



# Faculty Leader Handbook

**UCF Abroad**

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# Dear Faculty and Staff,

Thank you for committing your time toward enhancing the student experience at the University of Central Florida. UCF Abroad believes studying abroad can be one of the most enriching and inspiring experiences in a student's college career. Our primary goal is to assist you in designing and launching an international opportunity that fully complements your learning objectives with the advantages of learning on-site and in the field. In doing so, we also seek to ensure that our programs reach the highest standards of safety, are logistically and financially feasible, and are widely accessible to the entire UCF community.



Leading a study abroad program will give you the opportunity to reach students in a way you never could on campus. You will spend much more time with your students, both in and out of class. You will likely serve as a translator, tour guide, and mentor among many other things! By sharing this experience abroad with your students, it is our hope that this contributes to your own professional development and further informs your approach and perspective toward your discipline.

UCF Abroad is responsible for the administration and overall management of programs. In accordance with [UCF Policy 2-902](#), any faculty member who wishes to direct a program abroad that carries academic credit must work through the UCF Abroad Office. This is essential to promote program success and quality and to ensure compliance with UCF academic and administrative policies, as well as state and federal mandates.



This handbook is designed to provide Faculty Leaders with guidance as you develop and lead a UCF short-term study abroad program. In its pages, you will find information outlining the responsibilities of both the Program Leader and the UCF Abroad Office. Thank you again for your dedication and contribution to making the world your campus.

# FACULTY ELIGIBILITY & PROCESS OVERVIEW

UCF Abroad is excited to collaborate with faculty to develop short-term study abroad programs that provide a rewarding international and educational experience. A unique and well-developed study abroad experience serves as a High Impact Practice (HIP) that promotes well-rounded graduates who are compassionate, knowledgeable, and competitive in their fields.

Interested faculty and staff who have the support and approval of their administration and academic unit are encouraged to develop and lead a program. As you design and prepare your program, please keep the expectations and responsibilities of being a Program Leader in mind:

## Faculty Leader Eligibility and Guidelines:

- Faculty are encouraged to dialogue with their administration to determine if support for a study abroad program is possible. All Faculty Leaders are compensated by their sponsoring department in accordance with the Collective Bargaining Agreement and in consideration for the unit's budget.
- Ultimate approval for faculty participation must come from the sponsoring department/college. UCF Abroad advises all faculty to discuss their program plans with their appropriate administrative leaders before submitting a final proposal.
- Those proposing a program are required to hold appropriate credentials for the course that they plan to teach.
- For liability reasons, UCF Abroad cannot approve of a faculty member's spouse or partner to join a study abroad program, unless this person is a current UCF employee at the time of program execution. For similar reasons, Faculty Leaders may not bring children or other dependents on a program.
- Due to the critical role the Faculty Leader plays in a program's success, faculty who will be absent from campus (such as sabbatical or extended leave) for significant parts of the academic year are not eligible to lead a program during that year.

It is also important for Faculty Leaders to consider:

**Time Commitment:** Although the amount of time required depends on the complexity of your program, Faculty Leaders must be aware that developing a program demands a significant time investment. While UCF Abroad and academic departments work together to develop and organize programs, Faculty Leaders are the driving force behind a successful program. As such, they should expect to spend several hours a week working on their program and communicating with interested students and UCF Abroad.

**24/7 Responsibilities Onsite:** Faculty program leaders will have more responsibilities during their program than in a traditional on-campus course. Program Leaders accept the challenge of serving as administrator, advisor, facilitator, first-responder, and most importantly, an educator to students for the duration of the program. Additionally, Program Leaders are expected to communicate with UCF Abroad staff to address any questions or concerns they have regarding the program and its participants while on site.

UCF has a rich history of successful study abroad programs led by experienced faculty that can serve as a resource for you. Faculty Leaders will be included in weekly emails from UCF Abroad, highlighting events, important reminders, and any relevant updates to our website. These emails also serve to put you in contact with other active program leaders and foster a community of study abroad faculty. Should you have any questions or need any additional support, we encourage you to reach out to another member of your cohort of program leaders.

## Program Development Timeline Overview

Developing a successful Study Abroad/Study Away program requires a significant time investment from faculty members. The process of developing a proposal takes an entire academic year, and the work of recruiting students and preparing for the experience is a months-long process. The UCF Abroad staff is prepared to guide faculty through each stage of program development to ensure a positive and rewarding experience for Program Leaders and students.

There are five main stages of a Study Abroad/Study Away program:

1. **Development:** This initial stage is when your partnership with UCF Abroad begins.
  - a. Discuss and decide on important program details during the academic year before your program will be delivered
2. **Recruitment:** The second stage is when you work with UCF Abroad to inform, recruit, and interview student participants.
  - a. The process begins at the beginning of the academic year when your program will be delivered.
3. **Preparation:** During this third stage, Faculty Leaders and students complete their training and orientation, as required by UCF Abroad.
  - a. Program Leaders arrange and hold pre-departure meetings with students 1-3 months before the program begins.
4. **Program Delivery:** Program Leaders and students arrive on site and engage in scheduled program activities.
  - a. During the program dates, Program Leaders will maintain frequent communication with students and UCF Abroad to ensure a successful and rewarding experience.
5. **Conclusion:** Program Leaders submit program documentation and student grades.
  - a. Between the return date up to 6 weeks after the program concludes, Program Leaders will also complete an in-person debriefing session with UCF Abroad.

Please read through a more complete description of each stage on the pages that follow.  
Please contact UCF Abroad with any questions you have.



# DEVELOPMENT

*Transform your vision into a polished study abroad opportunity*

The Development stage is when faculty work with UCF Abroad to create a proposal that is engaging, accessible, and sustainable.

- Faculty who are interested in leading a Study Abroad/Study Away program should schedule a meeting with UCF Abroad in August of the year **before** they wish to offer their program. Please email [studyabroad@ucf.edu](mailto:studyabroad@ucf.edu) to schedule an initial meeting.
- There are multiple considerations about your program you will discuss with UCF Abroad during the development stage to ensure that your program proposal is thorough and complete. The table below provides you with more specific information about the considerations, faculty responsibilities, and UCF Abroad contributions during this stage.
- Program proposals are due in April of the academic year **before** your Study Abroad/Study Away program will take place.

CONSIDERATION	FACULTY TASKS	UCF ABROAD TASKS
<b>Program Proposal</b>	<p>Meet with UCF Abroad to begin the proposal process.</p> <p>Discuss the program curriculum, objectives, and activities with UCF Abroad and administrative supervisors.</p> <p>Consider minimum academic requirements for student participation.</p> <p>Complete and submit proposal in April.</p>	<p>Research location, activities, security and potential providers.</p> <p>Offer suggestions for a program that are sustainable, accessible, and inclusive.</p>
<b>Budget</b>	<p>Collaborate with UCF Abroad to discuss and refine the budget.</p> <p>Consider alternative activities to maintain affordability</p> <p>Obtain administrative signatures for initial budget.</p>	<p>Correspond with providers and host universities abroad to receive pricing.</p> <p>Draft budget sheets for review by the faculty and administration.</p>
<b>Itinerary</b>	<p>Determine components of your program’s coursework.</p> <p>Develop program activities that contribute to program objectives.</p> <p>Plan a possible itinerary to review with UCF Abroad.</p>	<p>Assist faculty to develop the program itinerary in conjunction with 3<sup>rd</sup>-party providers.</p> <p>Communicate with providers and faculty about updates and itinerary revisions.</p> <p>Ensure issues of inclusivity are addressed with the faculty member and service providers.</p>
<b>Marketing Strategy</b>	<p>Create an engaging program description for use on your program website.</p> <p>Address and ensure inclusivity</p> <p>Coordinate with relevant RSOs at UCF and at other Florida state institutions to market the program.</p> <p>Contact faculty colleagues and home department administrators to promote the program across courses.</p> <p>Schedule marketing opportunities, including the Fall Study Abroad Fair.</p>	<p>Review, refine, and post program website.</p> <p>Partner with faculty to develop a customized marketing plan, including participation in Study Abroad fairs.</p> <p>Help faculty address questions about inclusivity</p>

## PROGRAM PROPOSAL

Outlined below are the necessary documents for proposal submissions.

