

# **INTERNATIONAL STUDY PROGRAMS**

# **FACULTY HANDBOOK OF POLICIES & PROCEDURES**

**BYU Kennedy Center**  
INTERNATIONAL STUDY PROGRAMS

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## PART 1: PROGRAM PLANNING TOOLS

### SECTION 1: BEFORE YOUR PROGRAM

#### ISP Directory

##### *ISP*

Lynn Elliott	ISP Director	204B HRCB	422-6244	<a href="mailto:lynn_elliott@byu.edu">lynn_elliott@byu.edu</a>
Chelita Pate	Coordinator	204D HRCB	422-3309	<a href="mailto:chelita_pate@byu.edu">chelita_pate@byu.edu</a>
Aaron Rose	Coordinator	204C HRCB	422-8241	<a href="mailto:aaron_rose@byu.edu">aaron_rose@byu.edu</a>
Malcolm Botto	Coordinator	204E HRCB	422-6677	<a href="mailto:malcolm_botto@byu.edu">malcolm_botto@byu.edu</a>
Christopher Quinlan	Coordinator	204F HRCB	422-8535	<a href="mailto:christopher_quinlan@byu.edu">christopher_quinlan@byu.edu</a>
Sam Pereyra	Coordinator	204A HRCB	422-1485	<a href="mailto:sam_pereyra@byu.edu">sam_pereyra@byu.edu</a>
Karly Smith	Registrar	204 HRCB	422-8687	<a href="mailto:karly_smith@byu.edu">karly_smith@byu.edu</a>
Front Desk Students	Receptionist	101 HRCB	422-3686	<a href="mailto:isp@byu.edu">isp@byu.edu</a>

##### *General Kennedy Center*

Landes Holbrook	Security	280 HRCB	422-4302	<a href="mailto:landes_holbrook@byu.edu">landes_holbrook@byu.edu</a>
Benjamin H. Cluff	Security	280C HRCB	422-0286	<a href="mailto:benjamin_cluff@byu.edu">benjamin_cluff@byu.edu</a>
Troy Galbraith	Controller	237C HRCB	422-3560	<a href="mailto:troy_galbraith@byu.edu">troy_galbraith@byu.edu</a>
Nellie Ashby	Financial Mgr. 214	HRCB	422-1713	<a href="mailto:nellie_ashby@byu.edu">nellie_ashby@byu.edu</a>
Carri Ward	Financial Mgr. 222	HRCB	422-0462	<a href="mailto:carri_ward@byu.edu">carri_ward@byu.edu</a>
Financial Assistants	Finances	207 HRCB	422-6690	<a href="mailto:kennedy_accounts@byu.edu">kennedy_accounts@byu.edu</a>
Kelly Russell	Office Admin. 237	HRCB	422-3378	<a href="mailto:kelly.russell@byu.edu">kelly.russell@byu.edu</a>
Front Desk Students	Receptionist	237 HRCB	422-3377	<a href="mailto:kennedycenter@byu.edu">kennedycenter@byu.edu</a>

##### *Travel Agents*

Todd Bird	Travel Agent	280 HRCB	422-9370	<a href="mailto:todd_bird@byu.edu">todd_bird@byu.edu</a>
Kristina Baardson	Travel Agent	280 HRCB	422-7129	<a href="mailto:kristina_baardson@byu.edu">kristina_baardson@byu.edu</a>
Karen Brereton	Travel Agent	280 HRCB	422-7160	<a href="mailto:karenb@byu.edu">karenb@byu.edu</a>
Annette Landon	Travel Agent	280 HRCB	422-5125	<a href="mailto:Annette_landon@byu.edu">Annette_landon@byu.edu</a>

## ISP Faculty Meetings Agenda

### ***Overall Objectives***

- ☐ BYU—its mission
- ☐ Life in the host country
- ☐ Role of Faculty Director

### ***Administration***

- ☐ Faculty responsibilities
- ☐ Spouse responsibilities
- ☐ Student assistant (Study Abroad Appendix)
- ☐ Recruiting and student selection
- ☐ Electronic student evaluations

### ***Academics***

- ☐ Academics
- ☐ Curriculum
- ☐ Teaching load
- ☐ Director reports
- ☐ Prep class structure—student handbook
- ☐ Syllabi
- ☐ Program calendars
- ☐ Textbooks and textbook orders
- ☐ Course approvals and registration procedures
- ☐ Adding and dropping classes
- ☐ Grades

### ***Finances***

- ☐ Financial guidelines
- ☐ Scholarships
- ☐ Payments
- ☐ Cancellations
- ☐ ISP Backpacks

### ***Travel***

- ☐ Field study trips
- ☐ Optional travel
- ☐ Travel restrictions and guidelines
- ☐ Temple visits
- ☐ Sunday travel

### ***Health and Safety***

- ☐ GeoBlue—Faculty & Students
- ☐ Emergency response protocol
- ☐ Mental health concerns and protocol
- ☐ Health Insurance—Faculty
- ☐ Immunizations

### ***Church Relations***

- ☐ Honor Code, Dress and Grooming Standards
- ☐ Involvement in local ward/branch
- ☐ Firesides
- ☐ Home evenings
- ☐ Devotionals
- ☐ Missionary work

### ***Miscellaneous***

- ☐ Faculty/student cell phones
- ☐ Communication to home base
- ☐ Honor Code
- ☐ Dating
- ☐ Sexual Harassment

## Academic Calendar

To view the current academic calendar please go to <https://academiccalendar.byu.edu/>

## Program Director Timeline Checklist

All months given here are *prior* to the program unless otherwise indicated. Winter and Fall programs have occasional differences in timing as noted. Please call your coordinator at any time to discuss your program's needs.

### *March 1st Deadline*

- Submit new program proposal by March 1<sup>st</sup> the year prior to the program.
- Receive approval from ISP Oversight Committee.
- Meet with your coordinator about the program.

### *June 1st Deadline*

- Director's name should be submitted to the International Vice President's office for clearance to direct the program.

### *August*

- Attend initial budget and detailed calendar planning meeting with coordinator. This will be the first of at least three planned budget meetings.
- E-mail your coordinator copies of the information and signature pages of the passport of every family member traveling with you. Make sure every passport is signed.
- Determine visa requirements for your program. Note: Plan on a block of time during one of the prep class times for ISP to help with visa applications if needed.
- Make sure you are up-to-date on your FERPA training.
- Create or update the program's flyer. (You will correspond with your coordinator's assistant until it is ready for submission. Your coordinator will then approve it. Once it is published on the Kennedy Center website you will receive copies for recruiting purposes.)
- Read the Faculty Handbook.
- You will be sent an invitation from the ISP registrar to attend the ISP Fair. Your timely RSVP is most appreciated.
- Identify program needs and discuss these with your coordinator.
- Identify the assistance you will need from the ISP office.

### \* Winter Programs

- ISP registrar will be e-mailing you three forms. Complete and return each form as soon as possible.
  - Prep class creation form: Creates your section for the prep class.
  - Course creation form: Creates the courses your students will be taking on the program.
  - Request for approval for full-time faculty to teach in another department (if required).
- Recruit students.

### ***September***

- Attend the ISP Fair. The ISP Fair is normally scheduled from 11:00 a.m. to 2:00 p.m. Make sure all your flyers are completed at least three weeks prior. You will need to be at your booth the entire time recruiting students. If you cannot be there, assign someone to cover for you.
- Recruit students.
- Begin the process for getting hired by your department to teach the prep course through the evening school.

### ***\*Winter Programs***

- Make last effort to recruit before the deadline at the end of September or early October.
- Reach out to the Global Security Office (2-5357; [globalsecurity@byu.edu](mailto:globalsecurity@byu.edu)) to schedule a security briefing for your prep course. This is required by the university.
- Contact your ISP coordinator to schedule a lecture and discussion on BYU guidelines and cultural awareness.
- Program payments can be made as soon as program participants have been admitted and with the approval from the ISP coordinator. You can make program payments by forwarding invoices to your ISP coordinator, who will arrange a wire transfer. You may also pay with your BYU department card and reconcile it to your program's account code.

### ***October***

- Work with your ISP coordinator to begin reaching out to vendors and providers to receive quotes.
- Attend the required Faculty Director Training
- Check the database regularly for changes in applications. If you need help or have questions, contact your coordinator or coordinator's assistant.

### ***\*Winter Programs:***

- Interview and accept students on the database prior to the deadline.
- Identify international students participating in the program. Your coordinator will need to meet with these students to make sure they understand their responsibilities of getting appropriate visa(s) and re-entering the United States. They will need to meet with the International Student and Scholar Services to make sure all paperwork is in order for them to leave and return to the United States.
- Make sure students have registered for the prep class. (Most prep classes start on the first day of the second block.)

### ***November***

- ISP registrar will be e-mailing you three forms. Complete and return each form as soon as possible.
  - Prep class creation form: Creates your section for the prep class.
  - Course creation form: Creates the courses your students will be taking on the program.
  - Request for approval for full-time faculty to teach in another department (if required).
- Interview and accept students on the database prior to the deadline.
- Identify international students participating in the program. Your coordinator will need to meet

with these students to make sure they understand their responsibilities getting appropriate visa(s) and re-entering the United States. They will need to meet with the International Student and Scholar Services to make sure all paperwork is in order for them to leave and return to the United States.

**\*Winter Programs:**

- Check database regularly for changes in applicants. You will need this information to finalize budget costs.
- Meet with your coordinator to finalize the budget. Final program cost is due by the 15<sup>th</sup> of November.
- Continue paying necessary deposits in consultation with ISP coordinator.
- The final program cost is announced.

***December***

- Check database regularly for changes in applicants. You will need this information to finalize budget costs.
- Program payments can be made as soon as program participants have been admitted and with the approval from the ISP coordinator. You can make program payments by forwarding invoices to your ISP coordinator, who will arrange a wire transfer. You may also pay with your BYU department card and reconcile it to your program's account code.
- Make sure students have registered for the prep class. (Most prep classes start on the first day of the second block.)

**\*Winter Programs:**

- In consultation with ISP coordinator make all final payments for your program.
- Hold a final budget meeting with your coordinator before you meet with an ISP Financial Manager.  
All cash and credit card needs while abroad should be determined *prior* to that departure meeting.
- Hold a pre-departure financial meeting with an ISP Financial Manager and your coordinator three weeks prior to departure. You will be contacted by an ISP Financial Manager to schedule this meeting.
- Approval form for courses offered abroad (e-mailed by the registrar) needs to be completed and returned. Study abroad sections are created and then students may begin enrolling in those courses.
- E-mail your coordinator the following:
  - Cell phone number while abroad
  - E-mail address while abroad
- Set up an international plan on your phone.

***January***

- Reach out to the Global Security Office (2-5357; [globalsecurity@byu.edu](mailto:globalsecurity@byu.edu)) to schedule a security briefing for your prep course. This is required by the university.
- Contact your ISP Coordinator to schedule a lecture and discussion on BYU guidelines and cultural awareness.



- Reach out to the ISP Financial Manager assigned to you to help create a Pre-Approval for you. This needs to be done before you can purchase your airline tickets.
- Make last effort to recruit.
- Attend the ISP winter fair. This is by invitation only.
- Discuss prep class ideas with your ISP coordinator. E-mail your coordinator your prep class syllabus.

\*Winter Programs:

- Check in with your coordinator one last time that you have copies of all your paid-in-full receipts, tickets, and vouchers.

***February***

- Attend the required Faculty Director Training.
- Approval form for courses offered abroad (e-mailed by the registrar) needs to be completed and returned. Study abroad sections are created and then students may begin enrolling in those courses.
- Meet with your coordinator to determine the final program cost. The final program cost announcement is in March. \*\*Fall programs: the final program cost announcement is made in July.
- In consultation with your ISP coordinator continue to make payments for your program.
- E-mail your coordinator family flight itineraries and your final program calendar.

***March***

- Final program cost announcement
- In consultation with your ISP coordinator continue to make payments for your program.
- Hold a final budget meeting with your coordinator before you meet with an ISP Financial Manager. All cash and credit card needs while abroad should be determined prior to that departure meeting. \*\*Fall programs: this meeting would be held in May.
- Set up an international plan on your phone.
- E-mail your coordinator the following:
  - Cell phone number while abroad
  - E-mail address while abroad

***April***

- Hold a financial departure meeting with an ISP Financial Manager and your coordinator three weeks before leaving the US. You will be contacted by an ISP Financial Manager to schedule this meeting.
- Check in with your coordinator one last time that you have copies of all your paid-in-full receipts, tickets, and vouchers.

Within 1 week of your return, your expense ledger needs to be completed and all receipts need to be uploaded to the Chrome River system.

Within 15 days of your return

- Complete program survey that will be sent to you at the end of your program.
- Contact your coordinator for a director debriefing.
- Submit grades by the university deadline.

### \*\*Fall Programs

#### ***May***

- Approval form for courses offered abroad (e-mailed by the registrar) needs to be completed and returned. Study abroad sections are created and then students may begin enrolling in those courses.
- Hold a final budget meeting with your coordinator before you meet with an ISP Financial Manager. All cash and credit card needs while abroad should be determined *prior* to that departure meeting.

#### ***June***

- Hold a financial departure meeting with an ISP Financial Manager and your coordinator three weeks before leaving the US. You will be contacted by an ISP Financial Manager to schedule this meeting.
- E-mail your coordinator family flight itineraries and your final program calendar.

#### ***July***

- Set up an international plan on your phone.
- E-mail your coordinator the following:
  - Cell phone number while abroad
  - E-mail address while abroad
- Check in with your coordinator one last time that you have copies of all your paid-in-full receipts, tickets, and vouchers.

Within 1 week of your return from your Fall Program, your expense ledger needs to be completed and all receipts need to be uploaded to the Chrome River system.

Within 15 days of your return from your Fall Program

- Complete program survey that will be sent to you at the end of your program.
- Contact your coordinator for a director debriefing.
- Submit grades by the university deadline.

