

University of Hawai'i at Mānoa  
**Study Abroad Center**



**Faculty Resident Director Handbook**

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## **University of Hawai'i at Mānoa Study Abroad Center Program Responsibilities Outlined for the Faculty Resident Director**

The University of Hawai'i at Mānoa Study Abroad Center's policy is to provide a standard of care and demonstrate our intent of care that provides a safe and secure learning and living environments for UHM participants and faculty during the official period of the entire study abroad program. The period of a study abroad term begins with the official arrival and departure dates. These include in-country orientation instruction, excursions, and program-related activities.

### **UHM Resident Director Appointment**

The Council on Study Abroad appoints one faculty member to lead a program when appropriate. For the duration of the appointment, the Resident Director is under the purview of the Director of the UHM Study Abroad Center.

The UHM Faculty Resident Director is the designated temporary on-site representative of the UHM Study Abroad Center. He or she is considered a visiting faculty member at the host institution. It is important to note that while our host institutions in most programs provide all the academic, cultural, social, accommodations, related support services, and ensure the health and safety for our students, the UHM Resident Director plays an important role in ensuring the well-being of UHM students and supports the functions of the host institution. The UHM Resident Director monitors and responds to the needs of the participants in the areas of academic, accommodations, health/safety, and personal life (when appropriate). Hence, the Resident Director's role and responsibilities are key/important aspects of the program that make the UHM Study Abroad program meet its obligation to its students and appropriate personnel.

Faculty members who are appointed as resident directors undergo pre-departure orientation and risk management training. Carrying out the full responsibilities of the Faculty Resident Director is requiring a serious time commitment. Training is, therefore, necessary and will help the faculty carry out her/his stated study abroad responsibilities effectively abroad.

The following pages outline the duties and responsibilities as it relates to all administrative, support services and teaching (if applicable) functions of the Resident Director. The scope of duties and responsibilities may not be limited to the following list. The responsibilities are also written specifically for Resident Directors appointed for UHM Study Abroad Programs.

### **Summary of the Role and Responsibilities of Faculty Resident Director**

The UHM faculty member who is appointed as the faculty Resident Director on a Study Abroad Program will find responsibilities much broader than those accorded to the

classroom instructor. The faculty member, for example, may find that she/he is expected to be leader, counselor, advisor and administrator for students overseas. As a result, the faculty is requested that she/he not just simply adhere to her/his academic role. Because of this broader role, the faculty member is selected on the basis of her/his ability to function effectively in these areas. The following are guidelines to help faculty operate within the expectations of the Study Abroad Center in an overseas setting.

- a. The faculty member is expected to balance her/his demeanor as on-site program administrator and instructor with sensitivity to student needs and interests associated with that of a professional counselor.
- b. The faculty is expected to enforce program rules. The Study Abroad Center recognizes that the faculty has latitude in enforcing these regulations on a case by case basis. The program rules, academic calendars, study abroad pre-departure notes, study abroad student pre-departure handbook, and the UHM Student Conduct Code are given to students and the faculty at the pre-departure orientation class session. They are also uploaded on Lulima in individual Drop Boxes.
- c. It is intended that the faculty member will help resolve student related issues and or problems on their own authority and within a reasonable period of time. The issues and problems are categorized in the following areas: personal, academic, student behavior (as stated in the UHM Student Conduct Code). The faculty may consult the Study Abroad Center Director at any time.
- d. Students may consult with in-country support personnel to resolve problems such as living arrangements, sickness, etc. However, it is expected that the faculty Resident Director facilitate communication between the student and in-country program personnel. Please note that students must also adhere to the host institution's rules and regulations concerning academic standards, student conduct, classroom conduct and participation, and refund policies.
- e. The same provisions which govern the relationships between faculty and students on the UHM campus apply to the UHM Study Abroad Programs overseas. Study Abroad Programs generally require that faculty members increase their involvement with students to help them overcome cultural alienation or "culture-shock". However, it is vital that the faculty exercise caution and sound judgment in dealing with students. As a precaution, faculty must avoid any violation of the Federal Family Education Rights and Privacy Act (FERPA) governing areas of disclosure of a student's information without the individual's written consent (do not divulge in unauthorized sharing of information); any act which is, or could be construed as, sexual harassment; or any discriminatory act reflecting prejudice based on sex, age, race, or religious beliefs.
- f. Faculty is expected to maintain conveniently scheduled office hours during the week and, of course, meet with students by appointment when necessary.

