**Managing Student Issues While Abroad**

**Mental & Emotional Health While Abroad**

* Know how to identify students in crisis
	+ Make note of marked changes in behavior
	+ Remind students not to stop or start any medications prior to departure or while abroad. Make sure medications are stored in a carry-on and that they have enough refills to last the duration of the trip.
* Make sure to follow proper protocols; ask specific questions
* Counseling Services and Advocacy Services – Kate Daigle; daigleka@eckerd.edu; 727.864.8248
	+ Remember that Counseling Services are not available past the Florida State line
	+ You can reach out to Advocacy Services or Student Outreach and Support while abroad
* Christine LeMoult, lemoultck@eckerd.edu; 727.864.8989
* Contact Global Education
	+ During office hours: 727-864-8381 (main phone)
	+ After office hours: 727-804-9550 (Global Education cell phone)

If needed, Global Education will arrange for student to return to the U.S.

**Conduct While Abroad**

* Eckerd’s “campus” extends to overseas because it is a class
* Behavioral standards apply, as covered by the EC-Book: Code of Conduct policies
* Incidents must be reported in a timely manner
	+ Email Global Education AND complete an  [incident report](http://eckerd.edu/incident) (within 8 hours)
		- Incident Reporting Form (web based): [eckerd.edu/incident](https://cm.maxient.com/reportingform.php?EckerdCollege&layout_id=0) [Select Study Abroad Concern in the Nature field]
* Please reach out to Christine LeMoult, Associate Dean for Student Outreach & Community Standards
	+ lemoultck@eckerd.edu; 727-864-8989

**Incident Reports**

* Document everything and every conversation
* Minor Incidents (late, poor attitude, disrespectful, etc.)
	+ First Incident: Give warning (must address issue)
	+ Document using Incident Report at [eckerd.edu/incident](https://cm.maxient.com/reportingform.php?EckerdCollege&layout_id=0)
	+ Second Incident: Contact Global Ed
* Significant Incidents (No Shows, Disruptive Behavior, etc.)
	+ Address behavior, review expectations
	+ Document using Incident Report at [eckerd.edu/incident](https://cm.maxient.com/reportingform.php?EckerdCollege&layout_id=0)
	+ Explain any other incident – student goes home
	+ Contact Global Ed
* Major Incidents (threat to self/others, Title IX, etc.)
	+ Call the host country equivalent of 911 for serious and/or life threatening medical emergency
	+ Contact Global Ed (call/text) immediately
	+ Document using Incident Report at [eckerd.edu/incident](https://cm.maxient.com/reportingform.php?EckerdCollege&layout_id=0)

From the College’s Policy Against Discrimination and Harassment:

“Eckerd College does not discriminate on the basis of sex, race, color, religion, age, disability, status as a veteran, national or ethnic origin, sexual orientation, gender identity, gender expression or other protected characteristic in any educational program or activity, including admissions and employment.”

**Title IX Issues While Abroad**

* Timely Reporting is Essential - You are a Mandatory Reporter and must provide a report of any Title IX violations to the Title IX Coordinator when you know or reasonably should have known of an allegation of sexual misconduct or sexual harassment.
* Contact Michelle Espinosa, Coordinator of Title IX, immediately upon hearing of an incident:
	+ ec-titleix@eckerd.edu or espinoml@eckerd.edu
	+ On-line Incident Reporting Form: [Title IX and Other Forms of Discrimination and Harassment](https://cm.maxient.com/reportingform.php?EckerdCollege&layout_id=40)
* Copy Global Education on email to ensure both offices are aware of the issue

**What needs to be reported?**

* Name of the complainant, alleged perpetrators (if known) and witnesses.
* Date, time and location of the alleged incident.
* Any details stated by the complainant.
* Steps taken by you or others to support the complainant or to address the concerns
* Any other relevant facts.

**Responding to the Complainant: Take a Sensitive Approach**

1. Listen – it is critical that you listen, are present, avoid judgment and do not blame the person for what happened.

2. Understand Confusing Emotions – a victim may feel confusion, panic, guilt, shame, numbness or denial.

3.  Know and have easy access to referral resources on campus and at your abroad location.  (e.g. Student Outreach and Support, local authorities, local supportive/counseling resources, housing relocation options, academic options on site.)

Kate Daigle: Executive Director of Counseling, Health, and Advocacy Services