



OFFICE OF INTERNATIONAL PROGRAMS

STUDENT HANDBOOK 2016-17

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INTRODUCTION

INTERNATIONAL PROGRAMS OFFICE

Congratulations in making it this far on your journey to study abroad! The Office of International Programs is the central office in assisting you before, during, and after your time away from UTC. This handbook has been prepared to provide important information to you and make you aware of the resources available to support you throughout the study away process.

Please read this handbook thoroughly and keep it as a reference. An electronic version of this handbook will be made available to you as well.

CONTACT INFORMATION

International Programs Team Quick List – who to call for what questions	Contact Information
Kristin M. Labs, Assistant Director <ul style="list-style-type: none">• Advising• Course Registration, Financial Aid, and Student Billing• Emergency Contact	Office: 423-425-4741 Kristin-Labs@utc.edu
Takeo Suzuki, Executive Director <ul style="list-style-type: none">• External Relations• Responsible Officer (RO), J Visas• Emergency Contact	Office: 423-425-4759 Takeo-Suzuki@utc.edu
Joyce Blevins, Administrative Specialist <ul style="list-style-type: none">• Transcripts• Contracts and Agreements• Insurance	Office: 423-425-4735 Joyce-Blevins@utc.edu

International Programs Office Fax Number: 423-425-4768

If you are unable to reach an International Programs representative and are faced with an emergency situation, call UTC Campus Police immediately:

**~24-hour emergency number~
1-423-425-4357**

RESOURCES IN THE INTERNATIONAL OFFICE

The Office of International Programs provides a number of resources to you as a study abroad student. This includes, but is not limited to, the following:

- Registration Assistance: The International Programs Office will assist you in the registration process for the term(s) you will be away. You will register for two EXCH placeholder courses which will identify you as a current, full-time UTC student for financial aid purposes. Once your transcript arrives back in our office after the completion of your program, your coursework and grades will be processed and added to your transcript.
- Advising Support: Our staff is available to you for any advising support you may need - before, during, and after your program. If additional resources are required, we will assist you in connecting with the appropriate departments or offices on or off campus. **You can schedule an advising appointment by contacting our office:**
 - Online at https://utc-sa.terradotta.com/index.cfm?FuseAction=StaffMain.StaffDetails&Staff_ID=2111
 - By emailing Kristin at Kristin-Labs@utc.edu
- Advocacy: Our staff is here to support you and be an advocate for you. If you should need assistance with anything or if you encounter any problems, please contact our office as a first step so we are informed of any issues you may be having and then we can proceed to find solutions.

PRE-DEPARTURE

Academics and Financial Aid

Before leaving for your program, ensure your classes have been pre-approved and financial aid is aware of your status. To gain pre-approval for your classes in your program, please take the **blue form** with your chosen classes to the department head for your major or any electives you want to take to get your course equivalency. They will decide what UTC courses are equivalent to the ones you have chosen for your program. It is important to get this approval to be able to transfer your credits back to UTC upon return.

Once you have received your budget from the International and National Programs Office, you must make sure that the financial aid office is aware of your decision to study away. You can meet with the financial aid office and they will be able to advise you on your specific financial aid situation.

Passport and visas

Passports - Travelling internationally requires a valid passport and travelling domestically requires a valid ID. Before your departure date, take a moment to familiarize yourself with the location of these documents and their expiration dates. Students who applied for their passport before they were 17, will have a passport that lasts for only five years. The passport must be valid for **at least six months** after your return date.

Before you leave, make **two** copies of your passport. Carry one copy with you in a separate bag from your passport, the other you can give to a family member. This is a precaution in case you lose your passport whilst you are abroad.

Visas - Some visas are a little more difficult to get than others. This is all part of the travelling experience! Whether you have to drive to Houston, Texas for the Spanish visa or can travel without a visa, make sure you take the time to fully understand the visa requirements for your destination – every country has different requirements! Adding travel to the beginning or the end of your program may affect the type of visa you require. Working may or may not be a possibility on your visa. Requirements for visas have also been known to change so be sure to keep checking the relevant websites for up to date information.

Terra Dotta/International Programs Website

Terra Dotta is the website software used by the International and National Programs Office. Using your UTC log-in, go to our website www.utc.edu/studyabroad and log-in to set up an account. You may have done something similar for the provider you are studying abroad with, but we still require an account set up with us. This account is where we keep your information up to date while you are abroad. Take the time before you leave to familiarize yourself with the database so you understand what you need to update and documents you need to submit.

