

**Study Abroad**  
**Program Directors'**  
**Field Manual**  
**2007**

**Study Abroad Center**  
**Iowa State University**

# **Study Abroad Program Directors' Field Manual 2007**

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## **Study Abroad Emergencies**

To contact the ISU Study Abroad Center, call the emergency cell phone at  
**(001) 515-460-0900**

If you experience problems reaching the cell phone, please call the ISU Police  
**(001) 515-294-4428**

**24 hours a day, 7 days a week**

You may also contact the Study Abroad Center (SAC) during office hours at  
**(001) 515-294-6792**

For incidents that do not require emergency response, please notify the SAC via email, fax, or the SAC telephone during office hours.

### **In an emergency:**

1. Provide for the immediate safety and security of all participants.
2. Contact the SAC at ISU.
3. Refer to the information below to gather information on the incident.

### **Emergency Response Guidelines and Procedures**

Following are lists of questions specific to types of incidents that will help you to quickly gather information regarding an incident. Personnel at ISU will also ask you for a response to these questions.

### **Questions**

#### **For all situations:**

- What is the current physical and/or psychological condition of the affected participant(s)?
- Is the Program Director or staff member in close contact with the affected participant(s)?

#### **Proceed to the appropriate list of questions below for this situation:**

Emergencies affecting multiple participants or entire program

Death

Serious illness or injury

Assault (physical/sexual)

Missing participant

Arrest  
Incapacitated Program Director

### **Emergencies affecting multiple participants or entire program**

**For widespread emergencies affecting or potentially affecting several or all program participants (political/civil unrest, terrorist activity or threat, natural or human disaster such as earthquake, flood, hurricane, fire, nuclear incident):**

- What is the proximity of the event(s) to program participants?
- Is the group presently in danger?
- Is there imminent risk to participants if they remain where they are?
- Are all program participants, whether directly involved or not, aware of the emergency?
- How are participants responding to the emergency?
- Are adequate supplies and/or resources available (food, water, medical attention)?
- Is adequate and secure housing available? For how long? What housing options are available as a back-up?
- Has the U.S. Embassy advised any action for program participants?
- Have all participants been made aware of Embassy advice? In writing?
- Are all participants following the advised precautions?
- Have local authorities issued a curfew?
- Is travel in or out of the country being restricted?
- Who or what is the target of any unrest?
- Has any particular group or organization been threatened?
- What kind of military, security, or public safety personnel are present? How are they behaving with respect to the civilian population?
- Is airlift a viable option?
- Should participants be moved within the country? To a neighboring country? To the U.S.?

### **Death**

- When?
- Where did it occur?
- How did it happen?
- Have local authorities or medical personnel been involved at this point?

### **Serious illness or injury**

- What medical treatment has been received?

- Where has the participant been taken?
- Does the attending physician speak English? If not, what language?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Are other participants at risk?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?
- Is the participant aware of these consequences?
- Is airlift a desirable and viable action?
- What is the contact information for any attending physician (name, address, telephone, fax, e-mail)?
- Has Travel Guard International (provider for the ISIC insurance coverage) been contacted? (715-342-4104 collect from anywhere in the world or 1-877-370-4742 from within the U.S.)

### **Assault (physical/sexual)**

- What has the on-site response been?
- Where has the participant been taken?
- Is counseling available? In English?
- Has local law enforcement been notified?
- Has the U.S. Embassy been contacted?
- Has the participant been taken to a physician? (Also refer to Serious illness or injury questions)
- If rape, have tests been conducted (STDs, AIDS, pregnancy, DNA)?
- What is the medical diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Does the victim indicate a desire to pursue legal action against the perpetrator?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?
- Are the participant and the counselor aware of these consequences?

### **Missing participant**

- When was the participant last seen?

- Does anyone have information regarding where the participant might have gone?
- If the student left and was expected to return, what were the date and time of the expected return?
- Was anyone seen with the participant?
- Was anything suspicious about the situation?
- Do you think this is a possible kidnapping?
- Are search and rescue services available on-site?
- Have local authorities been notified? Is there a case number?
- Has the U.S. Embassy been contacted?

### **Arrest**

- Has the participant been detained?
- Has the U.S. Embassy been notified? What has their response been? What is their advice?
- What agency made the arrest (names, addresses, telephone numbers)? Is there a case number?
- What are the charges?
- What rights have been granted?
- Is the participant entitled to place a telephone call?
- Is there a presumption of innocence until proven guilty?
- Is bail available?
- Is legal counsel available?
- Has Travel Guard International (provider for the ISIC insurance coverage) been contacted? (715-342-4104 collect from anywhere in the world or 1-877-370-4742 from within the U.S.)

### **Incapacitated Program Director**

- If a secondary Program Director/Group Leader or other emergency liaison now managing the on-site situation and the other program participants?
- What is the status of the Program Director?
- Is the incident of limited nature such that, when the immediate emergency is resolved, the Program Director will be able to continue for the duration of the program?
- Is the incident such that it is unlikely that the program will continue?
- Is a substitute Program Director feasible?
- Based on the type of emergency, also refer to the appropriate specific incident question list.

## **Safety**

Must-read safety web site for everyone traveling abroad:

**[www.state.gov](http://www.state.gov)      U. S. State Department**

**When you are traveling abroad, here are the top 10 tips to make your trip easier:**

1. Make sure you have a signed, valid passport (and visas, if required). Before you go, fill in the emergency information page of your passport.
  
2. Read the Consular Information Sheets (and Public Announcements or Travel Warnings, if applicable) for the countries you plan to visit.
  
3. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, the U.S. Constitution does not follow you! While in a foreign country, you are subject to its laws.
  
4. Make two copies of your passport identification page. This will facilitate replacement if your passport is lost or stolen. Leave one copy at home with friends or relatives. Carry the other with you in a place separate from your passport.
  
5. Leave a copy of your itinerary with family or friends at home so that you can be contacted in case of an emergency.
  
6. Do not leave your luggage unattended in public areas. Do not accept packages from strangers.
  
7. Prior to your departure, you should register with the nearest U.S. embassy or consulate through the State Department's travel registration website ([www.state.gov](http://www.state.gov)). Registration will make your presence and whereabouts known in case it is necessary to contact you in an emergency. In accordance with the Privacy Act, information on your welfare and whereabouts may not be released without your express authorization.

8. To avoid being a target of crime, do not wear conspicuous clothing and expensive jewelry and do not carry excessive amounts of money or unnecessary credit cards.

9. In order to avoid violating local laws, deal only with authorized agents when you exchange money or purchase art or antiques.

10. If you get into trouble, contact the nearest U.S. embassy.

## **Precautions to Take While Traveling**

**Safety on the Street.** Use the same common sense traveling overseas that you would at home. Be especially cautious in (or avoid) areas where you may be more easily victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals, and crime-ridden neighborhoods.

Don't use short cuts, narrow alleys, or poorly lit streets.

Try not to travel alone at night.

Avoid public demonstrations and other civil disturbances.

Keep a low profile and avoid loud conversations or arguments.

Do not discuss travel plans or other personal matters with strangers.

Avoid scam artists by being wary of strangers who approach you and offer to be your guide or sell you something at bargain prices.

Beware of pickpockets. They often have an accomplice who will:

- jostle you
- ask you for directions or the time,
- point to something spilled on your clothing,
- or distract you by creating a disturbance.

Beware of groups of vagrant children who create a distraction while picking your pocket.

Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.

Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. Try to ask for directions only from individuals in authority.

Know how to use a pay telephone and have the proper change or token on hand.

Learn a few phrases in the local language or have them handy in written form so that you can signal your need for police or medical help.

Make a note of emergency telephone numbers you may need: police, fire, your hotel, and the nearest U.S. embassy or consulate.

If you are confronted, don't fight back; give up your valuables.

**Safety in Your Hotel.** Keep your hotel door locked at all times. Meet visitors in the lobby.

Do not leave money and other valuables in your hotel room while you are out. Use the hotel safe.

If you are out late at night, let someone know when you expect to return.

If you are alone, do not get on an elevator if there is a suspicious-looking person inside.

Read the fire safety instructions in your hotel room. Know how to report a fire, and be sure you know where the nearest fire exits and alternate exits are located. (Count the doors between your room and the nearest exit; this could be a lifesaver if you have to crawl through a smoke-filled corridor.)

**Safety on Public Transportation.** If a country has a pattern of tourists being targeted by criminals on public transport, that information is mentioned in the Consular Information Sheets in the section about crime.

**Taxis.** Only take taxis clearly identified with official markings. Beware of unmarked cabs.

**Trains.** Well-organized, systematic robbery of passengers on trains along popular tourists routes is a problem. It is more common at night and especially on overnight trains.

If you see your way being blocked by a stranger and another person is very close to you from behind, move away. This can happen in the corridor of the

train or on the platform or station.

Do not accept food or drink from strangers. Criminals have been known to drug food or drink offered to passengers. Criminals may also spray sleeping gas in train compartments. Where possible, lock your compartment. If it cannot be locked securely, take turns sleeping in shifts with your traveling companions. If that is not possible, stay awake. If you must sleep unprotected, tie down your luggage and secure your valuables to the extent possible.

Do not be afraid to alert authorities if you feel threatened in any way. Extra police are often assigned to ride trains on routes where crime is a serious problem.

**Buses.** The same type of criminal activity found on trains can be found on public buses on popular tourist routes. For example, tourists have been drugged and robbed while sleeping on buses or in bus stations. In some countries, whole busloads of passengers have been held up and robbed by gangs of bandits.

## **Dealing with Terrorism**

Terrorist acts occur unpredictably, making it impossible to protect yourself absolutely. The first and best protection is to avoid travel to areas where there has been a persistent record of terrorist attacks or kidnappings.

Most terrorist attacks are the result of careful planning. Just as a car thief will first be attracted to an unlocked car with the key in the ignition, terrorists are looking for the most accessible targets. The chances that a tourist, traveling with an unpublished program or itinerary, would be the victim of terrorism are slight. In addition, many terrorist groups, seeking publicity for political causes within their own country or region, may not be looking for American targets. Nevertheless, the following pointers may help you avoid becoming a target of opportunity. **They should be considered as adjuncts to the tips listed in the previous sections** on how to protect yourself against the far greater likelihood of being a victim of crime. These precautions may provide some degree of protection and can serve as practical and psychological deterrents to would-be terrorists.

- Schedule direct flights if possible and avoid stops in high-risk airports or areas.
- Be cautious about what you discuss with strangers or what others may overhear.

- Try to minimize the time spent in the public area of an airport, which is a less protected area. Move quickly from the check-in counter to the secured areas. Upon arrival, leave the airport as soon as possible.
- As much as possible, avoid luggage tags, dress, and behavior that may identify you as an American.
- Keep an eye out for abandoned packages or briefcases or other suspicious items. Report them to airport authorities and leave the area promptly.
- Avoid obvious terrorist targets such as places where Americans and Westerners are known to congregate.

