

Study Abroad Faculty Guidelines



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Checklist

Responsibilities of Trip Leaders

Thinking About Doing a Study Abroad Program? Here's how you begin...

- Read and sign *Study Abroad Safety Guidelines* (see section marked 'signature page.')
- Attend proposal workshops and safety meetings (mandatory). There are always updates since you traveled last.
- Customize course for the chosen destination.
- Design assignments that will help students learn about area and resources.
- Develop itinerary and acquire a thorough understanding of it.
- Plan group excursions and events to experience the culture.
- Meet with the Study Abroad Office to discuss the proposed program.
- Discuss plans with Department Chair and/or Dean and follow proposal guidelines for program approval (see Guidelines).
- Complete the Study Abroad Proposal (<http://abroad.hiram.edu/>) under **FACULTY FORMS**, including the budget, and submit to study abroad director.
- Obtain Study Abroad Board approval after meeting with them.

Once Your Program Has Been Accepted...

- Promote the program. Submit information for your brochure.
- Recruit students and meet program minimum of participants.
- Work with study away office on student acceptance.
- Communicate meeting dates/times for orientations/classes with all accepted participants.
- Hold group orientation meetings to discuss logistics, policies, expectations, cultural norms, foreign language lessons, etc. The first meeting is generally held by the Study Away Director. A subsequent meeting should be scheduled with a representative from the Health Center.
- Any participant, who may contact you regarding withdrawal, needing funding, etc..., should contact the Study Away Director (see refund policy).

- Work with the Study Abroad Director to ensure that each participant has completed all necessary forms. Students cannot travel without having turned in all signed forms.
- Work with the Study Abroad Director on the group budget throughout the program preparation. It is up to you to understand and be responsible for your budget and know how to document all expenditures. Make sure you have a Hiram purchasing credit card, travelers' checks, cash, foreign currency and have made arrangements for a cell phone **4 weeks prior to departure (this applies to all of the above)**.
- All accommodations, transportation, field trips, etc... should be prepaid, if possible, through the study abroad office. It is the faculty responsibility to give the study away office the vendor information.

Important Documents

It is important to carry the following documents with you during your travels:

- Passport
- Packet of information from the study abroad office which includes student medical forms, faculty health insurance card(s), budget information, emergency contact list and numbers, copies of students' passports, student trip evaluation forms, blank incident reports, crisis management plan
- Travel itinerary

Country Long Distance Codes

Each country has its own country code that you must dial before placing a call to the US. To view a complete listing of country codes, visit <http://www.countrycallingcodes.com/index.php>. This website will also make recommendations for prepaid long distance carriers, along with the rates.

Before you Leave:

- Read and sign Emergency Action Plan (EAP) packet/form enclosed.
- Create your own Emergency Action Plan (based on suggestions in the enclosed EAP packet) and submit a copy to the study away office.
- Make sure the study away office has all information on accommodations, travel itinerary, etc...
- All faculty should submit a signed health form, a copy of their passport, and provide the study abroad director with their own emergency contact information.

- Make sure you've received your group First Aid kit from the Health Center on campus.

During the Overseas Experience...

- Provide in-country orientation (how to get around, exchange money, use a phone, etc.).
- Check in with the Study Away Office upon arrival in country.
- Oversee academic portion of program.
- Participate in group excursions and events.
- Be responsible for group safety and security.
- Respond to students in crisis (accident, illness, family problems at home, etc); contact Study Away Office about serious cases.
- Monitor group dynamics and activities.
- Document any inappropriate student behavior and report to Study Away Office.
- Budget and monitor program spending, keep daily record of spending and receipts.
- Coordinate and check on transportation arrangements.
- Distribute and collect program evaluations for all participants.

After the Program...

- Return international cell phone if obtained through the study away office, evaluations, budget report, receipts, any unspent monies, etc. to Study Away Office within 10 days of return.
- Coordinate a "re-entry" meeting for students either in person or via internet; discuss changed attitudes, the value of the study abroad experience and suggestions for improvement.
- Write an evaluation of the program and submit to the Department Chair, Dean, and Study Away Office
- Submit grades for all students.
- Meet with the Study Away Board to review program, budget issues, and evaluations.
- Be available to assist in recruiting for subsequent programs.

Role of the Registrar's Office

All study abroad programs are registered through the Registrar's Office. Traditional students must obtain an 'add slip' for all overseas programs once they are officially (via email from the study abroad office) accepted into the program. Add slips may be signed by the faculty leading the program or the study abroad director. Once a student has registered for the course(s), the study abroad trip costs are added to student bills. As soon as a student is registered, the refund policy is set in place (see refund policy).

Role of the Business Office

Traditional students are billed for study abroad programs through the Hiram College Business Office. All other accepted participants are billed through the Weekend College at Hiram. Students can work through the Financial Aid Office and the Business Office to pay for trip costs.

Role of the Study Away Office

Faculty members should request a meeting with the Study Away Office as soon as they decide to pursue the development of a new study abroad program.

The Hiram College Study Away Office serves as liaison between the faculty leader, prospective participants, the Business Office, Financial Aid Office, and other campus departments in the planning and implementation of study abroad programs.

All flights must be arranged through the Study Away Office. Accommodations, site visits, and excursions may be arranged by the study away office or faculty leaders. All payments for trip costs must be run through the Study Away Office.

All students planning on traveling overseas for academic credit, must go through the Study Away Office, whether they participate on a Hiram College program or not to receive the proper academic credits.

The Study Away Office provides a mandatory orientation for all students participating in Hiram overseas programs. The Health Center also offers a mandatory orientation for all Hiram faculty-led programs. Faculty leaders are to schedule these meetings with the appropriate personnel prior to any orientation meetings with their accepted students.

The College Relations Office on campus provides all marketing materials, including brochures and posters for all programs.