Insurance

Health insurance coverage is *mandatory* for all UTC students to have before leaving the country. Either your specific program and/or the International Office will provide this coverage. This information will be provided to you at orientation prior to your departure.

UTC Housing and Meal Plans

As you will be leaving campus for an extended amount of time, make sure you have informed the Office of Housing and Residence Life that you will not be returning for a semester or two. They will be able to place you in housing upon your return if you alert them. Also, make sure your meal plans are cancelled for the duration of your time away. **This is YOUR responsibility.**

State department travel registration

We ***strongly recommend*** you register with the state department as they provide updates on safety conditions in the region of your destination.

<https://step.state.gov/step/>

Share information with family and friends

In the rush of packing and preparing for your program, you may neglect to share important information with family and friends. Although it may seem unnecessary with the advent of the Internet and Skype, it is important you share ***addresses, phone numbers and contacts*** at your destination as well as travel information with important people in your life. This will provide peace of mind for everybody involved! Make sure you update this information when you are on the ground and you have a ***local cell number*** or other information. This also includes details of your program, your study/work load, your environment, the language and other aspects that will help your family and friends understand the experiences you will be having. The more they understand, the more they can support you.

Immunizations and medicine

Read carefully through your program-specific material to see what recommendations or requirements there are for your specific travel itinerary and location(s). The ***Center for Disease Control (CDC)*** website is very helpful in outlining immunizations for each country: <http://wwwnc.cdc.gov/travel/>

Necessary Prescription Medicine – If you have essential medicine, ask for a letter from your doctor that states your name, the physician's name, the drug name, the dosage, and the physician's written prescription explaining the condition and use. This may be needed in order to bring these medications through customs and may help when looking to renew prescriptions.

Bringing Medications or Filling Prescriptions Abroad- A traveler going abroad with a preexisting medical problem should carry a letter from the attending physician, describing the medical condition and any prescription medications, including the generic names of prescribed drugs. Any medications being carried overseas should be left in their original containers and be clearly labeled. Travelers should check with the foreign embassy of the country they are visiting to make sure any required medications are not considered

to be illegal narcotics. (A listing of foreign embassies and consulates in the U.S. is available on the Department of State's website at <http://www.state.gov/s/cpr/rls/dpl/32122.htm>. Foreign embassy and consulate contact information can also be found on the Country Specific Information for each country.)

If you have allergies, reactions to certain medications, foods, or insect bites, or other unique medical problems, consider wearing a "medical alert" bracelet. You may also wish to carry a letter from your physician explaining required treatment should you become ill.

Information on filling a prescription abroad and other health issues may be found at <http://studentsabroad.state.gov/health.php>.

Money & Banking

Before you leave the US, try to **get a small amount of the currency you will be using**. This will help you when you land and you want to buy some food or pay for a taxi. The exchange rate at airports is usually unfavorable. Ordering online can provide some of the best rates.

Remember that ATMs are not always readily available in other countries and they don't always accept credit card or debit cards. This can be problematic when you are used to being able to pay by card for everything. Even when you use the ATMs, you may be charged a high fee to withdraw money. This is another reason for taking some currency with you. It is also worth taking some U.S. currency with you in case of an emergency.

Before you leave, **visit or call your bank** and notify them that you will be using your cards internationally! There is nothing worse than being stuck in a foreign country with blocked cards. They will be able to make a note on your account that will include the destination/s, the duration and when you will leave. Also, ask your bank how much they charge for International ATM withdrawals and be sure to have all the pins for your cards.

If something does happen to your credit card while you are abroad, your card should have an international contact number on it for you to record to have for emergencies. You may also go online at www.mastercard.com or www.visa.com to find the international toll-free numbers to call for lost or stolen cards.

Travel Arrangements

Here are some things to consider when packing and preparing to leave:

- Check with an insurance or travel agent about insuring your luggage and other personal effects.
- Avoid oversize and overweight baggage—check with your airlines to see how many bags you can take on your international flight without being charged, what weight limit they put on luggage before being charged, and how much each of the charges are.
- If you intend to travel before or after your program, make arrangements for storage of your luggage. Do not assume that your luggage can be stored at your housing location during dates outside of the program. Daily storage charges in train stations and airports can be quite costly.

