	<i>Emergency Plan</i>
23	<i>Evacuation Plan</i>
24	Sample Document—from a Spain Study Abroad
25	Appendix A. Student’s Agreement to Terms and Conditions
27	Appendix B. Health Information Questionnaire
28	Appendix C. Health Information Form
30	Appendix D. Consent for Release of Information/Emergency Contact Information
31	Appendix E. Behavioral Contract
32	Appendix F. Academic Support—Student Self-Identification Form
33	Appendix G. Emergency Contact Form

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International SOS (24/7)

+1-215-942-8478

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floridatech.edu/security

Introduction

This *Study Abroad/Away Handbook* has been created to provide guidance and support on a variety of events, situations and issues that can occur while leading a Florida Tech study abroad program. It is impossible to provide a step-by-step plan that would address every conceivable issue that might arise while traveling abroad. Instead, the intent of this handbook is to offer general guidelines that can be adapted and used as necessary in different situations should they arise during the course of your program. In all cases, Florida Tech staff members are ready and available to help you through the crisis—you are not alone and you are not expected to handle any emergency by yourself. Visit floridatech.edu/crm where you can find important travel abroad information and an international travel abroad checklist section with a downloadable PDF.

Administrative Lists

Before the start of a study abroad program, a list of study abroad students will be circulated to the following offices: Study Abroad, Student Affairs, Student Success and Support Center, Health Center, Student Counseling Center, Office of Accessibility Services, Compliance and Risk Management, Financial Aid, Registrar and Student Accounting. If any office that receives the list of participants knows of a reason a particular student should not be permitted to attend the program, that office should contact Study Abroad directly to address the reason. Offices such as the Health Center, Student Counseling Center and Accessibility Resources, where heightened confidentiality rules may apply, are not expected to share confidential information but may wish to discuss participation in the program directly with the student. Evidence of a disciplinary record and/or health/mental health condition does not necessarily preclude a student from participating in a study abroad program, although this information warrants further coordination between Student Affairs, Study Abroad and other relevant departments or offices.

Emergency & Crisis Management

The emergency and crisis management guidelines laid out on the Florida Tech campus and in this handbook are designed to promote following objectives:

- The safety and security of all program participants should be a primary concern.
- The relevant constituents (including Florida Tech and local officials) should be consulted as appropriate in the decision-making process.
- All appropriate people should be notified of issues or concerns in a timely manner.
- The most appropriate course of action under the circumstances should be taken.
- Media inquiries should be handled professionally and consistent with Florida Tech policies.

Precautionary Measures

Prior to Departure

Students submit the following information to the program's director (see Appendices for forms):

- Signed **Agreement to Terms and Conditions of Program and Assumption of Risk, Release and Covenant Not to Sue**, which outlines policies and procedures, expectations and risks inherent in participating in a study abroad program
- **Health Information Questionnaire**—Program directors follow up with students regarding any concerning responses (Florida Tech summer study abroad and Florida Tech-organized programs only)
- **Study Abroad Health Information Form**, which outlines issues and recommendations for students to be aware of concerning medical/mental health conditions, medical/mental health facilities and services abroad, disability services and emergency plans
- **Consent for Release of Information** including **Emergency Contact Information**
- **Study Abroad Self-Identification Form** if students are requesting accommodations for a disability while abroad
- **Behavioral Contract**
- A copy of each student's **passport**.

Program-specific orientations are organized through program directors with assistance from Study Abroad. Information covered includes health and safety tips, study abroad insurance details and specific logistics and details for the program and the program location. Program directors are required to submit program emergency contact information to Study Abroad, including the following information (see Appendices for **Program Emergency Contact Information Form**):

- Arrival instructions for students—where to meet, when, how to get there, etc.
- Program director's overseas contact phone number (landline and cell phone) and overseas address
- Contact phone numbers and addresses for the other faculty and program assistants
- Contact phone numbers for any on-site staff, such as the resident advisor or porter at the university where students are housed, on-site coordinators contracted by Florida Tech, etc.
- An itinerary for the program and contact information for ALL places the program will visit, including day trips and overnight excursions, a class schedule with locations and transportation details, such as flight numbers and times, train information, etc.
- General housing address, phone number, fax number for student housing; if homestays or otherwise separate locations, a separate list of contacts for each student's host family, hostel, pension, etc.
- File the "Study Abroad Participant Spreadsheet" with the Office of Student Affairs. Information includes student names, passport details and emergency contact information
- File the "Travel Data Sheet" with Study Abroad one month or more in advance of your departure to ensure the information will be passed along to the Office of Compliance and Risk Management for processing
- A list of each student's cell phone number, once on-site, noting which students do not have a viable cell phone
- Information about local health/safety resources, such as embassies or consulates, hospitals, doctors, etc.

International Cell Phones

First and foremost, decide how you're going to be using your phone—Wi-Fi only, local SIM card, international data plan, etc. Study abroad students have several options:

- Many students purchase a local cell phone (and sim card) upon their arrival overseas. This option is usually the most cost-efficient for long-term programs.
- Call ahead to the mobile service provider and see whether the phone is unlocked; if not, see if a customer service person can do it. Once the phone is unlocked, students should be able to take the phone abroad. Students will then simply need to purchase a local SIM card. Students should make sure that the phone is capable of working overseas and is unlocked; otherwise, it will not work abroad.
- Students can take their U.S. phone abroad and call using their U.S. service provider. Students should verify with their cell phone service provider ahead of time that the phone will work in the program location and verify the rates for calls locally and back home. Usually, using a U.S. cell phone with a U.S. sim card is quite expensive, even if students are able to purchase an international plan that reduces the calling rate.

If you need to conserve some of the data usage while traveling internationally, here are some simple tips and tricks that could minimize your bandwidth. Utilizing multiple can help at a greater magnitude.

- Use airplane mode when applicable
- Disable automatic updates and syncing
- Enable data-saving mode
- Switch from push to manual fetching (allowing apps to only check for new messages when prompted)
- Get a VPN (virtual private network) for an extra level of security to your online activity
- Invest in a portable battery
- Download any important documents and media beforehand

On-Site

Program directors should:

- Organize an on-site orientation that includes informing students of unsafe areas of the city; local transportation options, including safe taxis to use and which transportation options to avoid; local medical resources; expectations for behavior; how to contact the director or program assistant; emergency plans, etc.

- Establish an emergency communication system to reach all students in the shortest period of time (e.g., a phone tree, text messaging, Facebook messenger, etc.)
- Create a map showing all student housing locations
- Identify and prioritize all possible evacuation routes and establish potential assembly sites
- Keep current air, rail and bus schedules at both office and home
- Identify students who might have special needs (mobility issues, medical/psychological issues, etc.) and formulate plans to accommodate them
- Identify students who are likely to panic as well as students who might be able to act as group leaders if the need arises
- Ensure that other faculty and program assistants are familiar with the plans and are ready to step in should you be unavailable during a crisis

When students are traveling independently and not with the program (before/after the program and/or on weekends), they are responsible for themselves. However, students conducting personal travel during the course of the program should be advised to leave emergency contact details with the program director, including an itinerary, phone numbers and travel partners.

Possible Emergency Situation

Emergency situations include, but are not limited to, arrest, assault, general disorder, natural disaster, incident of terrorism, hospitalization for severe accident/injury/illness, missing person, psychological crisis, traffic or pedestrian accident or death.

Program directors should:

- Notify Study Abroad immediately of any and all threats, including any information available regarding whether the threat is credible or not and remain in constant/regular contact.
- Collect information from as many reliable local resources as possible and stay in constant contact with the local U.S. embassy or consulate.
- Stay calm! Part of maintaining safety is keeping students calm and informed of the situation; students will benefit from the calmness and confidence of the director.
- Keep cell phone charged and on at all times.
- If the program director or host deems there is genuine reason to be concerned, gather students on-site, inform them of the nature of the threat and of communication and emergency plans and if appropriate, emphasize not to congregate in large groups or call attention to themselves as Americans.
- Stay alert to the International SOS app for important information and procedures.

Study Abroad/appropriate Florida Tech offices will:

- Stay in regular contact with the program director.
- Inform relevant on-campus Florida Tech administrators as to the nature of the situation abroad. Contacts should include Study Abroad, the Office for Student Affairs, the Office of Compliance and Risk Management and Campus Security. If appropriate, the following additional contacts may be considered: Health Center, Counseling Center, Office of Accessibility Resources and/or the Student Success and Support Center.
- Email parents (of those students who have given consent for contact) in an effort to be proactive in informing them of the situation abroad. Students, the program director, faculty and program assistants and other relevant Florida Tech contacts will receive the message.
 - » Other programs may need to be notified because news travels fast, as do rumors!