The Study Away Office will assist the Faculty Director by providing the following services:

Marketing:

- Assist with interest meetings
- Email students notification of program, interest meetings, and scholarships
- Share information with Resident Assistants
- Add information to Study Abroad Website (<http://abroad.hiram.edu/>)
- Provide study abroad fair in the Fall

Administrative:

- Oversee completion of all *Study Abroad Applications* and all necessary forms and waivers
- Issue the required International Student ID Card (ISIC) to all program participants
- Passport photos and assistance with passport applications (there is a fee for photos to anyone not participating in one of our faculty-led programs)
- Visa application assistance
- Maintain necessary files on all participants
- Collect application fees
- Create email distribution list of all participants
- Provide basic orientation information to all participants, forms, luggage tags, passport holders
- Organize and pay for roundtrip airline tickets, accommodations, site visits, etc.
- Provide emergency training and information to all faculty
- Compile an information folder for Faculty Director which includes emergency contacts for all students, health information, Emergency Action Plan, passport copies, and incident report form.

- Notifies Faculty Director of any overseas health/safety issues, provided by OSAC (Overseas Security Advisory Council).
- Faculty Study Abroad Workshops and trainings (Safety, health, proposal preparation, CPR, etc...).

Mandatory Pre-Departure Orientation:

Deliver, in collaboration with the Faculty Director, a **mandatory** pre-departure orientation that covers health and safety, traveling abroad, helpful tips, etc.

Recruitment

For best results, advertise your program early and often. Students begin making plans at least a year in advance, especially if they need to save money to participate in your program. To make sure your program has enough participants, you should develop a marketing plan that begins once your program has been approved by the Study Abroad Board and builds until the application deadline. Previous program leaders and the Study Away Office are your best sources of information on what works and what does not. To get you started, we have listed a few basics to keep in mind:

Venues

- Program brochure
- Study Abroad website
- Program announcement in appropriate or targeted classes
- Program announcement to student organizations
- Poster and flyer distribution at key campus locations
- Information sessions for interested students
- Study Abroad Fair in the fall
- Advertisements in the student paper, alumni magazine, college relations announcements
- E-mail to targeted majors and minors
- Hinsdale painted windows

Timing

It is extremely important that you begin publicizing your program as early as possible (once your program has been approved by the Study Abroad Board) and

CONTINUE publicizing it in many different venues throughout the year until the application deadline. **If the program has not been approved by the Study Abroad Board, then all publicity must state, “Pending Board Approval.”**

Students usually discuss travel plans with their parents. Therefore, you will see good results from publicity pushes just prior to breaks or holidays.

Classroom Visits

Visiting classes are one of the most effective ways of informing students about your program. Ask your faculty colleagues if you can visit for five minutes at the beginning or end of their class(es) to tell students about your program.

Brochures

An easily identifiable graphic on the brochure that can be reproduced for flyers, advertisements, and announcements will give your program visual recognition. Sample brochures can be emailed or sent to you via campus mail from the college relations office.

Advertisements, flyers, and Announcements

Flyers should mention key points of interest including: application deadline, academic credit, geographic location, cost, travel dates, and contact person. Catchy slogans are effective and generate interest.

Make sure there is visual continuity between flyers, ads, and your program brochure and that you always refer to the program by the same title.

Target advertisements and flyers to specific groups likely to be interested in your program. For example, try departmental newsletters or e-mail lists for a program that satisfied a major or minor requirement, outreach to student organizations which have a connection to your course content, or on-campus cultural and academic events related to the geographic area or content of your program.

Information Sessions

Generally, the students who make the effort to attend scheduled information sessions for a particular program are seriously interested in your program. The content of the session should contain very specific information. A PowerPoint presentation is recommended.

For programs that have been offered in the past, the participation of returnees (and their photo albums) can be a great draw. Theme sessions (i.e. tea and biscuits for

England programs) can also be a good approach. FREE food of any kind is a good draw and should be prominently mentioned in advertisements.

A double-sided handout with itinerary, cost, what is and is not included in the cost, faculty leader's contact information, and application deadline is the best way to provide information.

General Hints

If your program is targeted at a particular field of study, it is important to stress in your materials other academic requirements the course will meet.

Maintaining contact with students who have expressed interest is critical. Keep lists of names, cell phone numbers, and email addresses (the study away office can also supply you with this information). Create an e-mail distribution list to keep students aware of program updates.

Criteria for Program Participation

Students must:

- Have approval from the Associate Dean's office if they are freshmen
- Have completed at least 15 credits as a college student
- Be 18 years or older at the time of departure
- Maintain a cumulative GPA of 2.5 or higher
- Have 3 positive faculty/staff recommendations
- Have no academic or judicial offenses on their records within the last year
- Students must comply by completing all required forms within a timely basis to the study away office

Please note: Hiram students take presidency over non-Hiram students as applicants. Accepted students' parents are not accepted as participants on Hiram programs. Non-traditional applicants can apply as auditors of the program.

Policy on college-unregistered participants on Study Away trips:

All participants on Study Away trips are expected to register for the associated course(s). Participants may register as auditors. All exceptions to this policy must follow the guidelines below.

Anyone who is not a registered student in the program but wishes to participate in the program in any way needs prior approval by the VPAA/Dean of the College.

Approval may be denied for any reason, including but not limited to financial and logistical reasons. Persons un-registered at the college do not have an inherent right to participate in the program. **Any college-unregistered participants must provide proof of medical/travel insurance before departure on the trip.** Hiram College is not responsible (financially or medically) for any liabilities that may occur regarding the college un-registered person(s). College un-registered participants must meet all the deadlines and follow all the guidelines of conduct of registered participants. All college un-registered participants, or their legal parent/guardian, will be expected to sign all waivers as would any other registered Hiram College study abroad participant and may be subject to other requirements at the discretion of the VPAA/Dean of the College.

Any college-unregistered participant under 18 must be accompanied by another adult who is not the program leader. Family members 18 years old and older may accompany faculty on study tours with approval of the VPAA/Dean of the College, as long as doing so does not interfere with the teaching of the course or the availability of the faculty member to the students.

Any college-unregistered participant must pay all relevant advertised fees/costs prior to the departure of the trip. Relevant costs are determined by the VPAA/Dean of the College in consultation with the participant. Any additional costs that are entailed by the participant must be reimbursed to the college within thirty days of the final accounting of the trip.

Study Abroad Scholarships

Each of the following scholarships are available through the study away office:

Charles McKinley Endowed Scholarship: Awarded to Hiram College juniors and seniors to assist in covering extra expenses associated with international travel and study. Strong consideration is given to students who incorporate a Hiram College study abroad program into their international plans.

