



Policy and Procedures Handbook

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GENERAL CISabroad POLICIES & PROCEDURES

The following policies and procedures, established by the Center for International Studies (CISabroad), are important to you as a candidate seeking to study/intern abroad. Reading and understanding them are crucial. If you have any questions about the policies and procedures, please do not hesitate to contact CISabroad for a thorough explanation. Your understanding of and compliance with these policies will help to ensure a safe and successful overseas experience.

Application Procedures

CISabroad realizes that a study abroad experience will change your life in many ways; the experience is both academic and cultural. Therefore, we seek applicants who will benefit academically and socially from a study abroad experience; personal maturity and discipline will be evaluated along with academic credentials.

In general, your cumulative GPA must fall between a 2.5 and 4.0 to be accepted to a CISabroad program. *See individual program profiles for specific requirements.* If you have a slightly lower GPA than is required, your application will be reviewed on an individual basis. In order to be considered for admission you must complete and submit all application materials by the application deadline listed in the program's profile:

Upon submission of all the application documents, your application will be reviewed by our staff and a decision will be made. If necessary, CISabroad will forward the application to the overseas institution of choice for approval and processing.

CISabroad will notify you of the admissions decision. Once accepted, you will receive an invoice for the cost of the program, minus the application deposit, plus the security deposit, if required. The security deposit is refundable, less any damage fees or overdue balance, after your program.

Internship Deposit (interns only): Within two weeks of the initial interview you will need to pay a \$500 Deposit. This must be paid before our onsite staff can proceed to find an internship match for you. This fee will be deducted from the total cost of your program, and is nonrefundable unless a match cannot be found.

Internship interviews will be scheduled individually. In most cases participants will be given their internship matches before arrival in the host country. However, internships for Florence, Italy are determined after arrival and orientation.

Transfer of Academic Credit and Records

STUDY ABROAD: Ideally, your study abroad program will allow you to take courses abroad that will fulfill graduation requirements at your home university. Because CISabroad works only with recognized institutions, there should be no difficulty arranging the transfer of credit back to your home school. That being said, advanced planning is crucial to ensure that both your home university and your host institution have approved your course selection before your departure.

As part of the application process, CISabroad requires that you receive written approval from your school's study abroad advisor, academic advisor or academic dean for all the courses you wish to take on the course selection section of the application. In order to transfer credit back to your home university, the courses you take abroad must meet the requirements of your home school. To determine transferability, your study abroad advisor (or academic advisor) might want to see descriptions of the courses you intend to take. CISabroad can provide these details to you through the Web in most cases, or in printed form.

INTERNSHIPS: Advance planning is crucial to ensure that your home university officially approves your internship for academic credit. Credit for your overseas internship will NOT be awarded by CISabroad. If you wish to receive credit for your internship, the credit MUST be awarded by your home university. Please contact your home institution to discuss how to obtain credit for your CISabroad internship program.

RECORDS: After you have completed your internship or study abroad experience and have made all the appropriate payments, your home university will be issued an official transcript from the host school (study abroad only). This will normally be issued two to three months after completion of the program. You should expect this process to take longer than in the U.S. Please keep in mind that your records will not be released if you have any outstanding financial obligations to the host institution or CISabroad.

Participant Conduct

As a guest in a foreign country, and a participant in a CISabroad program, you will be expected to be a good citizen and conduct yourself in an appropriate manner. Your actions will not only be a reflection of your home school and CISabroad, but also of the United States; therefore, it is important that you are aware of your surroundings and the actions of those around you and act responsibly at all times. The wellbeing of you and your peers is everyone's duty! The CISabroad pre-departure guide is only one component of your preparation, and *it is your responsibility to research and understand all issues related to safety, health, political, cultural, and religious conditions in the host country.*

You will also need to familiarize yourself with the rules and regulations of the host institution. Usually this type of information is given at the host university orientations, but *it is your responsibility to be aware of this information.* Any conduct that causes you to be expelled from an overseas institution will result in the forfeiture of any and all fees you have paid for your study abroad program.

Health and Insurance Information

While overseas it is important that you understand the health requirements of the country. As part of your orientations you will be informed of issues relating to the CISI overseas insurance and in-country medical care. It is also very important that well before your departure, you make CISabroad aware of any pre-existing health conditions that may impact you during your time abroad. Announcement of previous or current health conditions will not affect your admission to any of CISabroad's programs; quite the contrary, revealing this will allow for the host institution and CISabroad to make proper accommodations prior to your departure.