- Mark your luggage tags ahead of time with a clear indication of your name, address and phone number of your destination. Also keep this information inside your bags
- Arrive at the airport AT LEAST two hours before departure. Go directly to the ticket counter to check your bags and learn about any flight schedule changes.
- Keep your luggage locked and close to you!

Airlines restrict the **amount of baggage** that passengers are allowed to carry. In general, passengers on international flights are allowed **two** bags, each weighing no more than **70** pounds. Requirements vary from carrier to carrier, and it is your responsibility to contact your airlines to determine these requirements. Please note that intra-country flights usually have lower limits. Therefore, if your program includes an in-country flight, you should pack less or be prepared to pay for extra baggage.

Remember, you will have to **carry your own luggage**. It is a good idea to pack your bags a few days before departure and try to carry them when you are tired. Eliminate items that are not essential. Don't take anything you would hate to lose. Take a collapsible piece of luggage or leave room in your bags for items acquired abroad.

Electrical service and types of plugs vary throughout the world. Most outlets will not accept the two- or three-pronged plugs that are standard in the United States. Therefore, if you intend to take small appliances, you will need a set of adapter plugs as well as a voltage converter. Electric converters work for appliances up to 1600 watts, at least for a while, but good ones are expensive; don't be fooled by cheaper versions because they will burn up your appliance and perhaps cause a fire.

Because of the voltage difference, U.S. appliances often short out, even with an adapter and transformer. ***It may be to your advantage to buy electric appliances on-site.*** If you are bringing expensive electronic equipment such as a computer, obtain all necessary conversion information from a professional before departure.

Check with the program provider to see if your accommodation will come equipped with bedding, towels, appliances, and cooking utensils. Try to avoid carrying too much! There will be shops wherever you go and the less you take, the easier traveling will be.

DURING YOUR PROGRAM

□ Communication

Arrival – Make sure you email or text your family and friends as soon as you arrive on site. As soon as you can, send your new contact information back to our office. We need your new mailing address, phone number, and e-mail address that you will be using while studying abroad, if we don't already have it.

Decide on a communication schedule with family and friends – There are many forms of free communication, use them! Whether you are living with a host family or in a dorm, using landlines are an extremely expensive mode of communication with home. Most students use WhatsApp and Skype but there are many ways you can connect with home. Remember, using your cell phone abroad is going to be extremely expensive so make sure you turn off roaming as soon as you arrive. This means you can't use your phone to make calls or text but you can connect to Wi-Fi and use your phone easily. Upon arrival, ask your advisor to help you purchase a local SIM card for local use. Time differences also make an impact on communication with home. **You have travelled a long way to experience a new culture/country/language so avoid staying up all night to speak with family/friends.** Messaging, emails and Snapchat are an excellent alternative and don't require real time communication.

Phone cards - You can buy them online, paying for your calls in advance and in bulk. Phone cards work from pretty much any phone, anywhere (although most hotel and some hostel phones ban them). The best thing is that if you run out of credit, or just lose your card somewhere, it's no big deal to get another one. You can buy them in loads of outlets around the world, but [Planet Phone Cards](#) give you plenty of choices for buying online if you choose this option.

Prepaid Global SIM cards - If you are visiting a number of different countries, then an International SIM card removes the need to expensively roam on just one single-country SIM card. Pre-paid Global SIM cards allow you to add to your starting credit anytime, making everything much easier to manage. Check your per-minute rates before buying and make sure you choose a SIM card with a plan that's good for you.

Host family phones - Check with host families about phone use. Most families may object to your use of the phone, even for local calls because they are not free.

Mail - Mail can easily be sent internationally, but will take longer than mail within the United States. Letters should be marked "air mail" to ensure prompt delivery. If it is not marked, mail may be sent by ship and can take up to three months to be delivered. Mail sent internationally must include the destination country as a final line in the address to ensure delivery.

E-mail - Accessing your UTC e-mail account will vary according to the facilities available to you on site. You can access your UTC account through the UTC home page (<http://www.utc.edu>). Our office will send you important emails to your UTC account, so be sure to check this account periodically or have emails forwarded to another account.

□ Academics

Academic requirements, expectations, learning styles, environments and format are different all around the world. It may be the course grades are more exam weighted, or the independent learning required is greater than you are used to. Before leaving for your program, consider these differences in your decision-making. If you know you struggle with exams, you may have to consider carefully which courses you take. Be aware of these differences while you are there! It will take a while to acclimatize to a different style of studying and teaching but these are all part of the experiences of study abroad!