- All required documentation can be found on the [UCF Abroad website](#).

## Required Documents:

1. **Faculty-Led Short-Term Proposal:** This document outlines the foundation of the study abroad program, and should be completed with the student audience in mind. There are two types of proposal documents; please use the information below to determine which proposal form you should complete.
  - a. **Initial:** For all new programs and any program undergoing a significant change, such as a different Program Leader, country, or course.
    - i. Use this form if the program has not been offered within the last two years.
  - b. **Renewal:** Use this form to renew a program that has not had any significant changes and has been offered within the last two years.

*Proposal forms require the signatures of the Department Chair, College Dean, Program Leader(s) and UCF Abroad Representative(s).*

2. **Short Term Study Abroad Appointments:** This document contains the Program Leader's appointment and confirmation as the instructor for the study abroad program. This form also outlines the terms for the Program Leader's compensation.

*This form requires the signatures of the Department Chair, College Dean, Program Leader(s) and UCF Abroad Representative(s).*

3. **Course Scheduling Form:** This document includes all course details including course number(s), program dates, and credit hours. This form is critical to ensuring the UCF Abroad Office can collaborate with college and department schedulers to create your program course for enrollment.

*This form requires the signature of your Department Chair.*

4. **Syllabus or Detailed Course Description:** Program Leaders must provide a comprehensive syllabus or course description for each course offered for review and approval. Faculty must explain how each element or activity of the program contributes to reaching the course's established learning objectives.
  - a. Faculty are encouraged to consult with UCF Abroad staff and past Program Leaders to develop course components that are academically rigorous and achievable for students participating in the program.
  - b. All proposals must clearly address intended learning objectives and reinforce the university's commitment to High Impact Practices and the High Impact Experience Initiative (Division of Teaching and Learning). More information on these topics can be found online:
    - i. <https://dtl.ucf.edu/hip/>
    - ii. <https://dtl.ucf.edu/faculty/high-impact-practices/signature-experience/>

## Proposal Deadlines

**Spring/Summer Program Deadline:** May 8

**Fall Programs:** January 15

(approximately 13 months before a program is to begin)

(approximately 10 months before a program is to begin).

**If either day falls on a weekend the deadline is the following Monday.**

All documents may be emailed to [studyabroad@ucf.edu](mailto:studyabroad@ucf.edu) –OR– dropped off to Suite 115 in the UCF Global building.

## Committee Review:

A committee comprised of faculty, staff and UCF Abroad representatives will review all proposals to determine which programs will be accepted for promotion in the following year. Program Leaders may be asked to resubmit their proposal with additional information. The criteria and questions the committee will consider can be found below.

## Proposal Review Criteria and Guiding Questions:

During the proposal review process, the committee will consider the criteria and guiding questions below.

- 1. Potential transformative impact on the student/faculty experiencing the program:**
  - a. Does the proposed program offer the potential to enhance student and faculty cross-cultural competency?
  - b. Can the program offer faculty a high impact opportunity for expansion of research interests, enhance the curriculum and/or support comprehensive internationalization of the campus?
- 2. Internationalization of the curriculum:**
  - a. Does the proposed program offer an opportunity to explore areas of curriculum through study abroad that are new to study or research abroad at UCF?
  - b. Can the opportunity contribute toward fostering an environment of diverse perspectives and global awareness as they relate to the student and faculty experience at UCF?
- 3. Objectives and Learning Outcomes:**
  - a. Are the program/course objectives clear and related to the proposed study abroad program?
  - b. Is there a clear connection between the suggested itinerary and learning outcomes?
- 4. Impact and relationship to UCF international goals:**
  - a. Does the proposed program clearly relate to the university's strategic development goals by contributing to comprehensive internationalization and increasing student opportunities for participation in high-impact practices?
  - b. Does the opportunity have potential to significantly increase our success in implementing those goals at UCF?
- 5. Expansion of UCF's presence in underrepresented countries and fields of study:**
  - a. Does the proposed program expand the operational footprint of the university to new countries or regions? For a list of countries UCF is currently offering programs in, please visit:  
<https://studyabroad.ucf.edu/index.cfm?FuseAction=Programs.ListAll>
- 6. Marketability and Student Interest:**
  - a. Does the proposed program welcome students from various academic programs or appeal to academic departments with large populations?
  - b. Will the program provide opportunities to travel to new countries or regions that are popular or marketable with students?
  - c. Does the program offer coursework that is applicable to a student's major, minor or General Education requirements?
- 7. Potential benefit to the university community:**
  - a. Does the proposed program increase the accessibility of study/research abroad opportunities for a diverse population?
  - b. Can the opportunity serve as a high-impact academic experience that compliments the student or faculty classroom experience on campus?
- 8. Feasibility of establishing a course independent of the faculty member:**
  - a. Is the proposed program capable of getting "buy in," or support, from other faculty in the department or College?
  - b. Can the opportunity be extended to offer a research or professional development opportunity for other colleagues in the same area of study?

## BUDGET

All UCF Abroad programs are self-supporting, meaning all costs of offering the program, including the cost of the Faculty Leader's travel, must be covered by the program fee charged to the students.

- Once finalized, the budget cannot be changed except with the approval of UCF Abroad.
- Any expenses incurred by the Faculty Leader that have been not approved prior to budget finalization will not be reimbursed.

**Cost Effectiveness & Financial Accessibility:** UCF Abroad is committed to maximizing financial accessibility to study abroad opportunities. It is critical that Faculty Leaders, with the guidance of UCF Abroad, develop a program budget and itinerary that is economical and financially disciplined.

- UCF Abroad reserves the right to alter program itineraries and activities, in collaboration with the Faculty Leader, to ensure that all programs follow this requirement.

**Required Documents:** Outlined below are necessary budget documents. *Each budget requires the signatures of the Department Chair, College Dean, Program Leader(s) and UCF Abroad Representative(s).*

1. **Initial Budget:** The initial budget is calculated during the initial proposal process and can be adjusted through the recruitment phase.
2. **Final Budget:** After the commitment deadline passes, UCF Abroad will reach out to all providers and host institutions to confirm the final budget/student program fee based on final cohort numbers.

During the development phase, faculty will work with UCF Abroad to determine and adjust program expenses.