- g. Faculty is requested to adhere to the dates set and specified on the Academic Calendar in regards to adding/dropping of courses, changes of grade options, and withdrawal dates. The Study Abroad Center uploads the Academic Calendar onto Lulima and is available to the faculty.
- h. Faculty is required to report student grades within forty-eight hours after the last day of class or after final exams. Study Abroad student grades are not to be uploaded by the instructor. The grades are to be reported to Study Abroad advisor **Max Lee** at [maxl@hawaii.edu](mailto:maxl@hawaii.edu).

Some programs - more specifically, summer programs require that the faculty factor the experiential learning assignment assessment and the grades assigned by the host institution instructor to compute the final grades for the students.

**If grades cannot be reported within 48 hours the faculty must inform the Center so that another delayed grade reporting date can be scheduled.**

- i. If a student reports sexual harassment by her/his peer the Resident Director must take immediate and appropriate action. This means to provide the student with complete and accurate information about complaint filing options and ensure that the University is able to take prompt and effective investigative and or corrective actions. Faculty must contact the **UHM Gender Equity Specialist: Jenna Friedman, J.D. Office of Gender Equity;** [jenna.h.friedman@hawaii.edu](mailto:jenna.h.friedman@hawaii.edu); 808- 956-9499. <http://manoa.hawaii.edu/genderequity>

**For details on Interim Policy and Procedure (EP 1.204) on Sex Discrimination and Gender-Based Violence please visit**  
<https://www.hawaii.edu/policy/docs/temp/ep1.204.pdf>

**Title IX is a landmark federal civil rights that prohibits sex discrimination in education.** Members of the UH Mānoa community, guests and visitors have the right to be free from all forms of sex/gender harassment, discrimination and misconduct, examples of which can include acts of sexual violence, sexual harassment, domestic violence, dating violence and stalking. All members of the campus community are expected to conduct themselves in a manner that does not infringe upon the rights of others.

The Office of Title IX has the specific responsibility for providing prompt and effective responses to all complaints of sex discrimination or harassment for faculty, staff and students. The Title IX Coordinator reports directly to the Chancellor of the University. Any questions about this policy should be directed to the Title IX Coordinator. Anyone wishing to make a report relating to sex discrimination or harassment may do so by reporting the concern to the university's Title IX Coordinator. For UH Mānoa, the Title

IX Coordinator is Dr. Dee Uwono, 808-956-2299, [t9uhm@hawaii.edu](mailto:t9uhm@hawaii.edu).  
website:<http://manoa.hawaii.edu/titleix/>

- i. If a student reports sexual harassment by faculty members of the host institution the Resident Director must take immediate and appropriate action. See item i.
- ii. If the UHM faculty Resident Director is the alleged harasser, students are informed at the pre-departure training sessions to report to Dr. Sarita Rai, Director of SAC. The same procedure outlined in item i will be followed.

## Program Specific Responsibilities

The specific responsibilities outlined in the following pages have been written in consultation with former faculty Resident Directors. The responsibilities are divided into four sections I) Pre-departure, II) On-site, III) Student Participant's Responsibility and IV) Upon Return to Hawaii.

### Pre-Departure

1. *Complete and submit the study abroad faculty Resident Directory application to the Study Abroad Center by the application deadline.*
2. Meet with the Director of the UHM Study Abroad Center prior to application and upon appointment to become familiar with the program. If applicable, you may also wish to confer with past faculty resident directors who have led the program.
3. Upon appointment, work with the Study Abroad Center advisors to recruit students, schedule student informational meetings, related student advertising campaigns, and advising.
4. Attend the "Resident Director Orientation," "Resident Director Risk and Management Training." All sessions will be coordinated by the Study Abroad Center.
5. Review student applications for the specific and at least two additional programs.
6. Attend and participate in the SAC mandatory pre-departure class meetings held for students. Provide a detailed written list of expectations and outcomes for the students in the program. Three of these sessions totaling nine hours will be conducted by Study Abroad Advisers and the fourth session is to be scheduled by the Resident Faculty Director.
7. Stay Informed, Stay Connected, Stay Safe and Enroll in Smart Traveler Enrollment Program (STEP).  
<https://travel.state.gov/content/travel/en/international-travel/before-you->

[go/step.html](http://go/step.html). STEP is a free service that allows U.S. citizens traveling or living abroad to enroll with the nearest U.S. embassy or consulate. After enrollment you will

- Receive the latest safety and security information for your destination country, helping you make informed decisions about your travel plans.
- Help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.