Imminent Emergency

Occasionally, an emergency is declared based on inaccurate or incomplete information. It is critical to determine if the emergency is real or perceived, considering such factors as:

- The event's/incident's proximity to students and program staff
- Its impact on the availability of food, water and medical supplies
- The target of any unrest

- The intensity of the emergency or political unrest
- The presence of military, government or emergency personnel
- The feasibility of continuing classes
- The ability of students and program staff to travel into or out of the country
- The advice of the nearest U.S. embassy or consulate

In the case of an actual emergency or crisis situation, program directors should collect and relay ALL pertinent information immediately to Study Abroad and appropriate Florida Tech offices:

- What is the specific situation?
- Is anyone still in danger? Is everyone on the program safe?
- Where and when (day and time) did the situation/incident take place?
- Who is involved? Directly? As witnesses?
- What is the impact of this situation on the program participants?
- What actions have already been taken?
- What other information is critical?
- Who has already been contacted? Locally? Back in the U.S.? On the Florida Tech campus?
- What additional information is there that would be useful in making any necessary decisions? Make sure to record the names and phone numbers of pertinent people.
- What additional follow-up is necessary? Who should perform this follow-up—the program director or International SOS?

In regard to dealing with the situation and following up as necessary, program directors should:

- Gather students on-site, inform them of the nature of the threat and inform them of specific actions to take. Review the communications plans and make sure they have essential contact phone numbers.
- Continue to maintain regular contact with Study Abroad and relay detailed records of written communications as well as notes on any verbal communications with students and/or local authorities. Keep a cell phone charged and on at all times.
- In case of a terrorist act or other politically dangerous emergency:
 - » Help students develop a list of behaviors that draw attention to them as Americans and emphasize that these should be avoided.
 - » Remind students not to congregate in large groups, especially in locations that U.S. citizens are known to frequent.

Program Cancellation/Evacuation

Any decision to cancel a program and make plans to evacuate the students and faculty will be made by the provost in consultation with the director for study abroad, the program director and appropriate administrators on the Florida Tech campus. Depending on the nature of the situation, International SOS may coordinate the evacuation on behalf of Florida Tech.

Florida Tech will cover all emergency transportation costs in the event an official decision is made to cancel the program. Directors should consult with Study Abroad prior to making any large financial commitments such as chartering a bus, etc.

In regard to academic credits for the program, Study Abroad will work with program directors, students and the Registrar's Office to address any issues. Depending on the timing of the incident, it may be possible to integrate semester students into classes on the Florida Tech campus or to arrange independent studies to complete work.

Students who decide to leave the program before an official decision is made will be responsible for their own transportation costs and will not receive refunds for any part of the cost of the program.

Death Of A Student Abroad

In the unlikely event of a student death abroad, Study Abroad will assist in contacting appropriate resources either at Florida Tech or abroad and will work with and support faculty and students through every step of this very difficult time. Study Abroad will provide as much support as possible to the program directors, program faculty, program assistants and other students on the program, in conjunction with support from other relevant Florida Tech campus offices. International SOS's support may include sending a member of the Florida Tech staff to the abroad location to assist on-site with necessary arrangements and the continued functioning of the program.

To the extent possible, program directors will follow Florida Tech campus procedures in the event of the death of a student abroad: A student's death is to be reported to Study Abroad, which will report it directly to the Office of Student Affairs, who will handle the situation appropriately. The Student Counseling Center may be consulted to determine if special and specific attention should be provided to other students and/or student groups as a result of the student's death.

In addition to the above steps, there are other issues for the program director and/or Study Abroad to consider in making an immediate response as well as dealing with the aftermath of a student's death abroad:

- Reporting the incident to local authorities and the U.S. embassy or consulate.
- Cooperating with any necessary investigations with local authorities.
- Possibly identifying the body.
- Collecting all pertinent detailed facts regarding the incident, including time and place of death, other students, faculty or staff involved, where the body is now, etc.
- Obtaining reliable contact information for parents and other officials.
- Dealing with the death certification/autopsy.
- Making arrangements for the repatriation of remains in cooperation with the U.S. embassy/consulate, customs officials and International SOS, which provides the study abroad insurance policy that covers all students.
 - » Per the policy, International SOS will pay the reasonable covered expenses to return the student's body home, not to exceed a maximum of \$25,000. Covered expenses include, but are not limited to, expenses for embalming, cremation, coffin and transportation. In addition, they will pay the airfare and lodging expenses for a family member or designated person to accompany the body home.
- Communicating with parents and assisting with arrangements once they arrive overseas to claim the body.
- Communicating with Florida Tech's communications representative and taking caution in dealing with outside inquiries, local overseas media, U.S. media, etc.

In regard to the impact the death may have on the program, there are further considerations:

- Should the program be cancelled?
- How will program activities, excursions, etc. be affected? Should activities be delayed, suspended or cancelled?
- How will academics be affected?
- How will the information be communicated to the rest of the students on the program?
 - » Counseling will be provided to students.

International SOS

Florida Tech continues to be concerned with your health, safety and security while you are traveling on behalf of the university, especially to an international location. What would you do if you became ill or were involved in an accident or a security-related incident in a foreign country? How would you deal with an emergency where language is a problem and adequate standards of medical care cannot be guaranteed? What if you were in a foreign country where the political situation was unstable or quickly deteriorating?

Florida Tech has purchased the services of International SOS, which gives peace of mind to travelers and expatriates all over the world. One phone call connects you to the International SOS network of multilingual staff trained to help resolve travel, medical, legal and security problems. Services range from telephone advice and referrals to full-scale medical evacuations by private air ambulance.

All Florida Tech faculty, staff and students participating in our study abroad programs are covered by the university's global travel protection policy if the travel is assessed as safe by the insurance company International SOS. Program

directors will receive up-to-date documentation describing the full coverage. International SOS's 24-hour service number is **+1 215-942-8478**.

A Travel Data Sheet form will need to be completed for each participant (students, faculty and staff). The personal details including passport information will need to be completed for each individual; however, if the itinerary is the same for all, the pages following the personal details do not need to be completed for each person—only the lead traveler for each program. You can make a note to say that the other X number of travelers will have the same itinerary as the lead traveler. Please complete the forms for each program participant and submit to the Study Abroad Office and the Office of Compliance and Risk Management one month or more in advance of your departure date.

For further questions related to Florida Tech's International SOS plan, please contact:
The Office of Compliance and Risk Management
Email: compliance@fit.edu
Phone: 321-674-8885

The U.S. State Department travel warnings are updated at:
travel.state.gov/content/travel/en/traveladvisories/traveladvisories

Accessibility Resources

If a student is registered with the Office of Accessibility Resources (OAR), the student should contact that office to request accommodations for the study abroad program. If a student is not registered with OAR, but would like to request accommodations, he/she should, after acceptance to participate in a summer study abroad program, register with and request services from OAR. Document requirements and steps for requesting accommodations can be found by visiting the website or by contacting the office. In both cases, students seeking accommodations should discuss this request with the program director and OAR prior to the start of the study abroad program to allow sufficient time to work through the process. Any approved accommodations will be communicated by OAR in an official manner. Generally, OAR forwards accommodation letters to program directors and appropriate program faculty. Faculty should follow the accommodations as they would normally do on campus but should discuss any concerns with OAR if they foresee problems or difficulties in making the accommodations in the abroad setting.

For further information, contact OAR:
Phone: 321-674-8285
Email: accessibilityresources@fit.edu
floridatech.edu/accessibility-resources/about-us

If students request accommodations once they are on-site of the program, the program coordinator should immediately contact the Office of Accessibility Resources for instructions. The program director will then work with OAR to determine how to proceed. Faculty are not required to accommodate students without appropriate documentation from OAR and should not proceed in doing so without this official notification.

Alcohol Abroad

The issue of alcohol consumption must be discussed with program participants prior to departure, upon arrival abroad and throughout the course of the study abroad program.

Guidelines Regarding Alcohol And Study Abroad

1. Florida Tech prohibits the use of program/university funds to buy alcohol to be consumed by students of any age.
2. Faculty or program assistants should never purchase any alcoholic beverages for any students, and they should not accept an alcoholic beverage from a student, even if it is an informal social gathering at a pub, for example.
3. Under no circumstances should students be allowed to drink on a bus, boat or other vehicle hired by the program to transport participants to events, locations, etc. If on a plane or train, students should be encouraged to be prudent and follow the established expectations of the program if they do decide to drink. Again, they should be reminded that excessive drinking and/or intoxication will not be tolerated.
4. Program directors should discuss the issue of alcohol during both predeparture and on-site orientations—see talking points below for suggestions on how to approach the topic and the rest of this handbook for procedures for dealing with disciplinary issues resulting from alcohol consumption. Directors should state explicitly that

excessive drinking/intoxication will not be allowed or tolerated and that any disruptive behaviors or discipline issues will be dealt with swiftly.

5. Alcohol should not be used to promote or advertise study abroad programs in any form. This means that written program descriptions should not contain the mention of alcohol; that program promotional materials, such as brochures and websites, should not feature pictures of students drinking alcohol or mention alcohol being present at program events; that program assistants, returned students or any other person promoting the program should not use alcohol as a means of enticing students to join; etc.
6. Alcohol should not be used as a reward for any reason—such as getting students to be on time for an event, encouraging them to be quiet in hotels, submitting homework on time, etc.
7. No social event or program activity should include any form of drinking contest in its activities or promotion.
8. Faculty and program assistants should not use any form of peer pressure or encourage students to drink, and they should assist in situations where other students are pressuring students to drink.
9. Program participants must observe local restrictions and conform to any applicable local laws.