## **ISP Forms: “ISP Participant Acceptance Form”**

When a student applies for an International Study Program, they will read and indicate that they have read the following legal document before they complete the application.

### **General Information**

The colleges and academic departments of Brigham Young University, in conjunction with the Kennedy Center’s International Study Programs office (ISP), offer significant international learning experiences that reflect the aims of a BYU Education. Application to these programs is limited to university students who are 18 years or older on the start date of the program and who meet the requirements and agree to the terms and conditions below.

### **About this Application**

Students who participate in a BYU international study program are required to complete the following application, including indicating acceptance of the terms and conditions contained in this section and other parts of the application. By completing this application, you also acknowledge that ISP may access your BYU academic records to assist in acceptance decisions. If you are not a BYU student, completion of the application requires that you supply a current academic transcript. Acceptance to a BYU international study program does not constitute regular admission to a degree program at BYU. Non-BYU students who apply and are accepted to an international study program are classified as non-degree seeking, continuing education students, and may only register for the study abroad sections of the courses associated with their program. *Current students of BYU-Idaho, BYU-Hawaii, and Ensign College are considered non-BYU students in this application and instructions.*

### **Academic Course Requirements**

Each international study program has its own course requirements. You are required to abide by these course requirements by registering for the required courses and complying with any additional course-related instructions. If you fail to register for the minimum course requirement of your program, you will be charged an additional fee equal to the tuition cost of the required courses. Please check specific program flyers for details on course requirements. Courses not specifically listed in the requirements for an international study program cannot be used to meet the course requirements for that program.

During the semester or term of the international study program, you should only be registered for the study abroad sections of each class. If you register for any on-campus class section (including day and evening classes) or independent study classes to be taken during the semester/term of your international study program, you will be charged additional tuition for each of those courses taken. Course sections required for international study programs cannot be audited.

You are required to be in good honor code and academic standing at the start of your

International Study Program. If you are not currently in good standing with either of these requirements, please contact the ISP coordinator assigned to your Program and they will guide you through the process of getting back into good standing. Failure to take care of this prior to departure will result in you being dropped from your program.

### **Preparation Course**

All students who participate in an international study program are required to register for and perform satisfactorily in a pre-departure preparation class. Refer to the specific program information for details on this course. If you are not currently a full-time student at BYU, you must register for this course as a continuing education student, and you will be required to pay tuition for this course in addition to the cost of the program. This registration and tuition requirement applies to all non-BYU students. In some cases, arrangements may be made for students living out of Utah County to take this course through distance learning. If this applies to you, you will need to arrange this with the program director.

### **BYU Financial Aid/Scholarships**

BYU-administered loans, scholarships, and discounts may be applied toward international study program fees. Application for these resources is made through BYU Financial Aid, A-41 ASB. Prior to payment deadlines, you must notify ISP accounting, at [kennedy\\_accounts@byu.edu](mailto:kennedy_accounts@byu.edu), of any financial aid you plan to use as payment toward your program.

A limited amount of financial aid is available through ISP to assist qualifying full-time BYU students with program expenses. Non-BYU students are not eligible for ISP discounts. To be considered for this financial aid, indicate your interest at the appropriate place on this application. You will also need to have a current FAFSA on file with the BYU Financial Aid Office.

International students can contact the ISP registrar about how to obtain a FAFSA score. Please note that students must apply for the ISP discount prior to being accepted into a program and that ISP financial aid is only available to undergraduate students registered as full-time students at BYU the semester prior to the program start date.

### **Program Charges and Cancellation Fees**

By applying to a BYU international study program, you agree to accept the payment and cancellation terms:

- Exceptions to this policy will not be granted in the case of life choices such as choosing to serve a mission or to get married.
- The application fee is nonrefundable (unless the program is canceled by ISP) and is not calculated as part of the program cost.
- The first, non-refundable payment of \$500 for a term program or \$1000 for a semester program is due upon acceptance.
- The second payment of either \$1,000 (term program) or \$2,000 (semester program) is due on the second payment date, this payment is non-refundable after this date.

- The third payment is the balance of the program cost minus the tuition charge. If you cancel within two weeks of the beginning of the program, all program payments are non-refundable.
- If your program cost includes an airline ticket purchased on your behalf and you cancel the program, you will be assessed the cost of the airline ticket.
- The final (fourth) payment is the tuition charge. This amount will be charged after you register for your program courses and must be paid before the beginning of the program. The price of your program includes the undergraduate tuition amount for members of The Church of Jesus Christ of Latter-day Saints (the “Church”). If you are a graduate student or a student who is not a member of the Church, you will be charged the additional cost of tuition which corresponds to these groups.
- If you fail to register for the full academic load required by the program, you will be assessed additional program fees.
- During the semester or term of your program, you should only register for the study abroad sections of the courses associated with your program. If you register for any other course, whether it be in the day school, evening school, online courses, or independent study, you will be charged additional fees.
- Upon admittance, you will be emailed a payment information sheet that will give the payment deadlines. Failure to meet these payment deadlines will lead to penalties or being dropped from your program.
- If you leave unpaid personal charges for services or damages at the end of your program, BYU may charge your BYU account for these charges. If you fail to pay any monies due and owed to BYU by the scheduled due date and fail to make acceptable payment arrangements to bring your account current (i.e., pay all past-due balances), BYU may refer your account to a collection agency. If BYU refers your student account balance to a third party collection, whether an attorney or collection agency, (a) you will be responsible for any costs (including but not limited to collection fees) associated with attempting to collect the monies due and owing; (b) a collection fee will be assessed to you and will be due and owing in full at the time of the referral to the third party; and (c) the collection fee will be calculated at the maximum amount permitted by applicable law but not to exceed 40 percent of the principal amount outstanding. If a lawsuit is filed to recover an outstanding balance, you will be responsible for any costs associated with the lawsuit such as court costs or other applicable costs. You understand and agree that your delinquent account may be reported to one or more of the national credit bureaus.

### **How to Cancel**

If you have been officially accepted to a BYU international study program and decide to cancel, you must give formal notification to ISP by submitting the online cancellation form found with the application. *No other method of cancellation will be accepted.* You will need to cancel one program before you apply for another program for the same term/semester. You can only apply for one program per term/semester.

### **Mandatory Health Insurance**

All students who participate in an international study program are enrolled in an international health

insurance policy which is included in the program cost. However, you are still required to maintain adequate domestic health coverage during your program per BYU policy. More information on the required domestic insurance can be found at <http://health.byu.edu/requirements>.

## **Airfare and Passports**

Arranging travel to and from the study abroad location is, in most cases, the responsibility of the student participant (your program director will inform you if this is not the case for your program). You are required to use BYU travel services to book this travel. BYU Travel for international study programs can be contacted at (801) 422-6293 or in 280 HRCB. Roundtrip airfare is not generally included as part of the program cost (check the specific program descriptions for details).

If you plan to do extra travel before or after your program, you should know that the international medical insurance BYU provides to study abroad participants (GeoBlue) starts the day before your official program start date and ends the day after your official program end date. If you travel outside of these dates, you will need to arrange your own international medical insurance for the time before and/or after the coverage BYU provides.

BYU has no responsibility for helping you in case of emergency on these extra travel dates. You are required to have a passport that is valid for six months after the ending date of your international study program. You are responsible for obtaining your own passport and, when required, the necessary visa(s) for your program. If ISP assists in obtaining your visa, you are still responsible for verifying that the visa is correct. ISP cannot guarantee that you will receive the visa you apply for. Once you have your passport number, you must upload a signed copy of the passport information page to this application.

## **Participants with Medical Conditions and Disabilities**

International study programs are physically, emotionally, and mentally taxing and you must be in good health to participate. Because of changes in environment, diet, sleep, routine, and relationships, some conditions may worsen during an international study program. The availability of healthcare treatment and disability accommodations may be limited depending on the nature of the program and the destination country. Accessibility laws and services available in the United States are not generally available in other countries and some countries limit the prescription drugs you can carry into their boundaries.

If you have a serious medical condition or a disability (physical, emotional, or mental), an international study experience may not be appropriate for you at this time. If you have a regimen of treatment, it should not be altered in order to participate. Please carefully review the requirements of the program and consult with your health care provider before applying to verify that you are adequately prepared to participate. If you have concerns, you are invited to discuss both the program requirements and the available facilities and accommodations (if any) with the ISP coordinator prior to applying.

## **Immunization Requirements**

Once you are accepted to an international study program you agree that you will read and follow the immunization recommendations given by the U.S. Centers for Disease Control ([www.cdc.gov](http://www.cdc.gov)) for all the countries you will visit or travel through on your international study program unless advised otherwise by your physician. You acknowledge and agree that if for any reason you do not follow all of the CDC recommendations, you do so at your own risk, and you accept full responsibility for the consequences of not following the CDC recommendations, with the specific understanding that not following said recommendations may have serious and possibly life-threatening consequences.

## **Nondiscrimination Statement**

In making admission decisions for BYU international study programs, ISP does not engage in unlawful discrimination based on race, color, national origin or ethnic origin, religion, sex, age, disability, genetic information, or veteran status. For admission, individual applicants must meet the university's academic requirements, agree to abide by the CES Honor Code and BYU's Dress and Grooming Standards, agree to abide by program-specific requirements and policies, and be otherwise qualified.

## **Termination from a Program**

The university reserves the absolute right to immediately terminate your participation on a BYU international study program if ISP finds that you have misrepresented yourself in your application, registered for the program under false pretenses, failed to comply with BYU policies including the CES Honor Code, failed to follow program policies, requirements, academic expectations, or security or health instructions from ISP or the program directors, or if there are any changes to your qualifications, standing at the university, or readiness or ability to participate. If this termination takes place before the starting date of the program, you will be subject to the cancellation fees described above. If the termination takes place after the starting date of the program, then, in the sole discretion of BYU, no program fees will be refunded, course grades will be based on the work you completed prior to your termination, you will no longer be allowed to participate in your international study program or live in BYU-arranged housing abroad, and you will return home as soon as reasonably possible at your own expense.

## **Assumption of Risk and Limited Release Agreement**

In consideration for being permitted by BYU to participate, and as an inducement to BYU to permit you to participate in a BYU international study program, you agree to the following statement:

I, the undersigned student, recognizing the hazards and danger inherent in a BYU international study program and in the transportation to and from the program, having been advised of these dangers and fully acknowledging the risk of injury or death inherent therein, whether by my own actions, the action of others, or events beyond my control, do hereby agree to assume, and do knowingly and voluntarily assume, full responsibility for all the risks surrounding my participation in the program and any other activity(s) undertaken as an adjunct thereto, and all risks associated with my own health problems and physical or emotional limitations.

Individually and on behalf of my heirs, successors, personal representatives, and all potential or actual assigns, I hereby knowingly and intentionally release, hold harmless, covenant not to sue, and agree to indemnify and defend BYU, its affiliates including The Church of Jesus Christ of Latter-day Saints, related entities, subsidiaries, predecessors, and assigns, and all of its past, present, and future officers and directors, including its Board of Trustees, and each of its employees, agents, representatives, volunteers, and donors and their respective heirs and legal representatives (collectively Released Parties) from and for any and all claims of personal property damage or loss, financial loss, personal injury, illness, medical expenses, death, attorneys fees, litigation costs, and any other possible claim I may have at law or equity arising from, related to, or in connection with any aspect of my participation in the Program, including any claim resulting from the ordinary negligence or omissions of the Released Parties.

### **Disclosure and Declaration of Agreement**

I, the undersigned student, have carefully read all the information concerning the BYU international study program to which I am applying, as furnished by BYU. I hereby represent that I am qualified in all respects to apply for an international study program and agree to all the terms and conditions provided herein. I authorize the disclosure of my personal and education records, including transcripts and financial information, to the university for the purpose of evaluating my eligibility for acceptance into the program to which I am applying. I agree to abide by the CES Honor Code and Dress and Grooming standards and if for any reason my honor code or academic standing changes prior to departure on the program, I will notify my ISP Program Coordinator at the ISP office, 204 HRCB.

Additionally, I hereby agree to read and abide by the university's travel policies and procedures and refrain from traveling to countries on BYU's Travel Restriction List before, during, and after my international study program.

By signing below, I affirm that I have carefully read this document, understand its contents, and voluntarily agree to all the terms and conditions set forth herein.

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Signature

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Date



## **PAYMENT INFORMATION—INTERNATIONAL STUDY PROGRAMS 2024**

**IMPORTANT!** Carefully read the information below. Please note that the payment deadlines listed below are the official ISP payment due dates. Due dates posted on My Financial Center may be incorrect. Failure to pay by the official schedule listed below may result in you being dropped from the program. If you have additional questions regarding your payments, contact ISP Accounting at [kennedy\\_accounts@byu.edu](mailto:kennedy_accounts@byu.edu) or (801)422-6690.