Typical program expenses may include, but are not limited to:

- Ground transportation
- Accommodation for students & Faculty Leader
- Classroom/meeting space rental
- Admission to museums and sites of interest
- English-speaking tour guides
- Honoraria to guides & drivers
- Some pre-planned meals for students & Faculty Leader with cultural relevance
- Faculty Leader airfare & transportation
- *Per diem* for Faculty Leader
- International cell phone usage fees
- UCF Abroad administrative fee (obligatory)

Typical program expenses that may **NOT** be included, among other items:

- UCF Tuition (federal aid awarded may be used for a study abroad experience)
- Round-trip airfare
- Passport or visa expenses
- Branded items (i.e. matching t-shirts or luggage tags)
- Meals, other than those in itinerary
- Currency exchange fees
- Personal/miscellaneous expenses

**Selection of On-Site Program Partners:** UCF Abroad, in collaboration with the Faculty Leader, will work to determine which partners are best for the location and academic needs of the program.

- Typically, all programs contract with a third-party study abroad partner or university partner to handle on-site logistics.
- UCF Abroad staff will be the primary point of contact with all overseas vendors and should be included in any direct communication that a faculty leader may have with a vendor.

**Faculty Leader Compensation:** Program Leaders are compensated in accordance with the Short-Term Study Abroad Appointments form.

**Faculty *Per diem*:** *Per diem* rates are calculated at 100% of the US State Department international travel rates and are set at the time of initial budgeting for the program. Once the *per diem* snapshot is documented in this



phase, further adjustments cannot be made as they would change the advertised cost of the program for students.

- Faculty Leaders will receive 80% of their allotted *per diem* via direct deposit approximately two weeks before program launch. The remaining 20% is provided upon program conclusion.

**Airfare:** UCF Abroad will book faculty flights in consideration of both the Faculty Leader's preferences and the standard UCF Travel Manual.

- Flights will be booked with economy in mind and with a focus on keeping the student budget as low as possible.
- Flights may include additional stops and will not include seat selections unless this option is provided at no additional charge.

## **OTHER BUDGET CONSIDERATIONS**

In an effort to reduce financial barriers for students, UCF Abroad emphasizes the importance of minimizing student costs in the development of program budgets. Below are some factors to consider when developing a program:

### **Does the significance of the proposed program location justify the cost?**

- When addressing this question, the most important factor to consider is the connection of the location to the course content. Other factors include student interest in the location, availability of support services, and cost and ease of transportation, housing, etc. UCF Abroad program coordinators can advise on the logistical aspects of specific locations.

### **Do the proposed excursions further the academic goals of the course of study?**

- "Tourist" excursions may be costly; if they are not strongly tied to the academic goals of the program, UCF Abroad may recommend eliminating them from the program itinerary.

### **Can the academic goals of the program be accomplished in one destination versus multiple locations?**

- Some programs truly require multiple sites, whereas in others, one destination of significance will serve the academic purposes of the course. Each site adds new transportation expenses and logistical arrangements, which can be very costly. The additional travel can also add to the potential safety risks associated with the program. UCF Abroad will seek to design programs with a streamlined itinerary in mind.

### **Does the anticipated number of students, location, and/or logistics justify the number of Faculty Leaders?**

- A low student to faculty ratio often creates an undue cost burden on student participants, who must pay their own expenses plus those of Faculty Leaders. As a general guideline, UCF Abroad will plan for a minimum of 10 student participants to one faculty leader. To maximize accessibility and affordability, UCF Abroad will not operate a program with fewer than 10 participants.

Should a program recruit more than 10 students, UCF Abroad will coordinate with the Faculty Leader to determine an appropriate threshold for including an additional Faculty Leader on the program. All expenses for the additional leader should be taken into consideration and offset by additional student participants to keep the program's cost stable.

### **Does UCF or the Faculty Leader have a relationship with a university in the desired location?**

- The ability to connect faculty-led programs to existing university partnerships (usually exchange agreements) has multiple benefits. If the institution can provide logistical support, classroom, and/or housing, it helps control cost and gives potential access to local experts, and a population of students in the host country, thereby deepening the cultural experience of participants.

## ITINERARY

This section presents general UCF Abroad program itinerary specifications for program development purposes. UCF Abroad will serve as a resource and guide in building a creative and well-rounded program itinerary. In partnership with the UCF Global Health & Safety team, we will investigate and evaluate the following items:

- Program location and overall area safety
- Proposed excursions, tours and experiential learning in relation to learning objectives
- Risk, specifically relating to student security, health and safety
- Integrity and viability of service providers or host institution(s)

## UCF Standard Itinerary Format

### Academic engagement:

- All program itineraries should be designed such that two-thirds of each program day (“Day” meaning each morning, afternoon, and evening cycle), and overall program time, are directly related to the stated course objectives.
  - Attention should be made to maintain an appropriate balance between academic rigor and cultural enhancement.
  - Should an itinerary item that is academic in nature be canceled, this item should be replaced with the most suitable academic substitution available rather than cultural activities.

### Reflection/Processing Time:

- All weekday program days should feature time for processing, reflection, and academic engagement.

### Cost efficiency/accessibility:

- All programs should be designed with fiscal stewardship as a key consideration. Program Leaders are encouraged to
  - Use public transportation when possible
  - Use lower-cost charter options when appropriate
  - Arrange for sensible accommodation options (3-star or below) that provide ease of access to itinerary items for all participants
  - Avoid location premiums for city center, when possible.
  - Exclude activities and itinerary items that are inaccessible to all participants, time-consuming, at significant distance, or that add to program costs.

### Cultural Engagement/Authenticity:

- All programs should be designed to afford maximum opportunity for authentic, hands-on, cultural immersion and engagement. Such activities may include
  - Providing for a local cultural orientation at program start to frame the student experience
  - Maximizing connections for local guest speakers, site visits, and cultural engagement
  - Taking advantage of opportunities to volunteer or provide service to local communities in connection to learning objectives

### Environmental Sustainability/Conservation:

- All programs should include consideration for sustainability and conservation of the local environment.
  - Faculty are encouraged to take advantage of options with a lower carbon footprint and that demonstrate ethical responsibility.

### Appreciation for Diversity:

- Program designs should take into consideration and provide for educational experience with diverse populations in the host environment.
  - Faculty are encouraged to consider including opportunities to engage with indigenous peoples, the LGBTQ+ community, people who are differently abled, marginalized populations, and underrepresented

cultures in ways that respect these populations and that reflect UCF's commitment to diversity and inclusion.

## **Additional Considerations for Itineraries**

**Academic Rigor:** All study abroad programs require comparable academic standards as courses held on-campus.

- In addition to meeting specific college or department course guidelines, minimum contact hours needed for appropriate credits offered must be followed.
- Students are required to attend all classes and all excursions that are a part of the program itinerary, with the only exception because of illness.
- Faculty Leaders are encouraged to establish a clear schedule for any necessary pre- and post-program group meetings early in the planning process. Doing so will both ensure the program meets contact hour minimums and establish expectations for participants.

**Health and Safety:** Health and safety abroad is a major concern and priority of the University of Central Florida when assisting in planning faculty-led programs.

- Health and safety considerations impact numerous aspects of a program including selecting program locations, accommodations, itineraries, work with community organizations, and travel arrangements.
- All registered student and faculty travelers will be covered by the UCF traveler assistance policy.
  - More information on the outline of coverage and terms of usage will be forwarded nearing program departure by both the UCF Abroad and UCF Global Health and Safety teams.
- Discuss best practices for responding to health and safety issues.
  - Review UCF Abroad's guidelines about who to call first if an issue comes up – should the faculty member contact UCF Abroad first? Who is the next point of contact if the Faculty Leader is unable to reach someone from UCF Abroad?