Finding classes difficult or easy – no need to panic! If you are still struggling to keep on top of things, reach out to your advisor and professors. They will understand and work with you as they know international students may be struggling with cultural differences, language difficulties and other transitional experiences. If you are finding the classes are easy, reach out to your advisors and professors also! This is a great opportunity to take on new challenges and learn something beyond the classes you have been given.

Classes may change at the last minute and that's ok! Please send us a list of the classes that you will be taking (each semester) after you have completed your final registration at your host university. If changes are made to any of this information during the semester, please keep our office informed. If you do make changes in your classes, you must have the new class(es) approved by the appropriate department head. Remember also to copy us on any email that you send to or receive from those faculty...we will need those notes for grade approvals when you send us your transcript.

While studying abroad, we suggest that you save all class related documents (especially syllabi from each of your classes), to bring home for your UTC academic credit review. If you are taking foreign languages, you may also want to keep some of your "key" tests and written assignments. This information may be important in awarding the appropriate UTC credit for academic work done during your exchange.

□ Health and Safety

Travel safety – share all your travel details with family and friends. Traveling alone can be an intimidating experience but it is perfectly safe if you take some easy and simple precautions:

1. Travel with jewelry packed away and no flashy name brands.
2. Divide any cash you are carrying into different places; purse, wallet, suitcase. That way if you lose one, you haven't lost all your money!
3. Try to avoid arriving late at night in cities with which you are not familiar, and take along a reliable guidebook that lists resources and hotels/hostels.
4. Never leave bags unattended and make sure they are zipped and locked. Cross single strap bags over your body and do not put valuables in the exterior pockets of books bags and backpacks.
5. Be street wise. Avoid deserted areas and exercise caution in crowds.
6. Keep your wits about you, don't drink while traveling!
7. Take time to learn more about your destination and the legitimate and safe forms of transportation. Always seek out the government endorsed taxi service and avoid using transportation that doesn't have licensing. It may be more expensive to take the taxis with the signage but in the long run it will be worthwhile.

If you have been a victim of a crime, report this **immediately** to your host university's study abroad coordinator or call UTC's International and National Programs office.

Safety during your program – Remain informed and prepared during your time in the program. Take the time to familiarize yourself with hospitals locations, the embassy location, the police station and the details of your local advisors. In emergencies, especially when trying to communicate in your second language, you may need to know these pieces of information! Remember these points during your program:

1. **Don't stand out** – Tourists are usually targeted so make some efforts to integrate and assimilate. Take your luggage tags off of your bags. Try to use the local language. Try to dress appropriately in the right setting.
2. **Keep personal information to yourself** – Whilst traveling and on your program, there will be many people interested in you. Make sure you don't share too much information with those you don't know.
3. **Learn your community** – Take the time to learn your country/city/community and get wise. If there are areas that look dangerous, find out more and make sure not to walk/bike through the areas. Observe the locals and their approach to safety, take note if the streets are quiet after a certain time.
4. **Share your whereabouts with someone**- If you choose to travel or stay the night away from your usual accommodation, check with your advisor/leader of your program. Ensure somebody knows where you are at all times.
5. **Carry your address with you in the local language** – If your language skills fail you, you can always fall back on the card.

Physical and mental health

Take the time to look after your body and mind. What do you need to remain happy and healthy? Exercise? A certain kind of food? Friends? Solitary time? Be honest with yourself and make sure you seek out what you need whilst you are away. This will make the experience easier and more enjoyable. Here are some important things to consider about physical and mental health:

1. **Going abroad is not a magic cure for problems at home** - Any health issues you have will follow you wherever you travel. New circumstances can even exacerbate existing issues into crises while you're away. If you are concerned about your physical or emotional health, including use of alcohol or other controlled drugs, address your situation honestly before going abroad.
2. **Diet changes make an impact on your body and mind** - Whilst abroad, a part of the cultural experience will be food. Make sure to be adventurous but be aware of your own needs. If you are used to eating certain foods and you lack them in your new diet, it may affect your mood, your energy levels and physically you may lose or gain weight.
3. **Find ways of dealing with stress** – Studying away can be stressful so seek out ways of coping. You are not the only one who is stressed out – everyone experiences anxiety without his or her support system and in unfamiliar situations. The important thing is to recognize stress symptoms and find ways to relieve yourself. Avoid alcohol and drugs!
4. **Seek out help** – You know your body and mind the best. If you feel any change mentally or physically, make sure you seek out the appropriate help and support.
5. **Safety and health** – Studying away can lead to exciting and adventurous opportunities. Consider the dangers behind these opportunities, as hospitals are very different all over the world. The level of

care is not the same in health care around the world so you want to avoid that experience where you can.