Suggested Talking Points

Predeparture Orientation: Behavioral Expectations

1. Remind students they are bound by the Florida Tech Code of Conduct while on the study abroad program. Stress the drug and alcohol abuse topic and the Nondiscrimination Policy & Compliant Procedure.
2. Remind students they are representatives of not only Florida Tech but also the United States.
3. Remind students that their actions do not only impact themselves as individuals and can lead to consequences but that they also reflect on the group as a whole. For example, disruptive behavior in a hotel (loud noise, destruction of property, etc.) will lead to individual consequences with the Code of Conduct and may also possibly lead to the entire group being kicked out of the hotel or banned in the future. Relationships with homestay families could also be negatively affected by disruptive behavior. Does the student want to be responsible for ruining everyone else's participation on the program?
4. The expectations are for students to respect themselves as individuals and to respect the group as a whole.
5. Discuss with the students the disciplinary consequences of disruptive behavior.
6. Perhaps the group/students can set their own code of behavior for the program. If we empower students to be part of the process of setting expectations, they may hold themselves more accountable. The rules are then not imposed upon them but created by them. Often we think of peer pressure as being negative—why can it not be thought of to influence positive behavior? The program director can set certain nonnegotiable rules and then community standards can be decided upon by the entire group.

On-Site Orientation: Cultural/Social Issues—Questions to Ask

1. Do students know that the alcohol content of beverages (e.g., beer) may be stronger in the overseas location? What does this mean?
2. How are the locals behaving? What appears to be the norm or social standard in regard to alcohol? What do the students notice about drunkenness, operating hours of pubs, availability of alcohol, etc.? Discuss the inappropriateness of rampant swearing.
3. How does all of this compare to the United States in general? To U.S. college students?
4. How will the students modify their own behavior?

Student Conduct & Discipline

Program directors and program faculty have the authority to maintain order and to prevent disruptive behaviors. Students who engage in inappropriate or disruptive behavior may be subject to disciplinary proceedings through the Conduct Code process upon their return to campus. Please keep appropriate documentation of incidents of this nature. When confronting students about inappropriate behavior, please respect student privacy and treat these matters as confidential. Only administrators with the need to know can be informed.

Florida Tech Code Of Conduct

As a condition of their participation, all study abroad students are required to abide by the Florida Tech Code of Conduct. They agree to adhere to this code with their signature on the study abroad program application. This code also applies to visiting (non-Florida Tech) participants.

During the program predeparture orientation, program directors should remind students of their required adherence to this code. Each program must also have its own code of conduct/ behavioral contract based on the example provided. Study Abroad should have a copy of this policy on file.

It is also important to set expectations during these initial sessions with students, prior to arrival at the overseas destination. The students should be reminded that they are representatives of not only Florida Tech but also the United States and that their actions not only impact themselves as individuals, but they also reflect on the group as a whole; therefore, they need to respect the rules of the program, the rules of the university and, of course, the laws of the country in which the program is located. This may include special protocol in hotels, museums, buses, etc.

Incident Response

In the event of any incident with a student that is a violation of the code and/or which presents itself as a disciplinary issue, program directors and faculty should proceed as follows:

1. Deal with the situation at hand if it requires immediate resolution. Please refer to the appropriate section of this handbook for guidance, depending on the nature of the incident.
2. File an Incident Report with the Study Abroad director and with Student Affairs.
 - » **No matter how minor an incident may seem at the time, it should be documented and reported to Student Affairs.** Experience has shown that seemingly minor incidents can escalate during a program, and it is easier to enact disciplinary procedures if Student Affairs is aware of the issues at the outset and can document any pattern of behavior that is destructive to the student and/or the program. Dismissal of a student later on may be contingent upon following these steps in the disciplinary process.
 - » The incident can be reported by phone or by email, but in all cases, an Incident Report should be written as soon as possible after the incident and should include the following information:
 - Student(s) name(s)
 - Date and time of incident
 - Location of incident
 - Other students/faculty/people involved
 - Description of the nature of the incident
 - Response of the program director, faculty and/or Program Assistant
 - Any additional follow-up provided
 - » The Incident Report should be written in the third person from an objective and impartial perspective; personal, subjective comments should not be included. All pertinent facts should be stated clearly, accurately, concisely and unemotionally. This report may be used later by the Office of Student Affairs to initiate disciplinary proceedings back on the Florida Tech campus.
3. At first offense, the student should receive at minimum a verbal warning.
 - » If there is time, you may want to discuss the terms of the warning with Student Affairs prior to speaking with the student.
 - » Relay the details of this warning to Student Affairs either via phone or in writing.
 - » The verbal warning needs to be given immediately, if possible and if not, at least within 24 hours of the offense.
4. For a second offense, the student should receive at minimum a written warning.
 - » The written warning can come from either the program director or Student Affairs.
 - » The warning should include reference to the behavior/incident and the steps the student must take to continue his/her participation on the program, possibly including what it would take for expulsion to occur.
 - » The written warning should be delivered to the student within 24–48 hours of the incident.
 - » The student should be required to sign the letter, indicating understanding and agreement of the conditions described, and a copy should be faxed or scanned and emailed to Student Affairs for the student's file.

5. For a third offense, the student will be dismissed from the program.
 - » This dismissal will come in writing from Student Affairs and will have been confirmed with the program director.
 - » The dismissal letter should be delivered to the student within 24–48 hours of the final incident.
 - » The student should be required to sign the letter, indicating understanding and agreement of the conditions described, and a copy should be emailed to Student Affairs for the student's file.
 - » Students dismissed from the program will receive no refund and will receive grades (of W or WF for all courses) in accordance with university policies and in consultation with appropriate deans and the registrar.
6. For serious violations or in the case of a second or third offense, the student may be considered for further discipline once he/she returns to campus.

These steps can be bypassed, and a student can be immediately dismissed from the program for reasons including, but not limited to, the following:

- Sexual or physical violence towards another student, faculty member or other person
- Use of unlawful drugs
- Violation of local law
- Possession of a weapon
- Destruction of property

However, program directors may not dismiss a student on their own authority. All such decisions must be approved by the Office of Student Affairs.

Dealing With Student Misconduct

The steps described above provide a general framework for addressing behavior problems during a study abroad program. Below are some additional tips for addressing these types of issues.

Communication and Expectations

Faculty encounter fewer problems with student behavior when they clearly state their expectations about the importance of respectful classroom and trip behavior. It is important to focus on outcomes and goals—what do students want to get out of the experience? Florida Tech students respect rules with utility, as opposed to rules simply for rules' sake. Consider placing this material in the syllabus as well as mentioning it during orientation sessions. Include references to consequences of disruptions. Expectations can and should include attendance in classes and at program activities and excursions.

Address problem behaviors immediately rather than waiting for problems to worsen or to dissipate. *Sexual misconduct may require immediate dismissal. Describe your concern to the student in an appropriately private setting, explain your rationale and how the student's behavior failed to meet your expectation, invite the student's response, and identify a future course of action to which you both agree.

Response Options for Disruptive Students

Disruptive students' behavior makes teaching and learning difficult for others in the class; it ranges from being late or sending text messages during class to personal insults and harassment.

- In cases of irritating behavior, wait until the end of class to speak with the student.
- In cases of disruptive behavior, courteously correct the behavior and indicate further discussion will occur after class with the involved student(s).
- If disruptions persist, direct the involved student(s) to leave class. Give a reason and an opportunity to discuss the matter as soon as possible.
- If disruptive or dangerous behavior continues, consult with the program director and International SOS regarding next steps.

Dismissal From Program

If a student is dismissed from a program:

1. The student will receive this instruction in writing per the letter described in the Incident Response section and will be required to contact their parent, guardian or other person listed as their emergency contact on their **Consent for the Release of Information** form. If they refuse, then Student Affairs will contact the parent, guardian or emergency contact on their behalf.
2. The program director will discuss with the student when and how they will leave the program and report this information to Student Affairs.
3. The program director, faculty or program assistant should supervise the student's packing and any arrangements he/she needs to make to change plane tickets, train tickets, etc. However, the director, faculty or program assistant should not do any of this for the student—it is the student's responsibility.
4. The program director will contact the student at home after his/her arrival to ensure that he/she did indeed arrive home safely.
5. The student will receive grades (of W or WF for all courses) in accordance with university policies and in consultation with appropriate deans.
6. The director should submit a written report to Student Affairs and Study Abroad of these dismissal procedures for the student's file.
7. The student will also be reported to the Office of Student Affairs, which will follow-up with the student regarding disciplinary proceedings.
 - » The program director, faculty, program assistant and/or Title IX coordinator may be contacted for details.
 - » The Office of Study Abroad and Campus Security may also be required to provide additional information and documentation.
8. The student will receive no refund, and all costs associated with the departure of the program (e.g., changes to airline ticket, train ticket, etc.) will be borne by the student, either at the time or upon return to the U.S. through a charge on the student's account.

“Missing” Students

If a student on the program goes “missing”:

- Faculty should attempt to contact the student via their cell phone, email, host family, hotel room or by other means or in other places the student might be. Faculty should leave a voice mail/text message and/or a physical note for the student to contact them immediately.
- Faculty can ask the other students in the class or on the program if they know where the student is.

In cases where faculty start feeling the student is missing longer than anyone expected, they should contact Study Abroad to consult on the next steps, which may include contacting the student's parents and/or local police.