*U.S. State Department 2007*

## **Road Safety**

At an October 2000 Congressional hearing on “Safety in Study Abroad”, it was stated that the major cause of student injury or death in overseas programs is traffic accidents. According to the U.S. State Department, road travel is the greatest risk to healthy Americans abroad.

This doesn’t just refer to those who drive a car but also **refers to you as a pedestrian and as a rider in a taxi or bus.**

The following helpful checklists are from the website of the Association for Safe International Road Travel at [www.asirt.org](http://www.asirt.org).

### **Pedestrian Safety Checklist**

These guidelines serve as suggestions. Each suggestion will not necessarily apply in your country or location. Be alert is traveling in a country where vehicles travel on the left side of the road.

### **Good habits while on the road**

- Be aware of local traffic patterns. Understand local road culture.
- Be alert at intersections in countries where traffic pattern differs from yours.
- Be alert to reckless driver behaviors (e.g. speeding, inattention to driving, disregard for pedestrians, signs and signals)

- Many countries have narrow, winding streets where visibility of pedestrian is compromised.
- At night, wear or carry something reflective or carry a light, so that motorists' attention will be attracted to you.
- At night, cross where the lights are bright and visibility is good.
- Avoid walking where you cannot be easily seen.
- Remember that the ***KERB DRILL*** (Look right, look left, look right again) must be reversed in countries where the traffic pattern is reversed.
- Be alert for vehicles which can suddenly turn into the street.
- Walk on the sidewalk where there is one. Where there is none, walk on the road bank or on the right side of the road in single file, facing oncoming traffic.
- Always stand on the sidewalk, or at the edge of the road, not in the street while waiting to cross.
- Be just as alert and careful when crossing in groups as when alone, and do not depend on others to watch out for you.
- Always look very carefully when crossing the road from behind or in front of stationary vehicles.
- Use provisions for crossing (e.g. Police Officer, Pedestrian Crossing, Traffic Lights).
- Look and listen for warning signals of motor vehicles especially when crossing at a bend. If possible, don't cross where there is a bend in the road.
- Cross where there is a clear view in both directions, when it can be done safely.
- Be alert for train crossings that might not be marked or obvious.
- When you have alighted from a vehicle, wait until it moves off before crossing.
- Do not adopt the attitude that because you have the right of way in the pedestrian crossing, you are automatically safe to cross. In many countries drivers ignore stop signs, signal lights, pedestrian right-of-way.
- Jaywalking may result in severe fines in various countries
- Get into or out of a vehicle on the side nearest the sidewalk or edge of the road. If you use the door on the street side, wait for a break in traffic to exit the vehicle.
- Remember most road fatalities are pedestrians

### **Personal Safety of Pedestrians**

- Avoid crowds when you have to slow down. Every time you slow down while walking in a street you become an easier target.
- Be suspicious if somebody slows you down (e.g. falls in front of you,

clothing gets stuck on something). It may be a pretext to facilitate an accomplice who is behind you.

- Be aware of who is behind you. If the same person is behind you for a few minutes, be suspicious.
- A decoy wallet may help distract the thief. The thief will target your very visible wallet, while your money is somewhere else (eg, in another pocket).
- Avoid walking with big luggage. The bigger the luggage, the more visible you are and the harder it is for you to defend yourself. Backpacks can be easily opened even while you are walking.
- In most countries it is inappropriate to approach strangers (especially women). Anybody who approaches you, no matter how friendly, should make you a little suspicious. Keep your guard up and be careful when talking to strangers. Americans tend to be more trusting and open than other people. Understand that this may be used to put you in an unsafe situation. Locals know that Americans are raised to be nice to people who are nice to them. Do not smile at people you do not know. A smile can be interpreted as “I am saying no but I mean yes”.
- In most countries women never respond to strangers. For a foreign woman it is not good to respond to men who approach her. The appropriate behavior is cold silence and indifference.
- Walk fast all the time. Every time you stop to browse, shop, write a postcard or take a picture you become an easy target.
- Dress modestly. Do not dress to call attention to yourself.
- Be suspicious of any one who asks to see your money. Ask to be taken to the nearest police station before they search.
- Avoid hitchhiking

## **Taxi & Bus Passenger Safety Checklist**

### **Taxi Safety Checklist**

#### **Suggestions for Road Safety**

- Be aware of traffic patterns and local road culture.
- Avoid overcrowded taxis.
- Be alert for reckless driving (e.g. speeding, inattention to driving, apparent drowsiness, disregard for signage and signals).
- If driver is irresponsible, get out at first safe opportunity.
- If you feel you are at risk, speak up!
- Avoid riding with drivers who seem to be under influence or alcohol or

medication, or appear over-tired, irrational or distracted.

- Ride only in taxis with functional seat-belts in back seat.
- Avoid night travel, especially in rural areas.

### **Suggestions for Physical Security**

- If you are unsure of which taxi companies are acceptable, inquire at the airport information desk, hotel concierge desk, shop keeper, restaurant personnel or program staff. They might also be able to help with communication problems you may encounter. Have a local write your destination for the taxi driver to read.
- Plan ahead how to get home before you go out.
- Take a business card with the phone number of a reputable minicab or taxi company, phone for the taxi when you need it.
- Do not travel alone. When possible, travel in groups.
- Calling for a taxi is the safest way to travel, especially at night.
- Try not to let anyone overhear you ordering a taxi. If they hear your name and destination, they may pretend to be the taxi you ordered.
- If you have ordered a taxi, wait for the driver should approach you. Do not approach a car that you think is your taxi.
- Ask the driver the name and destination he has been given to check he is your driver. Don't get into a taxi you haven't ordered.
- If you must hail a taxi, spot one from a well known and reliable company. This requires some advanced knowledge of taxi companies in the area.
- Before getting into the taxi, make sure the driver agrees to take you to your destination.
- When you get into the taxi, note the company name, code number displayed, driver's name, ID and photograph if possible.
- Do not accept rides from drivers who randomly approach you.
- Sit in the back seat.