Medical treatment is not something we expect you to require while overseas, but we want to make sure you are adequately covered should the need arise. So no matter where you study, medical and accident insurance is included in the program fee.

Program Fee Coverage

The program fees listed for all CISabroad programs include the following:

- Internship match and supervision OR tuition for a full course load in most disciplines (certain areas can incur additional fees because of labs, materials, field trips, etc.)
- Full service support prior, during and after your program
- Pre-departure orientation
- Airport reception
- Housing during academic periods (unless specified)
- Host institution orientation
- Official transcript (study abroad)
- Medical and accident insurance
- Student Union/Association dues at the host school (study abroad)

Program fees do not include:

- Airfare
- Housing damage deposit
- Meals (unless otherwise specified)
- Visa and passport fees
- Spending money
- Books and supplies (unless otherwise specified)
- Course fees for required labs, site visits, and/or materials

Payment Procedures

You will receive an invoice for the balance of your fees (minus any deposit(s), scholarship, and/or grant) approximately one month before the Final Payment Deadline. Final Payment Deadlines vary by program so please refer to your acceptance email or invoice for the exact date. All program fees and/or financial aid paperwork are due on the Final Payment Deadline.

The following are the general Final Payment Deadlines dates:

Study Abroad Programs FULL PAYMENT DUE

Fall Semester Programs:

July Arrival: **June 1st**

August/September Arrival: **July 15th**

Spring Semester Programs:

January Arrival: **December 1st**

February/March Arrival: **December 31st**

Summer Programs: *Dates vary by arrival date. Please check acceptance email or invoice for exact date.*

May Arrival: **April 1st or April 15th**

June Arrival: **May 1st or May 15th**

July Arrival: **May 15th or June 1st**

Winter Programs: **November 15th**

Internship Programs

FULL PAYMENT DUE

All Internships:

Due 30 – 60 days before the start of the program, on the 1st of the month prior to the start month.

Example: Any intern starting in June has a final payment deadline of May 1st.

All program fees and/or financial aid paperwork are due on the Final Payment Deadline. If you have not made full payment or arrangements for such, by the posted deadlines, your enrollment could be withdrawn with no refund. A \$150.00 late fee could be assessed on all late payments and bounced checks.

Financial Aid

Under federal law, all federal financial aid can be used to study abroad. Beyond this, it is up to your home institution to decide whether or not you can utilize state and/or institutional aid. If you are using financial aid, you are required to complete the [CISabroad financial aid paperwork](#) included in the acceptance email or the link above. The financial paperwork cannot be applied to your CISabroad account until the following conditions are met/indicated: disbursement date, amount of financial aid, and final approval from your home institution.

In certain cases, your home institution may require CISabroad to complete a “Consortium Agreement.” In such instances, submit the Consortium Agreement to your Program Coordinator.

If you will be using financial aid to cover all or part of the program costs, and your financial aid officer has approved this, it is your responsibility to make arrangements for disbursement of this aid. Often, federal

financial aid will be disbursed after you have already left the U.S.; therefore, you need to make arrangements for such an occurrence. Participants have the option to appoint power of attorney to a close family member. This person can access their account and assist in financial matters while you are out of the country. Again, CISabroad will work with you to arrange payment, but you must plan for this in advance.

Payment Methods

Credit Card or Electronic Check: Please go to the CISabroad [Payment Methods](#) website. For international credit cards, please contact your Program Coordinator.

Please note: A 1.9% processing fee is charged for any credit card payment and a nonrefundable \$1 fee applies for each electronic check payment.

Paper Check: Please make all checks payable to “Center for International Studies” or “CISabroad” and indicate the invoice number on the Memo line.

Passport and Visa Requirements

For all countries, an up-to-date passport is required. If you do not have a passport, you should begin the application process right away, as it may take up to six weeks. If you already have a passport, please make sure that it has not expired and will be valid for at least six months after the end of your program.

CISabroad will provide you with the appropriate forms, paperwork from overseas partners, and counseling for visas, however, it is your responsibility to understand the regulations of your host country(ies) and comply with their visa processes.

Not all programs require a visa, so please contact your Program Coordinator with questions. Be advised that you may incur some fees in the visa application process, and you will need to pay these directly to the issuing consulate.