Health Abroad

Health Issues

All summer study abroad students are required to submit the Study Abroad Health Questionnaire by May 1 (see Appendices). Program directors will meet with students individually or set up phone conversations to discuss any of the health details they disclose on the forms that are relevant to travel (medication, seizures, allergic reactions).

During the program predeparture orientation, program directors should encourage students to speak with them directly if there are any health concerns of which they should be aware. Typical issues include food allergies, dietary restrictions and medications.

Program directors should also discuss with the students what to do in case of a medical emergency and what medical facilities and services are available at the overseas site.

Study Abroad Insurance Policy

All study abroad students (and program assistants) are to be covered by a study abroad insurance policy through International SOS. The insurance is meant to be supplemental to all other health and accident insurance a person may carry, but if they have no such other insurance, it provides primary coverage. Program participants are encouraged to check with their current insurance provider to find out what will be covered while they are abroad and to understand their company's policy for payments and claims.

The cost of the study abroad insurance policy is included in the cost of the program. Summer students, staff and program assistants are covered one day before the official program start date and one day after the official program end date.

It is the student's responsibility to make payment for any medical services received. In many countries, students will have to pay up front (and in cash) for medical services, but provided the student keeps all receipts, he/she should be able to make a claim for reimbursement through his/her own insurance provider or International SOS.*

*Certain preexisting conditions may be excluded by this policy.

In general, program directors should not use program funds (or personal funds!) to pay for any medical services for students or front any money to students for such services without the express authorization of Study Abroad. In extreme circumstances such as a major operation or other substantial medical expense, International SOS may be able to make financial arrangements directly with the hospital or medical services provider. If, in the case of an emergency, the program director does cover the cost of a student's medical expenses, the program director should have the student sign an IOU statement and make arrangements for the student to repay the money before the program ends to minimize hassle for the student. Students will be made aware of this responsibility on the program application.

Students are made aware of their responsibility regarding medical expenses on the program application.

For specific questions about coverage, International SOS can be contacted directly for assistance at **+1 215-942-8226**

Health FAQs

If a health issue arises while a student is abroad on the program, then the program director should proceed as follows:

1. If the student is in immediate need of medical assistance, the program director, faculty or assistant should handle the situation immediately by taking the student to the emergency room, locating a doctor, etc.
2. If the student misses class and/or program activities that might affect his/her final grade in the course, the program director should work with the student and the appropriate faculty to make up the class(es), assignment(s) and/or activities.

Q: If you think a student is sick, what should you do?

- Knock on the door and ask to enter the student's room.
- If other students have reported that the student is ill, but there is no answer at the door, then announce yourself and open the door; it is best to have another faculty member or program assistant with you.
- If a student leaves the program to go home or somewhere else because of illness, report this to Study Abroad immediately.

Q: A student is constantly sick. What should you do?

- Speak with the student as soon as possible and express your concerns.
- Contact Study Abroad who may contact Florida Tech's Student Health Services to discuss the student's symptoms and actions to take.

Q: How do you get a reluctant student to seek medical assistance?

- The student does have the right to refuse medical care. It is the student's responsibility to seek medical care. However, seeking medical care may be a requirement if a student is to remain on a study abroad program.
- You are encouraged to explore with the student the possible concerns he/she may have about seeing a physician.

- It is especially important for a program representative to accompany a student to the doctor or hospital while overseas. In some situations, accompanying the student to the emergency room may serve to allay that individual's anxiety by providing support and personal attention to their particular health problem.
- If a student refuses to seek medical attention and you are certain that such care is necessary, inform Study Abroad immediately.

Q: When should a student's family be notified?

- All students complete a **Consent for Release of Information** form as part of the study abroad application process. Study Abroad usually requests that students contact their parents directly, but if they are unable or unwilling, Study Abroad will check this form and notify the parents accordingly.

The most important thing to do if you are worried about a student is to consult with International SOS as soon as possible. Health Center staff are also available during office hours.

Emotional Health Concerns That Result In Conduct Issues

Q: You think a student may be in emotional distress. What do you do?

Common Signs of Student Distress:

- Withdrawing from friends, faculty/staff and activities previously enjoyed
- Sleeping too much or having difficulty sleeping
- Changes in eating patterns (too much or too little)
- Experiencing strong feelings of anger or sadness
- Feeling tired much of the time
- Trouble thinking, concentrating, remembering or making decisions
- Crying often
- Neglecting personal hygiene and self-care
- Engaging in reckless/impulsive behavior, such as excessive alcohol and/or drug use
- Thinking/talking about death or suicide (statements, gestures, postings on Facebook/social media, etc.)

What can YOU do?

- Don't ignore—follow up, and talk to the student.
- Find a good time to meet and talk about concerns (private, quiet).
- Prepare (think through your approach, express concerns supportively).
- Listen (listen, don't lecture—show interest, concern & understanding).
- Use "I" statements, avoid "you" statements ("I'm concerned about you...").
- Ask what you can do to help and avoid jumping in with suggestions, but you can encourage him/her to seek help.
- Be prepared for all possible reactions (defensiveness, denial, refusing help).
- Offer support, patience, encouragement (if more help is needed but student refuses, reach out for assistance).
- TAKE CARE OF YOURSELF—have good self-care (eat, sleep, exercise) and seek support, if needed.

How to Approach a Student in Need?

- I've noticed that you haven't been acting yourself lately. I'm worried about you, is something going on?
- What do you feel like? What are you experiencing?
- How long have you been feeling this way?
- Is there something I can do to help you?
- Have you spoken with anyone else about all of this?
- Can I help you find someone to see about your concerns?
- It makes me afraid/concerned to hear you talking about dying; there is hope for feeling better; can we talk to someone about this?

- Have you been having thoughts about hurting yourself? Or anyone else?
 - » This question is very hard to ask because it breaks a number of cultural norms, but it can be a critical step towards giving the student permission to speak about his or her feelings and toward developing a safety plan.

In addressing emotional health concerns or interruptions, program directors should focus on the specific statements, behaviors and general conduct of an emotionally troubled student. A student's emotional health should not be mentioned in meetings with other students, nor should there be speculation that a particular condition is causing certain behaviors. Rather, the program director should focus on those behaviors that are disruptive to the faculty and/or other students in the program and address the conduct/behavior that is disruptive or problematic. Because mental health care providers may not be immediately available on-site, a careful, deliberate effort must be made to monitor the student's behaviors to determine if the student's health/life is endangered or if the health/lives of others are endangered by the disruptive behaviors/statements.

Since the focus is on the behavior/conduct (and not the medical/psychological condition) of the student, the Code of Conduct applies to his/her behaviors. Keeping accurate documentation of the conduct and the discussions and warnings issued to the student will make it easier for the program director and Student Affairs to take appropriate disciplinary action, including removal from the program.

If an emotional health issue arises while a student is abroad on the program, then the program director should proceed as follows:

1. If the student is in immediate need of medical assistance, the program director, faculty or program assistant should deal with the situation immediately.
2. The issue should then be relayed to the study abroad director and Student Affairs either via phone or email.
3. The student may need to receive a discipline/conduct code violation letter (see the Discipline/Conduct section of this handbook) or a Student Behavioral Contract (see Appendices) to enable his/her continued participation.

The program director should meet privately with the student and determine if the student can modify behaviors in accordance with the specific request from the program director and/or Student Affairs. All such requests should be discussed with Student Affairs prior to any discussion with the student. You should also carefully document the specific requests and apply deadlines for reviewing the behaviors. You should confirm the requests in writing with the student. Depending upon the level of disruption, if the student cannot behave appropriately, then decisions will be made regarding the student's continued participation on the program. (Refer to the section on the discipline process.) Student Affairs may also consult with the Student Counseling Center and/or Health Center for guidance and additional insight on the provision of care for the student.

All behavior-related meetings with the student are to be maintained as confidential. Only administrators with the need to know (which includes Study Abroad) can be informed. As each program is responsible for the students on its program, the relevant Study Abroad and Student Affairs staff need to be updated with any student behavioral or health concerns. These situations should not be discussed with or around other students on the program and only on a limited basis with other program faculty and/or program assistants.

Safety Abroad—General Safety Tips

A discussion of safety abroad is an important part of predeparture and on-site orientations, as well as regular briefing sessions with students throughout the course of a study abroad program. The goal is not to unnecessarily alarm students but rather to make them understand that their safety abroad is taken very seriously and that they should also take their safety seriously. Even following the best advice is not always going to keep bad things from happening to students, but it is vital that the program directors, faculty and program assistants do all that can be done to make students aware of the issues and to provide a forum for discussion.

General Safety Issues for Discussion

Alcohol consumption (please refer to the Alcohol Abroad section of this handbook for additional information):

- Excessive drinking leads to impaired judgment, which can be very dangerous in an unfamiliar setting; it can lead to cultural misunderstandings, bad decisions, dangerous situations, physical harm, etc.

- Students should be aware of the stereotype of the drunken American college student so they can try to dispel this stereotype rather than contribute to its perpetuation.
- Students should not accept drinks from strangers or leave their drinks unattended for any reason. Date rape drugs are still in use, and students should be vigilant.
- Many medications should not be taken with alcohol.

Safety in numbers:

- Students should not generally go out alone, and they should always be with someone if at all possible.
- Students should let others know of their plans, especially notifying their host family if they are not coming home or letting the director/program assistant know if their roommate doesn't come home at the expected time.