### **Information on Taxi Fares**

- If the driver tries to bargain instead of using the meter or claims his meter is broken, get out of the taxi.
- Ask a trustworthy individual what the fare should be.
- The key to successful bargaining is to ask the driver what the fare is before getting into the taxi. Once you sit down, you are the taxi's next fare.

## **Bus & Minivan Safety Checklist**

- Be aware of traffic patterns and local road culture.
- Wait for the bus in a safe place – away from the road.
- Whenever possible, avoid overcrowded buses and minivans.
- Be alert for reckless driving (e.g. speeding, inattention to driving, apparent drowsiness, disregard for signage and signals).
- Insist that the driver be responsible or get off at the first possible safe opportunity.
- If you feel you are at risk, speak up!
- After you get off the bus take several steps out of the danger zone.
- If you drop something near the bus, tell the driver before you pick it up.
- Stand several steps away from the road while waiting for the bus.
- After getting driver's attention, cross the street in front of the bus. Never go behind the bus.
- Stay seated at all times.
- Avoid night travel, especially in rural areas.

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## **Dealing with Students in Distress**

### **Students today experience more stress than ever before**

- Under more stress financially and socially
- Increased availability and use of drugs
- Increased incidence of violence
- More socially isolated
- Family instability
- Information overload
- Terrorism

### **How this impacts faculty and staff**

- Faculty and staff are often the first line of contact for students in distress
- Students often initially look to faculty and staff for support
- Faculty and staff can offer important assistance to students
- A student in distress may require more time and expertise than you have available

### **What to do**

- Recognize the signs of student distress
- Recognize the different severity levels of distress
- Know how to interact with students in distress
- Know what resources are available for assisting students in distress
- Know when it is prudent to refer a student to Student Counseling Services
- Know when to call in the problem on the emergency telephone

### **Symptoms of Depression**

- Feeling slowed down or agitated
- Fatigue or loss of energy
- Feelings of worthlessness or guilt
- Poor concentration
- Suicidal thoughts
- Sleeping too much/too little
- Eating too much/too little
- Feeling sad every day
- Lack of interest/motivation

### **Symptoms of Anxiety**

- Irritability

- Muscle tension
- Difficulty falling asleep, staying asleep, or restless, unsatisfying sleep
- Panic
- Excessive anxiety and worry
- Difficulty controlling worry
- Restlessness, feeling keyed up or on edge
- Difficulty concentrating

### **Indicators of Sexual Assault**

- Shock, guilt, confusion, anger, fear, helplessness, and depression
- Difficulty concentrating on lectures
- Withdrawal from class discussion
- Withdrawal from interaction with peers
- Excessive absence from class
- Flashbacks while in class
- Student may need medical attention

### **Signs of Substance Abuse**

- Preoccupation with drugs
- Reduced ability to participate in class activities
- Lack of motivation
- Deteriorating academic performance
- Increasing absences from class
- Periods of memory loss (blackouts)
- Student is accident-prone

### **Suicidal Potential**

- Feelings of depression, hopelessness, and futility
- A severe loss or threat of loss
- A detailed suicide plan
- History of a previous attempt
- History of alcohol or drug abuse
- Lethality and availability of method
- Poor proximity of social support

## **Ways to Help**

### **How to Recognize a Distressed Student:**

#### **Low Stress Level**

- Behavior is not yet disruptive
- Serious grade problems
- Excessive absences
- Becoming withdrawn and isolated
- Depressed mood
- Marked change in appearance
- Falling asleep in class

#### **What You Can Do to Help:**

- Express concern
- Be honest and genuine
- Stay connected and supportive
- Normalize the student's problems
- Help get them involved
- Help them get support (friends, family, church, counseling, etc.)
- Don't ignore strange or inappropriate behavior
- Consult with Student Counseling Services and the SAC

#### **Moderate Distress Level**

- Significant emotional distress
- Repeated requests for special consideration
- Disruptive behavior in class
- Unusual or exaggerated emotional responses

#### **What You Can Do to Help**

- Express concern about seriousness of problem
- Develop a plan of action
- Assess for safety
- Refer/escort student to counseling center
- Involve family and/or friends
- Follow up with student

#### **High Distress Level**

- Extreme emotional distress and need for urgent care
- Aggressive, hostile, or violent behavior
- Inability to communicate clearly

- Loss of contact with reality
- Overtly suicidal thoughts
- Homicidal thoughts

### **What You Can Do to Help**

- Remain calm and firm
- Do not escalate the situation
- Involve other university personnel and call the SAC
- Contact police if needed
- Escort student to counseling
- Escort student to hospital emergency room
- Contact student's family

Adapted from *Campus Challenge: Students in Distress*, 2007, Student Counseling Services, Iowa State University,  
[www.scs.iastate.edu/consultation/facultystaff.html](http://www.scs.iastate.edu/consultation/facultystaff.html)

## Support for Students Who Experience Sexual Harassment or Assault

If a student has been a victim of sexual assault while on your program, this is considered an emergency. Please refer to the Emergency Procedures section in this manual. If a student has been a victim of sexual harassment on your program, this is not considered an emergency, but you should call the Study Abroad Center during office hours at your earliest convenience. The following information will help you in dealing with these types of situations and help you in providing support for the student.