If you are not a U.S. citizen, it is your responsibility to check with the embassy of the country you intend to study or intern in to determine whether you need a visa.

PROCEDURES FOR ISSUES AND EMERGENCIES

As we all know, emergencies can happen anywhere – at home or abroad. However, when you are far away from home, an emergency can often leave you feeling helpless and confused. For this reason and to make your study abroad experience as safe and memorable as possible, CISabroad has some guidelines on how to (1) define an emergency, and (2) contact the person(s) best able to assist you. We ask that you read these procedures before your departure and share them with other concerned parties (i.e., parents, guardians, and friends). Your signature on the CISabroad Acceptance of Offer form certifies that you have read and agree to the information contained in this section

To begin, let's **define an emergency**. An *emergency* is when you, the participant, are in a life threatening situation. If the issue can wait 12 hours, then it is not an emergency. CISabroad and each of its partner universities have set up the following emergency procedures:

What do you do if an emergency should occur?

- 1) Call the appropriate contact on your CISabroad emergency card (provided to you prior to departure). If you are in an emergency situation, you need to call the person who can help you the quickest. If you are in another country, you must contact either the emergency contact (usually the CISabroad Site Director) in that country or the police and/or necessary rescue units.
- 2) If you are not able to contact an in-country emergency contact, CISabroad has an emergency hotline for you to utilize, after our normal business hours. CISabroad emergency line: 413.210.7091

If you did not contact CISabroad during the emergency, you should alert us by email of the emergency. Sometimes there are follow-ups with the university that we need to do, or we can advise you on how to handle the situation from that point forward.

Now, let's **define an issue**. An *issue* is when you, the participant, are having difficulties or issues within the new system of our partner university or internship, but it is not an emergency (i.e., life threatening).

Most times *issues* can be fixed quickly and usually arise due to miscommunication.

What do you do if an *issue* should occur?

- 1) Please go immediately to the international office on campus or your CISabroad Site Director, and clearly explain the issue. Usually these sorts of situations can be frustrating for the participant, and can also cause unnecessary worry, but 99% of them are straightened out within 24-48 hours.
- 2) Should you feel the need to alert CISabroad of this issue, you, *the participant*, must do so. It is CISabroad policy that **you or our Partner University**, must contact us directly either by email or phone if an issue occurs and needs CISabroad intervention. CISabroad **will not** act immediately on **issues** presented by a third party (i.e., parents, friends, etc.). We must deal with you directly. If we are contacted by a third party, you will be contacted by email or phone by CISabroad and asked about the situation before we will act on it. We ask that you share this policy with any potential third parties.

Privacy Waiver

Your signature on the CISabroad Acceptance of Offer form certifies that you allow CISabroad staff, the host University, your home university, local staff and emergency services to share, manage, and obtain information about your location, condition and other pertinent facts about you in the event of an issue or emergency. In addition, CISabroad may contact your Home University to update them on any situation that occurs while you are on a CISabroad program.

CISabroad CODE OF CONDUCT

While abroad, you are not only representing your home country, but CISabroad as well. For this reason, we expect all participants to behave in a legal manner that is respectful of other people, customs, and property. As a student, you are responsible for researching and understanding issues that relate to your respective host country's laws, as well as the safety, health, political, and cultural conditions of the host country. While enrolled in a CISabroad program it is expected that participants will abide by the following code of conduct. Violation of this code will be met with appropriate disciplinary action, up to and including dismissal from the program.

Behavior Policy While in a foreign country, a U.S. citizen is subject to that country's laws and regulations. That country may not afford the protections available under U.S. law. Any student convicted of a crime abroad can expect incarceration and/or fines. CISabroad will not assist in legal matters caused by a participant's use of alcohol or drugs.

Violation of any of the following may result in disciplinary action from CISabroad:

1. Violation of the Alcohol and Drug Use Policy (See below)
2. Criminal behavior or violation of local laws, including theft or vandalism
3. Violation of rules in effect in the student's residence
4. Violation of rules in effect at the host university
5. Repeated intoxication
6. Abusive language or behavior toward CISabroad staff, university faculty/staff, host family, or other CISabroad program participants
7. Sexual harassment
8. Disorderly, indecent, or obscene conduct
9. Violent behavior
10. Damage to CISabroad facilities, housing, university, hotels, or transportation vehicles
11. Plagiarism and cheating
12. Unauthorized use of CISabroad facilities, host university, residence, or CISabroad sponsored transportation vehicles or hotel rooms
13. Falsification of documents or personal records submitted to CISabroad as part of the application or acceptance process.
14. Any inappropriate conduct including but not limited to violation of any CISabroad policies.