Local transportation:

- Students should know which local transportation options are safe and which to avoid. If it is not possible for students to accompany each other, for instance back to their individual host families, what is the best means for them to get home?
- Students should know the times that buses/metros run and options for late-night return.
- Are there special local concerns about taxis (e.g., black cabs vs. mini cabs in London) or other forms of transportation?
 - » It would be a good idea to establish a relationship with a local trusted and reliable taxi company, if possible.
- Students should not be encouraged to drive a car, rent a scooter, etc.; in fact, they should be actively discouraged.

Emergency contacts:

- Students should know the communication plan for the program in case of emergency, including how to reach the program director and/or program assistant.
- Students should know the local equivalent phone number of 911.
- Students should download the International SOS app.
- Students should keep their cell phones charged at all times and carry some emergency cash in case they need to take a taxi home.

Identification:

- Students should also carry some form of ID—not their passport but something for personal identification purposes, such as a school ID card.

Sexual Assault Response

1. Information Gathering

- » When and where did the assault occur?
- » Was the assailant an acquaintance or unknown? If acquaintance, was it a fellow Florida Tech student or another member of the Florida Tech community?
- » Does the student feel safe? Is s/he fearful s/he might see this person again? Are there any concerns about possible repercussions of disclosure?
- » Who else has the student told?

2. Responding to the Student

- » Affirm the student for making the decision to reach out to someone.
- » Reassure the student that there are many resources available.
- » Identify student's primary areas of concern (e.g., confidentiality, others' disbelief, health risks).
- » Provide the student with local resources, and refer the student to the Health Center and/or Student Counseling Center upon his/her return to the Florida Tech campus.

3. Enlist an Ally/Support Person

- » Is there anyone the student would like to be with her/him now?
- » Encourage the student to identify a supportive friend to accompany her/him to any appointments.
- » Educate the resistant student about the importance of seeking support from others.
- » Educate the student about common feelings of self-blame, fear of being disbelieved, feelings of shame—the validation/support of a friend can be helpful in countering these feelings.

4. Determine Appropriate Medical Referral

- » Guidance from local resources is important at this point.
- » Was the assault within the past 72 hours? If it was, the student may have the option to obtain a medical exam for the purpose of evidence collection. (Please note: The 72 hours is appropriate to the U.S. Different countries may have different protocols and timelines.)
- » Does the student want evidence collected to allow for the option of legal action? What is the local protocol?
- » If the student does not wish to have evidence collected, what is the local protocol? (The student may or may not have a choice in this matter.)
- » Review options, and determine student's preferences for medical follow-up, contacting the local police department, change in residence and/or withdrawal from the program. Offer the student the option to contact a local crisis line to inquire about legal and medical options.

What can you do to help?

What can you do to help a student who has been sexually assaulted?

A sexual assault victim's most urgent initial concerns may be related to their health; pregnancy prevention and anxiety about exposure to STDs and HIV may require urgent medical care. Encourage and support their receiving follow-up medical and mental health care.

- Be careful not to ask questions that may be felt as blaming, such as “Were you drinking?” or “Why did you go to his/her room?” Be sensitive to the fact that individuals in our society who have been sexually assaulted are often mistakenly disbelieved.
- Talk to a local rape crisis center to obtain guidance in dealing with the situation according to local laws, customs and cultural norms. A report to the police may be required. (Talking with the police can be an extremely intimidating and uncomfortable situation, especially if cultural norms treat victims of sexual assault differently than in the U.S. Follow the advice of the local rape crisis center. If possible, accompany the student to the police station and consider requesting a female officer if the student would prefer that; the faculty member may end up serving as a translator in a non-English-speaking country.)

As the program director, you should report any incidents to the dean of students and/or Title IX coordinator, even if the student requests that you do not. Student Affairs (represented here by the dean of students) has a legitimate educational need to know about incidents of this type. We will protect the individual's privacy to the greatest possible extent, and we will assist you and the student in contacting appropriate local support and future support on the Florida Tech campus, upon your return.

Nondiscrimination Policy and Complaint Procedure

Florida Institute of Technology (“Florida Tech” or “university”) prohibits students, employees, contractors, volunteers and visitors (collectively, “community members”) from engaging in discrimination and harassment based on any individual's race, color, creed, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status, veteran status and any other legally protected characteristic. This prohibition applies to all the university's educational programs and activities—including admissions—as well as all employment actions, including but not limited to recruiting, hiring, promotion, demotion, compensation and benefits. Florida Tech will investigate all complaints made under this policy and, if necessary, take action to prevent the recurrence of prohibited discrimination, harassment or retaliation and remedy its effects.

Filing a Complaint

Complaints of Discrimination

Any person may file a complaint alleging discrimination or harassment in violation of this policy. Complaints may allege discrimination or harassment carried out by associates, students or third parties. Complaints should be submitted in writing to the following university designated officials:

Disability complaints

- Accessibility Resource Specialist
- 321-674-8285
- disabilityservices@fit.edu
- Website: floridatech.edu/disability

Disability Complaints

- Office of Accessibility Resources
- 321-674-8285
- accessibilityresources@fit.edu
- Website: floridatech.edu/disability

Discrimination / Harassment Complaints

- Office of Student Life
- 321-674-8080
- deanofstudents@fit.edu
- Website: floridatech.edu/studentlife

- Office of Human Resources
- 321-674-8100
- hr@fit.edu
- Website: floridatech.edu/hr

Title IX Sexual Harassment complaints

- The Office of Title IX
- 321-674-8885
- titleixcoordinator@fit.edu
- Website: floridatech.edu/title-ix

A member of the administration, faculty or staff that receives a complaint of discrimination or harassment shall immediately forward such complaint to the appropriate university designated official listed above.

Withdrawal From Program

If a student wants to withdraw for any reason during the course of the program, the student must do so **in writing** to the program director.

Withdrawals due to medical or mental health situations generally require documentation.

Depending on the circumstances and date of the withdrawal, a partial refund of the program cost may or may not be available. Program directors will review each situation on a case-by-case basis. The program director will need to verify if he/she is able to receive a refund for any prepaid expenses made on behalf of the student, as this may have an impact on any refund granted.

If a student is dismissed from a program, he/she will receive no refund.

Study Abroad Program Handbooks

All program directors should prepare a program specific information packet that complies with the requirements in this handbook. The packet should be reviewed by the Office of Study Abroad. Upon approval the program director should distribute the information packet to student participants during the predeparture orientation session(s).

Sample handbooks are available from the director of study abroad.

Please use the text on the following pages in regard to: 1) medical/health situations, 2) general safety measures, 3) emergency plans and 4) evacuation plans.

The following topics should also be covered with the program handbook:

- Official program dates (arrival and departure)
- Arrival information—how to get to program site from local airports, the expected time to be at the program site, etc.
- Course information— syllabus, book list, etc.
- Itinerary and/or schedule of classes, excursions, activities, important dates, free weekends, etc. Include the contact information of all hotels, hostels, host families, etc.
- Health, safety and emergency plan template as provided by Study Abroad
 - » Emergency on-site contact phone numbers for the program director, program assistant(s), Study Abroad Office and the local U.S. embassy or consulate
 - » Student should download the International SOS app
 - » Students should be encouraged to register with the State Department online at: step.state.gov/step.
 - » Local health issues and on-site medical facilities
 - » On-site safety concerns—e.g., health (don't drink the water), safety (don't take mini cabs, don't invite new acquaintances back to campus/room, don't get into a stranger's car)
- Estimated expenses, including meals not covered by the program fee
- Currency rules and exchange rates
- Visa information
- Specific program rules—e.g., no overnight guests in residence halls, let your host family know if you will not be home for dinner, class attendance policy, hotel etiquette, bus etiquette, etc.

The following topics would be a nice addition to the program specific information packet:

- Director, faculty and program assistant contact information prior to leaving Florida Tech campus— email addresses, office phone number, etc.
- Local communication, including access to computers and internet, cell phones, etc.
- Map(s) of the local area
- Tips for living in a homestay
- Packing tips—e.g., special clothing (nice outfit, hiking gear, etc.), appliances (hairdryer, laptop, etc.), what not to bring
- Accessing money at the overseas location
- Suggested readings, guidebooks, etc.
- Vocabulary list (this could be useful for England as well!)
- Local transportation do's and don'ts and travel tips

Please feel free to contact the Office of Study Abroad regarding any questions.

Health, Safety and Emergency Plan Template For Program Handbook

Medical/Health Situations

All medical/health situations—from routine illness to serious emergency—should be reported immediately to the program director who will then give advice based on the situation. The program director may relay the details to the Study Abroad Office, which may also contact your designated emergency contact if the situation warrants.

Supplemental Study Abroad Insurance

For all Florida Tech summer programs, the program cost includes supplemental medical insurance for international travel provided by International SOS. A description of this coverage and a card will be provided to you prior to departure. Claim forms are available at our request.