### **WINTER 2024 PROGRAMS**

1<sup>st</sup> Payment: \$1000 due upon acceptance (non-refundable)  
2<sup>nd</sup> Payment: \$2000 due Sept. 22, 2023 (\$500 non-refundable)  
Program Discount Application Deadline – Nov. 17, 2023  
3<sup>rd</sup> Payment: Program balance due by Dec. 1, 2023  
Tuition due by January 1, 2024

### **SUMMER 2024 PROGRAMS**

1<sup>st</sup> Payment: \$500 due upon acceptance (non-refundable)  
Payment: \$1000 due Feb. 23, 2024 (\$500 non-refundable)  
Program Discount Application Deadline – May 3, 2024  
3<sup>rd</sup> Payment: Program balance due by May 17, 2024  
Tuition due by June 17, 2024

### **SPRING 2024 PROGRAMS**

1<sup>st</sup> Payment: \$500 due upon acceptance (non-refundable)  
2<sup>nd</sup> Payment: \$1000 due Jan. 19, 2024 (\$500 non-refundable)  
Program Discount Application Deadline – Mar. 8, 2024  
3<sup>rd</sup> Payment: Program balance due by Mar. 22, 2024  
Tuition due by April 23, 2024

### **FALL 2024 PROGRAMS**

1<sup>st</sup> Payment: \$1000 due upon acceptance (non-refundable) 2<sup>nd</sup>  
2<sup>nd</sup> Payment: \$2000 due Apr. 12, 2024 (\$500 non-refundable)  
Program Discount Application Deadline – Jul. 12, 2023  
3<sup>rd</sup> Payment: Program balance due by July 26, 2024  
Tuition due by August 28, 2024

*\*If you are accepted to a program after any of the above payments are due, you will have two weeks from the time you are accepted to pay them.*

## **PROGRAM COSTS / TUITION QUESTIONS**

- The exact cost of your program will not be available until after the 2<sup>nd</sup> payment due date because of currency and enrollment fluctuations. When the total program cost has been determined, you will receive an email with information about the cost and the final payment amount. You will not receive a billing statement in the mail from ISP.
- If the 1<sup>st</sup> payment is **not made** within 15 days of the charge being posted you will have a **financial hold** on your account and it will remain until you have made the payment. Financial holds limit your account availability.
- The price of your program includes LDS, undergraduate tuition. You will be charged the additional cost of tuition if you are a graduate or non-LDS student. Participants who fail to register for the full academic course load required by the program will be assessed additional program fees.
- Tuition for ISP programs is to be paid as scheduled above and is due before the University tuition deadlines. You will need to sign up for the courses required by your program so tuition will be charged and you can pay it before the deadlines above.
- If your program cost is tuition only or less than tuition, the above payment schedule does not apply.
- Please note the tuition deadlines above. The University will drop all of your courses if you have not paid your tuition by the University add/drop deadline. This does not cancel you from a program you have registered for. To cancel from a program, you must fill out the official cancellation form online (see below).
- Financial aid will first be applied to your tuition charge—any remaining amount may then be applied to the 3<sup>rd</sup> payment then to the 2<sup>nd</sup> payment. **If you are using financial aid** (i.e. scholarship, Pell grant, Stafford loan, or benefit) **you need to notify ISP Accounting** (email [kennedy\\_accounts@byu.edu](mailto:kennedy_accounts@byu.edu)) **of the type and amount you are to receive.**

## **CANCELLATIONS/FEES**

- The 1<sup>st</sup> program payment and \$500 of the 2<sup>nd</sup> program payment are non-refundable. If you cancel after the 3<sup>rd</sup> payment due date, 100% of the 2<sup>nd</sup> program payment is non-refundable. If you cancel within two weeks of the beginning of the program, all your program payments are non-refundable. If your program cost includes an airline ticket purchased on your behalf and you cancel the program, you will be assessed the cost of the airline ticket.
- To cancel log into myBYU and click on the “Intl Study Prgms App Status” link under the Miscellaneous heading. At the bottom of the “Personal Information” page that appears click “Continue.” On the “Application Selection” page that results, click on the cancel button next to the program you need to cancel from, fill out the cancellation form and click “Submit.” (When we receive your web cancellation, you have then officially cancelled from a program and any resulting fees will be assessed.) No other method of cancellation will be accepted. For assistance you can email [isp@byu.edu](mailto:isp@byu.edu) or call (801)422-3686.

## **HOW TO PAY**

- Charges are billed to your myBYU student account and can be paid the same way you pay other University charges. <https://onestop.byu.edu/login-my-financial-center>. If you have problems making payments contact the cashier's office at (801) 422-4104.

**IMPORTANT!** All debts owed to the University (program costs, traffic tickets, health insurance and other health center charges, etc.) must be paid prior to your departure and before an ISP backpack or ISIC card will be issued.

## **International Study Programs Preparation Class**

Each student who participates in an international study program is required to take the preparation class for their program. As a faculty member, you will need to create and teach this course. The following provides ideas and suggestions on how to develop your course.

IAS 201R/IAS 369R  
Full Semester or Second Block  
1.0 – 3.0 credit hour  
Graded

### ***Objective***

The objective of this course is to prepare students to make the cultural, academic, spiritual and personal connections on their program abroad that will make this a relevant and enriching part of their BYU experience.

The class should focus on the following:

- Providing practical information that students need to successfully participate in a study abroad program.
- Preparing the students, spiritually, intellectually, culturally and emotionally for the experience.
- Creating a spirit of cooperation and cohesiveness among the group.

Besides these areas of preparation, other areas may be addressed depending on the host country and/or the nature of the program.

The time spent with the students in the prep class is your opportunity to communicate the University's and your expectations while on the program, such as academic standard, church attendance, curfews, appropriate behavior, safety guidelines, Honor Code, etc.

At the conclusion of the course, students should feel like their time in the prep class was time "well spent" and should feel confident, well informed, and well prepared to make the most out of their study abroad experience.

### ***Best Practices***

1. Select the time and date before information sheets are printed so students can include the class into their schedules for the upcoming semester. It is usually best to have the class right before the students leave; having a break may disrupt cohesiveness.
2. Assign readings that will augment students' learning experience. Readings may be assigned before or during the program.
3. Include assignments that will help students reflect on the learned material and their experiences abroad.
4. Invite interesting guest speakers to address the class (veterans, returned expats, exchange

- lecturers, or other faculty who are experts in the culture of that area).
5. Divide the class into groups to research the various locations they will be visiting. Have students give a solid overview highlighting economy, history, politics, geography, etc. They should become the location “expert.”
  6. Start each class with an update from class members on current news of the countries they will be visiting.
  7. Assign students to research ten things they want to do in each location you are visiting. Then have your student assistant compile those lists into one comprehensive approved list of activities. The students should include costs, hours of operation, etc. Include the list at the back of the final itinerary.
  8. Plan team-building activities during class time. This is the number-one suggestion from students to get to know each other before the program begins.
  9. Discuss exactly what students may expect on the trip. Guide students towards realistic expectations.

Consider holding a pre-departure get-together. This is an optional event, but many directors have found it beneficial to build unity before the group leaves.

### ***Suggested Assignments***

Students should be expected to be prepared for and participate in the class.

- Quizzes
- Working in groups of two, have students prepare a brief presentation on one of the sites the group will be visiting. Have the students prepare a more in-depth pocket guide to the site.
- Final exam based on readings and class discussions.
- ISP **requires** that a one-hour (minimum) health and safety presentation be incorporated into the prep class schedule. Please contact the Global Security Office (2- 5357), to schedule a date and time for this presentation.
- ISP **requires** that a presentation on the Honor Code and the BYU experience abroad be incorporated into the prep course. Please contact your ISP coordinator to schedule a date and time for this presentation. This may include a presentation on culture and culture shock by the ISP coordinator, or you may present your own lesson on it.
- Prior to the first prep class session, please make arrangements with the BYU Travel Office to request one of them attend your first class to discuss airfare options with the students.

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## ***Sample Prep Class Schedule***

### ***Week 1***

#### *Objectives*

- Introduce participants and course
- Review fundamental logistics
- Begin any necessary forms

#### *Activities*

- Icebreaker activity
- Film on host country

#### *Preparation/Materials*

- Have logistics forms ready
- Select and hire a student assistant
- Your syllabus for the prep class
- Visa forms (if applicable)
- ISP Student handbook
- Schedule for a travel presentation
- Ask students if they have their passports

### ***Lesson Content***

Introductions (getting to know each other)

If you have program student assistants, introduce them and explain their role on the program.

Involve student assistants by giving them charge to pass out and collect all the forms and ask them to return the forms to you.

Introduce the program. Sometimes it's helpful if you tell the students how they were selected. In some cases, this information can help set the tone for the class.

Remind students that this is a **graded** course and should expect assignments, reading, and a final exam. Thoroughly discuss and review the BYU ISP Legal Agreement Form. Discuss the requirements to pass the class and show they are prepared to travel.

Logistics: Review the ISP Participant Acceptance Form Admittance form, passports and visas requirements. If applicable—housing forms, church service, application for museum passes, applications for tube passes or any other form specific to your program.

If visas are necessary, ask the students to fill out the application form and to bring their passports to class the following week. Have program student assistants collect the forms and keep the

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program coordinator and assistant posted on the status of the process.

It is also a good idea to explain to the students what will be covered in the program cost and how much money they will need to cover themselves for other expenses.

Discuss and remind students about payment deadlines. Discuss cancellation policies and deadlines (refer to the ISP Payment Information document).

Make arrangements to have someone from the Travel Office come and talk to the students about group travel options and prices.

Assign the students to read the ISP Student Handbook before the next class session. The students are very excited about their program and their host country. If possible, show a short documentary film, sing the National Anthem of the host country, share food from the country, etc.

Discuss what types of government, economic systems, and religious foundations are important in the host country.

Please review the courses offered on the program, as students will register for these online.

## **Week 2**

### *Objectives*

- Become familiar with the academic program abroad
- Become familiar with policies abroad

### *Activities*

- Review handbook
- Quiz
- BYU Experience/Honor Code presentation

### *Preparation/Materials*

- Course syllabi for classes abroad
- Packing list
- Quiz
- ISP Legal Agreement Form

### ***Lesson Content***

Discuss in detail the academic program (course syllabi), textbooks, registration, and schedule.

All students must register for 12.0 credit hours for a semester program and 6.0 credit hours for a term program. Students should be reminded that they may register only for courses available through their study abroad program. Day school sections or Independent Study courses are not allowed. There are no exceptions to this rule. There is no auditing on study abroad.

Discuss class change policies once the program has begun.

Review ISP Student Handbook and have a quiz.

Discuss BYU Travel Policies (see ISP Student Handbook).

Discuss how to handle money while in the host country; traveler's checks, ATM machines or cash.

Discuss packing tips.

Assign the students to read host country CultureGram.

Have a group presentation on one of the sites the group will be visiting.

### **Week 3**

#### *Objectives*

- Become more familiar with policies abroad and the Honor Code abroad
- Review culture

#### *Activities*

- BYU Experience/Honor Code presentation
- Q&A with former program participants

#### *Preparation/Materials*

- Set up Honor Code presentation
- Set up visits from former students

### ***Lesson Content***

Discuss specific sections of the ISP Student Handbook, such as Honor Code, appropriate behavior, dating policies, and curfews. (Students may need a reminder from Week 1 of the prep class). Refer them to the ISP Student Handbook.

Schedule to have your ISP coordinator present on the BYU Experience/Honor Code while abroad.

Discuss how to avoid the “Ugly American” image.

Arrange for a presentation by a guest lecturer.

Arrange for a presentation by former participants (contact the previous program director or your program coordinator for suggestions.) \*This is a favorite for students.\*

Discuss and review host country CultureGram, and give students a quiz.

Discuss another article or reading.

#### **Week 4**

##### *Objective*

- Learn how to deal with culture and culture shock

##### *Activities*

- Student guest presentation
- Culture presentation
- Cultural game/discussion

##### *Preparation/Materials*

- Invite student guest from host country
- Invite ISP coordinator (or other) to give a presentation on cultural awareness.
- Prepare copies of Cultural Anthropology

#### ***Lesson Content***

Arrange for a student guest from the host country (International Student Office, 2-2695).

Discuss another article or reading.

Have group presentations on one of the sites the group will be visiting.

Review and discuss information about cultural miscues in *Cultural Anthropology: An Applied Perspective* by Gary Ferraro.

Present on and discuss cultural awareness and culture shock. Your ISP coordinator can support you on this.

Discuss a specific section of the ISP Student Handbook.

### **Week 5**

#### *Objectives*

- Set up committees for time abroad
- Tie up loose ends concerning visas and passports

#### *Activities*

- Group presentations on sites

#### *Preparation/Materials*

- Prepare ideas of committees

### ***Lesson Content***

Remind students of payment deadlines.

Ask the students if they have their passports. Everyone should have one by now.

Have group presentations on one of the sites the group will be visiting.

### **Week 6**

#### *Objectives*

- Finish all unfinished business
- Review meeting procedure for 1st day
- Prepare students for leaving

#### *Activities*

- Final group presentations

#### *Preparation/Materials*

- Provide emergency information to the students
- Prepare information on transportation to the in-country meeting spot



### ***Lesson Content***

Finish all unfinished business.

Review what system is in place for the students to get from the airport to their host family or wherever they will be staying while in the host country. Make sure they have instructions on how to get to their accommodations if the students are responsible to get there on their own.

Provide for the students an emergency telephone where you can be reached.

Remind students to make sure they take their passport and visa with them. (Believe it or not, we've had students stop by to ask us if they need to take them with them.)

Remind students to be sure to check if they are financially cleared to go (no charges on their student account).

Remind students to pick up their ISP backpack before they leave. Please remind students they may pick up their bag only after they have been financially cleared.

Please remind students they need to provide a photocopy of their itinerary to the program student assistant so we have a record of their flight schedule.

Have final group presentations on one of the sites the group will be visiting.

### **Week 7**

#### *Objectives*

- Final exam

#### *Activities*

- Final exam

## SECTION 2: AFTER YOUR PROGRAM

### Director Report

Your written program report is invaluable for future programs. It will help future directors avoid problems and continue successful practices. At the end of your program, please compile a written report covering the following categories: (Please skip any categories that do not apply to your program.)

#### *Cultural Experience*

How well do you feel the students related to the host culture?

How well do you feel they communicated with the local people?

How important is fluency in the host-country language for a successful experience?

What aspects of the program gave students the best understanding of the people and their way of life?

#### *Academics*

##### *Courses*

- Which courses were taught?
- Describe the teaching methodology of the course.

##### *Texts*

- Were the texts used adequate?
- Did the students purchase their textbooks from the BYU Bookstore or in-country?
- What are your recommendations for the future?

#### *Student Selection*

- List the criteria used in selection process
- List any language background prerequisites.
- What should be the ideal number of participants for your particular program?