**Cost Effectiveness & Financial Accessibility:** UCF Abroad is committed to maximizing financial accessibility to study abroad opportunities.

- It is critical that Faculty Leaders, with the guidance of UCF Abroad, develop a program budget and itinerary that is economical and financially disciplined.
- UCF Abroad reserves the right to alter program itineraries and activities, in collaboration with the Faculty Leader, to ensure that all programs follow this requirement.

**Provider/Host University Relations:** UCF Abroad will work directly with all providers and institutional partners.

- Program Leaders should not negotiate with vendors or host institutions on behalf of themselves personally or the program for items or services without UCF Abroad consultation.
- In the unique circumstance where a Faculty Leader is the sole-communicator with a provider or host university, they must submit all pricing/proposal details to UCF Abroad as soon as possible. Then, UCF Abroad will create a custom program itinerary in a standard UCF format. For health and safety purposes, this must be submitted as soon as possible. UCF Abroad must have an accurate daily itinerary for the entire program. The faculty member should never sign contractual documentation and/or commit to terms of service.

# RECRUITMENT

*Build interest and momentum to promote your program and connect with students*

Recruiting participants for short-term programs is one of the most important duties of the Faculty Leader. Since all programs need a minimum number of students to be successful, it is crucial to engage students by remaining personally available and maintaining a consistent message throughout the process.

**Successful recruitment for all programs is the result of *consistent* and *timely* communication from faculty to student.**

**The more engaged you are as the Faculty Leader, the more likely a student is to go on the program.**

RECRUITMENT STEP	FACULTY TASKS	UCF ABROAD TASKS
<b>Advertising</b>	<ul style="list-style-type: none"> <li>Tabling at study abroad fairs</li> <li>In-class presentations and info sessions to encourage excitement and applicants.</li> <li>Maintain communication with students.</li> </ul>	<ul style="list-style-type: none"> <li>Tabling arrangements, info sessions and student advising.</li> <li>Creation of website &amp; marketing materials.</li> <li>Assist faculty by answering their questions or those asked by students.</li> </ul>
<b>Interviews</b>	<ul style="list-style-type: none"> <li>Schedule one-on-one meetings with applicants</li> <li>Evaluate students' responses to interview questions</li> <li>Inform students of program expectations and itinerary.</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate with Faculty Leader and students to arrange meeting times if needed</li> <li>Email students about application status and next steps</li> </ul>
<b>Manage Applications</b>	<ul style="list-style-type: none"> <li>Monitor applications and assess marketing needs.</li> <li>Digitally update application statuses.</li> <li>Inform students of program and application status updates</li> </ul>	<ul style="list-style-type: none"> <li>Oversee all study abroad applications.</li> <li>Continue answering all questions and student specific inquiries.</li> <li>Send Faculty Leader weekly tips and updates.</li> </ul>

## ADVERTISING

Program marketing begins the moment your program proposal is approved by UCF Abroad. There are many ways to share information and excitement about your program with potential participants -- attending study abroad fairs, presenting information sessions, utilizing college newsletters, and posting on social media. Throughout the entire process, it is of utmost importance that marketing should carry a consistent and accurate message, particularly regarding price and itinerary information.

- **UCF Abroad Fair:** UCF Abroad will present two study abroad fairs throughout the calendar year – typically during the second week of September and February. All Faculty Leaders should attend, as this is a great time to speak about your program with prospective participants.
- **Program Website:** The most successful program websites include the following:
  - An exciting program overview
  - Engaging photos, preferably from the program in past years
  - An outline of learning objectives
  - Updated syllabus
  - Program leader biography and photo
  - Daily and detailed itinerary
  - What costs are included & excluded
  - Program fee
  - Program leader contact information
  - Interview procedures

All website content will be reviewed and posted online by UCF Abroad. After reviewing the proposal documents and past website details (if applicable), UCF Abroad will send the working version of the program website to the Program Leader in Microsoft Word format.

**Standard Marketing Materials:**

- UCF Abroad will assist faculty in the creation of marketing materials. Faculty are welcome to submit their own materials to UCF Abroad for consideration, as well.
- In the interest of accuracy and consistency, all marketing materials should be created or approved by UCF Abroad before they are distributed on campus, via email, or on department and faculty websites.

**Timeline for Finalizing Program and Marketing Information**

- For UCF Abroad to effectively market your program, we need accurate and complete information to communicate to students as early as possible. To facilitate this, UCF Abroad will utilize the following timeline for meeting important milestones. UCF Abroad will not make a program page “live” if we cannot present all final program information by these dates.

MILESTONE	DUE DATES
Initial program pages posted on UCF Abroad portal	Mid- August
Feedback sent to faculty regarding initial page, outstanding items, and necessary amendments/additions	August
Feedback and missing items from Faculty due	Beginning of September
All program information accurate with final/polished webpage	FALL FAIR- September

**CONNECT WITH STUDENTS**

A strong predictor of program success is the level of engagement between faculty and students throughout the application process and the weeks leading up to departure.

**From Interest to Application**

Once a student shows interest in your program there are several best practices that you can employ to help turn their interest into an actual program application.

**A. Be available**

- If students have any burning questions (“Are any vaccinations required? How much money should I bring with me?”), they will often send you an email or stop by your office.
- The more questions they ask, the more interested they are!
- If you have a preferred method of contact with students, whether through email, phone, or during office hours, request that they use it – in the same way you would do for class.

**B. If you do not know, just ask**

- UCF Abroad staff are here to support your program.
- If you cannot find the answer, we will help you find it.

**C. Keep in touch**

- Staying in frequent contact with the UCF Abroad staff and with your students will promote a smooth process for all involved.
- If you would like adjustments made to your program’s webpage, additional marketing materials, or classroom presentations, please let us know and UCF Abroad will do its best to accommodate your requests.

## INTERVIEWS

After submitting their application, all potential study abroad participants are required to meet with the Faculty Leader to be accepted into a program. The purpose of this interview process is to:

- provide both faculty and students the opportunity to meet and learn more about each other,
- gauge students' academic preparedness, and
- assess the potential for extenuating circumstances or factors that could inhibit the students from fully taking advantage of the experience abroad or adversely impact the entire study group.
- Faculty Leaders should be prepared to discuss program details including program cost, dates, the itinerary, student housing during the program, course schedules, and student leisure time. Financial preparedness should be discussed with the applicant for their benefit, and the stability of the program. Additionally, Faculty Leaders should be prepared to answer students' questions and to ask their own of students. Faculty should prepare a list of interview questions that will help them. It is the Faculty Leader's responsibility to ensure that the interview process remains fair and consistent across all applicants for the program.
  - The denial of a student's application for participation should be documented, well justified and rooted in academic performance and disciplinary considerations.
  - Faculty Leaders should note that a) students cannot be denied access to a study abroad opportunity for reasons relating to their personality or b) other abstract considerations.

Faculty Leaders are welcome to use the sample interview questions below during their interviews with applicants:

- Why did you select this study abroad program or country?
- What similar courses have you taken?
- Have you taken any language courses? What languages do you speak?
- Have you ever traveled abroad before? Where? Do you have a passport?
- What do you hope to gain from this experience? What are you most excited to see or learn?
- How do you handle stress/change?
- Do you have any allergies?
- What fears or concerns do you have about being abroad?
- Do you have any siblings? Have you ever lived away from home? With roommates?
- What else should I know about you? For example: favorite books, movies, music, places, food? What do you do for fun? Do you play any musical instruments/sports?