8. Meet with the Director prior to departure for the program site

## On-Site

As indicated in the summary section of the faculty's responsibility, the UHM resident faculty director's role is broader than that accorded to the classroom instructor. The following are guidelines to assist faculty to operate within the UHM expectations in an overseas setting.

1. Arrive on-site, at least one week prior to the first day of the program, and familiarize yourself with your new environment.
2. Meet and greet students at the airport or train station and ensure the students get to their accommodations.
3. Participate in the "on-site orientation" for all participants provided by the host institution. The on-site program staff will arrange all the logistical and programmatic details.
4. Become familiar with the host institution's health, safety, support, emergency and evacuation procedures.
5. Become familiar with the UHM Study Abroad Center's Emergency Procedures and Protocol, which is uploaded on Lulima.
6. Consult periodically (if applicable) with the on-site Academic Director and/or Program Director to help monitor students' academic progress. You are requested to be sensitive, and to not offend the host instructors so that they do not interpret your consultation as being intrusive, know that you are not teaching the course.
7. Keep abreast of students' progress during the course of study, and be the resource person. Mentor UHM students and ensure student learning outcome objectives are met through contextual or experiential learning.

8. Ensure that instruction is provided for the total requisite contact hours. A six-credit course requires 90 hours of classroom instruction; a three-credit course requires 45 classroom instructional hours. Cancelled classes must be rescheduled to make up the deficit hours. For your information, the US classroom contact hours is fifty minutes
9. Keep a file of the individual student's evaluation provided by the host institution when applicable. Together with your experiential learning grades/activities it may enable you to determine students' final grades especially if there is a grade dispute.
10. Maintain scheduled office hours and be available to meet students informally as well (may have to deal with a full range of personal problems).
11. Monitor the living situations of the students, help make changes when deemed necessary. Collaborate with the on-site program staff (if applicable) in accommodation matters.
12. Be informed of the host institution's planned excursions and cultural events. Please do not re-schedule or change excursions and related activities organized by the host institution. If you are the sole instructor of the program, then please do not change or deviate from the initially approved application plan, including the program details. Any changes that you make, especially without prior discussions/consultations with the Study Abroad Center and the host institution personnel (if applicable) will violate our agreed terms of liability with our host institution as well University's institutional responsibility You may need to interpret to enhance student experience and help them to better understand the people, culture, history, etc., of the host country, **if there is any need to do so**.
  - Inform students about planned excursions, provide pre-trip background information, and advise students as to what they need to take on specific outings. The Resident Director accompanies the students during all program related field excursions.
  - Handle all monies (payment) and registration involving the above activities, **especially if requested by on-site program staff**.
13. Help resolve student related issues and/or problems, such as personal, academic, and student behavior (as stated in the UHM Student Conduct Code). The faculty should feel free to contact/consult the SAC Director, Sarita Rai (24 hours) at any time and especially during emergencies. Should the SAC Director not be available, an alternate staff member from SAC will be able to assist the faculty. In addition, use the in-country program staff and the local community resources to help resolve student related emergencies, crises, and or straits. **Ensure the safety and well-being of the students at all times.**