Gertrude L. Frohring Endowed Scholarship: Awarded to deserving students wishing to travel abroad as part of the Hiram College Study Abroad program. Recipients are to be selected by a group of faculty or staff readers and the study abroad director on the basis of a personal essay as well as academic standing, year of graduation, requirements for major of study, and financial need.

Sylvia Snyder Endowed Fund for the Support of International Study: The purpose of this fund is to provide assistance to Hiram College students who participate in campus based study programs which require international travel during the academic year, or who participate in exchange programs for which Hiram College has a formal exchange agreement, or for students who design their own foreign study program under the guidance of Hiram College faculty and administration. Such financial assistance may include travel expenses such as transportation, visa and passport fees, living expenses such as room and board, academic expenses such as tuition, book and lab fees, etc., and such other expenses as may be determined by the Study Away Director at Hiram College after consultation with the Director of Financial Aid.

Jan Shelton Restricted Gift for Hiram students participating in the Study Abroad Programs.

Layton Memorial Fund for Study Abroad and to be used exclusively for Hiram College students led by a member of the Hiram Faculty for study purposes outside the boundaries of the United States of America.

Lepley Endowed Fund to purchase passports for students participating in study abroad programs during the academic year, exchange programs, or Hiram faculty-led overseas programs.

Hiram College Study Abroad Refund Policy

Study Abroad programs require extensive, detailed advanced planning on part of faculty and Study Away Office. Because commitments for flights, hotels, cooperating agencies and organizations are frequently done months in advance of the trip, it is essential that students be aware of the financial commitments when signing up for a program. Once a student has been accepted to the program in writing from the study away director and **registered** for the study abroad course, the cost of the program is incurred, therefore, a responsibility to payment. Likewise, the College is sensitive to extenuating and unforeseen circumstances that arise in students' lives that could make it impossible for a student to meet the travel commitment. Thus, the College has established a policy whereby both the College and committed students incur the least financial penalty for change of plans.

- Hiram College study abroad program costs are incurred at the onset of registration.
- The cost of the trip is to be paid in accordance with the Hiram College payment policy.
- Withdrawal from a Hiram College sponsored study abroad trip must follow the Study Abroad Withdrawal Policy, as well as change in course registration.
- Refunds for withdrawal from a study abroad trip will be a percentage (%) of the amount charged for the trip. Costs incurred by the College, such as airfare, hotel, in country transportation and similar will reduce the amount refunded.
- Any credit the student received from the College for room or board will be added back to the student's bill and payment is due by the next scheduled payment date.
- Any refund will be applied directly to the student bill.
- The % refunded will be on the following basis (the amount refunded after the % calculation will be reduced for any costs incurred by the College)
 - 75% of the trip billed will be refunded if dropped by the 1st Hiram College payment plan due date for the semester. Trip costs are incurred from the onset of registration for the course.

- 50% of the trip billed will be refunded if dropped by the 2nd Hiram College payment plan due date for the semester.
- 25% of the trip billed will be refunded if dropped by the 3rd Hiram College payment plan due date for the semester
- 0% of the trip billed will be refunded if dropped after the 3rd Hiram College payment due date for the semester.
 - If a student fails to withdraw from a study abroad trip, there will be 0% refunded
 - Once a study abroad trip departs, there will be 0% refunded for cancelled participation
- If a student becomes critically ill or hospitalized, causing them to miss out on the scheduled program, any meal money that is normally distributed to participants throughout the program, will be set aside in an envelope and returned to the student after the trip has been reconciled.

Orientation for Students

Faculty are expected to hold at least 3 orientations prior to departure.

Suggestions for topics include:

1. Orientation should include facts about the country or countries including cultural information, history, geography, economics, currency (how to exchange), clothing requirements, customs, language lessons, behavior expectations/contracts, etiquette, packing list, safety precautions, visit by health center member, first meeting should be held with study abroad director(also see HEALTH CARE PRIOR TO DEPARTURE)
(<http://www.kwintessential.co.uk/resources/country-profiles.html>) or
(http://www.ediplomat.com/np/cultural_etiquette/cultural_etiquette.htm)
2. <http://umabroad.umn.edu/onlineorientation/obnoxiousAmerican/theObnoxiousAmerican.swf>
3. <http://www.globaled.us/plato/>

Student Conduct

Program leaders should advise students on social norms. Class time, both before departure and when on location, should include discussion of these norms and typical ways in which travelers may violate them. Participants need to be advised that they are subject to both the laws of the host country, the rules and regulations of Hiram College, and the Code of Student Conduct as published in the *Student Handbook*.

There are many reasons why a student might be sent home. Sometimes the departure is voluntary (death of a family member, family illness or emergency, medical or psychological reasons); other times the departure might be disciplinary in nature. All Hiram students participating in faculty-led trips have completed a waiver form, notifying them that they may be sent home for behavioral infractions. Each faculty leader has the discretion to send students home. Please use your best judgment. Keep in mind that faculty leaders do not need to make these decisions on their own. Between the study away director, Academic Dean, and Dean of Student Life, a decision can be made based on faculty recommendations.

Participants are subject to immediate dismissal from the program if they engage in violent behavior or illegal use of drugs in any form while on the program. In such cases, no refund will be made of any tuition, program fees, or any costs associated with departure from the program. Any extra expenses associated with early withdrawal from the program due to dismissal are the responsibility of the student or participant. Damages caused by the student or participant to any property in the host country are the responsibility of the student or participant.

Hiram College Policy on Use and Renting of Vehicles

When renting a vehicle, it is essential that local insurance in the host country is also purchased. This must be purchased regardless of your personal insurance coverage. Hiram College vehicle insurance is only secondary coverage. The largest size van a group can rent is a twelve passenger van. The driver of the vehicle must be the legal age as stated in the rental contract.

Students are not to rent any type of motorized vehicles on their own.

Overseas Alcohol Policy

Message for faculty to deliver to students participating in overseas program:

The local laws apply in regards to alcohol consumption; therefore students are responsible for knowing the laws and exercising responsible decision making. If student decisions ever affect their behavior on the program (example: hung over, late, sick, disruptive, and/or inappropriate behavior), there will be consequences affecting their grade. The student will also be processed judicially once he/she returns to campus. Students need to observe the rules of good behavior on the program and understand that they remain at all times subject to the rules and regulations of Hiram College. Hiram College reserves the right to withdraw any student on account of unsatisfactory academic performance or unacceptable behavior. Hiram College may discipline a student or dismiss him/her from the program for other discipline problems or behavior detrimental to the program. In such cases, no refund will be made of any tuition, program fees, or any costs associated with departure from the program. Any extra expenses associated with early withdrawal from the program due to dismissal are the responsibility of the student.