### Faculty Leaders should note the following:

**Confidentiality:** Applicants should be made aware that interview feedback might be shared with UCF Abroad staff in assessing student eligibility for participation.

- **Studying abroad is an academic experience.** Programs are designed to be academically challenging and culturally enriching. Therefore, it is best to explain the importance of academics to the student during the interview process; by doing so, you are less likely to have applicants merely looking for a vacation or tourist experience.
  - Setting expectations clearly also means you are less likely to have problems or receive complaints about workload, poor time management, and/or low-quality work.
  - Using the word "program" instead of "trip", for example, can be a small change but will set the tone for the overall experience abroad.

Be sure to inform applicants that all program participants must be registered for the course associated with the program.

## Red Flags

Even if an applicant meets all established eligibility criteria, certain “red flags” in their application materials and/or behavior may require special consideration. These “red flags” do not necessarily preclude a student’s acceptance into the program, but they are often indicators that further discussion with the student, or other involved parties, may be necessary to make a participation decision.

Some examples of red-flag indicators include, but are not limited to, the following:

- The student’s essay indicates a questionable primary motivation to study abroad (i.e. a desire to escape a situation or person, to focus on travel or extended vacation, or for others to visit or accompany them abroad, etc.).
- The faculty recommendation mentions reservations or discloses information that could affect the student’s participation (concerns about maturity, behavior, recent events in student’s life, etc.).
- The student’s academic record or advisor notes show recent drastic decline in academic performance, poor attendance, multiple absence/failing reports, or repeated no-shows.
- The student demonstrates erratic or inappropriate behavior in his or her interactions with faculty or UCF Abroad staff either before or after acceptance into the program.

**\*\*\*Faculty Leaders who identify “red flags” in a student’s application materials or interview process are encouraged to notify UCF Abroad as soon as possible. UCF Abroad will work with the Faculty Leader to determine the appropriate course of action.\*\*\***

## MANAGE APPLICATIONS

To study abroad, all students are required to create a UCF Abroad profile and apply online through the *Terra Dotta* portal. They must be registered as a student with the University of Central Florida or another Florida state university system partner. For more information on partner institutions, see

<https://www.floridashines.org/go-to-college/explore-colleges-universities>

**Minimum Enrollment:** Program fees are determined based on the anticipated cost of running a program with a specific target number of students.

- Because many program costs are divided among student participants, UCF Abroad requires a minimum enrollment of 10 students per program.
- The actual minimum enrollment is determined with the Program Leader and corresponding Department as part of the budgetary review process.

**Basic Requirements:** To meet the criteria of being an “accepted” student, applicants must:

- **E-sign BOTH the Terms and Conditions and Waiver of Liability forms in their UCF Abroad profile**
  - Accepting a student prior to the submission of these forms has negative financial and safety implications.
- Complete all UCF Abroad online questionnaires,
- Maintain good academic standing and meet minimum GPA requirements outlined within the faculty program proposal (typically 2.5, but may be higher),
- Meet any additional requirements of the host university/program provider (if applicable),
- Attend required orientations, including online pre-departure modules,
- Register their international travel on the UCF Abroad website, and
- Successfully complete all course prerequisites by the time of departure.

**Statuses Defined:** Applicants in the *Terra Dotta* system are categorized by different statuses. As the Faculty Leader, you are responsible for amending the applicant’s status to appropriately reflect where they are in the process.

- A. **Application Submitted** - This is the default application status and reflects that a student has started an application.
- B. **Application Under Review** - Once you have conducted an initial evaluation of a student application, we recommend amending the status to “under review.” This status lets the student know they are progressing through the application procedures and should expect outreach from you to set up an interview time.
- C. **Application Conditionally Accepted** - In the event that there is cause for an additional layer of review (i.e. Academic probation), you may want to offer conditional acceptance until further evaluation can be made.
- D. **Accepted** - Faculty are encouraged to change a student’s application status to “accepted” as soon as they have met all criteria for participation on the program. Remember, in order to be accepted, all students need to have e-signed the Terms and Conditions and Waiver of Liability documents in their profile.
- E. **Committed** - A student must fully commit to the program by selecting this button in their profile. A student can only commit **after** faculty have accepted them and a faculty member should never change an application status to “Committed”.
- F. **Waitlisted** – The maximum number of students have applied or been accepted to the program. Placing the student on a waitlist reserves a seat for them in the next application cycle, or as replacement for a student who does not commit to the program.

### Please note

- **Once a student commits to a program, the university considers them a full, fee-paying participant in that program.**
- **After a student has committed to a UCF Abroad program, withdrawal without financial penalty is not possible.**

**Deadlines:** The application and commitment deadlines serve three important functions in upholding a faculty-led program.

1. They provide a clear benchmark for Faculty Leaders and UCF Abroad throughout the marketing and recruitment process;
2. They guarantee student commitment to a program;
3. They allow for a base number of students for continuation of the budgeting process and program logistics.

**Late Applications:** Application deadlines for faculty-led programs are typically not extended.

- If a program does not have enough applicants by its deadline, UCF Abroad will cancel the program.

**Student Withdrawal Policy:** As stated in the Terms & Conditions (signed by all participants during the application process), there are obligations inherent in committing to a study abroad program.

- For more information on students withdrawing from a program, please review our Policies page [here](#).



# PREPARE

*With all logistics confirmed, it is time to finalize your group and get ready to go abroad!*

The pre-departure period is a critical time during which final preparations are made for travel.

PREPARATION STEP	FACULTY TASKS	UCF ABROAD TASKS
<b>Attend Orientation/Training</b>	Complete Faculty Leader training in web courses. Participate in pre-departure orientation.	Facilitate orientation for both faculty and students
<b>Connect with Students</b>	Prepare students for cultural experiences and coursework. Schedule a meeting to review program specific details. Plan and execute pre-program meetings.	Post program payments to student accounts. Confirm all profile information is complete. Send group flight suggestions to Faculty Leader
<b>Confirm Final Travel Arrangements</b>	Check personal deposit details for trip advance. Complete online travel registry.	Purchase program leader flights Collect student flight itineraries and passport details. Confirm all on-site logistics. Make final payments.

Faculty are encouraged to clarify best practices for responding to health and safety issues with UCF Abroad.

- Faculty Leaders should review UCF Abroad’s guidelines about who to call first if an issue comes up – should the faculty member contact UCF Abroad first? Who is the next point of contact if the Faculty Leader is unable to reach someone from UCF Abroad?
- UCF Abroad and the Faculty Leader should also know if a service provider has an insurance policy in effect for participants that is separate from the UCF traveler assistance policy. UCF Abroad and the Faculty Leader should determine the proper procedure to follow if a student requires medical attention, including which insurance company should be contacted first.