Most of us know someone who has suffered sexual harassment, abuse, or assault. When someone you know tells you that she or he was sexually harassed or abused, sometimes it's hard to know what to say. You might not want to pry, and at the same time you might want to express your concern. Your own feelings may make it difficult to be supportive of the victim.

Sometimes it's hard to find the right words to express caring and empathy. Here are some things that victims/survivors have indicated are helpful and supportive responses from people close to them. These are guidelines; they can help let the victim know that you care and that you want to be supportive. Think of it as basic first aid: it probably won't "fix" it, or make the trauma disappear, but it can help the victim feel less isolated and more safe or supported.

We often use "she" or "her" to refer to the victim/survivor, because women and girls are most often the targets of sexual violence; however, men and boys are also harassed and abused, and the information here applies to both male and female victims/survivors.

### How to help someone:

1. Communicate these points:

- I'm sorry that it happened.
- I'm glad you survived.
- **It's not your fault.**

2. Be a good listener. That means summarizing what the person tells you and noting what feelings they might be having. Be non-judgmental and non-blaming.

3. Ask the victim how she/he wants to be treated, especially when doing anything that may violate personal space. Even if you mean well and want to offer comfort, remember that the assaulter took away control over the person's body. Victims may not want to be touched or accompanied; if they do, they can let you know when you ask. For example, ask: "Would you like me to come with you? Do you want a hug?"

4. Sexual abuse takes away the victim's power and control. Afterwards, the victim needs to be allowed to be in control and to make his or her own decisions. Even if you don't like the decisions made, you can best support the victim's healing by supporting her or his decisions.

5. Make sure that the victim's basic safety is secured. Is he or she going to be exposed to the perpetrator again? Does the living arrangement need to be changed?

6. Assist the victim in getting the help she or he wants and needs. This may mean providing phone numbers, transportation, information, etc.

7. Many victims blame themselves for the abuse. This helps them feel as if they can be in control in the future. They don't feel that they can control the perpetrators, but that they can control themselves. You can tell them that no matter what they did, **it was not their fault**, but do not expect them to agree with you. You might also say the following:

- They did not commit a crime; the assailant did
- No one asks or deserves to be harassed, abused, assaulted
- The perpetrator had an intention to harass, abuse, assault
- The perpetrator may have prior experience
- The action of the perpetrator probably caught the victim by surprise
- Most of us are not trained in how to protect ourselves in these situations

8. Victims often feel guilty for not fighting back; tell them that no matter what they did, they acted in the best manner they could. Fear often paralyzes people. Sometimes it feels, or is, safer to "cooperate" or submit to an assault; this does not make them a willing participant. Submission does not equal consent. Perhaps they did what they needed to do to survive.

9. Talk to someone else about **your** feelings of the incident. Sexual assault can also be traumatic for friends, families, partners, and others close to the victim. You deserve support, too.

### **Some additional guidelines for avoiding further trauma to victims:**

1. Avoid offering advice or telling them what to do; however, you can make suggestions and offer options related to securing future safety.

2. Don't tell them what you would have done.

3. Don't ask them why they didn't scream or fight. This will feel like you are blaming them, even if you don't intend it that way.

4. Don't ask them if they did anything to "lead them on." This includes asking what they were wearing, asking why they were with the perpetrator, etc. The assailant made the choice to commit an assault.

5. Allow them to talk about the incident if they want to. Nobody willingly "dwells on it." If they want to talk about it, they deserve to be able to do so.

6. You can suggest (but don't insist) that they talk to someone about the incident. Be aware that talking to an authority figure, a male, or even a counselor on a rape-crisis line can be scary. The advantage for them in talking to a crisis counselor is that the counselors are specially trained and experienced in helping victims understand their reactions and offering tips for recovery. Not everyone finds it helpful to talk about it right away, and resuming usual activities initially may be a victim's best choice. They know, better than anyone else, what will be most helpful to themselves.

7. Don't press them to report the incident to the police. Reporting is a very big step, and it might require more time, energy, courage, and safety than victims feel they have at this time.

Reporting an assault in a foreign country, which may have different definitions of assault and attitudes toward victims, may also cause more trauma for the victim. You may assist the victim in finding out the process and climate for reporting in that community. If she or he wants to report, then provide support for that decision.

8. Don't break the victim's trust in you by telling others about the incident without permission. Victims should have control over who knows and over when and with whom they talk about it.

9. Don't imply that it wasn't "real" assault or rape if they knew the person who assaulted them. At least 80% of sexual assaults occur between people who know each other.

Finally, do what you need to do as a Program Director for your own self-care. This can be emotionally draining. Call the Study Abroad Center and, for more information and support in handling this incident, contact:

- ISU Student Counseling Service (515) 294-5056
- ISU Sexual Assault Response Team Coordinator (515) 294-3116
- ISU Thielen Student Health Center (515) 294-5801
- ACCESS Assault Care Center (515) 292-0500

These are great resources, even while you are abroad.

## Iowa State University Alcohol Policy

Iowa State University is committed to maintaining an environment conducive to healthy lifestyles, including the academic and personal development of all members of the university community.