Message to faculty/staff members leading overseas programs:

Alcoholic beverage costs are not to be included in your study abroad budget. Students (of age) and faculty can personally pay for alcohol at group dinners. Hiram College expects all faculty members to act with the utmost discretion.

Cell Phone Policy

Hiram College requires that all faculty/staff members leading international programs have an international cell, or if necessary, satellite phone. This expense must be included in your group budget. Students are not to have access to your phone unless it is an emergency and personal calls will not be reimbursed.

Cellular Phone Options

- **Obtaining a cellular phone on-site:** Faculty are welcome to obtain a cellular phone once they arrive at their program location. Any faculty obtaining a cellular phone outside the U.S. will need to negotiate the best terms and conditions for cellular service on their own.
- **Using a SIM Card:** Faculty should also investigate if their current cellular phone will accept a SIM card abroad. This is frequently a low-cost alternative to buying or renting a cellular phone abroad. Hiram College is not able to provide technical support or recommendations for cellular service or phones. Contact your cellular phone provider to determine if your current phone is compatible with using a SIM Card.
- **Obtaining a cell phone in the U.S.:** Faculty interested in obtaining overseas cell phone service while still in the U.S. may work with a third-party provider. Third-party providers often arrange to ship a fully functional phone to a faculty's home address before departure and provide instruction for faculty to ship the phone back after returning from study abroad. Hiram College does not have an agreement with and does not endorse any providers. However, faculty can visit www.piccellwireless.com/ and www.cellhire.com/ in order to become acquainted with two U.S. companies. Rates vary and may be more or less competitive with local rates by location. These websites provide their specific usage rates for the countries of study. Hiram College cannot be held liable for either of these telecommunication companies.

Faculty are encouraged to consider the following benefits of obtaining a cell phone prior to departure and after arrival:

Benefits of obtaining a cell phone prior to departure:

- Faculty will be able to provide cell phone numbers to the study away office before leaving home.
- Faculty who experience flight delays or problems during travel will be able to use the cellular phone to contact the Study Away Office.

Benefits of obtaining a cell phone after arrival:

- Faculty may receive a less expensive rate for calls in some locations.
- A local provider may provide more expedient service and technical assistance than a U.S.-based provider.

Whether faculty choose to obtain a phone pre-departure or wait until they arrive at their program location, **having a cell phone is a requirement.** Faculty who arrive without a cell phone will be required to obtain one within 24 hours upon their arrival.

Finally, faculty must read the Terms and Conditions information of any mobile phone service provider obtained in the U.S. or abroad very carefully. It is especially important to understand that faculty are responsible for reporting lost or

stolen phones as soon as possible. Failure to follow the instructions of the provider could result in the faculty being held responsible for usage charges that were not incurred by the faculty.

Please call or email the study away office once you have arrived at your destination. **If you are purchasing your phone overseas, it is mandatory you report your cell number to the study away office immediately.** Make sure you return the cell phone as soon as you return if it was purchased prior to departure.

Throughout the program's entirety, faculty are required to have their cell phone turned on, charged, and with them at all times to enable Hiram staff to reach them in the event of an emergency.

Hiram College Credit Card Policy

A Hiram College credit card will be issued for each program director upon request (allow at least 2 weeks). Cardholders assume responsibility for the operation and administration of their purchase card. Be sure to read and understand the 'Cardholder Agreement,' which can be obtained from the purchasing department.

If a flight is delayed due to bad weather, it would be the students' responsibility to pay for any lodging and meals. However, the Hiram College credit card can be used to help with the immediate situation, and then expenses would be split and billed among the students upon return. **Please make this clear to your participants.** Students can purchase trip cancellation/interruption insurance prior to departure if they choose. **Receipts are needed for every charge and cash withdrawal.** If a receipt is not submitted, the leader may be personally responsible for the charges. Make sure you submit your expense report, receipts, any cash (make sure you exchange any foreign currency prior to returning to the states), to the study away office within 10 days after your return. Do not spend group funds on students' individual needs. You are not a bank, nor are Hiram group funds or credit card to be used for student's personal needs, exchanging money, loaning money, or for students who will be traveling alone after the group has departed for home. If a student who has every intention of going on your program, finds themselves not being able to go due to illness or emergency, please discuss reservations of that student's funds with the study away office on behalf of that student prior to departure. If a student must depart a program prior to ending date, again, please discuss reservations of their funds with the study away office.

Personal purchases, of any kind, are not permitted nor are purchases for non-registered study abroad participants.

Travel Advances

If cash is needed for the group travel expenses prior to departure, a written explanation of what it is needed for and how much. The Study Away office will create a travel advance request, which will require approval from several sources, including the Academic V.P., Chief Financial Officer, and Accounting office. Requests in excess of \$500 require the approval of the department's Vice President. A department may request a higher limit if the department can develop a plan in advance that can be reviewed and approved by the Academic Dean and the V.P. for Business and Finance.

The travel advance request must be in the Accounting Office five working days prior to the date needed to allow for processing but keep in mind, the bank must be notified at least 10 working days prior to cashing the check in case they need to order currency or large bills they may not have on hand.

All unused funds are to be returned to the Financial Services Clerk in the Business Office. All original receipts must be provided to the Study Away Office.

Note: Failure to provide the study away office with an expense report and receipts will result in a bill sent directly to the employee for any funds not returned or missing receipts as well as a monthly finance charge. Additional travel advances will not be processed.

Getting Funds Overseas

There are several ways of accessing funds while the program is in progress. In general, Faculty Directors should have multiple means to access funds in case of difficulty with any particular system. It is up to the faculty director to find out if the country/countries you are visiting will accept American Traveler's Checks, AAA Visa cards, ATM or Debit Cards, Credit Cards, or only foreign currency.

American Traveler's Checks

These are available at most banks for a fee or free from AAA if you are a member. The Study Away Director, along with the Controller, can make arrangements at Huntington Bank in Garrettsville for TC's.