## ORIENTATION & TRAINING

All Faculty Leaders are required to complete the online training offered by UCF Abroad that will prepare all faculty for leading a program. This training is offered online and is divided into the four modules listed below:

Module 1- Logistics	Module 2- Conduct	Module 3- Students in Distress	Module 4- Incident Management
A. Program budgeting B. Contracts C. Courses and Registration D. Reimbursement E. Per diem F. Flights G. Health Insurance Coverage	A. Responsibilities of a Faculty Leader B. Common “Dos and Don’ts” C. Bringing Companions D. Travel Scenarios	A. Mental Health Concerns B. Stress Factors C. Warning Signs D. Role(s) of the Faculty Leader E. Communicating with Students F. Resources	A. University Policy B. Clery Act C. Campus Security Authority D. Title IX E. Incident Reporting F. Insurance G. Scenarios

All Faculty Leaders will be automatically enrolled in the online training modules.

## CONFIRM FINAL TRAVEL ARRANGEMENTS

The pre-departure period involves the finalization of program financial and logistical elements to address the following areas:

- A. **Budget Finalization:** UCF Abroad drafts the final program budget immediately following the commitment deadline. All final budgets are based on the specific student cohort and faculty member costs of participation, the latter included in student individual costs.
  - Travel bookings cannot be made for the faculty or students until the final budget has been produced by UCF Abroad, approved by the Faculty Leader, and a purchase order has been created by UCF Abroad.
- B. **Trip Advance:** Faculty *per diem/meal allowance* is processed in a travel advance provided to faculty via direct deposit approximately three weeks prior to travel. The travel advance will include 80% of the total maximum allotment as calculated in the program budget.
- C. **Travel Registration:** All faculty are required to register their travel via the UCF Abroad website. The university's central Finance and Accounting office **will not** approve a travel advance until this step has been completed for safety reasons.
- D. **Flight Purchases:** Once the final budget has been approved, the UCF Abroad staff will proceed with purchasing flights for the Faculty Leader. Flight arrangements will be made in compliance with the university's travel policies ([http://fa.ucf.edu/wp-content/uploads/sites/2/Travel\\_Manual.pdf](http://fa.ucf.edu/wp-content/uploads/sites/2/Travel_Manual.pdf)).
  - Deviation from these policies must be agreed to by UCF Abroad and may result in additional out-of-pocket expenses for the Faculty Leader.
- E. **Pre-departure modules and Meetings:** All faculty and students are required to complete pre-departure training modules in preparation for group travel.
  - The UCF Global International Health and Safety team will communicate instructions for completing these modules during the term preceding travel.
  - Faculty Leaders should meet with their student cohort at least two times prior to departure to promote the development of group cohesion, health and safety protocols, and a common understanding of the program's itinerary and expectations.
- F. **Confirmation of Final Course Registration:** As the Faculty Leader of the program and Instructor of Record for the course, UCF Abroad requires Faculty Leaders to carefully monitor student enrollment in the course(s) associated with the study abroad program to ensure proper registration.
- G. **Completion of Final Questionnaires and Documentation:** Students are also required to complete additional questionnaires, including forms documenting medical/health history, travel and international transportation information, visa information (if applicable) and a confirmation of onsite transportation.
  - Faculty are advised to monitor students' responses to these questionnaires for full program preparedness. UCF Abroad will also track the students' completion of these documents and report relevant statistics to the faculty leader during the pre-departure period.
- H. **Final Payments:** All program participants must remit final payment for the program prior to departure.
  - Specific payment posting and due date information is determined during the final budgeting process and communicated to students in the program fee posting email released to the student group by UCF Abroad.
- I. **Final Itinerary Review and Confirmation:** UCF Abroad will coordinate with each faculty member to conduct a final review of the program itinerary to ensure that all program components are in place and confirmed.
  - Once completed, the finalized itinerary should be shared and discussed with all students participating in the program so that they understand what is included in the program fee, what the pace of the program will be, when to expect free time, and when to reasonably expect to contact parents and loved ones to check in.
  - Faculty Leaders and UCF Abroad have a joint responsibility to ensure students understand the finalized itinerary and what they are receiving in exchange from their program fee.
- J. **Insurance:** All registered student and faculty travelers will be covered by the UCF traveler assistance policy.
  - More information on the outline of coverage and terms of usage will be forwarded nearing program departure by both the UCF Abroad and UCF Global Health and Safety teams.

# IV. TRAVEL

*Enjoy the rewarding experience of making the world your campus*

TRAVEL STEP	FACULTY TASKS	UCF ABROAD TASKS
<b>Arrival</b>	Confirm safe arrival of students with UCF Abroad Communicate with on-site providers. Resolve any issues as needed. Deliver to or attend initial on-site orientation with students. Remain in emergency response-proximity to student group at all times.	Assist with any issues that might arise. Communicate any relevant safety concerns.
<b>Trip Duration</b>	Verify student participation and safety daily. Respond to emergencies. Resolve any issues as needed. Join students on all scheduled activities. Engage personally with students and providers. Ensure cooperation and delivery of services. Evaluate student work.	Act as Program Leader back-up support.

Program execution requires Faculty Leaders to take on many roles; instructor, counselor, tour guide, incident response leader, and on-site liaison for UCF Abroad and other campus offices. Effectively managing these roles is critical for a program to be successful.

**24/7 Emergency Hotline: +001 (407)823-0595**

## COMMUNICATE, ACCOMPANY, AND TEACH

Once the program has arrived in the host country, the Faculty Leader holds many critical responsibilities. The Faculty Leader is responsible for the following duties on-site:

- Contacting the UCF Abroad Office within 24 hours after arrival to confirm all participants are safe and accounted for.
  - Faculty Leaders may reach out via email to your program’s assigned contact or you can also email the general Health and Safety address at [intlsafety@ucf.edu](mailto:intlsafety@ucf.edu)
- Providing an initial on-site orientation to introduce the students to the host site and culture (may be in conjunction with on-site program organizer).
- Notifying UCF Abroad immediately if any student leaves the program.
- Ensuring the academic integrity of the course and coordinating class activities.
- Cooperating with other on-site faculty members or staff regarding the program objectives.
- Acting as liaison between the students and any individuals or entities providing services to the program.
- Ensuring the onsite cooperating institution/organization is delivering services according to the arranged agreement with UCF.
  - If problems arise, the Faculty Leader should alert the UCF Abroad Office immediately, so that any discrepancies can be resolved in a timely manner.

- You may call the **Emergency Abroad Hotline (24/7) at +1 (407) 823-0595**. If calling from abroad, dial “001” before the area code.
- Enforcing the policy that non-program participants (i.e. student friends and acquaintances) are not allowed to accompany the participants on program-sponsored excursions or activities.
- Communicating academic and disciplinary roles clearly to the students.
- Responding to any emergencies or serious incidents which may arise (e.g. illness, accident, crime involving participant(s), severe behavioral issues, natural disaster, political uprising) and notifying the UCF Abroad Office as soon as possible by email or phone.
- Itemizing usage of any fund advances and other necessary expenses and collect receipts that will be submitted for reconciliation upon return to the U.S.
- Meeting with students regularly throughout the program to discuss non-academic issues.
  - Topics for discussion may include cross-cultural adjustment, personal activities, and inappropriate behavior. These sessions build group cohesiveness and alleviate possible divisions.
- Monitoring students for possible indicators of culture shock or homesickness.
  - These can include feelings of helplessness, loneliness, alienation, sleeping more than usual, depression, getting angry easily, decline in flexibility, stereotyping of host culture, increase of physical ailments, eating problems, inability to concentrate, and uncontrollable crying.
  - Most, though not all, students experience some level of culture shock and/or homesickness. The concrete indicators of culture shock vary greatly from individual to individual.
  - Faculty should maintain open and honest communication with UCF Abroad to address students of concern
- Never loaning students program or personal funds unless it is an extreme emergency. Faculty Leaders **will not** be reimbursed by the University for loaning money to participants unless authorized in advance by UCF Abroad.