Members of the university community are accountable for their own actions and are expected to make responsible, lawful decisions regarding the use of alcohol. Alcohol must only be used in ways that neither harm or degrade the individual or the university community. The university community must encourage responsible behavior for those individuals who consume alcohol and respect the rights of individuals who choose not to consume alcohol. Consistent with these rights, the institution will encourage responsible decision-making regarding the consumption of alcoholic beverages.

The university recognizes that some individuals have difficulty with alcohol because they are chemically dependent. Although the institution has an interest in helping those individuals, it neither ensures the safety of nor protects those individuals from the consequences of their acts or violation of this policy or any other rule or regulation.

In order for the university to be consistent and fair in the implementation of this policy, all organizations affiliated with or recognized by the university must observe the following policies with regard to the sale, possession, consumption, and promotion of alcohol on university property.

1. The university has the authority to determine the time, place, and conditions under which alcoholic beverages are consumed on university property. **Persons under the legal drinking age may not consume or have alcoholic beverages in their possession.** The university will clearly designate all locations where alcoholic beverages may be served. Permits from the State of Iowa for the sale of alcoholic beverages have been obtained for several university or university affiliated facilities, including the MacKay Hall Tearoom, the Memorial Union, the Iowa State Center, Cyclone Stadium, and Veenker Golf Course. The university has the discretion to restrict consumption and sales of alcoholic beverages in all locations holding permits. Unless specifically allowed by state permit or university policy, the consumption of alcoholic beverages is not permitted within university buildings, within university vehicles, or on other university property.

2. Drinking activities that are potentially dangerous, such as “chugging” of alcoholic beverages, competitive drinking activities, and activities that employ

peer pressure to force participants to consume alcohol, are prohibited. Alcohol is not to be used as an award or prize.

3. When alcoholic beverages are served at a social function, the sponsoring organization shall provide adequate supervision at the event and comply with all the applicable laws, ordinances, and rules governing the possession, consumption, and sale of alcoholic beverages.

(a) Individuals sponsoring the event must implement precautionary measures to ensure that alcoholic beverages are not accessible or served to persons under the legal drinking age or to persons who appear intoxicated.

(b) Nonalcoholic beverages and food are to be provided whenever alcohol is served. They must be displayed as prominently as the alcohol. They must also be available in appropriate quantities depending upon the number of people in attendance.

(c) The quantity of alcohol available at an activity is to be based upon the number of people of legal drinking age expected to attend and the duration of the activity.

(d) Advertising for events that specify or emphasize the quantity of alcohol to be served is prohibited. Nonalcoholic beverages are to be advertised as prominently as alcohol.

(e) All individuals or registered groups, must comply with the laws of the State of Iowa, the ordinances of the City of Ames, and the policies of Iowa State University. It is the duty and responsibility of the sponsoring organization(s) or individual(s) to provide adequate supervision and to comply with all applicable laws and university regulations including the activity authorization process.

4. To the extent possible and reasonable, the institution will respect a students' privacy within his/her own room. Consumption of alcoholic beverages is only permitted in residence halls and other university affiliated or recognized housing according to policies established by those residences or governing bodies and approved through the respective university administration review procedure.

For additional information concerning this policy statement, please contact the Dean of Students Office or the Substance Abuse and Violence Prevention Program Office. Pertinent sections of the Code of Iowa and the Ames City Code are available at the Dean of Students Office. Information regarding the use of alcohol is also outlined in the Department of Residence Terms and Conditions (Undergraduate and Graduate/Adult Undergraduate) and the Residence Halls Guidebook. Iowa State University encourages students to hold substance free events and programs.

From the *Student Handbook*, 2007, Dean of Students Office, Iowa State University, [www.dso.iastate.edu/sih.pdf](http://www.dso.iastate.edu/sih.pdf)

## **Alcohol Use in a Study Abroad Program**

Study Abroad Program Directors should brief their program participants regarding the alcohol laws of the host country. Most cultures where alcohol consumption is legal have a mandated threshold age at which buying and/or consuming alcohol becomes permitted. Minimum drinking and purchase ages in countries around the world range from 15 to 21 years of age. In some countries, drinking age precedes the age of legal majority; in others, it coincides with it; and, in still others, drinking is delayed well past that threshold. In some countries, alcohol content or type of beverage also determine the age of legal access. A list of legal drinking and legal purchasing ages by county can be found at the website of the International Center for Alcohol Policies at [www.icap.org](http://www.icap.org). Typically, drinking age laws make no reference to alcohol consumption in the home.

In addition to establishing alcohol guidelines that are in accordance with local laws and in accordance with the general ISU alcohol policy, Study Abroad Program Directors are empowered to set more stringent requirements. Some Study Abroad Program Directors have chosen to implement guidelines based on "peer pressure" to deal with alcohol problems, and some have implemented a no-use policy.

Participants whose alcohol use or abuse is disruptive to the program or to other program participants are subject to disciplinary actions as outlined in the Study Abroad Conduct Code. Participants whose alcohol use is endangering to themselves because of the increased risk of being a target of crime may also be subject to the Study Abroad Conduct Code. Students should be reminded that violations of any established program policy are subject to consequences as described in the Study Abroad Conduct Code.