Advantages: can be replaced if lost or stolen.

Disadvantages: money needs to be deposited in the US and there could be withdrawal fees. **Not as widely accepted as they once were.**

AAA Visa Travel-Money Card

This is a Visa card available to AAA members. The Faculty Director puts money on the card and it works as a debit card.

Advantages: widely accepted in major cities and replaced if lost or stolen.

Disadvantages: money needs to be deposited in the US and there are withdrawal fees.

ATM or Debit Cards

ATM or Debit Cards provide access to cash. Call your bank to let them know that your card will be used abroad so that your account is not frozen due to suspicious activity. During the call, make sure your destination is not blocked by a bank imposed fraud alert.

Advantages: excellent exchange rates for withdrawals, 24-hour access.

Disadvantages: check on your bank on daily withdrawal limits and transaction fees. Computer downtime can limit access. Make sure your PIN code is no more than 4 digits. Some countries have very few ATM machines that will accept U.S. cards. Make sure you know if this is the case.

<p>It is strongly recommended that program leaders have more than one way to access cash, and that they carry a credit card (not a Discover card) for emergencies.</p>

Hiram College PCards can be used for Study Abroad trips.

P-Card Usage:

A budget must be presented to verify needed funds. Requestors should provide a guesstimate of in-country purchases as well as cash withdrawals needed.

Do not use your pcard for any purchases on Hiram's campus, however, do make sure your card works prior to departure. Make sure all of our pcard purchases have been included in your study abroad budget.

\$1000 single transaction limit applies. Purchase orders must be created to the pcard vendor for specific transactions over \$1,000.

Always call the credit card company and give them your itinerary, including travel dates and size of party.

ALWAYS call customer service FIRST on the back of the card if a problem arises. Persons should then follow up with a phone call to Martha Schettler at 330-524-9886 or 330-569-6035 or schettlerma@hiram.edu.

In order to withdraw funds from an ATM, you must order a pin number. Allow for 2 weeks to receive your pin number and do not leave home without knowing what your pin number is! There is no master list (only you have it).

Test your Pin before you leave.

Cash at ATM – maximum 3 withdrawals (includes attempts) per day. Every bank has their own limit regarding cash withdrawal amounts.

Cardholders are responsible for allocating their own transactions unless other arrangements have been made. Arrangements should be cleared through the Purchasing Office prior to departure.

See *‘Hiram College Credit Card Policy.’*

Health & Safety

As program leader, you will find that your responsibilities do not end in the classroom. Students will rely on you for all types of extra-curricular assistance as they adjust to a new and sometimes stressful environment.

Ways to ensure safety of students:

Do Not Leave students unattended if there is a case of emergency, illness, or physical trauma (inc. fractured bones). When you have two faculty leaders, one needs to remain with the injured or ill student. If this is not possible, please call the study away office for guidance. When there is only one faculty leader, please be sure that a responsible person is in charge of the injured or ill party and the other person calls for guidance from the college.

Make sure that if students go out unsupervised (but never alone) you’ve asked them for one of the following: where they are going or their cell phone number, or that they will contact you once they have arrived. If students are staying with host families, please ask your students to leave this information with their host family.

When being housed, try to ask for a block of rooms in close proximity to one another. This will allow you to better monitor the students.

Keep the list of contact names and numbers with you at all times in case of emergency.

It is your responsibility to see that the Study Away office/person has been contacted, inform appropriate parties of emergencies, contact or help student(s) contact their medical insurance carrier, make sure group is in a safe location.

Immunizations

Please direct participants to the advice of Hiram's Health Center for information on recommended and/or required immunizations (330.569.5418).

Participants should check with their policy provider so they understand what their primary insurance will or will not cover. Students will be provided with an ISIC card, which acts as a secondary insurance – more information under INSURANCE.

Health care prior to departure

Good preventative health care prior to departure is among the most important things participants can do to assure a successful study abroad experience. It is imperative that certain health issues be covered in the pre-departure orientation program. These topics will vary by country, depending on the level of health care delivery system. As a rule, however, the following areas should be discussed:

1. Basic hygiene
2. Water & food issues
3. Alcohol & drugs (legal & illegal)
4. Personal responsibility & health status
 - a. -existing conditions, special care needs
 - b. -prescriptions
 - c. -eyewear
5. Sexuality & relationships
6. Accident & injury prevention
7. Health care availability abroad
8. Diseases
9. Psychological issues
10. Common Sense

Depending on the location and program expectations, if students need to be in top physical condition for strenuous hiking, please be sure to arrange a special

schedule for students to get into shape both physically and mentally. A First Aid Kit will be supplied to each group from the Hiram Health Center for \$20, to be equally divided among students. The First Aid Kit is to be returned to the study away office with unused supplies at the end of the program.

Health Care While Traveling Abroad

As the program director, no one expects you to also function as the group medic or nurse. However, it will make your life much simpler if you are able to provide some direction and respond to basic requests for health care.

1. Be Familiar with the Local Health Care Delivery System
 - a. Where is the local clinic?
 - b. Hours of operation?
 - c. Will the clinic treat foreigners?
 - d. What is the method of payment?
2. Establish a Medical Emergency Plan
 - a. Where do you find “after hours” health care?
 - b. How do you get someone out of the country quickly?
3. Refrain from Distributing Medicine to Participants
 - a. Even over-the-counter medicines can be lethal for some people. Make sure you ask students if they have ever used any of the over-the-counter medicines and if they’ve ever had any reactions, especially when combined with any other medications they may be on. You should know where the local pharmacy is.

Insurance

Participants should be advised to discuss their insurance coverage with their provider so they fully understand what their primary insurance will and will not cover while overseas. All students participating on Hiram’s overseas programs will be provided with an International Student Identity Card (ISIC) through the Study Away Office. The ISIC provides travel discounts, but most importantly, has supplemental insurance coverage. All students are required to get a photo taken for their ISIC through the Study Away Office. If a student does not come in for a photo, their card will not be issued.

Special Concerns for Disabled Participants

Under the Americans with Disabilities Act, students with disabilities who are otherwise qualified to participate in a study program, may not be rejected solely on the basis of their disability.