### **Disciplinary Problems**

- If the Faculty Leader experiences disciplinary or behavior problems with students, they should be addressed immediately. If allowed to continue, they may adversely affect the atmosphere and morale of the entire group.
- Depending on the circumstances, the Faculty Leader may wish to discuss the problem individually with the student(s) concerned or discuss it openly during a general non-academic meeting with the group.
  - Regardless of how the situation is handled, faculty must communicate with UCF Abroad to obtain guidance and to ensure UCF policies are properly adhered to.
- If the behavior persists after discussion, put into writing the expected change and the consequences if the behavior does not change.
  - Have the students sign this, and email or fax a copy to UCF Abroad.
- UCF Abroad should be immediately notified of any serious disciplinary problems with any student on the program, regardless of whether or not an arrest is involved.
  - In some cases, it may be necessary for the Faculty Leader and UCF Abroad to liaise with Office of Student Conduct.
  - In serious cases, the student may be dismissed from the program and sent home with no credit awarded and no refund.
  - In less serious cases, mediation by UCF Abroad may be required.
  - Damage control may be necessary at the host site and within the local community.
    - The Faculty Leader should consult UCF Abroad for guidance about how to make amends for inappropriate behavior in an ethical and culturally appropriate way.

- In cases of arrest, UCF assumes no financial responsibility for legal aid to students. However, it is appropriate for the Faculty Leader, with UCF Abroad, to assist students in contacting the U.S. consulate or embassy and their families.
- Students using or selling illegal substances will be immediately dismissed from the program, with no credit awarded and no refund.

### Alcohol Use

- Laws concerning alcoholic beverages vary greatly from country to country. Faculty Leaders are encouraged to follow these guidelines:
  - Students should be educated about legally and culturally appropriate behavior regarding alcohol in the host country, as well as the consequences of inappropriate behavior before departing on the program and when the group is still in the U.S.
    - In many countries abroad, it is legal for university students to purchase and consume alcohol.
    - In others, it is illegal and severely punished, including possible imprisonment.
- Be aware that alcohol abuse is not tolerated anywhere in the world and will not be tolerated on UCF Abroad programs.
  - Violation of local laws and/or UCF policy may result in immediate dismissal from the program.
  - Responsible use of alcohol is required on the part of the Faculty Leader as well as each program participant.
- Responsible use of alcohol includes doing the following:
  - Remembering at all times while abroad that the student is serving as an ambassador of the University of Central Florida.
  - Abiding by the laws of the country visited.
  - Not missing scheduled events because of the effects of alcohol consumption.
  - Not becoming ill due to overconsumption of alcohol consumption.
  - Being respectful of others sharing the same housing and avoiding congregating in loud groups.
  - Not engaging in inappropriate behavior towards others because of alcohol consumption.
  - Not engaging in behavior that is destructive of property because of alcohol consumption.
  - Not engaging in behavior that causes embarrassment to the other members of the group and the in-country hosts because of alcohol consumption.
  - Not facilitating, encouraging, or ignoring a fellow participant who is abusing alcohol.
  - Not transporting quantities of alcohol to program sites with the intent of sharing it with the other members of the group.

### Incident Reporting

- UCF Abroad offers an incident-reporting tool for faculty and student travelers alike on our website, [available here](#). The reporting tool allows faculty to document a broad spectrum of occurrences that require follow up.
  - More information and instructions on how to use this tool will be conveyed in the Faculty Leader training modules.
- Faculty have a responsibility to document events and incidents that occur while abroad that are outside of the range of “normal” and “to be expected” circumstances.
- All submitted reports are automatically sent to UCF Abroad and UCF Global’s International Health and Safety team.

- Relevant campus offices, including the Office of Student Conduct, may be notified to find appropriate resolution.

### **Student Dismissal from Program**

Severely problematic students (those that threaten the safety of themselves or others, or cause disruption to the group) may need to return to the U.S. early. Faculty Leaders may decide to send individual students home in response to:

- Criminal activity on the part of the individual: arrest, drug use, physical or sexual assault, etc.
- Inappropriate behavior on the part of the individual: a continuing pattern of culturally inappropriate behavior which does not improve with advising and which endangers the program's relationship with the host institution and/or community; or behavior that is insensitive to other group members and/or damaging to the program group's morale.
- An emotional crisis that greatly affects the individual: death of a program participant, or death or serious illness in the family.
- Serious illness, either physical or psychological.

The decision to send students home, even when made for the best reasons, may result in negative responses, including lawsuits instigated by the students or their families and difficulty in re-establishing the program in future. It is therefore essential when contemplating an expulsion or an evacuation to consult immediately with UCF Abroad staff who will, in turn, consult with other appropriate offices on the UCF campus.

### **Program Cancellation**

The Faculty Leader, in consultation with UCF Abroad and the UCF International Programs Health and Safety team, may decide to cancel the program in response to:

- Death of a program participant.
- Kidnapping of a program participant.
- An outbreak of highly infectious disease at the host site.
- A natural disaster.
- A political or civil emergency.
- A terrorist attack or significant threat.
- Other serious situations warranting program cancellation.

### **EMERGENCIES**

The safety and well-being of students and faculty participating in a UCF Abroad program is our priority. Faculty Leaders of a short-term program abroad may find themselves facing their own emergency involving one or more of the students who are in their care.

- While it is impossible to plan for all contingencies, UCF Abroad needs to follow procedures that will allow for reaction in a responsible manner when emergencies do arise.
  - We need to provide, in a consistent and predictable way, for the safety and well-being of our students.
  - We also need to take reasonable and prudent measures to limit the University's legal liabilities.

UCF Abroad, along with UCF Global's International Programs Health and Safety team, is responsible for coordinating the University's management of emergencies affecting participants in UCF Abroad programs.

- It is the responsibility of Faculty Leaders of a study abroad program to follow the procedures outlined below and to be sure to inform students about these procedures upon arrival on-site.

### How to Prepare for Emergencies

- A. Health and medical care are important topics to be discussed with students and should be incorporated into the program planning meetings and discussed at other points throughout the program.
- B. Students should be reminded to notify the Faculty Leader immediately about any health problems that may arise.
- C. The need for hospitalization can often be prevented by prompt treatment.
- D. Faculty Leaders are responsible for doing appropriate research to compile a list of reputable local medical clinics or hospitals, in consultation with local program coordinators (if applicable).
  - a. The program's location is a major factor when there are health risks or the need for medical care.

Faculty are encouraged to clarify best practices for responding to health and safety issues with UCF Abroad.

- Faculty Leaders should review UCF Abroad's guidelines about who to call first if an issue comes up – should the faculty member contact UCF Abroad first? Who is the next point of contact if the Faculty Leader is unable to reach someone from UCF Abroad?
- UCF Abroad and the Faculty Leader should also know if a service provider has an insurance policy in effect for participants that is separate from the UCF traveler assistance policy. UCF Abroad and the Faculty Leader should determine the proper procedure to follow if a student requires medical attention, including which insurance company should be contacted first.