General Safety Measures

- Bring your Study Abroad information packet with you abroad. It contains important telephone numbers and addresses that you may need in case of emergency.
- If you have a cell phone:
 - » Make sure that the program director has the number.
 - » Program important phone numbers into the phone.
 - » Make sure it is charged at all times.
- If you travel away from the program during free time, you are required to leave emergency contact details with the program director, including an itinerary, phone numbers and travel partners. This is not as a means of policing your whereabouts but is for emergency purposes only.
 - » Check the U.S. State Department Travel Advisories webpage:
travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html
 - » Keep in regular contact with your host family (if applicable) so they will not worry.
 - » Keep in regular contact with your family in the U.S. so they will not worry.
- Keep your passport in a safe place and carry a photocopy with you, along with personal identification, such as an ISIC card. Also keep a photocopy in a place separate from your actual passport.
- Avoid large groups or crowds, aside from class meetings. This could include boisterous gatherings for sporting events such as soccer matches, etc.
- Avoid public protests or demonstrations of any kind (political, religious, etc.). If you see police officers or soldiers arriving, leave the scene immediately, but do not run.
- Be a “discreet American”—do not be loud in bars or public places, and try to blend in with the local culture in terms of behavior, clothing, etc.
 - » Avoid stores and places where American tourists tend to gather, such as fast-food chains (McDonald’s, Pizza Hut), chain coffee shops (Starbucks) or clothing stores (Gap).
- It is recommended that you register with the U.S. embassy. For information on how to register, contact: step.state.gov/step/
- Use reasonable caution and common sense.
- Do not go out alone at night. Go out in small groups when possible. Let others know your plans.
- Be aware of the norms for local, everyday travel—e.g., know which types of taxis are safest and/or recommended, know which bus routes are safest and which should be avoided, etc.
- If you receive a direct threat of any kind, immediately contact the program director.

Emergency Plan

Florida Tech requires all study abroad programs to have an emergency plan in case of a catastrophic situation overseas. This emergency plan has been designed to prioritize the safety of students participating on this program and to ensure the physical and emotional well-being in the event that students are put at risk as a consequence of terrorist activity, natural disaster, political/social unrest or another life-threatening event. Because emergencies are, by definition, unexpected, it is difficult to plan for all contingencies. However, this plan seeks to address a range of possible situations and to provide flexibility should the need to adapt arise in a given situation.

- In case of a terrorist attack or other catastrophic emergency, return immediately to [insert primary location with street address] or to [insert alternate location with street address].
 - » If you are traveling and/or away from the general area of the program, stay where you are, and follow the guidelines of relevant and local authorities. Make contact with the program as soon as possible either by phone or by email, per the instructions below.
- Once at this “home” location, call, text or email the program director, faculty member and/or program assistant for the program [insert all applicable phone numbers and email addresses here for easy reference].
 - » If you cannot reach the identified location and/or the phones or email are not operational, stay where you are and follow the guidelines of relevant and local authorities. Make contact as soon as possible either by phone or by email, per the instructions above.
 - » The program director, faculty member and/or program assistant will give you directions on what to do, depending on the available information. However, in the absence of directions or in case of breakdown in communications, the general safety measure is to STAY in the identified location until the situation is calm.
- Once the situation is calm, if communications are not yet re-established and you cannot contact any other student or program director, faculty member and/or program assistant, contact International SOS for instructions.
- The expected cost of any phone call should not be a determining factor in whether or not to call during an emergency situation.
- International SOS will contact the identified emergency contact (i.e., parent, guardian, etc.) for each student to keep them apprised of the situation and any plans being carried out.

Evacuation Plan

Program directors will follow the advice of local authorities, the U.S. embassy or consulate and/or the U.S. State Department. In case of a catastrophic event in which remaining in the program’s location may pose a risk to students’ safety, students may be moved to an alternate location. The program director or other program leaders will contact the students and provide directions. In case evacuation out of the country is implemented, students will be transported back to the U.S. by the best means available. In either case, Study Abroad will contact the identified emergency contact (i.e., parent, guardian, etc.) for each student to keep them apprised of the situation and any plans being carried out.

Florida Tech reserves the right to change any of the emergency plan details at any time if deemed necessary in their sole discretion.

Sample Document—From A 2016 Spain Study Abroad Program

Alcohol in Spain

Alcohol consumption: the law in most European countries requires you to be at least 18 years old to drink any alcohol.

The number of bars and places in Spain that serve alcohol (even at McDonald's!) is due to social reasons. Moderate alcohol consumption in the company of friends or relatives is considered socially acceptable. On the other hand, abusive alcohol consumption is considered socially unacceptable.

Young American students are unfortunately famous all over Spain for their lack of sense in drinking alcohol, mainly because that is the first time that alcohol beverages are legal to them. Please do not follow the stereotypes, and take precautions consuming alcoholic beverages, mainly if you are not used to drinking. Avoid alcoholic drinks while traveling, when you will need all your strength for waking up early in the morning, visiting museums and walking for a long time. A museum or a walk can become a nightmare if you are suffering from a hangover.

Remember you are not a tourist, you are a STUDENT, you are expected to wake up early in the morning for classes and to be attentive.

On the other hand, abusive alcohol consumption can lead to very problematic situations in terms of health and personal safety, mainly at night. You are not the only one in trouble if something bad happens; your situation affects the whole Florida Tech group and the regular course of the itinerary. For all these reasons, please be wise.

Hotel Etiquette

While in Madrid, we stay at a four-star hotel. This hotel is generally pleasant, with full bathrooms and TVs. It offers a comfortable place to rest after a long day of excursions and guided tours. Unfortunately, students have a bad reputation among Spanish hotel owners. Many nicer hotels will not even allow groups of students (American, Spanish, French or otherwise) to stay at their establishments. We have been fortunate to maintain good relations with our hotels. This is due to the consideration and courtesy of previous Florida Tech students. Please consider the following.

1. Do not socialize in your rooms. Most Spaniards do their socializing out in the streets and in the public places. The hotel walls are very thin. If you are up laughing and talking into the wee hours, you disrupt the other hotel patrons who then complain to the manager. If you want to get together with your friends, go to a café or down to the hotel lobby.
2. Please be quiet when you return to your hotel room late at night. Loud talking, laughing and slamming doors disturbs other guests.
3. Do not take towels, hair dryers and other amenities from the hotel room. Respect the hotel property. The hotel management knows where to find us. The program director knows where to find YOU.
4. You must pay for laundry, any services you request (food, pay TV, private channels, video games, etc.) and the drinks and snacks you may take from the minibar in your room.

Bus Etiquette

Most of our domestic travel will be chartered buses. These buses are generally very pleasant with comfortable seats, air conditioning and often video players. Please keep the following in mind while traveling on the bus.

1. Please do not put your feet on the seats. This drives bus drivers crazy! They take great pride in their vehicles and feel that by putting your feet on an empty seat you soil it for another patron and put unnecessary wear on the upholstery.
2. In general eating is not allowed on the bus. You may take bottled water with you.
3. Unfortunately, there are no bathroom facilities on Spanish buses. Please remember to use the bathroom before you get on the bus in the morning. While traveling we will try to make regular stops about every two hours. These stops are most often at bars, restaurants or cafés. You are expected to order something: a coffee, a coke, a bottle of water, etc. if you use the restrooms.
4. Treat the bus driver with respect. He can be our best friend or worst enemy. Say hello to him when you board the bus and remember to thank him when he drops you off in the evening or after an excursion.

Appendix A: Student's Agreement to Terms And Conditions

Florida Tech Summer Study Abroad Program

Agreement to Terms and Conditions of Program

Assumption of Risk, Release and Covenant Not to Sue

I, the student, in consideration of my acceptance in a Florida Tech Summer Study Abroad Program (the "Program"), agree to all terms and conditions of the Program. I understand that my registration and attendance in the Program constitute evidence of my agreement to comply with all such terms and conditions. I acknowledge that participation in the program is entirely voluntary and is in no way required by Florida Tech to complete the credit hours required for a degree.