## Study Abroad Conduct Code

An Iowa State University (ISU) Study Abroad Program provides the student involved with an opportunity to pursue academic study for credit outside the United States. Students are expected to take advantage of the cultural opportunities involved and are responsible for their behavior during the program. The Study Abroad Center (SAC) has developed the following Study Abroad Conduct Code that all students are required to follow while studying abroad:

### **Student Conduct and Disciplinary Procedure, General**

A student participating in an ISU study abroad program assumes a dual status as an ISU student and a student of the host institution and/or host country. ISU students abroad are subject to, and should be familiar with, ISU student conduct policies as well as the laws of their host country and the academic and disciplinary regulations of the host institution or residential housing program. Students should note that SAC policies for students studying abroad are more strict than ISU campus disciplinary policies because of the broader consequences of student conduct when abroad; e.g., student conduct may affect ISU's relations with the host institution and local community or arouse anti-American sentiments. In addition, students should note that SAC disciplinary procedures are more compressed than campus procedures due to the short duration of many ISU programs, the need to address disciplinary matters more quickly while traveling abroad, and the limited resources that are available in the host country to resolve disciplinary issues.

### **Student Conduct**

#### **Student Agreement, Conditions of Participation**

Before departure, ISU students studying abroad sign the *Conditions of Participation* form acknowledging their understanding of SAC policies governing study abroad. The *Conditions of Participation* state:

1. I understand and agree that, as a participant in an Iowa State University study abroad program, I am subject to the following: a) the ISU Student Conduct Code (ISU Student Disciplinary Regulations, Student Information Handbook), b) the ISU Study Abroad Conduct Code (Study Abroad Student Handbook), c) host institution conduct codes, and d) host country laws.

2. I fully understand that the procedures to be used in the event of my violation of any of the respective conduct regulations are the Study Abroad Disciplinary Procedures contained in the Study Abroad Conduct Code.
3. I understand that I may be dismissed from the program if: a) I engage in actions endangering to others or myself, or b) my conduct is considered to be detrimental or incompatible with the best interest and welfare of the program. I further agree, if dismissed from the program, to be responsible for all expenses incurred in returning to the United States.
4. I understand that I am subject to the laws of the host country and agree to abide by those laws. It is further understood that Iowa State University may be limited in its ability to provide assistance in the event of my arrest. ISU may also institute disciplinary proceedings concerning my violation of the laws of the host country.
5. I agree to participate fully in all portions of the program and agree that any deviation I will make from the program design must be approved in advance in writing by the program director.
6. I agree to notify the program director if I am planning extended individual travel during the program. Where possible, I will provide the director with details of the proposed trip including plane, bus, and train schedules.
7. I understand that students participating in ISU programs need to be willing to learn about their host cultures and be open to new ideas even though they may be culturally challenging. I am aware that it is both inappropriate and culturally insensitive to promote religious or political agendas in a host country; further, that such behavior can cause offense and potentially place me in harm's way. I understand that I cannot expect to change the society I am visiting and as a representative of Iowa State University, I should not engage in such activities. I understand that freedom of expression is not a universal right and may not be protected by law in some countries. I will demonstrate a respect for the host culture even though I may not agree with all aspects of that culture, and I understand that behavior that is inconsistent with this statement may lead to my dismissal from a program.
8. I understand that behavior that is not in accord with these Conditions of Participation may result in my need to return all or part of my financial aid.
9. I understand that program directors may establish additional conditions of participation or requirements for a study abroad program and I am subject to all policies and requirements of a program in which I participate.

**Prohibited Conduct:** Misconduct by ISU students studying abroad can lead to removal from the study abroad program and may, in addition, result in a decision by ISU to impose further sanctions, such as suspension or dismissal from ISU. Misconduct abroad refers to student actions that, in the judgment of the Program Director and/or officials of the SAC, jeopardize the student's own welfare or that of fellow students and/or the integrity of the program. Such actions include, but are not limited to, the following:

- Academic dishonesty;
- Obstruction or disruption of teaching or other university activities;
- Unauthorized absence from class and/or other organized program activities;
- Use of, or threats of, physical violence;
- Violating the laws of the country in which the student is traveling or living;
- Violating the academic or disciplinary regulations of the host university or residential housing program where the student is studying;
- Openly abusing the customs and mores of the host community;
- Damage to, or destruction of, property of others;
- Alcohol or substance abuse; and
- Eviction from one's lodging.

**ISU Student Disciplinary Regulations also apply to students in study abroad programs.** A complete list of conduct and behavior that are subject to disciplinary sanctions by the ISU Dean of Students can be found in Section 4.2 of the *ISU Student Disciplinary Regulations*.

**Special Note on Substance Abuse:** Student use or possession of controlled substances may be punishable by severe penalties. Students caught with illegal drugs are subject to local laws of the country in which the student is traveling or living. In addition, personal involvement or association with others involved with drugs of any kind may be considered misconduct abroad and a violation of the *Conditions of Participation*.

### **Study Abroad Disciplinary Procedure**

**1. Reporting Misconduct:** The person who has observed or is aware of alleged student study abroad misconduct should contact the Program Director and report the misconduct and alleged violation.

**2. Investigation and Conduct Meeting:** The Program Director is responsible for carrying out the initial investigation of all alleged student violations of the *Study Abroad Conduct Code* and *ISU Student Disciplinary Regulations*. Normally, this investigation should consist of interviews with the reporting party and any witnesses and a review of any written materials related to the misconduct. The person alleged to have violated the regulation or standard of conduct shall have the opportunity to explain what occurred at a conduct meeting with the Program Director. When the person alleged to have violated a regulation or standard of conduct is interviewed, he/she must be informed of the nature of the allegation, the regulations or policy allegedly violated, his/her right to respond, and the procedures to be followed.

**3. Verbal Warning:** The Program Director or an instructor is empowered to issue a verbal warning if they observe or have determined that a student's behavior is not in accord with the Study Abroad Conduct Code.