#### *Preparation Class*

- What do students need to know before departure?
- Please identify areas of the preparation class you wish you would have spent more time on during class.
- Please identify areas of the preparation class you thought were unhelpful or unnecessary.
- Were students made aware of how much money they would spend during the program?
- While in the country, was it obvious which students had not attended the prep class?

## ***Finances***

### ***Budget***

- Was the program budget adequate?
- Was the program budget accurate?
- What would you add or delete from the program budget?

## ***Handling of Money***

- How did the students handle their money i.e., (cashier's checks, ATM machines, cash, or debit/credit cards)?

## ***Housing***

- Was housing adequate?
- Do you have contacts that might be helpful for future directors/students? If so, please list them here.
- What were the benefits of your housing arrangements?
- What do you recommend for the future?

## ***Travel***

- How did students get around?
- What are the expenses for individual travel?
- Please identify any problems or issues students should be aware of if traveling on their own.

### ***Field Trips***

- Was the transportation company reliable and safe?
- Did you run into any scheduling difficulties?
- Would you use the same companies again?
- How far in advance should a director make reservations with transportation companies?
- On your field trips did you use a guide? Was it necessary to use a guide?

## ***Contacts***

- Please provide names, contact telephone numbers, and addresses for individuals or companies who were helpful to use in the future.

## ***Student Assistant***

- If you used a program student assistant, in what ways did you utilize him or her?
- How essential was he or she to you for logistics prior to the program?
- How helpful was he or she during the program?

### ***Student Involvement***

#### *Church*

- What impact did the students have on the local church unit?
- How well did the local members accept the students?
- Overall, was it a good experience for all involved?

#### *Community*

- What impact did the students have on the community?
- How well did the students fit in to the local community and culture?
- Were the local people willing to converse with the students?
- Overall, was it a good experience for all involved?

### ***Health and Safety***

- If a program member became ill, please provide information about the medical service the student received. Would you choose a different medical treatment or facility on a future program?
- What were the costs for receiving such help?
- If any, what were the typical illnesses your students confronted?
- Please provide an overall evaluation of student safety.

### ***Overall Evaluation/Program Improvement***

- What is your overall impression of our policies and guidelines?
- Were the faculty training meetings prior to departure helpful?
- How many faculty training meetings did you attend?
- Was the amount of faculty training meetings adequate? Excessive?
- Do you have any suggestions on how we can improve these meetings?
- What was your overall experience with our office?
- What were the benefits and drawbacks of directing or facilitating the program?
- What would you do differently next time?
- What did you do that you found most successful?
- What would you recommend to improve the program?

### ***Miscellaneous***

Please detail anything else that would be helpful but is not listed above.

Feel free to include any additional information or comments that would be helpful for us. If you have questions, contact your program coordinator.

## PART 2: POLICIES & PROCEDURES

### SECTION 1: MISSION STATEMENT AND PHILOSOPHY

#### Mission, Learning Outcomes, and Guiding Principles

##### *Mission*

Brigham Young University's Office of International Study Programs serves students by developing and implementing high-impact international academic experiences.

##### *Vision*

To enable students to reach the Aims of a BYU Education in a culturally diverse setting.

##### *Aims of a BYU Education*

BYU seeks to develop students of faith, intellect, and character who have the skills and the desire to continue learning and to serve others throughout their lives. These are the common aims of all education at BYU. Both those who teach in the classroom and those who direct activities outside the classroom are responsible for contributing to this complete educational vision. A BYU education should be:

- Spiritually Strengthening
- Intellectually Enlarging
- Character Building
- Leading to Lifelong Learning and Service

##### *Learning Outcomes*

International Study Programs (ISP) provides enriching intercultural academic experiences, in an international setting, by working with students, faculty, and local communities in mutually beneficial relationships. All International Study Programs should be designed to help participating students achieve the following outcomes:

1. Demonstrate an in-depth understanding of the people, worldview, culture (and language, where applicable) of the international setting in which they study.
2. Recognize one's cultural presuppositions and biases through sustained exposure to, and study of, international perspectives on one's own culture.
3. Articulate a deeper awareness of one's academic discipline by comparing and contrasting how it is understood and practiced in an international setting.

4. Express a broader understanding of the Church of Jesus Christ of Latter-day Saints in a global context and a more refined insight into its core beliefs by exposure to cultural variation in religious expression and practices.

### ***Guiding Principle***

- Academic departments will collaborate with the ISP Office to administer all international credit-bearing experiences including study abroad, internships, field schools, and direct enrollment.
- All students must pay BYU tuition for ISP-administered credit.
- All program costs charged in excess of tuition are justifiable and reasonable and based on approved budget policies and procedures.
- ISP will follow all professional accounting and record keeping standards.
- ISP will continually look for ways to provide high-quality international programs for a reasonable cost.
- ISP discounts and grants are extended based on merit and financial need.
- ISP will share our knowledge and experience with other universities through regular collaboration.
- While encouraging active participation with local church units, ISP will not burden local church leaders or members. ISP will strive to practice appropriate engagement and reciprocity with local church units and members.
- ISP assists in budget preparation, financial compliance, and training faculty directors in professional accounting and record keeping standards for administering these funds.

### **Program Types**

**Study abroad** is a type of experience guided by an eligible BYU faculty member in the field and offers lectures, study, and research on-site. Field trips to important locations of cultural and historical significance support the program's academic aims and bring to life theory and principles gained in the classroom.

**Field school** is a research-based experience where students work on research projects in an international setting under the mentorship of a BYU faculty member.

**International internship** is an independent, work-oriented experience in an international setting. Students bridge the gap between their academic and professional career as they pursue personalized study with the guidance of a BYU mentor and receive individualized training under the tutelage of a field professional. Internship programs are limited to BYU Provo students.

**Direct enrollment** is an experience where individual students immersing themselves with local and international students on a foreign campus for a semester independent of any BYU professor or other BYU students. Students are directly enrolled in the foreign institution while earning BYU credit.

Direct Enrollment only exists with universities for which BYU has official agreements. Direct enrollment programs are limited to BYU Provo students.

## **SECTION 2: FACULTY ROLES**

Faculty serve in several different roles with International Study Programs. These roles include:

### **Faculty Director (Study Abroad, Field School)**

Nominated by an academic department to partner with ISP to promote the program, select and prepare students, and oversee study abroad groups onsite. Responsibilities may include teaching, academic advising, personal mentoring, and managing logistical details of programs. (Please refer to Section 6 for more detailed responsibilities.)

### **Faculty Director (Internships)**

Nominated by an academic department to partner with ISP in program promotion, student selection, student preparation, internship provider relations, and student mentoring. Faculty director responsibilities typically include the responsibilities of the visiting faculty. (Please refer to Section 5 for more detailed responsibilities.)

### **Visiting Faculty Director (Internships, Direct Enrollment)**

Based on enrollment, program budgets, and as assigned and approved by ISP, make a short visit (1 to 3 weeks) during an ongoing program to:

- mentor students in the field by
  - evaluating academic coursework and research
  - assisting students with cross-cultural differences
  - addressing individual needs of students
- further increase international relationships for ISP
- gather relevant logistical and cross-cultural information for ISP
- develop interests of the academic department

Visiting faculty are responsible for providing a personal meeting and a written report to ISP upon return.

## Faculty Responsibilities Matrix

	<b>Study Abroad / Field School</b>	<b>International Internships</b>	<b>Direct Enrollment</b>
<b>Program Description</b>	Faculty-led program in a foreign country for a period of time that focuses on specific academic coursework.	Short-term, on-the-job apprentice training experiences to provide students practical application of academic work.	Academic experience in an international university taking BYU-approved courses taught by faculty native to the country.
<b>Faculty Roles</b>	faculty director	faculty mentor; faculty director and visiting faculty also possible	faculty advisor; visiting faculty also possible
<b>Recruitment</b>	faculty	faculty	faculty
<b>Selection</b>	faculty	faculty, ISP coordinator, facilitator	faculty
<b>Orientation and Preparation</b>	faculty: 1.0 to 3.0-credit prep class	faculty: 1.0 to 3.0-credit prep class	faculty: prep seminar
<b>Course Instruction</b>	faculty: 2 to 3 courses on-site	faculty: distance mentoring	faculty: approve course equivalencies
<b>Program Finances</b>	faculty and ISP Coordinator	ISP Coordinator	ISP Coordinator



## **SECTION 3: ISP AND COORDINATOR ROLE**

### **International Study Programs and Coordinators**

International Study Programs is the office designated to work with faculty and academic departments to ensure that all international study programs leaving BYU campus have a safe and academically enriching experience. Once selected, each faculty director will be assigned to work with an ISP coordinator. The services provided by ISP and ISP coordinators include the following:

#### ***Professional Study Abroad Consultation***

ISP coordinators have knowledge in cultural preparation, logistical planning, risk and liability, budgeting, institutional knowledge, and best practices. The coordinators experience and insights help faculty produce the best program for their students.

#### ***Budget Assistance***

ISP has a standardized budgeting system to assist faculty project the costs of their program. Throughout the year, faculty will meet with their assigned coordinator to update and approve their budget as program itineraries solidify.

#### ***Accounting Assistance***

ISP will train faculty on how to accurately account for their spending on a program. Faculty will receive an official ISP budget and ledger that they will use to track and record their program spending. Faculty may then easily reconcile the program expenses within fifteen days after the program ends.

#### ***Visa Assistance***

Although ultimately it is the responsibility of the faculty and student to obtain the necessary visa prior to departure, ISP may assist in processing any visas that are required for the program.

#### ***Travel Logistics***

ISP has recommendations for accommodations, transportation, and activities in many cities throughout the world. ISP coordinators can assist faculty directors in making these arrangements when appropriate and necessary. However, logistical details are the responsibility of the program director, so they are well prepared to lead the program.

#### ***Payment and Wiring Funds***

Faculty can work with their ISP coordinator to make payments for arrangements. As many payments as possible should be made prior to departure.

#### ***Flight Reservations***

The BYU Travel Office in 280 HRCB purchases flights for all faculty directors and students. Faculty should set up an appointment with one of the travel agents at least 3 months prior to departure to purchase their airline tickets.

## **SECTION 4: STUDENT SELECTION PROCESS**

### **Application Process**

Students begin and complete most of their application via the online application processes. All required portions must be completed before the student may be considered for participation in an international study program. The application consists of the following:

1. Student information, including emergency contact information, bio data, and passport information
2. Letter of intent
3. Ecclesiastical Endorsement
4. References
5. Copy of Passport
6. Transcript (non-BYU applicants only)
7. Application fee
8. An online legal agreement covering issues such as finances, cancellations, and health
9. Online Honor Code commitment

As a director, you can view all applicants to your program through the ISP website. Go to [kenedy.byu.edu/isp/faculty](http://kenedy.byu.edu/isp/faculty). Click on “Application Login” and log in with your BYU Net ID and password. Select the correct semester or term and your program should appear. Once you click on the name of your program, you will be able to see the following information: program info, course list, faculty list, and participant list.

Once a student has submitted the entire application, he or she is eligible to be interviewed.

Faculty can receive access to the database of student applicants for a program and their applications. Federal law requires that faculty take specific Family Education Rights and Privacy Act (FERPA) training which is available at [ferpa.byu.edu](http://ferpa.byu.edu). ISP Faculty Directors should view both the section for faculty and the section for employees in order to gain access to the complete student record. Please work with your program coordinator to receive access to this information.

### **Interviewing Students for Selection**

Once students have completed the application, you should contact them to arrange an interview. For out-of-state applicants, interviews are typically done over the phone. The timing of an interview is up to a director. Directors may choose to interview each applicant on a rolling basis upon completion of their application or wait until after the deadline has passed to fully evaluate and ensure they accept only the best applicants for their program. Please email the out-of-state students and arrange a time for an on-line conversation or phone interview. ISP recommends

Skype or Zoom (or other video telephone technology) over just a regular phone interview. While it will never replace face-to-face interviews, you will be able to have a “face-to-face” discussion via technology.

The interview assists the director in three ways:

1. Becoming better acquainted with the applicant;
2. Assessing the student’s maturity and ability to benefit from an International Study Program experience, and;
3. Providing the initial orientation for the student about adhering to standards and policies (including the BYU Honor Code Dress and Grooming Standards, health regulations, and specific program policies) expected of all participants.

Directors use the interview to share their philosophy for the entire program. They explain the commitments to academic excellence and to group and spiritual unity. They determine through questions and discussions how well students are prepared for the experience and how well they will contribute to group program objectives.

Important topics for directors to cover in an interview include a student’s academic preparation, general expectations, general maturity, emotional stability, ability to adapt to a group living or family stay environment, and commitment to the BYU Honor Code and Dress and Grooming Standards and other program policies and guidelines.

Students must understand and support the overall objectives of the program and all travel must support program learning objectives.

Directors should carefully consider the level of maturity of each applicant and assure themselves he or she will contribute to, rather than detract from, the unity of the group.

It is important for directors to discuss potential problem areas and solicit from each applicant a commitment to abide by the program policies and to contribute to the success of the program. It is much easier to counsel and correct during the program if expectations have been discussed in the initial interview. However, this is *not* a bishop’s interview and restraint must be exercised when discussing personal conduct more appropriately left to ordained ecclesiastical leaders.

Students majoring or minoring in the subjects related to the International Study Program curriculum should receive priority in acceptance. Matriculated BYU students should be given preference over similarly qualified students from other institutions. Freshmen and other young applicants should only be accepted after it is determined that there will be enough vacancies to accept future applicants who may be better prepared. However, well-qualified applicants should be accepted as early as possible. Participants must be 18 years old on the starting date of the program.

## **Typical Interview Questions and Responses**

When possible, use questions as a basis for communicating information that you want to make sure is presented. Some sample questions are listed below.

### ***Exploring Your Background Questions***

Tell me about yourself.

What are your strengths?

What are your weaknesses?

What will you want your host(s) to learn about you? About your home country?