I. Terms and Conditions

- 1. Requirements:** The undersigned agrees to adhere to the Florida Tech College Honor Code and Undergraduate Code of Conduct. Prior to departure the undersigned agrees to complete any prerequisite coursework for the Program, to maintain a 2.0 cumulative grade point average and to be in good academic standing. Failure to comply with these standards and regulations may result in termination from the Program, including liability for any applicable late withdrawal penalties and/or expenses entered into by the university or Program on the student's behalf. The undersigned also agrees at all times during the Program to comply with the terms and conditions in this agreement, the rules and regulations of the university (as they appear in this agreement and in bulletins and any other Florida Tech or International SOS publications, including all rules and regulations related to the Program), the laws of the host country and, if applicable, the rules and regulations of the host university or Program.
- 2. Cost of the program:** Information regarding the cost of the Program and other particulars regarding the Program can be found in the Letter of Acceptance. Payment of all charges due must be made on or before the indicated due date and participants are responsible for the timely payment of all other charges incurred by them or on their behalf while on the Program. Participants do not receive paper bills and must access their student accounts through OPUS. Through the guest access program, participants can give their parents' permission to pay bills online. The undersigned agrees to pay all tuition and fees associated with participation in the Program to Florida Tech and assumes responsibility for any damages, losses or charges for extra services in his/her accommodations or the common areas and grounds of the host institution which may result from his or her actions or omissions.
- 3. Modifications to and/or cancellation of program:** The university reserves the right to cancel the Program and/or modify any aspects thereof at any time and for any or no reason. Upon cancellation of the Program, the university will make appropriate refunds unless the cancellation is related to an act outside the university's control, such as an act of God, accident, riots, war, terrorism, crime, unrest, strike, disease or other unforeseen and uncontrollable circumstances. In arranging for travel, lodging, student insurance and other goods or services for participants in the Program, the university acts only to arrange such services and not as a provider of such goods/services. Accordingly, all undersigned parties acknowledge and agree that the university shall bear no responsibility or liability for any act or failure to act on the part of providers of any goods/services in connection with the Program.
- 4. Termination of Participation:** The undersigned hereby acknowledges the authority of the provost or the program director(s) to terminate a student's participation in the Program if the student's behavior is inappropriate or disruptive or if other circumstances warrant such action. In cases of such termination, Florida Tech will grant no refunds and the student agrees that the university may (but is not required to) notify the student's parents or guardians of such termination. Students will abide by the Florida Tech College Honor Code, which governs all academic work and the Undergraduate Code of Conduct, which governs conduct requirements. Any violation of either Code will result in actions that may include a verbal or written warning or dismissal from the Program at any time. Violations of either Code may also result in formal disciplinary action by the university.
- 5. Major Medical and Accident Insurance:** Florida Tech has made arrangements for an insurer to provide supplemental health and accident coverage to all participants in the Program during the period that they are enrolled in the Program. This insurance is supplemental to all other health and accident insurance a participant may carry, but if a participant has no such other insurance, it provides primary coverage. The insurance is mandatory for all participants and the cost of the insurance is included in the Program Fee. Information concerning terms and conditions of the insurance, including the types and amounts of coverage, will be provided to participants prior to departure and a copy of the policy is on file at International SOS which participants may review during business hours. If, in the case of an emergency, the program director covers the cost of the student's medical expenses, the student will be required to repay the Program directly during the course of the program or immediately upon return to the U.S. Failure to pay charges in a timely may adversely affect the ability to receive transcripts, register for on-campus courses, etc.
- 6. Withdrawals, Refunds and Charges:** Once a student has applied for and been accepted to a summer study abroad program, the student is deemed to agree to enroll in the Program. To withdraw from the Program, the student must notify the

program director in writing by March 15. All notices of withdrawals must be signed and dated. An electronic mail message sent to and acknowledged by Study Abroad Programs will be sufficient notice under this section.

- » The Refund Policy is as follows: All fees are non-refundable. If the student chooses not to participate in a program activity, either mandatory or not mandatory, (such as a field trip, excursion, cultural event, meal, etc.), he/she will not be refunded any portion of the cost of the program. If the student is dismissed from the program, he/she will receive no refund.

7. Accessibility Resources: If a student is registered with the Office of Accessibility Resources (OAR), the student should contact that office to request accommodations for the study abroad program. If a student is not registered with OAR, but would like to request accommodations, he/she should, after acceptance to participate in a summer study abroad program, register with and request services from OAR. Document requirements and steps for requesting accommodations can be found by visiting the website or by contacting the office. In both cases, students seeking accommodations should discuss this request with the program director and OAR, prior to the start of the study abroad program to allow sufficient time to work through the process. Any approved accommodations will be communicated by OAR in an official manner. Generally, OAR forwards accommodation letters to program directors and appropriate program faculty. Faculty should follow the accommodations as they would normally do on campus but should discuss any concerns with OAR if they foresee problems or difficulties in making the accommodations in the abroad setting.

8. Personal Travel: When students are traveling independently and not with the Program (before/after the Program and/or on weekends), they are responsible for themselves. However, students conducting personal travel during the course of the program are advised to leave emergency contact details with the program director, including an itinerary and phone numbers.

II. Release, Covenant Not to Sue and Assumption of Risk

1. During the course of the Program, participants may face certain risks and hazards, both foreseeable and unforeseeable. These risks and hazards include, but are not limited to, the following: travel and work in difficult terrain and inclement weather; inadequate or unhealthy food and/or water supplies; accidents or collisions involving planes, trains, automobiles or other modes of conveyance; acts of terrorism, vandalism or war; storms, earthquakes or other natural disasters; government restriction or regulation; theft or other criminal acts; and accident or illness in remote locations without access to medical facilities. These risks and hazards may result in serious physical injury, sickness or death and damage to or loss or destruction of property and no guarantee can be made that the university or others can provide assistance if any of the foregoing result. Further, I am aware and understand that Florida Tech cannot guarantee what assistance it can provide, if any, if I develop a legal problem in a foreign country. The undersigned hereby acknowledges that international travel and study, including participation in the Program, involves inherent risks of physical injury, illness, death and/or damage to or loss of property and assumes all such risk.
2. The undersigned hereby agrees that in consideration of Florida Tech allowing the undersigned to participate in this Program, the undersigned does hereby release, covenant not to sue, defend and forever discharge Florida Tech, its trustees, officers, agents, employees, students and any personnel assisting with the organization or operation of the Program (including the program director, any faculty associated with the Program and any of the Program's agents/employees) of any and from all claims, demands, liabilities, rights and causes of action of whatever kind or nature, including, but not limited to, any claims for physical injury, death or property loss or damage from any cause, including negligence or resulting in any way from participation in or in any way connected with this Program.
3. The terms of this Agreement, including the terms of the foregoing Release, Covenant Not to Sue and Assumption of Risk, shall be binding upon the undersigned and his/her heirs, executors and assigns and all members of his/her family.
4. I expressly agree that this Release, Assumption of Risk and Covenant Not to Sue shall be governed and interpreted in accordance with the laws of the State of Florida without regard to conflict of law principles.
5. It is understood and agreed that all parties signing this agreement are relying wholly upon his/her/their own judgment belief and knowledge of the nature extent and duration of the Program's activities and that no representations or statements regarding the Program or regarding any other matters, made by Florida Tech, its agents, employees, officers or faculty has influenced him/her/them to any extent in making and/or signing this Agreement.

Student's signature

Date

Printed full name

Florida Tech ID no.

Appendix B: Health Information Questionnaire

Florida Tech

Summer Study Abroad Program

Health Information Questionnaire

Name _____

Florida Tech ID no. _____ Birth date _____

Program _____ Summer 20 _____

The purpose of this form is to help Florida Tech be of maximum help to you should the need arise during your summer study abroad program. Mild physical or psychological disorders can become serious under the stresses of life while studying abroad. It is therefore important that International SOS be made aware of any medical or psychological problems, past or current, which might affect you in a foreign study context. The information provided will remain confidential with Study Abroad and the program director and will be shared with other program staff, faculty or appropriate professionals only if pertinent to your well-being. Florida Tech may not be able to accommodate all individual needs or circumstances. This information does not affect your admission into a study abroad program. Please answer the questions honestly and completely. You may use the other side of the form if necessary.

- Yes No 1. Are you generally in good physical condition? (If not, please explain.)
- Yes No 2. Have you ever been hospitalized and/or had any surgical procedures? (If yes, please explain.)
- Yes No 3. Have you ever been or are you currently being treated for any physical, psychological or emotional problems? (If yes, please explain.)
- Yes No 4. Do you have any allergies? (If yes, please explain.)
- Yes No 5. Are you taking any medications? (If yes, please explain.)
- Yes No 6. Are you a vegetarian or are you on any restricted diet? (If yes for the latter, please explain.)
- Yes No 7. Is there any additional information (concerning a medical/psychological condition and/or other disabling condition) that would be helpful for the program to be aware of during your study abroad experience? (If yes, please explain.)

I, the undersigned, have provided accurate answers to the best of my knowledge in completing this document and hereby give permission to the attending physician and/or other health officials to administer emergency treatment in the event of any serious injury or illness. I also agree to notify International SOS hereafter of any relevant changes that occur in my health prior to the start of my study abroad program.

Student's signature

Date

Appendix C: Health Information Form

Florida Tech

Summer Study Abroad Program

Study Abroad Health Information Form

Every Florida Tech study abroad participant must read and sign this form indicating they understand health issues that may relate to their participation on a study abroad program.

I. Medical Conditions

Florida Tech recommends that all students get a thorough physical examination before participating in study abroad. Discuss with your physician your intent to study abroad, and get advice for managing your physical and emotional health while in another country. Describe your health condition (allergies, disabilities, psychological treatment, dietary requirements and medical needs) with your physician, and seriously consider the appropriateness of your participation in study abroad in your chosen host country.

Actions:

1. If you have any medical and/or psychological condition that may require attention while you are abroad, discuss this with your physician before going abroad.
2. Ask your physician if your medication will be readily accessible in your host country.
3. Take necessary medications (in original, labeled containers) and written prescriptions with you.
4. It is advisable that you carry a letter from your doctor explaining the use of your medication so it is not suspected as contraband.
5. Get necessary immunizations well in advance of your departure.

II. Medical Facilities/Services

Medical facilities and services will not be the same in every country. It is important to understand as much as possible about the facilities and services in your host country before you should need them.

Actions:

1. Be sure you get information in your program-specific orientation about medical facilities and services in your host city/country.
2. You will need to understand where to go for common health needs (e.g., cold, stomachache, flu, etc.) and where to go for emergencies.
3. You will need to know how medical services are paid for (e.g., out-of-pocket by the student, host country or institution, insurance, etc.).
4. Understand your insurance coverage before going abroad (does your insurance cover you in another country, what is covered, what is not, how to make claims, etc.).
5. You will need to know who to contact in case of a medical emergency.