- Verbal Warning: An official, although oral, warning to the student that his/her conduct is in violation of the Study Abroad Conduct Code.

**4. Written Warning:** If, after the investigation and conduct meeting where the student involved has the opportunity to discuss the alleged misconduct violation, the Program Director believes that disciplinary action is appropriate, the Program Director may issue a Written Warning.

- Written Warning: An official written notice to the student of the study abroad misconduct violations and that failure to meet expected behavior or repeated violations may result in dismissal from the study abroad program.

Written Warnings, whenever possible, shall be faxed or otherwise communicated to the SAC within 48 hours of the occurrence. The SAC may distribute the information to other campus units as appropriate.

**5. Dismissal from the Study Abroad Program:** This sanction removes the student from a study abroad program. It is permitted when either a student fails to meet the conditions of a prior Written Warning or commits such a serious violation that it is contrary to paragraph #3 of the *Conditions of Participation*.

Certain behaviors may lead to dismissal from a study abroad program. These include but are not limited to: academic misconduct, eviction from housing on grounds of inappropriate conduct, exceeding the number of unexcused absences from class allowed for the program, willful destruction of property, posing a safety hazard to oneself or others, and criminal conduct.

If, after an investigation and conduct meeting where the student involved has the opportunity to discuss the alleged misconduct violation, the Program Director believes that dismissal is appropriate, the Program Director will contact the SAC. All dismissal decisions shall be rendered in consultation with the SAC. The SAC may conduct independent investigation of the incident and may request additional information. If a decision to dismiss the student from the program is made, the Program Director shall issue a Dismissal Notice to the student.

- **Dismissal Notice:** An official written notice to the student stating the study abroad misconduct violation/s and the terms of the student's dismissal from the study abroad program.

Completed Dismissal Notices, with the student signature, whenever possible, shall be faxed to the SAC within 48 hours. The SAC may distribute the information to other campus units as appropriate. Although dismissal from a study abroad program does not constitute dismissal from ISU, ISU may elect to impose additional sanctions to those imposed by the Study Abroad Program. If a student is attending an ISU Study Abroad Program from another institution and is subject to disciplinary action while in the ISU Study Abroad Program, the student's home institution may also be notified.

**6. Appeal:** A student may exercise his/her right to appeal a dismissal decision. This does not alter the student's obligation to absent him/herself from all premises used by the program for the duration of the program and return to the United States. The appeal must be in the form of a letter to the ISU Dean of Students. This letter may include any relevant documents and testimonials that the student wishes to enter into the record.

The Dean of Students or his/her designee shall either concur with or overturn the dismissal decision of the Program Director and the SAC. He/she will inform the student in writing of the decision. This decision will also be

communicated to the SAC Director, Program Director, and host institution, if appropriate. The SAC will be responsible to inform any other appropriate campus offices or officials. If a student is attending an ISU Study Abroad Program from another institution and is subject to disciplinary action while in the ISU Study Abroad Program, the student's home institution will also be notified.

### **ISU Student Disciplinary Regulations**

If the student's conduct is also in violation of the *ISU Student Disciplinary Regulations*, the ISU Office of Judicial Affairs may undertake disciplinary action, including imposing sanctions of suspension or expulsion from ISU. Such actions are pursuant to proceedings under Section 5.6 of the *ISU Student Disciplinary Regulations*.

### **Consequences of Dismissal**

Upon issuance of a Dismissal Notice, the student's participation in the study abroad program shall be concluded immediately. Dismissal of a student from the program shall not diminish or otherwise affect the student's obligation to make any and all payments to ISU. A student who is dismissed from a study abroad program may receive a grade of "F" in all course work in progress. In addition, the student will not be entitled to a refund of fees, may be required to reimburse ISU for financial aid received, and is responsible for all non-recoverable costs incurred by the host institution, as well as personal financial obligations, e.g., utility bills, rent. A student's registration at ISU may be blocked pending the meeting of all such financial obligations and/or disciplinary action. Once a student has been dismissed from the program, he/she shall be required to absent him/herself from all premises used by the program for the duration of the program and return to the United States at his or her own expense.

January 2007







**Study Abroad Program  
Dismissal Notice**

Name of student:

Date and location of incident:

Brief summary of violation:

Witnesses:

Please check the appropriate box:

- After having received a prior written warning the above-named student has not desisted from continuing to violate the Study Abroad Conduct Code, nor has s/he fulfilled the required expected behavior conditions as specified on the Written Warning. For this reason, the student in question is being dismissed from the program.
- The seriousness of the violation is such that further participation by the above named student would be to the detriment of the study abroad program and its participants or cause detriment to the best interest and welfare of the program and to ISU. For this reason, the student in question is dismissed from the study abroad program.

**To be completed by the student:**

I understand that, due to my violation of the Study Abroad Conduct Code, I have been dismissed from the above-mentioned study abroad program. Dismissal shall not affect my obligation to make any and all payments to ISU. I understand that I may receive a grade of "F" in all course work in progress; in addition, I will not be entitled to a refund of fees, may be required to reimburse ISU for financial aid received, and I am responsible for all non-recoverable costs incurred by the host institution and/or ISU. I understand that the conduct that led to my dismissal from this program may also lead to further sanctions upon returning to ISU.

I agree to immediately absent myself from all premises used by the study abroad program and return to the United States.

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Student's signature

Date

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Program Director's signature

Date

Please fax to the Study Abroad Center [001-515-294-7724] within 48 hours of signing.