### ***Personality Questions***

How do you envision spending your free time while abroad?

In what way(s) would you have a positive influence on your group?

### ***Motive Questions***

How can you contribute to this program?

Why should I accept you into this program?

Why do you want to go on this program?

What interests you most about this program?

How does this program fit into your academic goals?

How will you profit both academically and personally from this international experience?

What do you think your directors' obligations are to you?

What is your plan for achieving your goals?

### ***Medical and Health Questions***

Do you have any medical issues (including special dietary needs) we need to be aware of to ensure you have a positive experience while abroad?

What is your self-care plan for this program?

### ***Program-Specific Questions***

How familiar are you with the host country?

What do you expect to get out of this experience?

What do you perceive your responsibilities to be as a member of your study abroad group?

How do you envision a typical day during the program?

Tell me how you live the Honor Code while on an education abroad experience. (The answers to this question are quite interesting. This gives the student the opportunity to explain to you how they understand the Honor Code.)

Any specific program objective questions the director may have.

Once interviews have been conducted, use the ISP's online application system to indicate whether the student is accepted, an alternate, or denied. Once this is done, their name will be submitted to the university to check to see if they are in good Honor Code standing—a process that can take up to a week—and the student will then be automatically notified by email of their accepted, alternate, or rejected status. Once accepted, students will be charged the first program payment. Please keep in mind that before you are able to make changes on the database, you must have taken care of the FERPA requirement. Please contact your program coordinator if you have any questions.

## **SECTION 5: GENERAL POLICIES**

### **Approval of Faculty**

Faculty should be cleared by their department chairs, deans, the office of faculty relations and ISP before participating in an International Study Program.

### **Academic Guidelines**

Courses and other academic work in international study programs should focus on meeting the program's learning outcomes, including the general ISP outcomes (please refer to "Learning Outcomes" in Section 1). All coursework should be geared toward assisting students to experience and understand the new ideas, institutions, social patterns, and traditions they confront daily in their host country.

Current research suggests that the most effective international programs are those which immerse students in the foreign culture but also include some faculty-led discussion from the perspective of an American experience. Course work should include appropriate texts and in-country experiences to maximize learning opportunities.

All courses must be approved by the respective academic department prior to departure.

Because these are experiential programs, faculty should carefully weigh the amount of reading and writing assignments given to students on these programs. The primary text for each program should be the location of the program. Where possible, all assignments—writing, reading, presenting—should focus on helping participants come to understand the program locations by meeting the ISP learning outcomes. In most cases, it is appropriate for faculty to replace long reading assignments with educational experiences such as visiting museums and historical sites, engaging locals in pertinent conversations, etc.

## **Ecclesiastical Guidelines**

Studying abroad with Brigham Young University is a unique personal and spiritual experience. As with all things of great value, there are responsibilities associated with this privilege. BYU students are seen as representatives of the University and the Church. Therefore, students and faculty have a responsibility to exhibit the highest standard of behavior.

### ***Dress and Grooming Standards***

CES standards of dress and modesty apply to students, faculty, and their family during the entire enrollment in the program. In addition to observance of the CES dress and grooming standards, students and faculty need to be sensitive to customs of the host culture and avoid culturally unacceptable dress or behavior. (Refer to the ISP Student Handbook, Dress and Grooming Standards). Faculty involved with an ISP should expect student compliance with the CES Honor Code.

### ***Sabbath Day Observance***

ISP students and faculty are expected to observe the Sabbath by attending all church meetings at local wards/branches and engaging in other appropriate ward/branch activities. Program activities and travel should be organized to make this church attendance possible. For programs that take place in areas where there are no established church units, the faculty directors should contact their ISP coordinator to discuss other options for church attendance.

### ***Missionary Work***

International Study Programs are primarily educational experiences. Activities that detract from this purpose, including formal missionary work, should be minimized. Moreover, formal missionary work may compromise BYU's standing in various countries and, in these cases, must be avoided.

### ***Relations with Local Church Leaders***

Although BYU students on an ISP do not transfer their records to the local church units, ecclesiastical leaders in the host country assume some accountability for the spiritual welfare of students assigned to their wards/branches. However, there should be no ordinations or temple recommends issued to BYU students on an international study program. All assignments in local units should be cleared with the program director and/or the program coordinator prior to issuing

the callings. While students are encouraged to participate in the ward activities and to accept teaching or speaking assignments, ISP participants should not be issued major callings, nor given church assignments which detract from their academic work. Faculty should discuss church attendance plans with their ISP coordinator. In some instances, special requests may need to be made to attend certain wards or branches.

Firesides, or similar events, need to be preapproved by the international vice president. Those interested in offering firesides should work with their assigned ISP coordinator prior to departure to get them approved.

### ***Living with Local LDS families***

ISP programs are not typically housed with local LDS families. However, should a program have specific need for local LDS host families, the faculty must work directly with their ISP coordinator to get approval from the international vice president for this housing before housing commitments are made. Students should not expect to stay with the host families after the program ends.

### ***Payment of Tithes and Offerings***

Students and faculty directors and their families should not pay tithing to the Church unit they attend while they are abroad. Tithing should be paid to the home ward of record.

### ***Temple Visits***

Temple presidents have conveyed some concerns relative to touring groups dropping in at the temple without prior notification and requesting to do baptisms for the dead. Groups planning on visiting temples should make a request for this privilege well in advance so that appropriate accommodations can be made. Faculty directors should assess before leaving the U.S. how many students in their program can attend the temple.

If a visit to the temple is planned for a program, student participants should be informed of this during the preparation class. Students wishing to do temple work abroad must obtain their temple recommend from their home bishop. Bishops and branch presidents in the host country should not issue temple recommends to ISP students.

Programs visiting the temple should arrange for enough endowed brethren to accompany the group to help perform the ordinances. Temples often do not have sufficient priesthood available to perform the ordinances for large groups unless previous arrangements have been made.

Temple presidents have also expressed concern about BYU student groups who visit the temple dressed inappropriately. Although most students will understand the need to dress appropriately for a temple visit, directors should remind students of the sacred nature of temple attendance and should plan so that students have the time and facilities necessary to dress appropriately.

### ***Temple Housing***

Approval to request temple housing from a BYU group can be granted only by the international vice president's office. If ISP groups wish to use the temple housing, the ISP coordinator must be notified at least two months in advance to start this process. If approval is given, faculty should contact the temple presidency at least one month in advance and wait for confirmation of scheduling. The temple presidencies are often eager to serve student groups, but priority for the use of temple housing is given to local members who are attending the temple. Approval from BYU to contact the temple presidency is not approval to stay in the temple housing. This approval must come from the temple presidency. Please be aware that to use temple housing, the group will be expected to participate in temple work while staying there. Please make sure you take this into consideration as you manage your travel itinerary.

### **Accompanying Student Spouses/Family**

ISP seeks to make its programs as available as possible to all BYU students, regardless of their diverse personal circumstances. Nevertheless, given the diversity of program design, length, facilities, and objectives, ISP reserves the right to determine if and under what conditions married student couples and/or their children may participate in its programs.

#### ***Participant Spouses***

In general, married couples may participate in an international study program only when both are admitted as full participants. Furthermore, some programs have living facilities that cannot accommodate married students, and participation in these programs are contingent on the couple finding approved housing.

For programs that can accommodate couples, the acceptance of one spouse to the program does not give a presumptive right of acceptance to the other. This means that each spouse must apply separately to the program and meet all of the qualifications of the program, such as language prerequisites or other qualifiers specified by individual programs, including being enrolled in the prep class the semester before departure. There is no discount for spouses who are participating in the program as full participants.

### **Accompanying Graduate Students**

Graduate students are required to apply to the program through the same process as undergraduates. If the graduate student is participating in the program either as a faculty TA or in another capacity, they are still required to apply to the program. They need to be enrolled in courses, which should be decided in conjunction with the program coordinator, and pay graduate tuition.

Graduate student grants or other funds awarded to the student are still applicable, though graduate students are not eligible for ISP funding.



## **Dating on Programs**

Relationships between men and women are viewed differently by other cultures and are often subject to norms, traditions, and taboos that may be difficult for foreigners to grasp. Therefore, dating between student participants *or* dating locals of the host country, no matter how innocent, is *not allowed*. Program directors should not hesitate to place additional restrictions on male/female interactions if needed to comply with local custom. When this policy is violated, directors have the responsibility to report this to their program coordinator so appropriate action can be taken.

## **Curfew on Programs**

The standard curfew for all BYU international programs is 11:00 P.M. on weekdays and midnight on weekends. There can be exceptions to this policy to meet specific travel or activity needs, but these exceptions should be kept to a minimum. Directors can make this curfew earlier to meet local customs or security concerns.

## **Demonstrations and Protests**

Participation in or attending demonstrations or protests is prohibited. Even those with peaceful intentions may become unsafe and/or involve negative confrontations with local law enforcement. Actions of political solidarity, no matter how minimal, are also prohibited. Faculty and students must adhere to the political neutrality policy as outlined by BYU and the Church.

## **High-Risk or Adventure Activities**

High-risk or adventure activities are not allowed on an international study program because such activities nullify insurance coverage. This includes, but is not limited to river rafting, ziplining, skydiving, bungee jumping, and skin/scuba diving.

## **Mental Health, Eating Disorders, or Other Medical Concerns**

You can use this language when working with students to decide if they are healthy enough to join a program. Please contact your ISP coordinator if you have any questions.

Study abroad experiences can be stressful because of the change in environment, diet, sleep, routine, and relationships. Because of this stress, some medical conditions may worsen while abroad. You should consult with your health care provider before applying to verify that you are adequately prepared to participate. If you have a regimen of treatment, it should not be altered to participate in a study abroad, and you must make arrangements to continue while abroad. Please keep in mind that some foreign countries do not have the same accessibility laws and treatment

options available, and some countries limit the prescription drugs you can carry into their boundaries. If your treatment program is not available, you may need to choose a different study abroad experience.

Study abroad staff will decide on your qualification and readiness to participate in the specific international experience to which you are applying. The ISP office also reserves the right to revoke the opportunity for a student to participate at any point should there be any changes to a student's qualifications, standing at the university, and readiness to participate.

Faculty who learn of mental health, eating disorders, or other medical concerns in the field should immediately contact their ISP coordinator. Remember the student's safety and well-being are most important. In instances where it is decided that a student should no longer continue on the program, faculty need to work with their ISP coordinator before sending the student home.

### **Removing a Student from a Program**

If a student violates the law of chastity or the word of wisdom during the program, in most cases, the student should be removed from the program and be encouraged to return to their home. If a faculty director learns of an infraction like this, they should immediately contact their ISP coordinator and work with them to develop a proper course of action.

Other infractions committed by students may also warrant being removed from a program, but this will vary on the frequency and severity of the infraction. If a student is continually behaving in a way contrary to the norms of BYU, breaking local laws, or disregarding the conditions of participation and the faculty director has warned the student that continual misbehavior is unacceptable, it may be appropriate to remove the student from the program.

It is important that faculty directors work with their ISP coordinator in any case which may result in a student being removed from a program. The director could face personal legal liability if proper procedures are not followed.

In considering whether to remove a student, the faculty director should first make sure that they have accurate information. Where did the information on the student's behavior come from? Is this information coming secondhand, and if so, is it reliable? Did you personally witness an infraction? Did the student confess?

If the student violated program rules or the Honor Code, the faculty director should use the following procedure:

- Visit with the student about the situation. It is important to let the student know that it

will be necessary to discuss the situation with the ISP office and that instructions will be given to the director on how to proceed. This will assist the student in realizing that this won't be a decision made by the director only and that this is not a "personal" issue, but a University issue.

- Contact your ISP coordinator. Depending on the severity of the problem, the program coordinator will contact the necessary offices on campus. This can include the Legal Counsel Office, the Honor Code Office and the director of ISP.
- The ISP coordinator will convey any directions from the University to the faculty director and will determine with him or her how best to follow this direction.

## **Traveling to Restricted Countries**

BYU goes to great lengths to keep faculty and students safe. [Travelsmart.byu.edu](https://travelsmart.byu.edu) has lists of restricted countries where it is deemed unsafe for faculty and students. Countries at level 3-4 are not eligible for student travel. However, countries at level 2 may have some exceptions granted. Faculty who want to travel to restricted countries need to work with their ISP coordinator for approval.

## **Student Housing Guidelines**

In planning housing for students, faculty directors should follow BYU Residential Living Standards for off-campus housing which stipulate that genders must not share sleeping quarters and that respect for privacy be given for all other living areas. Efforts should be made for each student to have separate beds. If this is not a possible, the director needs to discuss this with their program coordinator so they can jointly decide on the best course to follow. Students are not allowed to room with Church members or in Church-owned facilities without advanced clearance from BYU's international vice president.

## **Director Housing Guidelines**

### ***General***

Students must be able to contact and receive aid from their director at any time during the program. Because of this, directors must stay at the same locations (same hostels or hotels) whenever possible. If this is not an option, directors must receive special approval from their program coordinator to stay at another location. In this case, director housing should be geographically close and of similar quality to their students' housing.

### ***Flats for BYU Study Abroad Programs***

For the Paris, Vienna, and Spain programs, BYU maintains apartments for the use of faculty directors. The following policies regulate the use of these apartments:

Within reason and with ISP coordinator approval, faculty directors are welcome to host family and

friends in the BYU apartments. Before making these plans, however, faculty should remember:

- The faculty's primary duty is to the students, and visits that detract from this duty should be avoided.
- In order to be a good citizen in the communities where the apartments are located and to abide by local housing laws, faculty should be careful in hosting a large number of guests at one time.

Please report any damage or needed maintenance to the International Study Programs Office. While minor damage and regular wear and tear to the flat is expected and planned for, any significant damage incurred will be the responsibility of the faculty directors, and they should be prepared to pay for damage to the apartments caused by dependents or guests.