□ Law

Laws are different everywhere you go. Knowing which laws are different is an important part of preparing yourself for your program. Take the time to understand these laws even if you think they won't affect you. There are some essential rights that we take for granted in the US, that we must be aware of in other countries as being different:

- 1. Freedom of speech** – You will discover some countries have more restrictions on what they can say. This may include propaganda in the media, restrictions on social media and limitations on speaking against the government. Remember, when you are in that country/state, those laws apply to you!
- 2. Sexual harassment** – Cultural and legal differences in the protection of women against sexual harassment leads to some varying definitions of sexual harassment. As a precaution, wear clothing that is conservative and appropriate to the cultural expectations and occasion. Some cultures may interpret friendliness as sexual interest and some have cultural expectations of how Americans behave. Try to be mindful of this in your interactions **If you feel uncomfortable at any point, make sure to report to your local advisor or to your UTC advisor.**
- 3. Discrimination** – Looks very different in other countries. American students live with laws that prevent discrimination against sex, race, sexual orientation, class and ability. When traveling to a new place, they may not have the same laws preventing discrimination. Be aware of this when witnessing or experiencing discrimination. **If you feel uncomfortable at any point, make sure to report to your local advisor or to your UTC advisor.**
- 4. Drugs and alcohol** – Can be extremely dangerous abroad. Laws are different and enforcement of those laws are extremely different. Drugs may be more readily available and culturally accepted, but it not only breaks UTC student codes of conduct, it could be life-threateningly dangerous. . Although there may be no minimum or a lower drinking age in your host country, the customs regarding alcohol use may be very different from ours. You may be tempted to slip into - or maintain - patterns of alcohol misuse while abroad. Such use may occur for a variety of reasons: a mistaken impression of how alcohol is used in your new surroundings; cheaper costs in some countries; a lower minimum drinking age; more lenient laws against drunkenness; or a desire to experiment or fit in. **Alcohol abuse and misuse are not tolerated anywhere in the world.**

If you experience a crime during your program or during travel, you MUST report to the police as quickly as possible.

Violation of local laws and/or your host university's regulations or policies may result in (i) immediate dismissal from the program; (ii) academic withdrawal from the University for the semester in progress; and (iii) disciplinary action upon return to campus.

If you are arrested, it is important that you know what the U.S. government CAN and CANNOT do for you.

The U.S. Consular Office CAN:

- visit you in jail after being notified of your arrest
- give you a list of local attorneys (The U.S. Government cannot assume responsibility for the professional ability or integrity of these individuals or recommend a particular attorney)

- notify your family and/or friends and relay requests for money or other aid - but only with your authorization
- intercede with local authorities to make sure that your rights under local laws are fully observed and that you are treated humanely, according to internationally accepted standards
- protest mistreatment or abuse to the appropriate authorities

The U.S. Consular Office CANNOT:

- demand your immediate release or get you out of jail or the country
- represent you at trial or give legal counsel
- pay legal fees and/or fines with U.S. government funds

Insurance

Check your insurance coverage before you leave and take note of what you are covered for. Your insurance will not cover expenses incurred for injury resulting from your being legally intoxicated or under the influence of alcohol.

Culture shock

Culture shock is real and it affects everybody in different ways! There are four stages and you can experience any of these stages at any time. The first is the **honeymoon stage** where all your experiences are new and exciting. The second is the **frustration stage** where symptoms can be anywhere from difficulty sleeping, sadness to increase in stress, a desire to withdraw, overeating and unexplained crying. Be sure to reach out to your advisor and/or friends when you are experiencing any of these symptoms! It is perfectly natural. The third stage is **adjustment** where frustrations are still there but students begin to learn and cope through talking with friends and advisors. The final stage is **acceptance** when students might feel less like a foreigner and more like the host country or community is a second home. It is very normal for some students to keep returning to the second stage of frustration.