If a disabled student contacts you to discuss participation in your program, it is your responsibility to fully inform the student about possible risks or difficulties involved in participation, while making sure not to discourage them from participating. The choice to participate rests with the student. Encourage the student to contact the Director of Disability Support Services (Kevin Feisthamel, ext. 5952). If you are unsure about the feasibility of accommodating the student's needs on your program, contact the Office of Disability Support Services. There are also websites pertaining to disabled students studying overseas:

MOBILITY INTERNATIONAL

www.misua.org

ACCESS ABROAD

www.umabroad.umn.edu/access/index.html

Faculty Insurance

All faculty leading study abroad programs are included in Hiram's travel insurance for faculty and staff. Each faculty folder (given to one faculty member prior to departure) contains insurance information, along with a travel assistance card for each faculty leader. This card includes the plan number, policy number, and phone numbers.

Faculty Liability

What steps should a professor take to avoid dangerous situations, or complications, when traveling abroad with a group of college students?

“There are a number of important steps a professor can take to help reduce the likelihood of harm, or to mitigate harm if an accident or injury occurs. First, call the study away director at Hiram, once you feel you have the situation under hand. Second, have someone back you up and supervise students if you yourself should become ill or injured. Third, know your institution's policies on sexual and other

forms of harassment, student discipline, academic misconduct and how these types of issues should be handled. Also, be familiar with the institution's insurance coverage for things like medical evacuation, student health insurance, repatriations, etc. And have a cell phone that works in the country of travel plus emergency contact information for each student.”

-William P. Hoye, Executive Vice President, IES

1. The courts focus on whether or not institutional negligence is apparent and tend to support the fact that participants, for the most part, are adults and therefore responsible for their own actions.
2. The best way to ensure a successful and liability free trip is clear and definitive information prior to departure. Are there “inherent” risks on the program? If so, please tell participants – in writing – and have them sign a form indicating that they have read this information.
3. Are the institutional roles and responsibilities clearly defined? Be sure to provide these points in writing and, again, require that participants sign a form indicating that they have read and understood the information.
4. Keep the institutional responsibility to a minimum. Do not promise “the moon” because the more responsibility you accept, the more liable you become.
5. Familiarize yourself with the health and accident insurance provided through the ISIC card. Be familiar with the Hiram Study Abroad Safety Handbook Emergency Action Plan (EAP) that is in place (included in this handbook).
6. In case of an international incident, the Faculty Director should ascertain the real danger to program participants considering such factors as:
 - a. The event's proximity to students and staff
 - b. Its impact on the availability of food, water, and medical supplies
 - c. The target of unrest
 - d. The intensity of the emergency or of the political unrest
 - e. The presence of military or emergency personnel
 - f. The feasibility of continuing classes
 - g. The ability of students and faculty/staff to travel in the country
 - h. Advice of the nearest U.S. embassy or consulate

Important Emergency Information and Contacts

In the months prior to departure, it is important to monitor the security status of the destination country by reading U.S. Department of State Travel Advisories on the Internet (<http://travel.state.gov>). Prior to departure, pre-register your group with the U.S. Department of State. This is done through their website. By registering, The Embassy or Consulate personnel can contact your group in case of emergency.

Advise participants regarding potential risks of the program. The participant is reminded of the risks when they sign the *Study Abroad Application*. It is especially important to respond to risks discussed in public forums such as State Department travel advisories, and to let students know why you think this risk does not necessitate canceling or changing the program.

Under the Family Educational Rights and Privacy Act (FERPA), it is illegal for Hiram College employees, including faculty members, to contact a student's parent or guardian regarding medical conditions or emergencies unless express written permission has been obtained. Consult with the Study Away Office or Registrar's office for additional details on what information can or cannot be released.

Crisis Management Plan

Orientation information, both printed and oral, contains information for faculty and students about health and safety issues related to international travel. Adherence to this information, along with appropriate behavior, caution, and common sense, can prevent many of the crisis situations discussed below.

In any case:

Call the College after attending to the situation at hand.

Brittany Jackson: (w) 1.330.569.5380; (c)1.440.622.0214

Robert Haak: (w)1.330.569.5124; (c) (330) 977-7341

Have *one* faculty leader attend to the student or students, at all times. It is your responsibility as the group leader to care for said student(s) or to see that a responsible person has been placed in charge. Leaving them in the hands of non-Hiram program participants is not preferred but the faculty in charge should make whatever decisions they feel are most appropriate at the time and

contact the college as soon as everyone is deemed safe. If you are in a country where English is not the native language, have the faculty member or group guide who speaks that language speak to the authorities or health professionals. Follow outlined procedures for dealing with the specific crisis, which is in your Emergency Action Packet in trip folder.

Fax incident report (1.330.569.6005). If this is not feasible then delivery upon return will be acceptable as a last resort.

Note: It is very important that the study away office has a copy of your itinerary, including flights, housing information and contact names. If there is a situation that occurs while on your trips, or if there is an emergency where a student or parent needs notified, all information must be documented so that it is easily accessible.

Also, keep in mind that in the event of a disaster situation, sometimes the only method of communication is via e-mail. If you cannot reach the study away director by phone, at least send an e-mail letting us know that you and the group are safe. Even if you are not, it is very important that you inform us of the situation so that we can do everything in OUR power to help you and the group.

Conditions Requiring Crisis Management

The study away director must be contacted under the following circumstances:

Serious illness, injury, or death;

Emotional or psychological stress that requires intervention;

A participant is the victim of a crime (e.g., theft, assault, rape, harassment) or is accused of committing a crime;

An in-country situation that arises that causes concern (e.g., a political uprising or a natural disaster);

Conduct issues at the discretion of the faculty leader; or

Any other international situation that could warrant concern, either US domestic or foreign.

It is very important that these are taken seriously and documented or dealt with accordingly.

Course of Action

In the case of using a third-party provider, overseas programs have substantial on-site support. It is expected that there will be collaboration between the on-site organization and the faculty leaders. Most organizations should also have a crisis response team, either as part of the institution's administrative structure or

international programs. This does NOT relieve faculty of their duty to support students in need.

Listed below are the actions to take in various crisis situations you might encounter while abroad.

In all cases, adhere to the following actions:

Faculty leader contacts the appropriate local authorities (e.g., police, US embassy, medical personnel) to begin the local action necessary to handle the situation.

Faculty leader contacts the Study Away Office as soon as feasible after the incident.