Faculty are welcome to occupy the apartments two days before and two days after the program. Longer stays must be cleared through ISP coordinators since they may conflict with other programs. In general, faculty who stay longer than two days before and after the program will be charged a day rate for continued use of the apartment which needs to be paid prior to departure from the US. Contact the ISP coordinator for information on the daily rates for these apartments.

## **SECTION 6: POLICIES FOR STUDY ABROAD (ON-SITE) DIRECTORS**

### **General Policies**

#### ***On-Site Faculty Duties***

Study Abroad directors who lead a program in person are responsible for the following items:

1. Recruiting student participants through on-campus outreach, class visits, etc.
2. Selecting students after reviewing applications and interviewing applicants.
3. Managing program logistics, including local arrangements, housing, budgets, visas, onsite payments, field trips, local Church relations, and CES Honor Code standards – all of this in consultation with the ISP coordinator.
4. Overseeing academic integrity and content of the program.

#### ***Time Commitment before Program***

After reviewing and selecting students for the program the semester before the program, study abroad directors should be prepared to commit several hours each week in preparing for the program. A portion of this time will be spent teaching the preparation course while the rest will be spent managing the obligations noted above. (Please refer to the Director Timeline Checklists for more information pg. 6.)

### ***Time Commitment while on the Program***

Directing a program places unique and often challenging pressures on the on-site director(s) and accompanying family members. While on the program, faculty directors should:

1. Be prepared to take needed action in case of health and safety emergencies, violations of CES Honor Code standards, political unrest, natural disaster, etc., and contact your ISP coordinator and follow the Emergency Response Protocol as needed.
2. Be available to address student concerns at any time, putting the welfare of the students and the program above personal considerations, including family activities, research, travel, conferences, and other interests.
3. Demonstrate a sincere concern for teaching and mentoring students in an international and cross-cultural setting.
4. Take responsibility for delegated decisions made for and in behalf of the program by assistant director(s), student assistants, student instructors, teaching assistants, or local providers.

### ***Programs with Multiple Faculty Directors***

In cases where there is more than one faculty director on-site, one of the faculty members will act as the designated program director while the others will be designated as associate or assistant directors. While the faculty director acts as the faculty team leader, all faculty members share equal responsibility for the success of the program. Typically, the faculty team will divide various duties of the program, which include teaching, mentoring, advising, resolving student concerns, accompanying students to field experiences, planning program activities, managing finances, reviewing class registrations, leading students' organizations or socials, and so on—amongst themselves. In cases with multiple faculty, at least one faculty member should be accessible to the students at all times.

### ***Student and Part-Time Employees***

In addition to faculty directors, programs may also have a teaching assistant and/or student assistant who are full participants of the program to help carry the program's administrative load.

Prior to the program, duties for these employees could include program promotion and recruitment, student selection interviews/schedules, communication, planning/teaching preparation class; logistical arrangements for the program, such as cultural prep, housing, field trips, travel, and in-country needs, and teaching in-the field under the direction of the faculty director and ISP coordinator.

All assistants mentioned above are required to attend relevant ISP-sponsored meetings and the preparation class, make sure that absentees receive updated information weekly, follow-up with students on payment schedules, and fulfill other tasks as assigned by the ISP coordinator.

### *Student Assistant Job Description*

Student employees can be an integral and valuable part of the program and its success. A student assistant can aid the program faculty director(s), ISP, BYU Travel and other BYU offices, with logistics prior to departure. These logistics should be determined by the director and ISP coordinator, but may include some or all the following:

1. Complete the FERPA training for employees at [ferpa.byu.edu](https://ferpa.byu.edu). (Required)
2. Promote the program.
3. Schedule interviews for the faculty director for each applicant if needed.
4. Communicate with students. Emails should be carbon copied (“CC”) to the ISP coordinator and faculty directors on all correspondence.
5. Help the faculty director plan and prepare for the preparation classes. This includes compiling a comprehensive spreadsheet with all relevant student info for the program.
6. Monitor prep class registration.
7. Confirm all participants have current and valid passports. Also make sure:
  - a. The passport is signed.
  - b. That it expires at least six months *after* return to the United States.
  - c. At least 3 pages are available for visas and stamps.
8. As part of the prep class, send the link to the ISP student handbook to all the students going on the program. <https://kennedy.byu.edu/00000180-3e06-d4e2-afaf-be3f4dcd0000/ispstudenthandbook-oct19-pdf>.
9. Monitor registration for the study abroad term/semester classes.
10. Confirm all release forms for each participant are filled out online. These forms include the following: Acceptance, Immunization, Conditions of Participation, and Assumption of Risk.
11. Maintain contact with the BYU travel agent concerning travel to and from the program.
12. Follow up with students on payment schedules.
13. Make certain that each participant has checked out or obtained take-off status with the International Study Programs Office, 101 HRCB, by being financially cleared and before picking up their backpack.
14. Three weeks prior to departure, all student assistants must meet with the program coordinator to report on how things are going in the program.
15. (The following is for student assistants who will be working while on a study abroad program) The faculty director and the ISP coordinator will determine how many hours of work are anticipated or needed while on the program. It is not required or expected for student assistants to work while on the program. That is completely up to the faculty director and program needs. If the director decides to have a student assistant work on the program, they must give an estimate of the hours to the coordinator as part of the budget meeting. While on the program, if the student assistant doesn’t have internet access to clock in, the student assistant must email the hours worked, dates, and in/out times to the Kennedy Center executive secretary to be entered in the time clock. Student assistants do not receive a program discount. They will be paid for the hourly work they complete while on the program.
16. At the beginning of the semester prior to the start of the program, any student on the

program *not* holding a U.S. passport must meet with the ISP coordinator to discuss required documents necessary for their participation on the program. This includes checking U.S. Visa, passport expiration, and I-20 Form. Additionally, the student will need to meet with the International Student Services office to check their status and make sure their documents are current.

17. When all program participants have arrived abroad, the student assistant should email the ISP coordinator to let him/her know that everyone has arrived safely.

When a visa is required for the entire group, the cost may be included in the program fees.

If non-U.S. students require a visa where U.S. students do not, they are responsible to research and apply for the visa on their own. A timeline should be discussed with the ISP Coordinator.

### ***Accompanying Director Spouses***

It is important that the accompanying spouse of a faculty director be appropriately involved in the program success. Spouse duties could include helping the faculty with logistics, student mentoring, administration, and finances. However, all financial and program decisions are the ultimate responsibility of the faculty director.

## **Academic Policies**

### ***Teaching Load***

Faculty directors of semester programs may teach up to three classes as directed and approved by their respective department. Some programs such as SAGE programs (Study Abroad General Education) may have specific curricular requirements. Faculty Directors should check with the ISP coordinator to make sure their courses meet the requirements and needs of the program.

Faculty Directors of term programs teach up to two classes as directed and approved by their respective department.

While on study abroad programs, faculty will only teach courses created as study abroad sections, and the courses must be created by the ISP registrar.

### ***Class Schedules***

Forty-two contact hours are required for a three-credit class. Besides traditional class hours, contact hours can be fulfilled through excursions and other out-of-classroom activities. The weekly schedule for teaching courses on-site is flexible, but regular and consistent contact with students is expected. Long breaks (several days) between classes and group meetings with students should be avoided. Faculty directors are encouraged to take students out of the traditional classroom and use the local setting as their primary text.

### ***Course Approvals***

All courses taught during a program must be processed on course approval forms through the

ISP office and approved by respective department chairs and deans before the courses can be created for registration. This should be completed the semester before the program starts.

### ***Student Course Loads***

All student participants are required to carry a full-time course load during the entire program. For undergraduate students on most programs, this is 12 credit hours per semester and 6 credit hours per term. For some programs, such as internships, this can be reduced to 9 credit hours per semester and 4.5 per term. Graduate students are required to carry a full graduate load.

## **Ecclesiastical Policies**

### ***Pre-Program Preparation***

In the interview process, faculty directors should carefully screen and counsel applicants regarding emotional and spiritual expectations. Faculty Directors should secure a firm commitment from each applicant to participate actively in Church activities and uphold all BYU and Church policies including the BYU Honor Code and Sabbath day observance.

During the preparation class and other orientation meetings, faculty directors should spend time instructing students about local priesthood leadership, meeting schedules, student/missionary relations, ward assignments, etc.

### ***Worship Service While Traveling***

It is expected that students on international study programs will regularly attend established branches or wards. Church attendance takes precedence over travel plans. If this is not possible, the program director should consult with the ISP coordinator to discuss options. International study programs are not authorized to hold separate sacrament meetings outside of the local congregation. In some cases, programs may want to attend only sacrament meeting as to not put too much pressure on the local congregation with language translations or logistical setup. Faculty directors and students should use their best judgment in consultation with their ISP coordinator.

### ***Firesides/Devotionals***

In order to maintain spiritual unity of a program, faculty directors typically hold regular devotionals with their study abroad student group. Devotionals can be organized by a designated student committee. Organizing a fireside where BYU faculty and students speak to a local congregation is not encouraged. Speak to your ISP Coordinator for details.

### ***Non-LDS Participants***

Students who are members of other faiths are welcome to participate in international study programs. However, they are expected to be involved in opportunities for spiritual and personal growth and should be aware of these expectations before they are accepted into the program. Non-LDS participants are expected to uphold BYU and CES Honor Code policies and



standards.

### ***Relations with Local Church Leaders***

While contact with local Church leaders before the start of the program is encouraged, the international study program should not put pressure on the local Church leadership or members of the congregation to make any arrangements for the program.

Program leaders can discuss with the local Church leaders the nature of the program, the number of participants who will be in their wards/branches, how long they will be attending, and service opportunities/assignments that may be available. Local leaders can also share information on meeting schedules and the expectations the Church has for study abroad students in the host country.

The local bishop/branch president should be made aware that all assignments for students should be approved by the faculty director. (Please refer to “Ecclesiastical Guidelines” in Section 5.)

## **Financial Policies**

### ***Program Expenses***

All approved budgeted expenses will be covered by the revenues raised from student payments. Unapproved expenses will become the personal responsibility of the faculty director. Unused funds must be returned to the university and will be reconciled during the final program expense review.

### ***Over Expenditures***

When study abroad programs go over budget, there are two options to rectify the issue.

1. If the extra expenses are for things that are within the directors’ control, the directors are required to cover the overage with funds from their department, their research account, or their personal funds.
2. If the expenses are for things that are outside of the directors’ control, such as currency exchange rate, transportation, strikes, or political issues, etc.; these expenses may be covered by the emergency fund.

### ***Approved Expenses***

Expenses not specifically approved by the ISP policy will not be reimbursed to the faculty directors.

### ***Budgets***

Budgets will be developed by the ISP coordinator. Faculty Directors must use the official ISP budget form. Prior to setting the final program cost with the ISP coordinator, it is expected that as many deposits or payments be made as possible. This will allow the students to be charged the appropriate amount and make it easier to stay within budget.

### ***Additional Funding Sources***

If your program is benefitting from additional funding sources from your department or college, these funds should be transferred to ISP prior to setting the final program cost. The ISP coordinator or ISP accounting can provide the appropriate form to transfer such funds.

### ***Purchasing Director/ Dependents Airfare Pre-Approval***

The ISP financial staff will create your ChromeRiver pre-approval before you book your airfare with the BYU Travel Office. An accountant will reach out to collect the necessary information from you.

### ***Equipment***

Any equipment purchased with program funds is the property of ISP and will be returned for ISP use on subsequent programs. Any equipment expense must be approved by the ISP coordinator prior to purchasing.

### ***Credit Card(s)***

Credit cards used during the program are issued through your home department. If you have questions about card limits or setting a pin number, please contact [cardmanagement@byu.edu](mailto:cardmanagement@byu.edu).

### ***Program Expenses***

Each faculty director will meet with the ISP coordinator and an accountant 1-3 weeks prior to departure for financial training. A student financial assistant will be assigned to assist you with your expense reconciliation. Credit card expenses will be reconciled throughout the program, to avoid the 30-day required deadline in the ChromeRiver system. Cash related expenses or reimbursements will be reconciled within 1-2 weeks of the program's return. Expenses must be logged on the provided ledger along with documented exchange rates and supporting receipts.

### ***Student Cancellations***

If a student approaches you regarding cancellation or reversal of fees, please have them cancel their application on the database. The financial team will then be automatically notified by the system to adjust their fees according to the ISP cancellation policy.

## **Faculty Benefits**

### ***Guiding Principles***

Some costs for the faculty and their accompanying dependents are approved to be covered by the program budgets. However, smaller programs (generally fewer than twelve students), shorter programs (30 days and under), and high-cost programs (those with a lot of air travel) usually

don't qualify for full benefits. The following principles guide the decisions in determining these approved costs:

- ISP discourages separation of program faculty from their families for longer than 30 days.
- International Study Programs should be structured so that a faculty director's accompanying family members can participate and make a positive contribution to the success of the program.
- Since the financial burden on students is a primary consideration in all program budgets, approved faculty costs will be balanced against the potential cost to students.

### ***Salary***

ISP does not pay for faculty salary. Faculty approved to direct an academic program will be eligible for compensation as agreed with the sponsoring department. The assignment with ISP will be considered part of the BYU faculty member's regular load for the duration of the program and salary will continue from the sponsoring academic department as if teaching on campus.

### ***Taxable Benefit***

For tax purposes, the university is only allowed to cover a certain amount of faculty (and their family) expenses. Specific amounts vary by location and can be viewed at [https://aoprals.state.gov/web920/per\\_diem\\_action.asp?MenuHide=1&CountryCode=0000](https://aoprals.state.gov/web920/per_diem_action.asp?MenuHide=1&CountryCode=0000).

Upon completion of the study abroad program, the ISP office will gather the total expenses paid for the faculty and family members. This amount will be reported to the BYU Tax Office to be compared to the allowable expense amount per the posted U.S. government rates for the relevant locations. Any expenses paid for the faculty and family members that exceeds the allowable government amount will be reported as a taxable benefit. The BYU Tax Office will contact the director with additional information.