Here are some ways to overcome culture shock:

1. Recognize what you're experiencing is culture shock
2. Learn the language
3. Make an effort to observe positive things about your experience and the culture you are experiencing
4. Make friends with locals

Cultural struggles

Sharing space – This is probably one of the most challenging aspects of experiencing a new culture. Whether you are in a homestay or sharing a dorm room, you will have to negotiate cultural differences and develop new levels of understanding and acceptance. It is important to remember that your space is shared and everyone has different lifestyles and values. Be mindful of others' beliefs, culture, communication styles, food, belongings and bed times.

Home stays – Living with a host family can be extremely rewarding experiences with opportunities to immerse yourself fully in the language and culture of your destination. It can also be a difficult and complicated experience but pay heed to these three points and you will be good to go:

1. Be honest about your needs.
2. Be willing to try new things – diet requirements may need to be a little flexible.
3. Talk to your host advisor about any difficulties when they arise.

□ **Student conduct**

It is important to be aware that the UTC Student Code of Conduct applies to you as a study abroad or NSE student because you are participating in a university-sponsored program. If you are found to have broken your commitment to the Code of Conduct, you may be held accountable here at UTC. Remember, you are an ambassador of UTC and the US!

□ **Preparing for the return**

Whether you are gone a few weeks, a semester or a year, it is very easy to forget about your return to UTC campus. There are a few things that are important to prepare before you return:

1. **Housing** - If you plan to live on campus when your return to UTC, contact the UTC Housing Office to ensure that you meet all housing deadlines for your return to UTC housing. As you know housing is limited and you need to make sure that there is a room for you. If you would like to live in our GO GLOBAL! Community in Stophel when you return, please talk with the Office of International and National Programs. We would love for you to be with some of our other returning study away students, our incoming exchange students, and other international students.
2. **Financial Aid** - If you are receiving financial aid, **MAKE SURE that you have met all the UTC filing deadlines.** For example, FAFSA forms for the following year awards are usually due in early February. Remind parents of that or remember that you must fill the forms out online and submit your W-2's for verification. Also, if you are a work study student or plan to be one, check on your status. Verify **well in advance** that you have been offered work study and what you need to do to secure a job. Most of your questions can be answered at the Financial Aid Webpage: <http://www.utc.edu/financial-aid/>, but email us if you have problems or email Ms. Louise Sansbury your study abroad financial aid advisors).
3. **Courses** - The UTC Office will send you information about registration dates so that you can prepare your schedule for the semester that you return. Make sure that you communicate with your major advisor for to receive advice and your BANNER “Alternate Pin/ Advisement Code” and then register online. If you have problems or questions during any step of this process, e-mail or call us.
4. **Fees** – Pay all your UTC fees **on time!**
5. **Transcript** - Arrange for a transcript from your host school to be sent to the UTC Office. If you can bring a transcript back to UTC with you. If you are planning to study for a whole year, please send your transcript to us immediately after your first semester. That expedites your getting credit for your exchange classes on your UTC transcript.

RETURNING TO UTC

Debrief

As soon as you get back on campus, please make an appointment with our office for a study away welcome home talk/evaluation. We can help you make sure that you have done everything necessary to complete your exchange; including getting the correct credit for the classes that you took while on exchange. In addition, this will give you the opportunity to share some of your experiences with us. Also, what we learn from you will help us as we advise students in the future.

Cultural Ambassadors

As a returning study abroad or national exchange students, you will be invited to join the Cultural Ambassadors group. This will give you a wide variety of opportunities to remain involved in the international community and reflect on your experiences. We will invite you to help our office's marketing activities to help promote studying away and we will invite you to participate in activities with current on-campus international and national exchange students. Volunteering hours may vary and you can decide how much you can commit.

International Student Organization (ISO)

If you would like to be even more involved with our national and international students, you can join the ISO. This is a student run organization that organizes events for any students interested in international and cultural experiences. In previous years, students have taken trips to Nashville, gone rafting on the Ocoee River, had barbeques and helped at International and National Programs office events. This organization is led by a President, Vice-President and officers. If you are interested in a leadership position, contact our office for more information. To learn more about what they do, take a look at the ISO of UTC Facebook group.

Go Global! Themed Living Community (TLC)

Living with the Go Global! Themed Living Community on campus is a great way to continue your experience with cultural exchange, continue practicing a language and have a great time! If you are interested, please contact our office to learn more about this opportunity.