14. Complete professional development and/or research plan or curricular development as approved by the Council on Study Abroad.
15. For sexual harassment complaints follow procedures outlined in Page 3 .
16. Facilitate students' complex inter-cultural interactions and at the same time encourage individuals to handle as much she/he can on her/his own with your support.
17. Ensure ill students in **finding** and **getting** medical help. The on-site program staff will assist you (if applicable). All students in the program are covered by the International Student Identity Card, Study Abroad Health Insurance Plan, or the Program Specific Health Insurance Plan. See information posted on Lualima. Please note that U.S. health insurance is not accepted overseas. As a result, the student will have to pay up-front for any medical services and the purchase of medication. It is important to keep receipts and a detailed description of the treatment. Upon return to the U.S. claims may be filed for reimbursement. However, if the student is sick, please **do not** hesitate to take her/him to see the doctor, and do not worry about finances. Medical treatment will be provided regardless of the ability to pay for the treatment. If need be, request or provide cash advance from the host institution personnel (when applicable) and the Study Abroad Center will ensure that it is reimbursed accordingly.  
 Study Abroad Health Insurance Plan is through TW Lord and Associates:  
 call collect from international.....770-427-2461  
 toll-free in U.S. ....800-633-2360  
 claims@twlord.com
18. Meet UH Academic Calendar deadlines, and enforce the UHM/SAC Student Conduct Code.
19. Adhere to the dates set and specified on the Academic Calendar in regards to adding/dropping of courses, changes of grade options, and withdrawal dates.  
**See change of registration grade section of the manual.**
20. Administer the SAC "Post-Program Evaluation" forms on the last day of class and return the completed forms to SAC.
21. Faculty is required to report student grades within forty-eight hours after the last day of class or after final exams. The grades are to be reported to Study Abroad advisor **Max Lee** at [maxl@hawaii.edu](mailto:maxl@hawaii.edu).

### Student Participant's Responsibilities

While the faculty Resident Director is expected to instruct, administer, listen to students having problems, and help students interpret host country behaviors, it should be recognized by all concerned that the students themselves are responsible for their own experiences abroad and thus the consequences as well. The program cannot guarantee

or eliminate all risks associated with the overseas environment. The facilitating role of the faculty Resident Director should not be confused by the student to be that of someone who will "make things better" or solve problems on their behalf -no matter what. The goal is to direct the students to achieve some degree of independence so that they can effectively take responsibility for themselves while the faculty Resident Director remains as the "facilitator." It is recommended then, that you periodically remind the students of the following:

1. They are responsible for their own daily personal decisions, choices, activities, and thus the consequences.
2. They are responsible for, and that we cannot control and/or prevent them from engaging in illegal, dangerous or unwise activities.
3. The program cannot assure that US standards of due process apply, or provide, or pay for their legal representation.
4. Students need to understand that they may experience frustration and anger because their home/home cultural values differ from those of the host's.
5. Students are responsible for their own health and safety. However, the program will do what it can to meet the health safety needs of the students.
6. Read the pre-departure notes included in the Resident Director's Manual (first section).

## Upon Return to Hawai'i

### Site Report

Submit a final program site report to the Study Abroad Center. You may email your site report to **Sarita Rai** at [sarita@hawaii.edu](mailto:sarita@hawaii.edu). ***Do not provide a copy of the site report to the host institution personnel.***

The site report should contain some of the following:

- a. State the program objectives and how the host institution or program meets them.
- b. Describe the quality of the academic program, effectiveness and the learning outcomes of the students.
- c. State the comparability of the academic program to that offered at UHM Mānoa in light of the educational goals.
- d. Describe the facilities within the school or education site and the surrounding areas (library, computing, learning resources, gyms, health care facilities, shopping centers -list hospitals nearby if known).
- e. Identify the host instructors (if applicable), the host administration and support personnel. What role did they play in the program?
- f. Evaluate the effectiveness of the excursions (if applicable).
- g. Describe the accommodations (and how they are reviewed by the host institution or relevant personnel, be they homestays, dormitories, or hotels).

- h. How does the host institution or the program demonstrate a standard of care to provide a safe and secure learning environment for the participants? All aspects of the program should be addressed, such as academic, accommodations, relevant facilities, excursions, etc.
- i. Describe your role as the resident director and how you facilitated in meeting the goals of the program related to the students and their learning outcomes.
- j. Describe your professional and personal benefits from the program.
- k. Describe strengths and weaknesses of the program if applicable. How would you correct the weaknesses if any?

If there are any questions or an item needs clarification, please do not hesitate to contact **Sarita Rai** at 956-4738. E-mail: **sarita@hawaii.edu**.