The allowable government rates only apply to BYU employees who are employed to direct and/or teach on an international study program. BYU employees who may be on the program for other reasons, such as accompanying a spouse, cannot claim this government rate.

### *Approved Faculty Costs*

	<b>Brigham Young University</b>	
	<b>International Study Program Guidelines of Approved Faculty Costs</b>	
	<b>Study Abroad and Faculty-led Programs</b>	
	<b>Semester/Term/30+ day long</b>	<b>London Centre</b>
<b>Faculty Support</b>		
Airfare	x	x
Housing	x	x
BYU Per Diem	x	2 meals/day provided at the Centre
Admissions	x	x
Field Trips	x	£15/day meal stipend on overnight trips
Local Transportation	x	x
<b>Spouse Support</b>		
Airfare	x	x
Housing	x	x
BYU Per Diem		2 meals/day provided at the Centre
Admissions	x	x
Field Trips	x	£15/day meal stipend on overnight trips
Local Transportation	x	x
<b>Dependent Support</b>		
Airfare	x	x
Housing	x	x
BYU Per Diem		2 meals/day provided at the Centre
Admissions	x	x
Field Trips	x	x
Local Transportation		
<p>*Children of the director who have graduated from high school and want to participate in a study abroad program as students will need to register and pay all the normal fees, including their own airfare.  **Spouse and dependent benefits do not apply to any program 30 days and under in length.  ***ISP is not liable for lost spousal income and taxes.</p>		

### ***Airfare***

Airfare for the faculty member, spouse, and qualifying dependent children is provided via the least expensive fare direct from Salt Lake City to the program destination. Extensions, stopovers, or other adjustments that result in an increased airfare will be charged to the faculty member. Dependent children are defined as those who are under 18 years old or who have not yet graduated from high school. Airfare is covered to and from the program location. Any additional director, spouse, or dependent travel will be at the director's expense.

### ***Housing***

Primary lodging is provided for faculty directors and eligible family members.

### ***Meals/Per Diem***

Faculty directors for most programs can claim per diem up to the amount allowed by the university. In cases where the cost of living is very low, faculty may choose a lower per diem. However, faculty are required to deduct the value of any meal provided by the program (such as breakfasts provided by hotels, group meals etc.) as stipulated by university policy from the per diem they receive. Per Diem is only provided for faculty directors and not for their family members.

Faculty at the London Centre do not claim a per diem as most meals are provided by the program. (Please refer to "Faculty Benefits" in the Appendix for more information.)

### ***Other Approved Costs***

Travel costs on program-sponsored "excursions" (lodging, admissions, and transportation expenses) are provided for the faculty member, spouse, and qualifying dependents.

### ***Local Transportation***

Local transportation is provided for faculty member and spouse, but not dependent children.

### ***Enrollment for Accompanying Children Who Have Not Yet Graduated from High School***

Faculty children that have completed sophomore year in high school may be able to take courses on the program for credit. Please contact the ISP coordinator for further questions. These faculty dependent students are required to complete the ISP online application in order to enroll for credit.

### ***Children over Eighteen***

Faculty dependents who have graduated from high school or are at least eighteen years of age and who are full time students on the program will pay the full program cost, which includes tuition. The BYU benefits office, at the request of the faculty, will cover half tuition for qualified dependents. All program costs are payable prior to departure.

## **Health Insurance (For more information, see Best Practices: “GeoBlue International Health Insurance”)**

### ***International and Domestic Health Insurance***

All faculty must ensure that they have adequate health and medical insurance covering themselves and their dependents while abroad and on their return. While you are directing an ISP program, you will have international health insurance coverage through BYU’s GeoBlue Study Abroad plan, which will act as your primary insurance while abroad. However, you must maintain some form of domestic health insurance, such as your DMBA coverage, during your time abroad for GeoBlue to cover you.

If DMBA is your primary insurance and you are leaving the DMBA coverage area for 90 days or more, this is a qualifying event that allows you to change your medical plan, which may save you in monthly premiums. For more information, please contact the BYU Benefits Office well in advance of your departure and ask to review the out of area coverage document. Refer any additional questions or concerns to the BYU Benefits Office, D-240 ASB, (801) 422-4716.

### ***Additional Insurance***

All students and faculty are provided with limited, secondary insurance coverage through GeoBlue. Coverage details can be found at their website: [www.geobluestudents.com](http://www.geobluestudents.com).

### ***Nonemergency Situations***

In a nonemergency situation, faculty directors should log on to [www.geobluestudents.com](http://www.geobluestudents.com) and search the online database under international destination for GeoBlue-recommended doctors, dentists, hospitals, and clinics. These are healthcare professionals recommended by GeoBlue who have generally been trained at Western medical schools, speak English, and have worked with international patients before. Faculty directors can Contact the doctor’s office or hospital/clinic directly to set up an appointment. If possible, faculty directors can call GeoBlue to let them know of their appointment. They can begin to work with the doctor or hospital/clinic directly to negotiate payment and begin medical monitoring of the case prior to a visit. GeoBlue will also set up the appointment on behalf of the faculty director, if it’s preferred.

### ***Emergency Situations***

In an emergency situation, there are instructions on the GeoBlue insurance card. Faculty directors should go to the nearest facility that can provide the best quality of care possible. This may be a GeoBlue-recommended facility or not. In either case, faculty should be prepared to guarantee payment of care, and contact GeoBlue as soon as possible. They will open up a case and notify their medical teams both domestic as well as international regional medical directors. GeoBlue will begin to work with the local hospital to guarantee payment of services rendered and will involve their regional medical directors to help monitor the quality of care received. If better care is available and necessary, GeoBlue will work with the attending doctors and hospitals under the direction of the regional medical directors to transport the faculty to a higher quality facility of care, home to the U.S., or another location.

***What to do if there is not a GeoBlue-recommended hospital or clinic nearby?***

If there is not a GeoBlue hospital or clinic nearby, faculty should determine beforehand which hospitals and clinics provide the highest quality professional care by calling GeoBlue and asking for recommendations/advice for doctors, hospitals, and clinics. If there is not a GeoBlue-recommended medical facility or doctor near, faculty may simply visit the best-known and highest quality doctors or facilities in the area. Although they may not be GeoBlue-recommended, faculty can pay for any medical services rendered and be reimbursed by GeoBlue later. Faculty should obtain and keep all receipts so they can submit a reimbursement request to GeoBlue at a later date.

In either case, it would be best to notify GeoBlue as soon as possible so they can help with payment of services and monitoring of the case to ensure the best possible care.

For help with registration or questions, faculty can contact 1-844-268-2686 (+1-610-263-2847 for international calls). For medical assistance or help scheduling an appointment: 1-800-257-4823 (+1-610-254-8771 for international calls); [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com). ISP coordinators and BYU Global Security ([globalsecurity@byu.edu](mailto:globalsecurity@byu.edu) or 801-422-5357) can also help find adequate health care facilities.

## **Travel Policies**

Because of the field-based learning emphasis, travel is an integral part of the international experience. There are several travel-related opportunities as a part of an international program.

### ***Program Excursions***

Program excursions are mandatory, curriculum-based, budgeted parts of the program. These trips must fit into the framework of the academic program, and faculty directors are expected to accompany program participants on these trips.

### ***Optional (personal) Travel***

Optional travel is unchaperoned, student financed travel. This travel needs to meet the following guidelines:

- The optional travel dates must be built into the program's schedule early in the process of planning. No program is required to allow these free travel dates. Speak with your program coordinator about the best times, within this schedule, to do this travel and whether it makes sense to include the travel as part of your program.
- The travel dates need to be approved by BYU's Global Security before the start of the prep class.
- Students wishing to do this travel need to travel in groups of at least three and their itineraries need to be approved by the program director and BYU Global Security.
- Directors should provide a contact number where the program director can be reached in case the students have an emergency while doing individual travel.

- Optional travel must not interfere with attendance at class, church, or cultural involvement activities.
- Under no circumstances may single men and single women be allowed to travel together as even-numbered couples. Mixed gender groups of students may be allowed to travel overnight and unchaperoned, but they are not allowed to share bedrooms.
- Any exceptions to this policy must be approved by the International Vice President.

Once these guidelines are met, every student who desires to travel overnight must submit a written request with the [Independent Travel Proposal Form](#). The instructions the students receive for this form are below. No student can travel overnight before completing this form and having it approved by the program director and BYU Global Security.”

### **Independent Travel Proposal Form Instructions**

1. These forms should be submitted to the corresponding BYU International Study Programs coordinator at least two weeks prior to proposed travel. Failure to do so may result in the request being denied as reviewing these requires a significant time investment. You are welcome to submit this much earlier than two weeks prior to proposed travel.
2. Please fill this form out as thoroughly as possible. Lack of necessary details or clarity will delay the process and may even result in the approval being denied.
3. Send the completed form to your program director. They can:
  - a. Endorse the proposal as is.
  - b. Suggest changes and require you to submit an amended proposal that meets their academic requirements.
  - c. Deny the request for any reason: e.g., security, health, safety concerns, inclusion of activities that are not academically justified or a determination that the proposal is more would work better as personal travel outside your program dates, etc.
4. Your program director should then send the proposal to their ISP program coordinator and indicate whether they support the proposal and their reasons why.
5. Your ISP Program Coordinator will then review the proposal along with the BYU Global Security Office and inform you and your program director of the decision along with any conditions of approval.



Personal Information		
Name of Traveler(s)		
In-country Emergency Contact information (phone and email)		
Current Location		
ISP Program Name		
Travel Purpose and Destination		
Travel Destination		
According to the BYU Travel Restrictions List, <a href="https://travelsmart.byu.edu">travelsmart.byu.edu</a> , what level (1-4) is your proposed destination?		
How is this academically related to your program?		
Travel Itinerary (Proposed Dates, Specific Activities and Locations and their academic purpose)		
Travel Details		
Date and Time of Departure	Date:	Time:
Date and Time of Return	Date:	Time:
Transportation Mode	Bus <input type="checkbox"/> Uber/Taxi <input type="checkbox"/> Airplane      Train x Name of bus company, airline, etc.  Transportation route:	
Accommodations		
Name of the place	Address/Phone	Dates
	Click here to enter text.	Click here to enter text.
Activities		
Activity	Name of the Company/Provider	Address

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### ***Travel Restrictions and Guidelines***

Travel on a “residential” or “center” study abroad program (with a home base) cannot exceed 15 percent of the total number of days of the program. Exceptions must be approved by the ISP coordinator and ISP director.

Students, faculty directors, and faculty family must maintain CES Honor Code and Church standards at all times. This includes when they are traveling in small groups.

### ***Student Travel with Family Members***

Students are not allowed to interrupt the academic program to travel with parents or friends. Families and friends should plan on spending time with their student before the programs starts or after it ends, but not during the program.

### ***Faculty Travel during the Program***

If faculty desire to do individual travel, the schedule should be set up for at least one faculty director to be available at all times to answer student concerns. Students should be supplied with this schedule and should know at all times where they can reach the faculty member who is “on call.” Under no conditions should faculty consider international study programs to be a time when they are free to do independent travel. Requests for faculty travel outside of the academic program and plan need to be approved by the ISP Coordinator.

## **Marketing Expectations**

### ***ISP Support***

ISP will maintain a program web site, print flyers, and may provide other advertising ideas. ISP offers two fairs, one during the fall and one during the winter semester, where faculty directors may advertise their programs.

### ***Director’s Responsibility***

Faculty Directors will work with the ISP coordinator for content for the web site and the flyers. It is ultimately the director’s responsibility, with the support of ISP, to recruit enough students for their program. Suggested marketing includes:

- personally inviting students from the faculty’s own classes
- participating in the ISP Fairs
- actively distributing flyers
- hosting information sessions
- conducting class presentations
- writing for college newsletters
- advertising on digital screens in buildings
- representing your program at tables in the WSC
- strategically e-mailing and presenting to a target group of students
- social media

# Best Practices

## From Faculty Directors and ISP Coordinators

### ***Budgeting and planning***

Managing expectations is important, it's better to under-promise and overdeliver than to overpromise and underdeliver. Leave off any program details from the program flyer and prep course materials that you are uncertain of providing on the program.

When creating your budget with your ISP Coordinator, it is better to estimate high than low.

### ***Holidays***

Research local holidays before planning your program calendar and purchasing travel fares. A national holiday may close metro lines, and other sites.

### ***Expressing gratitude to in-country partners***

It is recommended that you bring tokens of appreciation to thank those you work with in-country (travel providers, tour guides, coach drivers, special speakers). Bring extra gifts in case you have an unexpected need. Consider letting the students present a gift to an important guest of the program. Bring gifts from your college or department or you may include a line item in your ISP program budget to purchase BYU branded gifts. Gifts should be listed under "hosting" in your ISP budget and expense report. In some cases, it is more appropriate to demonstrate your gratitude by inviting a guest speaker to a meal with your program.

### ***Temple Visits***

If you have a group that is going to attend the temple, please make sure that someone schedules the temple visit, either online or by contacting the temple directly. Some temples require you to bring your own temple clothes. There should be enough priesthood holders to administer in baptism in your group. Please make sure students, faculty, and faculty family members are following the BYU dress and grooming standards appropriate for visiting the temple.

### ***Lodgings***

Some hotels will provide maps or business cards with the name and address of the property so students can find their way back. Have students take a photo of this for recognition.

When planning your accommodation, make sure all students have their own bed and are not sharing (BYU policy).

Email all hotels a specific rooming list. Take an extra list with you for your reference. Change roommate assignments for each different hotel/excursion so students do not form cliques and can get to know each other.

Send one person to the desk to check in while students wait in the lobby or outside.

### ***Activities***

A scavenger hunt (art, architecture, culture, nature, a local interview, etc.) is a fun way for students to explore in small groups on their own. If you are considering doing a scavenger hunt, please make sure the students are not running through museums or breaking local laws or customs to fulfill the assignment. Their first priority should be to learn and respect the local culture. Usually, students are asked to take photos or videos and share them in a group app.