Housing Policy By participating in the program, CISabroad participants agree to be subject to the policies, rules and regulations of the accommodation provided by CISabroad. All housing disputes will be settled according to the housing policies at the program location. CISabroad guarantees to provide housing for participants, however it is impossible to guarantee particular

housing placements, options, room arrangements, or locations, as this is always subject to availability.

Alcohol and Drug Use Policy Participants who choose to drink alcohol are responsible for their actions at all times. Excessive drinking may be grounds for dismissal as it can affect the safety of the group and/or the individual.

Intoxicated participants will not be allowed to participate on any CISabroad excursion or activity, and will not receive a refund for the missed excursion or activity. The use, sale, or possession of drugs by CISabroad participants is strictly prohibited and will result in disciplinary action, up to and including dismissal from the program. Any violation of the alcohol and drug policy will be taken seriously by CISabroad and the participant will be appropriately disciplined.

Disciplinary Action

CISabroad staff will have an investigation and/or review before taking disciplinary action. Please note: If a participant engages in violent behavior towards any member of the CISabroad staff, host family, university faculty/staff or other CISabroad participants they will be immediately removed from the program.

Disciplinary action may include but is not limited to any of the following:

1. Notification: CISabroad may notify the participant's home university of any violation of CISabroad policies.
2. Restitution: Participant may be required to pay for damages or theft.
3. Loss of privileges: Participant may be denied permission to participate in CISabroad activities, excursions, etc. permanently or for a designated time period. No refund will be given for missed activities.
4. Housing termination: CISabroad has the authority to remove any participant from his/her residence and/or the program in the case of inappropriate behavior. If this occurs, the participant must then find his/her own housing at his/her own expense. No refunds for housing payments will be given.
5. Probation: Participant may be given disciplinary probation in the case of inappropriate behavior. Any further violation during probation will result in dismissal.
6. Dismissal: Participant may be permanently expelled from the CISabroad program. The dismissed participant will not receive a refund of any kind. Termination of program participation does not diminish or otherwise affect the participant's obligation to make any and all payments to CISabroad. The dismissed participant will not receive any grades or transcript. The dismissed participant may be required to reimburse his/her home university for financial aid received. The home university may take appropriate action in response to dismissal, such as denying registration, suspension or dismissal from the home university.

CISabroad REFUND POLICY

Because CISabroad makes financial commitments on your behalf well in advance of the program start date, refunds can only be made in accordance with the terms listed below.

I. A participant who withdraws voluntarily will receive the following refund of fees paid:

- **Withdrawing more than 60 days prior to program start** will result in a refund of all fees paid less your \$200 application deposit, the \$500 internship deposit, and any bank fees paid.
- **Withdrawing between 30 and 60 days prior to program start** will result in a refund of *all recoverable fees paid* less your \$200 application deposit, the \$500 internship deposit, and bank fees paid.
- **Withdrawing less than 30 days prior to program start** will result in no refund.

Note: *All voluntary withdrawals must be made in writing to CISabroad.*

II. Special Circumstances: In cases where CISabroad is forced to cancel or suspend a program, the following refund policies will be applied:

- If the program has not yet begun, all funds will be refunded, less the \$200 application deposit, the \$500 internship deposit, and bank fees paid while making online payments.
- If the program has begun, CISabroad will refund any portion of the participant's fees that have not been used or committed, less any bank fees paid while making online payments.

In the case of serious documented illness, CISabroad will refund any portion of the participant's fees that have not been used or committed, less any bank fees paid while making online payments.

Note: *Cancellation or suspension of any program will result if (1) the United States Department of State issues a travel warning advising U.S. citizens not to travel to the program location or, if in country, to leave, or (2), CISabroad deems it necessary to cancel or suspend the program for any other reason. Any serious illness that causes a participant to withdraw must be documented by a licensed U.S. physician with notification sent to CISabroad.*

III. In the case of expulsion from the host institution or deportation from the host country, or any other withdrawal that is a result of a participant's breach of the CISabroad code of conduct, no refund will be given.



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