IMPORTANT CAMPUS RESOURCES

Department of Public Safety Chief Robert Ratchford, Director	http://www.utc.edu/Administration/DepartmentOfPublicSafety/ (423)425-4357 Robert-Ratchford@utc.edu For emergencies on campus call 4357 or 911.
UTC Student Health Services	http://www.utc.edu/Administration/UniversityHealthServices/ (423) 778-9303 health@utc.edu For after-hours emergencies call the UTFP office number (778-8837).
UTC Counseling and Career Planning Center Dr. Nancy Badger, Assistant Vice Chancellor	http://www.utc.edu/Administration/CounselingAndCareerPlanning/ (423)425-4438 Nancy-Badger@utc.edu

Women's Center Sara Peters, Director & Victim's Advocate	http://www.utc.edu/Departments/womencenter/ (423) 425-5648 sara-peters@utc.edu
UTC Financial Aid Office Kim Brooks, Financial Aid Counselor	http://www.utc.edu/Administration/FinancialAid/ 423-425-4677 finaid@utc.edu

Online Resources

Document/ Information	Website
University Policies and Resources	
Student Code of Conduct	http://www.utc.edu/Administration/StudentDevelopment/studenthandbook.php
UTC Health Services	http://www.utc.edu/Administration/UniversityHealthServices/
UTC International Programs	http://www.utc.edu/Exchange
UTC Women's Ctr	http://www.utc.edu/Outreach/WomensCenter/
Other Useful Travel Resources	
US State Department – Health/Travel	http://studentsabroad.state.gov/
US State Dept: Travel Registration	https://step.state.gov/step/
Passport Information	www.travel.state.gov/passport
NAFSA Visas for Education Abroad	http://www.nafsa.org/Find_Resources/Supporting_Study_Abroad/EA_Visas/Visas_For_Education_Abroad/
Hostel World	www.hostelworld.com
Let's Go Guide	www.letsgo.com
Rough Guides	www.roughguides.com
Go Abroad	www.goabroad.com
U.S Passport Agency – students abroad	www.studentsabroad.state.gov
Travel apps	Hipmunk, Kayak, Tripadvisor, Tripit
Finance apps	Trip Boss Expense and Budget, Red Laser, Converter Plus, XE Currency, Share a Bill
Communication apps	Skype, Vonage Mobile, Tweetbot, Whatsapp

UNIVERSITY OF TENNESSEE AT CHATTANOOGA PROTOCOL

Response to Serious Emergencies during Off-campus Study

Step 1. Contact Your On-Site Program Coordinator

- a. Make local emergency contacts as appropriate to situation.
- b. Call an International Programs representative (see Step 2 below).
- c. If an International Programs representative is not available, call UTC Campus Police at 425-4357(HELP) - phone is answered 24/7 year-round.

Contact local police, local medical services (911 Equivalent), etc.

and/or

Contact in-country coordinators, local Red Cross, U.S. Consulate, etc.

Step 2. Making an Emergency Call (International Programs rep or Campus Police)

- a. When making an emergency call, be prepared to give your name, location, contact numbers (cell, hotel, other), and brief description of the emergency.
- b. Be prepared to provide details in item “a” above and immediately relay the information to the Campus Police Director and/or designee. With that information in hand, the Director or designee will immediately call an International Programs representative at work or at home until connecting live with someone who will follow through:

What is a serious emergency?

The university considers it to be something that has or could result in severe physical harm or seriously jeopardize the safety of an individual or group. Examples include:

- Major legal encounter (student arrested, etc.)
- Sexual assault, serious illness, or death
- Major natural disasters (earthquake, hurricane, etc.)
- Major national unrest (strikes, demonstrations, etc.)
- Missing student (doesn't show up for flight, etc.)

As a student on a university off-campus program, use your best judgment and common sense in responding to unusual situations. Keep in touch with the International Programs office.

Step 3. International Programs Office

- a. If a call comes in from Campus Police, immediately call Program Leader to gather more information.
- b. As appropriate to situation, immediately initiate calls to Student Development, Finance & Operations, and Provost and contact Insurance Provider and take other actions per emergency plan.

Vice Chancellor, Finance & Operations

and

Vice Chancellor, Student Development

International Programs Director

Reports to UTC Provost if the situation deems this necessary

Collaborate with the Provost's Office and appropriate others to determine if emergency team needs to be put into motion. Contact University Relations for campus-wide messaging.

Collaborate with Student Development, Health Center, Counseling Office, Campus Ministry and others as needed. Contact student family as appropriate.

Updated November 2011