Try a grocery store version of the scavenger hunt to see if there are any products they are familiar with or something with a new spin. Maybe this scavenger hunt requires the students to purchase something and bring it back to share. Again, students should keep a spirit of learning and open-mindedness, not mocking the local tastes.

Schedule surprises in your program, it keeps the students engaged and keeps morale high.

Group meals are a good way for students to report in on the day, decompress, and build a community and sense of belonging. It is also a way to ensure that students are getting a good meal. It is recommended to schedule a group meal on a Sunday so students do not feel anxious about purchasing or finding food on the sabbath. Directors may divide the program into smaller group dinners to get to know the students better individually. Programs often schedule a group welcome meal when the program starts and a farewell meal when the program ends. Group meals may be scheduled once a week or in each different country visited (on a traveling program). A group meal doesn't always have to be at a restaurant, it can be a picnic, or even just a local treat (gelato, pastry, etc.).

Hikes are a way for students to be active together, overcome jetlag, and enjoy nature. Be sensitive of students who may not want to participate and consider an alternate activity for them. Consider if the hike you are selecting is accessible to all of your students.

### ***Free Time***

Students require personal time for self-care, laundry, talking with home, rest, homework, independent learning, journaling, and staying healthy in general. Be thoughtful about how free time is scheduled into your program.

### ***Journaling***

Challenge students to begin a travel journal during the prep class that continues on the program. A journal may, but does not have to be, a program assignment. If they keep a journal seriously, it can be a valuable way to synthesize what they are learning on the program, and can become an important personal history in the future. Journals can include sketches, photos, watercolors, postcards, collage, notes from people they meet, plant pressings, maps, stamps, etc. Invite students to create a travel journal that is meaningful to them.

### ***FHE/Devotionals***

Remind the students they are on a BYU program by starting the day with a group prayer. Assign students to give short spiritual thoughts, devotionals, or sing a hymn. Some programs schedule regular FHE in their program calendar.

### ***Nightly check-in***

Have a nightly check-in for students to sign into an online group chat to let you know they have all arrived safely. This helps encourage the curfew and schedule much needed sleep hours.

### ***End of Program***

Ask the students, maybe as part of their final assignment, to create a top-ten list of what they learned on the program. This can help provide valuable feedback for developing the program for the following year.

## **GeoBlue International Health Insurance**

### ***GeoBlue International Health Insurance***

GeoBlue protects you from costly health expenses incurred abroad by providing you with excellent medical coverage and care as well as natural disaster, political, and security evacuation benefits. Once enrolled, you will have access to GeoBlue's website, [www.geobluestudents.com](http://www.geobluestudents.com). This site gives you full access to qualified prescreened doctors, dentists, clinics, hospitals, location-specific health and security profiles, medical translation guides, and travel health information.

### ***When does my GeoBlue insurance coverage begin and end?***

GeoBlue insurance coverage begins and ends according to the dates of your ISP program. If you choose to undertake personal travel internationally before or after your program dates, you must arrange your own international insurance coverage for that period. BYU's GeoBlue study abroad plan can only cover you during program dates.

### ***Do I still need a domestic health insurance plan even though I'm not going to be in the U.S.?***

Yes! Some medical situations that occur abroad may require you to return home for further treatment. However, as soon as you return to the United States, you are no longer covered by GeoBlue. So, do not cancel your current domestic insurance plan.

If DMBA is your primary insurance and you are leaving the DMBA coverage area for 90 days or more, this is a qualifying event that allows you to change your medical plan, which may save you in monthly premiums. For more information, please contact the BYU Benefits Office well in advance of your departure and ask to review the out of area coverage document. Refer any additional questions or concerns to the BYU Benefits Office, D-240 ASB, (801) 422-4716.

### ***How do I enroll in BYU's GeoBlue Study Abroad Plan?***

Our registrar will enroll you in GeoBlue a few weeks before your departure date. Once you are enrolled, GeoBlue will send you a welcome email to help you prepare for your trip abroad. Follow the instructions in the email to complete your registration. This will provide you access to your personal account, including your GeoBlue Insurance Identification Card and the online medical and health tools and information provided by GeoBlue's website: [www.geobluestudents.com](http://www.geobluestudents.com). Before leaving, save your ID card in an easily accessible format and

print several copies of it to carry with you while you are abroad. For additional information or questions about GeoBlue enrollment, please call or visit 101 HRCB (801-422-8687) and ask to speak to our register, Karly Smith. You may also email her at [karly\\_smith@byu.edu](mailto:karly_smith@byu.edu).

***How does GeoBlue work while I am abroad?***

Contact GeoBlue for information on local healthcare providers and facilities, to arrange medical appointments, and for general medical advice. GeoBlue also arranges payment and reimbursement for any medical expenses you incur while you are abroad. See “Medical Situation Guidelines” below for more information on the steps to take in emergencies and non-emergencies.

***How do I receive reimbursement for out-of-pocket medical expenses?***

If you contact GeoBlue before your appointment or visit to a healthcare professional, hospital, or clinic abroad, in some cases GeoBlue will work with that provider to guarantee payment for your medical expenses. However, there may be situations where you will be required to pay for your medical expenses then seek reimbursement. That is why you should always bring a means of payment (card or cash) with you whenever you receive medical care.

If you pay for your own medical expenses, including for prescribed medications, obtain an **itemized receipt**. On the GeoBlue member hub (log into [geobluestudents.com](https://geobluestudents.com)), look for the “Claims” dropdown menu and read “How to File a Claim” and follow the instructions for filing eClaim. Be sure to have an electronic copy of your itemized receipt ready to include with the claim form (a cellphone picture should work). Note, GeoBlue requires an itemized receipt and will not reimburse a client if they only submit a register receipt. Claims must be submitted within a year of the date you received medical care.

***Who do I contact at BYU if I have additional questions?***

For questions about enrollment, please contact our ISP registrar:  
Karly Smith | (801) 422-8687 | [karly\\_smith@byu.edu](mailto:karly_smith@byu.edu)

For non-medical customer service questions or questions about reimbursement, please contact GeoBlue Customer Service:

- +1 (844) 268-2686 (toll-free inside the U.S.)
- +1 (610) 263-2847 (outside the U.S.)

For questions about coverage or exclusions, please contact:  
Ben Cluff in BYU Global Security | (801) 422-0286

### ***Medical Situation Guidelines***

1. Please Read the Emergency Response Protocol on pages 65-66 and get in touch with the appropriate BYU contact for the corresponding situation.
2. Plan Ahead and Prepare to Respond to Health Incidents
3. Prior to departure, faculty directors should familiarize themselves with GeoBlue network provider facilities available in cities/areas where they will be traveling during their study abroad program. Log into the GeoBlue member hub ([www.geobluestudents.com](http://www.geobluestudents.com)) and identify a GeoBlue network provider hospital that has a 24/7 E.R. and know how to get there in case of emergency.
4. If there is not a GeoBlue network provider hospital in your area, do your best to identify a quality care facility. You can find lists of doctors and hospitals in the country you are visiting on the U.S. embassy and consulate websites, in the “U.S. Citizens Services” tab. You may also contact BYU Global Security for assistance.
5. Familiarize yourself with GeoBlue medical and mental healthcare resources available to you, your dependents, and your students by reading the GeoBlue member guide ([link](#)). We recommend downloading the GeoBlue app prior to departure.

### **Non-Emergency Medical Situations**

#### **Telehealth**

For common non-emergency medical situations (e.g. cold/flu symptoms, sore throat, aches and pains, rash, UTI) BYU travelers should use GeoBlue’s Telehealth service, Global TeleMD. This service requires travelers to download and log into both the GeoBlue mobile app and the Global TeleMD app. Global TeleMD virtual appointments are available 24/7 and usually the same day. Please note that Global TeleMD doctors can request prescription refills or send referral letters only where local regulations allow.

#### **In-Person Non-Emergency Care**

1. For other non-emergency medical situations, especially a physical ailment such as a knee or ankle injury, faculty directors should encourage students to call GeoBlue’s 24/7 Medical Assistance number (+1-610-254-8771). GeoBlue can help you schedule an appointment with a local provider and, if there is sufficient time, arrange direct payment so the patient is not charged.
2. BYU travelers can also use the GeoBlue member hub to identify local network providers and contact them directly to set up an appointment.
3. Take a valid debit/credit card or cash to guarantee payment if required.
4. Provide the facility with your GeoBlue insurance information and ask if can bill GeoBlue directly. But be prepared to pay for any medical services and medication given to you. If the facility is cannot bill GeoBlue directly, or is not a GeoBlue network provider, pay for the services you receive, obtain an itemized receipt, and seek reimbursement as outlined below.

5. If there are no GeoBlue providers nearby or appointments are not available, BYU travelers go to a facility that is not affiliated with GeoBlue. However, they will need to pay for services received, get an itemized receipt, and submit the receipt for reimbursement on the GeoBlue member hub.

### **Emergency Medical Situations**

1. In an emergency, where appropriate call the local emergency number for medical assistance or go to the nearest emergency medical facility.
2. As soon as possible, call the GeoBlue 24/7 Medical Assistance number (+1-610-254-8771) and inform them of the situation, your current location, and your program information, and a number where they can reach you. Be prepared to provide them with your GeoBlue certificate number (on your ID card). Stay in regular contact with GeoBlue advisors and follow their instructions. GeoBlue will take appropriate action to assist and monitor your medical care until the situation is resolved.
3. Additionally, please follow the emergency response protocol and contact the appropriate BYU contact as soon as possible.
4. Stay in contact with the appropriate BYU support staff and update them regularly on your condition and progress.
5. If you pay for your medical expenses, obtain itemized receipts so that you can begin the reimbursement process.



## Emergency Response Protocol

### Level One Incidents

- Hospitalization
- Serious illness or injury
- Violent Crime
- Serious mental health incident
- Suicide attempt
- Student arrest
- Rape
- Kidnapping
- Missing person
- Incapacitated faculty director
- Death
- Serious political/civil unrest
- Serious anti-American/Western sentiment
- Serious natural disaster
- Disease or pandemic outbreak
- Religious discrimination, threat, or attack
- Gender discrimination, threat, or attack
- Act of war
- Natural disaster
- Disease outbreak

### Level Two Incidents

- Illness or injury
- Robbery or mugging
- Physical assault
- Accident
- Transportation-related accident
- Mental illness
- Threat of self-harm
- Sexual assault
- Civil/political unrest
- Harassment by authorities
- Detention
- Natural disaster
- Terrorist threat or attack
- Anti-American/Western sentiment
- Discrimination

For level one or two incidents, please contact Ben Cluff, Landes Holbrook, or Lynn Elliott in that order. If you can't reach one of them, Crisis24 or your ISP coordinator can help you bridge contact.

#### **Ben Cluff**

Global Security Advisor  
Office: (801) 422-0286  
Cell: (385) 505-5424  
Crisis24: +1 (312) 470-3067

#### **Lynn Elliott**

ISP Director  
Office: (801) 422-6244  
Cell: (801) 361-4092

**Lisa Leavitt** (confidential assistance)  
Lead Sexual Assault Survivor Advocate  
(801) 422-9071  
advocate@byu.edu

#### **Landes Holbrook**

Senior Manager, Global Security, Health & Safety;  
International Title IX Liason  
Office: (801) 422-4302  
Cell: (801) 369-0430  
Crisis24: +1 (312) 470-3067

**Jackie Nuñez** (confidential assistance)  
BYU Sexual Assault Survivor Advocate  
(801) 422-3589  
advocate@bvuu.edu

**BYU Title IX Office**  
(801) 422-8692  
[t9coordinator@byu.edu](mailto:t9coordinator@byu.edu)  
After Hours — Crisis24: +1 (312) 470-3067

**Global Security Student Assistants**  
Available during business hours only  
Office: (801) 422-5357  
[goblasecurity@byu.edu](mailto:goblasecurity@byu.edu)

**Additional Help**  
Crisis24: +1 (312) 470-3067  
BYU Police Dispatch: (801) 422-2222  
Counseling and Psychological Services: (801) 422-3035  
University Accessibility Center: (801) 422-2767

## Level Three Incidents

- Health issues/medical incidents that do not require professional assistance
- Thefts or losses
- Problems with travel logistics or itineraries
- Violation of program rules, code of conduct, or the Honor Code
- Disciplinary issues
- Minor illness or injury
- Financial problems
- Academic credit problems
- Program logistics

For level three incidents, please contact your ISP program coordinator, Chelita Pate, Aaron Rose, Malcolm Botto, Christopher Quinlan, or Sam Pereyra. If you cannot reach your ISP coordinator contact Lynn Elliott.

### ISP Coordinators

**Chelita Pate**  
ISP Coordinator  
Office: (801) 422-3309  
Cell: (801) 362-0638

**Aaron Rose**  
ISP Coordinator  
Office: (801) 422-8241  
Cell: (801) 368-7554

**Malcolm Botto**  
ISP Coordinator  
Office: (801) 422-6677  
Cell: (801) 885-5357

**Christopher Quinlan**  
ISP Coordinator  
Office: (801) 422-8535  
Cell: (801) 228-8493

**Sam Pereyra**  
ISP Coordinator  
Office: (801) 422-1485  
Cell: (832) 605-1847

### Additional Resources

#### **GeoBlue 24/7 Medical Assistance Number**

(610) 254-8771 (direct or international collect calls accepted)

For emergency medical care, go to the nearest emergency medical facility. Once you are able, notify GeoBlue and the appropriate BYU contact.

**Karly Smith** ISP Registrar (for questions regarding GeoBlue enrollment)  
(801) 422-8687 – [karly\\_smith@byu.edu](mailto:karly_smith@byu.edu)

#### **BYU International Travel Office**

Office: (801) 422-3872 | After hours: +1 (800) 298-2469