III. Disabilities

Students requesting accommodations for a disabling condition during a study abroad program experience must make this request before going abroad to the Office of Accessibility Resources (OAR). If approved, an accommodation letter will be sent from OAR to your program director and/or the host country program director. The earlier the request is made, the more measures your program can take to discuss accommodations in the host country. Please note: "reasonable accommodations" provided on the Florida Tech campus may differ and/or may not be available in the host country.

Actions:

1. Contact OAR to request accommodations for the study abroad program.
2. Schedule an appointment with OAR to discuss services available in your chosen host country. If accommodations are approved, OAR will provide program directors with an accommodation letter specifically for the study abroad experience.
3. After review, your program director will notify you about the availability of your requested accommodations. If the requested accommodations are not available in the chosen host country and/or institution, a program director representative, in consultation with OAR, will discuss your options with you.

IV. Mental Health

Not all countries have mental health support services similar to what we are accustomed to in the U.S. Thus, students may not have access to mental health services in some countries. Whether students have utilized mental health services in the past or not, it is important for students to know if, what and where those services are available in their host country.

Actions:

1. Be prepared for cultural adjustment before studying abroad.
2. If you are currently utilizing or have previously utilized mental health services, you should contact your treating provider before going abroad so you and your provider can discuss your needs, the advisability of participating in a study abroad program and any potential issues that may arise, so you can develop a plan of care plan while abroad.

V. Emergencies

The majority of students participating in study abroad never experience an emergency while abroad. However, any emergency is less traumatic when you are prepared to deal with it effectively and efficiently. It will make you feel more comfortable if you take the time to plan for a potential emergency when you arrive at your host location.

Actions:

1. Carry some form of identification with you at all times (your name, your host country address, host country phone number, copy of passport and visa).
2. Carry emergency numbers and contacts with you.
3. Know where the local hospitals are located and how to get there.

I have read and I understand the information provided in this Health Information document. I know what actions to take for support and assistance in preparing for my study abroad experience.

Student's signature

Date

Printed full name

Florida Tech ID no.

Appendix D: Consent for Release of Information/Emergency Contact Information

Florida Tech Summer Study Abroad Consent for The Release of Information

Name _____

Florida Tech ID no. _____ Study abroad program _____

For the duration of the period during which I am abroad in connection with my participation in a Florida Tech summer study abroad program, I consent for Florida Tech to release to my parent(s) or guardian(s) or, if I am married, to my spouse, (sign your initials at any/all statements to which you agree):

- Any and all information directly or indirectly related to my health, safety or well-being that it becomes aware of
- Any and all information directly or indirectly related to my academic record, grades and/or registration
- Any and all information directly or indirectly related to the financing of my education, i.e., bursar bill, financial aid and program fees
- I acknowledge and agree that Florida Tech is not required by virtue of my consent to release any information concerning me to any person but rather is permitted to release such information that it determines, in its reasonable discretion, is necessary or appropriate under the circumstances.

Contact Information

Contact name _____

Nature of relationship to you: Parent Legal Guardian Spouse Other, please explain _____

Street address _____

City, state, ZIP _____

Home phone _____ Work phone _____ Cell _____

Email address _____

I understand that this consent may only be revoked in writing signed by me and received by the International Academic Programs, Florida Tech.

Emergency Contact Information

In addition, I authorize Florida Tech to contact the above person in the event of an emergency during my study abroad program. If the above person is not the same person to contact in case of emergency, please provide additional emergency contact information:

Contact name _____

Nature of relationship to you: Parent Legal Guardian Spouse Other, please explain _____

Street address _____

City, state, ZIP _____

Home phone _____ Work phone _____ Cell _____

Email address _____

By signing below, I acknowledge that I have **read** and **understood** this consent as it relates to me.

Applicant's signature

Date

- Yes, Florida Tech may send the above contact person information about the study abroad program such as program handbooks and other materials if requested.

Appendix E: Behavioral Contract

This Behavioral Contract is used for the Oxford Summer Study Abroad. Adapt this for your program, go over details at predeparture orientation, and collect signed originals prior to departure. Review the contract again upon arrival/at on-site orientation.

All students participating in the Florida Tech Oxford Summer Study Abroad Program are subject to all rules and conduct codes outlined in the Florida Tech Student Handbook. As a participant in this program, you are an ambassador of your school and your country and are expected to act accordingly. Because we are the guests of another institution, additional rules are outlined below.

Weapons

Weapons (including pocketknives, Mace/pepper spray) are NOT permitted. They will be confiscated and disposed of if you bring them. All illegal drugs, including marijuana, are prohibited. If you are arrested or fined, you will be required to call your family for assistance and may be immediately dismissed from the program.

Alcohol

Florida Tech is a guest of the University of Oxford. Jesus and Exeter Colleges, Oxford require a ban on bringing your own alcohol on to campus by all students regardless of age. No alcohol (with the exception of alcohol served by the college) will be permitted on the Jesus and Exeter College campuses.

The legal drinking age in the United Kingdom is 18 years of age; therefore, alcohol can be purchased in local pubs by students who are of legal age in the U.K. Students are not to return to their college in an intoxicated state. The entrances to the colleges are manned by 24-hour security guards (porters) who will report all unsavory behavior to the program director. Such behavior will result in appropriate disciplinary action including fines, discipline reports sent to Florida Tech's Office of Student Affairs and if necessary, removal from the program without refunds.

Housing Policies

The following are expected of each student living in Oxford college facilities:

- Adherence to university regulations and Jesus/Exeter College regulations
- Consideration and cooperation
- Responsibility for the protection of university and private property
- Respect for each individual's right to privacy and quiet (9 p.m.–8 a.m. quiet hours)
- Maintenance of suitable conduct, including language (rampant swearing is socially unacceptable in most public situations in the U.K.)
- Cooperation in keeping the flats and surrounding areas neat and clean at all times
- Overnight guests are not allowed on main campus. See the director for assistance with booking them their own room (fee paid to Jesus/Exeter College).

All program participants are subject to the Florida Tech Code of Conduct and Disciplinary System outlined in the Student Handbook. **Any student who is a danger to her/himself, others or the program's success and good name will be sent home at the discretion of the program director at the student's own expense with no refunds.** By signing below, I acknowledge the policies and procedures that I must follow as a participant in the Florida Tech Oxford Summer Study Abroad Program at Jesus/Exeter College, Oxford. **I also understand that all program fees including room, board, tuition and program application are completely nonrefundable due to the nature of the program.**

Student's signature

Date

Appendix F: Academic Accommodations—Student Self-Identification Form

Study Abroad Self-Identification: Academic Accommodations Requests

In accordance with federal law, students with documented disabilities are entitled to reasonable and appropriate educational accommodations. Florida Tech is committed to equal opportunity for persons with disabilities in the participation of activities operated and sponsored by the university. The Office of Accessibility Resources (OAR) is designated to register and assist any student with a “qualified” learning, physical and/or psychological disability.

Reasonable accommodations will be made on an individual basis, if available in the host country and/or host institution and may differ from the Florida Tech campus. It is the responsibility of the student, however, to seek available assistance and to make his/her needs known.

If a student is registered with the Office of Accessibility Resources (OAR), the student should contact that office to request accommodations for the study abroad program. If a student is not registered with OAR, but would like to request accommodations, he/she should, after acceptance to participate in a summer study abroad program, register with and request services from OAR. Document requirements and steps for requesting accommodations can be found by visiting the website or by contacting the office. In both cases, students seeking accommodations should discuss this request with the program director and OAR prior to the start of the study abroad program to allow sufficient time to work through the process. Any approved accommodations will be communicated by OAR in an official manner. Generally, OAR forwards accommodation letters to program directors and appropriate program faculty. Faculty should follow the accommodations as they would normally do on campus but should discuss any concerns with OAR if they foresee problems or difficulties in making the accommodations in the abroad setting.

For further information, contact OAR:

- Phone: 321-674-8285
- Email: accessibilityresources@fit.edu
- Website: floridatech.edu/accessibility-resources/about-us

Appendix G. Emergency Contact Form

Please print all information clearly and sign at the bottom.

Name _____ Florida Tech ID no. _____

Summer phone number(s) _____

Summer email address you will check regularly _____

Parent or guardian/s name(s) _____

Nature of relationship to you: Parent Legal Guardian Spouse Other, please explain _____

Parent or guardian's phone number: Day time _____ Evening _____

Email address _____

Alternate contact name, number, relationship _____

Your blood type _____

Allergies (to drugs, food, etc.) _____ Medications _____

Medical condition(s) _____ Are you a vegetarian, vegan, etc.? _____

You will be participating in Florida Tech's _____ Study Abroad Program.

While participating in this program, you are subject to all rules and regulations of Florida Institute of Technology, even when traveling outside the U.S. All fees are nonrefundable.

A Florida Tech administrator or professor may need to call your family in case of emergency or warranted situation. Please sign below to give us the right to make a call if necessary and to confirm that you understand the rules and regulations of participating in this Florida Tech study abroad program.

Student's signature

Date



Office of Study Abroad

Florida Institute of Technology
150 W. University Blvd.
Melbourne, FL 32901-6975