Ill or Injured Student or Faculty Leader

*****Remember:** A responsible person must remain with the student at all times, as well as informing the Study Away Office, and following through with necessary medical and insurance steps.

Study Away Office will phone the emergency contacts of the person or persons involved in the crisis to apprise them of the situation, if not notified by the faculty leader (FERPA rights will be waived to contact student's emergency contact.)

In case of health or injury: Insurance companies must be contacted so it is important that the faculty make these arrangements either with the student or they need to do it for them. A copy of each student's insurance card is in the trip packet and each student will be carrying an ISIC card. Since ISIC has secondary health insurance, be sure to contact them as well. Phone numbers are on the back of each card.

Death or Incapacitation of Student or Faculty Leader

Rule: All persons involved should always have another person in the room when discussion of these situations is taking place (e.g. phone conversations). Nominate a back-up person to handle such situations. Make sure they know how to contact the emergency persons listed for study abroad programs.

Student or Faculty Leader with Emotional or Psychological Problems

Study Away Office will contact on-campus counseling personnel. Counselors will be in touch with the student and faculty leader to evaluate the situation and make necessary recommendations.

Study Away Office will contact the emergency contact of the student or faculty leader, if appropriate.

If appropriate, Study Away Office should contact Hiram's V.P. for Business and Finance (1.330.569.5128).

Student or Faculty Leader is the Victim of a Crime (e.g., theft, assault, rape, harassment)

If the incident is between two students of the group, the Dean of Student Life has primary responsibility and college policy will apply.

If the incident is between a student member of the group and the faculty leader, the appropriate Dean/VP has primary responsibility and policy will apply.

Please contact the study away office and write down incident details.

If the incident is between a member of the host country and a member of the Hiram program, action taken will depend on legal requirements of the host country and wishes of the victim. Legal counsel will be contacted by the Study Away Office or Dean of Student Life, if necessary, for appropriate advice.

Student or Faculty Leader is Accused of Committing a Crime

You must contact and report said incident(s) to the Study Away Office or other's listed as soon as possible after the incident.

If the incident is between a member of the group and an outside party, action taken will depend on the legal requirements of the host country and wishes of the victim.

Legal counsel will be contacted by the Study Away Office, if necessary, for appropriate advice on the role of the organization in the situation.

In consultation with the on-site coordinators, study abroad director will contact the emergency contact of the student of faculty leader if desired.

Harassment-Free Workplace

Hiram College is committed to creating and maintaining an educational and work environment which is free of all forms of unlawful harassment. Any form of unlawful harassment will be considered unacceptable conduct, is prohibited, and will not be tolerated.

This policy defines what constitutes prohibited harassment and explains the procedures that the College utilizes to respond to allegations of violations of this policy. In addition to issuing and enforcing this policy, the College constantly strives through education and programs to inform College faculty, staff and students about the nature of prohibited harassment and to help insure that both preventative and corrective measures are in place. Every employee of the College has a responsibility to adhere to this policy and assist the College in its enforcement. Doing so assists the College in maintaining an academic and social environment which is based upon the principles of human dignity and respect.

Forms of Prohibited Harassment

The College prohibits all forms of unlawful harassment. This includes harassment based on sex or gender. It includes harassment based upon race. It also includes harassment based upon age, religion, disability, sexual orientation, veteran or military status, national origin, ancestry, and any other status protected by law.

Sexual Harassment. Sexual harassment includes any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature that explicitly or implicitly involves a condition of one's employment or which has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual statements, including comments about an individual's body or attire, sexual jokes and unwanted physical touching will not be tolerated.

Romantic Relationships with Students. Implicit in the concept of professionalism is the recognition by those in positions of authority that their relationships with students include an element of power. It is incumbent on those with authority to neither abuse nor to seem to abuse the power with which they are entrusted. Consequently, an employee who has direct professional or supervisory responsibility for a student may not initiate or consent to a romantic or sexual relationship with such a student. Direct professional responsibility for a student includes assigning grades, making writing recommendations, advising, coaching, directing performances, teaching, supervising, awarding financial aid, disciplining,

and any other action that may affect the student's current or future study or employment.

Romantic Relationships Between Employees. Any supervisor who has direct professional or supervisory responsibility for another College employee may not initiate or maintain a romantic or sexual relationship with such an employee. In addition, the College strongly discourages the initiation or consent to a romantic or sexual relationship between employees where there is not a direct professional or supervisory responsibility.

Ethnic Harassment. Ethnic harassment may include verbal or physical conduct that is directed at a person's race, religion, ancestry or national origin and which has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Racial or ethnic slurs or statements or other conduct having the purpose or effect of denigrating persons because of their race, religion, ancestry, or national origin will not be tolerated.

Other Forms of Prohibited Harassment. Other forms of prohibited harassment include verbal or physical conduct that is directed at a person's age, disability or veteran or military status which has the purpose or effect of either interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Statements or conduct having the purpose or effect of denigrating persons because of their age, disability or veteran or military status will not be tolerated.

"Electronic" Harassment. Each form of prohibited harassment is equally prohibited if it is done "electronically". The policy prohibits harassment which consists of the public display or sharing of sexually, racially, or ethnically offensive and unwelcome audio or visual materials, emails, internet web sites, web logs ("blogs"), pictures, or pornographic images.

Off-Campus Harassment. This policy prohibits all forms of unlawful harassment regardless of the location of the employee or student. College employees shall not engage in prohibited harassment of other employees or students during any off-campus trips or during any College-related events or activities away from campus.

Retaliation Prohibited. In addition to prohibiting unlawful harassment itself, the College also prohibits all forms of retaliation taken against any person who in good

faith reports an allegation of prohibited harassment or who participates in the investigation of any allegation of harassment.

Reporting Harassment

Any employee who believes they have experienced or observed any conduct which violates this policy is obligated to report the alleged violation.

Harassment Policy Officer. The College appoints a staff member to act as the College's Harassment Policy Officer.

This person has the responsibility to do the following:

- Provide information about the possible avenues for resolution of allegations of harassment.
- Provide information about the interpretation and enforcement of this policy.
- Provide education about prohibited harassment and methods of maintaining a harassment-free workplace and preventing prohibited harassment.
- Investigate allegations of violations of this policy.