### On-Site Briefing for Students

- Faculty Leaders should explain to the students that they are required to inform them about any emergency, and they will in turn contact the UCF Abroad staff as soon as possible to report the emergency.
- Faculty Leaders should assure students that this information will be treated with the strictest confidentiality, and that it will be shared on a “need to know” basis.
- Participants should also be informed that if a crisis involving a student is serious enough to jeopardize his or her safety or well-being, the provided emergency contact will be informed.
- Faculty Leaders should discuss preventable accidents with participants, such as traffic patterns, pub and drinking culture, drug laws, unsafe swimming, and the type of things that can happen when walking down a street alone at night in any city.
  - It is helpful to get very specific about safe and unsafe behavior, such as certain types of sexual behavior and how to dress and behave in the local culture to avoid unwanted attention.
- The International Health and Safety Coordinator for UCF Global will provide a detailed handbook for handling emergencies abroad along with important health insurance and contact information.

### Faculty Leader Emergencies

- In the event of serious illness, injury, or any other emergency incurred by the Faculty Leader, the designated alternate Faculty Leader may be called upon to take their place. This will be determined in discussion with UCF Abroad, the alternate Faculty Leader, and, if possible, the original Faculty Leader.



# V. RETURN

*Upon the conclusion of your program, complete a few housekeeping items*

Once the program operation is complete, the Faculty Leader must complete final reconciliation activities including submitting necessary documentation, submitting grades, and debriefing with UCF Abroad. Timely and thoughtful feedback from the Faculty Leader and from the students helps ensure the success of future programs and furthers the goal of high-impact practice.

RETURN STEP	FACULTY TASKS	UCF ABROAD TASKS
<b>Financial Reconciliation</b>	Complete expense reconciliation Submit all receipts to UCF Abroad	Process all internal reconciliation.
<b>Course Completion</b>	Final review and posting of student grades.	Assist faculty with posting student grades.
<b>Debrief with UCF Abroad</b>	Complete and send a written summary of program. Schedule an in-person debrief with UCF Abroad.	Send student surveys to gauge satisfaction. Manage all outstanding items to close out program.

## FINANCIAL RECONCILIATION

Within 10 business days of your return, all documentation for outstanding budgeted expenses must be submitted to UCF Abroad.

- Apart from daily *per diem*, Faculty Leaders must provide receipts for the entire amount of the travel advance.
- Should there be funds unaccounted for, Faculty Leaders will be asked to write a check for the difference to the University of Central Florida to comply with state of Florida statutes and auditing procedures.
- In the unlikely event that allowable program expenses were higher than anticipated in the finalized budget, you will receive a refund for these incidental costs, so long as proper documentation and receipts are provided.

**Failure to fully present this documentation for outstanding budgeted expenses and financially reconcile the program within 30 days of return can result in failure to receive any future travel advances.**

- If you anticipate that you will be turning in your travel reconciliation later than within 30 days of return, you must consult with UCF Abroad in advance of program departure.

**Reimbursement of Program Expenses:** UCF requires complete financial reporting for all expenses incurred by the program.

- Faculty Leaders are required to submit all receipts and documentation for expenses incurred within 10 days of their return. This must be submitted to UCF Abroad staff.
- UCF Abroad will process your travel receipts and supporting documentation and place them into a program reconciliation file. This file will then be forwarded for your review and signature for authorization before final processing with central Finance and Accounting.



## COURSE COMPLETION

**Credits and Grades:** Faculty Leaders are required to submit the course grades electronically through myUCF within two weeks of the program's conclusion.

- For programs working with a third party sending official transcripts, an accurate timeline for grade transfer and evaluation must be communicated to all student participants in writing via email.

## DEBRIEF WITH UCF ABROAD

**Student Program Evaluation:** Upon completion of the program, UCF Abroad will invite students to complete a program evaluation survey. Students will respond to Likert scale and open-ended questions. This standard evaluation tool utilizes general perception questions including but not limited to the following:

1. The program leader was well organized and provided necessary guidance for the program
2. My personal expectations of the program were met
3. This program brought me closer to my professional goals
4. The instructor led pre-departure orientation provided helpful information
5. The program provided ample opportunities for cultural immersion
6. Information related to the program was shared in a timely manner by the Faculty Leader
7. I am likely to recommend the specific program that I went on to others
8. I am likely to recommend study abroad in general to others
9. My favorite part of the program was...
10. The area(s) of the program that could use improvement are...
11. Additional suggestions

**Post-Program Report and Debrief:** Faculty Leaders must submit a detailed post-program report to UCF Abroad within 30 days after the program ends.

- The remaining 20% of *per diem* costs and any additional incidentals will not be disbursed until this report has been received and a debrief with UCF Abroad has taken place.

Documenting program details while they are fresh is important for not only maintaining and improving program quality, but also in helping to inform and prepare colleagues who are now, or will be, involved in your program. This report is critical to the program process, as fresh insights, suggestions and lessons learned are incorporated into the planning for all future programs. Please address all topics listed on the next page.



## Post-Program Report and Debrief Content

TOPIC	CONSIDERATIONS
<b>What you did this year</b>	What were your planned learning objectives? How did you prepare to meet them?
<b>What worked</b>	Did students achieve the objectives of the course? Were there some activities that were better than others for helping reach these goals?
<b>What did not work</b>	Were there any activities that were not as effective as hoped for reaching program objectives?
<b>Suggestions for next year's program</b>	How will you use the experiences from this most recent program to inform the next one?
<b>Recruitment and publicity procedures:</b>	Discuss the effectiveness of the Study Abroad Fair, the program website, communication with students, student interviews, etc.
<b>Program preparations:</b>	Discuss the effectiveness of the pre-departure orientation, student arrival and orientation, on-site preparations etc.
<b>Academic program:</b>	Discuss the courses offered, the number of credits, collaboration with host institutions and faculty/presenters, field trips, etc. Please include a statement about the integration of the study abroad program into the departmental/college curriculum and/or life of the unit
<b>Assessment of on-site logistics and support</b>	Discuss student housing, classroom space and equipment, staff, meals, transportation, excursions, special events, etc.
<b>Health and safety:</b>	What, if any, preventive safety measures do you recommend? Were there any health-related incidents such as accidents, serious illnesses, or mental health issues? Were health care facilities satisfactory? Were any crimes committed against Faculty Leaders or students? What, if any, steps need to be taken to make program sites safer? What political, social, cultural, or environmental developments on site warrant special attention for next year's program? How was your interaction with UCF's International Health & Safety team?
<b>Student issues</b>	Did you find satisfactory solutions to most student problems? How could such problems be avoided/minimized in the future? Could a student with a disability have easily participated in the program? If not, what changes would you make for the future? What could be done in the future to enhance the cross-cultural learning component of the program? Which aspects of the culture did students react to negatively/positively? Were issues of cultural adjustment and re-adjustment discussed with students?
<b>Program benefits</b>	How has being involved in this program enhanced your professional development; for example, through research and teaching collaboration with host institution faculty? How does the program enhance participating students' academic/intellectual, personal, professional, and cross-cultural learning?
<b>Program enhancements:</b>	Was research or community engagement a part of your program? If so, how could these aspects be improved? If not, how could they be incorporated in the future?
<b>Finances/budget:</b>	What, if any, adjustments should be made to the budget to improve the program and/or to reflect cost realities in the host country/countries?

## CONCLUSION