Reports to Harassment Policy Officer, Director of Human Resources or College Supervisors or Managers. An employee who believes they have either experienced or observed any conduct which violates this policy is required to promptly report the information they have which leads them to believe that a violation has occurred to the Harassment Policy Officer, the Director of Human Resources, the employee's supervisor, or any other College employee with managerial or supervisory responsibility with whom the reporting employee is comfortable speaking about the issue. Supervisors, managers, or any other person with supervisory responsibilities are then responsible for reporting the incident to the Harassment Policy Officer or the Director of Human Resources.

Investigating Harassment Allegations

Allegations of policy violations will be promptly investigated by the Harassment Policy Officer and/or the Director of Human Resources. If the allegation of harassment involves the Harassment Policy Officer in a way that would make the Harassment Policy Officer's investigation of the allegation inappropriate or not objective, then the College will appoint a different person to act as the investigator.

Confidentiality. Although the College will strive to maintain the confidentiality of the investigation to the fullest extent practicable, it cannot guarantee absolute confidentiality. Each person involved in the investigation of an allegation of harassment will be required to maintain confidentiality.

Investigation Process. The person investigating the allegation will investigate the allegation in a manner that is prompt, prudent and thorough under the circumstances. Ordinarily, the investigation will involve the interview of the persons who allegedly experienced and observed the reported act of harassment and the persons alleged to have engaged in the prohibited conduct. In addition, written statements ordinarily will be required of each person believed to have relevant knowledge or information which could aid the investigator's investigation of the allegation. Finally, the investigator ordinarily will prepare a written report memorializing the facts gathered during the investigation and the investigator's conclusions regarding whether or not a violation of the policy has occurred.

Corrective Measures

The person investigating the alleged policy violation will share the results of the investigation with the College employees who have supervisory responsibility over the person alleged to have violated the policy who will then be responsible for determining whether or not corrective measures will be taken and, if so, what corrective measures will be taken. The person investigating the allegation will not participate in any decisions regarding the employment status of any person alleged to have violated this policy but may assist the College in implementing any corrective measures which are taken as a result of the results of the investigation. Any person found to have violated this policy will be subject to disciplinary action which may include termination of employment. Any person disciplined as a result of a violation of this policy may request that that decision be reviewed by the College President.

What Can You Do About Sexual Harassment?

As a **faculty member**, make sure you are aware of how classroom behavior and interaction with students may constitute, or be construed as, sexual harassment. Discuss the issue with your co-leader, perhaps with your students.

As a **program leader**, you have a special legal responsibility to stop sexual harassment. Program leaders must deal with any harassing behaviors they become aware of. The courts have found that employers may be responsible if either they knew, **or should have known**, about sexual harassment.

If a student on your program reports harassment to you, listen carefully, explain the College's sexual harassment policy and report the harassment to the College's Harassment Officer or Study Abroad Director immediately for guidance. You should also contact the Office of Student Affairs of the situation. You should be sensitive to how others view what you say and do.

Avoiding Charges of Sexual Harassment

If you are in a position of authority and are uncertain as to what is appropriate interaction in a professional or academic environment, the following questions may help guide your behavior:

- Would you behave in such a way if your child, spouse or a significant other were present?
- Would you want your child, spouse or significant other treated in such a way?
- Do you and the other person have equal authority?
- Are you aware that you may be offending unintentionally?
- Does the other person initiate similar behavior?

As a general rule, any time you are in a position of authority, dating an employee or student or even physical contact beyond a professional handshake leaves you vulnerable to charges of sexual harassment. That can mean civil lawsuits for you and the College in the hundreds of thousands of dollars, not to mention public embarrassment and damage to your professional reputation. If you have doubts about your behavior, it's not worth the risk.

Should a student come forward with a complaint about another student, you as a faculty member should address the situation immediately. This should entail documenting the complaint and having a discussion with both students individually. Students may need to be separated and reported to the proper personnel immediately, depending on the severity at the moment.

Recognizing Culture Shock: Coping with Cultural Transitions

By Brian C. Riedesel, Ph.D., University of Utah, Counseling Center

Culture Shock, or the anxiety resulting from moving or traveling to a new environment, is a natural process. Each person experiences it a bit differently depending on distance traveled, amount of cross-cultural experience, familiarity with the new cultural environment, personality type, and/or the current state of the person's mental health. Initially there is excitement with the novelty, but disillusionment and disintegration may follow.

- Signs and symptoms of culture shock include a wide range from:
 - Upset stomach to intense alienation & disorientation
 - Homesickness, loss of self-confidence, sleep disturbance
 - Moodiness, depression, anxiety, impatience, forgetfulness
 - Physical complaints (fatigue, diarrhea, nausea, aches)
 - Confusion, distorted thinking, impaired decision-making
 - Withdrawal, hyper-vigilance, alcohol & drug abuse
- General remedies include:
 - Direct, task-oriented strategies (planning and active coping)
 - Appropriate humor
 - Fore-knowledge of the new environment
 - Accepting it as normal and a passing process
- Specific suggestions for dealing with culture shock:
 - Before you leave home learn as much as you can about where you are going.
 - Look at the “unknown” and new things you must learn as challenging adventures requiring commitment and flexibility on your part.
 - Communicate with other people going through similar experiences.
 - Be prepared for periods of homesickness, loneliness and related feelings of alienation. Have a plan to deal with these times.
 - Despite the excitement and opportunities for new experiences, keep a semblance of a regular schedule of rest, nutrition and exercise.
 - At times you may feel helpless, resentful and/or stupid. Remember these are usually normal aspects of “culture shock.”
 - Don't leave home on bad terms with important people in your life.
 - Remember we all carry a ton of “cultural baggage” with us to other countries. Tripping over it is one of the best ways to learn what our

cultural baggage is. This is ok. Have two positive thoughts for every negative one. This is a healthy ratio.

- Keep your sense of humor. It may be your greatest ally.
- Keep in mind that returning home may bring about “reverse culture shock.”
- Be careful to not assume that what you meant is what was understood.
- On the other hand, don’t automatically assume that the message you heard is the one the sender intended. Enjoy yourself and make space for moments of wonder and awe.



I hereby acknowledge that I have read, understand and will abide (with reason) each of the terms and conditions of this Faculty Guidelines Agreement.

Date

Signature

Name (Printed)