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Updated October 27, 2021
University of Hawaiʻi at Mānoa Study Abroad Center  
Program Responsibilities Outlined for the Faculty Resident Director

The University of Hawaiʻi 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 and ends with the official arrival and departure dates. These include in-country orientation, instruction, excursions, and program-related activities.

A. 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, she, or they are 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 requires a serious time commitment. Training is, therefore, necessary and will help the faculty carry out her/his/their 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.
B. 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/they is expected to be leader, counselor, advisor and administrator for students overseas. As a result, the faculty is requested that she/he/they not just simply adhere to her/his/their academic role. Because of this broader role, the faculty member is selected on the basis of her/his/their 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/their 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 Laulima 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 facilitates 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 members are 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 Laulima and is available to the faculty.

h. Faculty members are 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.

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.

C. Reporting of Violation of Student Conduct Code including Sexual Assault to the Office of Student Conduct

Effective August 16, 2020 Federal law exempts Study Abroad Center from Reporting on sex discrimination to the Campus Title IX Coordinator. Rather the alleged victim must file a formal report to the Office of Student Conduct to start an investigation. The said office is not able to act on receiving an “informal and/or for your information,” communication. The formal reporting is not confidential. Study Abroad students must understand the distinction between the “formal report” vs “informal fyi” information.

Reporting Sexual Assault on a Study Abroad Program
If a student reports sexual harassment by her/his/their peer the Resident Director must take immediate and appropriate actions.

If the UHM faculty Resident Director is the alleged harasser, students are informed at the pre-departure training sessions to report to the Director of the Study Abroad Center.

**Steps to Follow**

Should a student on a Study Abroad program report sexual assault, the Faculty Resident Director must take immediate and appropriate action. These are:

1. Provide help and support to the student accessing the resources available on site
2. Inform the host institution and follow procedures of the host institution
3. Inform the student that he/she/they may make a formal report to the UHM Office of Student Conduct - this process is not confidential
4. Inform the student about confidential resources available at UHM and the UH System
5. Inform the student to consider reporting the assault to the overseas Police Station and upon return filing a report with the Honolulu Police Department

**Formal Reporting at UHM: Office of Student Conduct**

1. A formal report is necessary to initiate an investigation.
2. There is no informal process
3. The Office of Student Conduct will make referrals if there are Title IX issues to the Title IX office on campus. However, it should be understood that the Title IX Office has no jurisdiction when the incident occurs at a Study Abroad location overseas.
   a. If students involved are all UHM students then the investigation will move forward under the Office of Student Conduct
   b. If UHM students and non-UHM students are involved then the investigation would not move forward.
      In such an instance, then the host University overseas must be informed and further investigation will be conducted

**Contact:**
Leslie Mitchell, Ph.D. (she/her/hers)
Interim Director, Office of Student Conduct
University of Hawai‘i at Mānoa
2600 Campus Road, QLC 207
Honolulu, HI 96822
Main: 808-956-4416
Fax: 808-956-2537

**Advocates Office of Support and Resources**
For informal and complete confidential support, the Advocates Office on campus may be contacted by the students.

**Confidential Resources**

The alleged victim may speak with on-campus licensed professional counselors and their staff; on-campus health service providers and their staff; and on-campus advocates. These individuals will maintain confidentiality when acting under the scope of their licensure, professional ethics, and/or professional credentials, except in extreme cases of immediate threat or danger or abuse of a minor, or when required to disclose by law or court order. Going to a Confidential Resource will not put the University on notice of a specific allegation under this Policy.

Campus mental health counselors and campus advocates are available to help free of charge and may be consulted during normal business hours.

**Manoa Advocate**

This office was formerly known as the Office of Gender Equity. The Manoa Advocate offers direct services to victims and survivors of sexual harassment and sexual assault. Services offered include crisis screening and assessment, case referral, safety planning and risk assessment. Others include:

- Sexual or Gender-Based Harassment
- Sex or Gender Discrimination
- Sexual Assault
- Dating or Domestic Violence
- Stalking

**Contact:**

Jamie Newalu  
Telephone: 808-956-9499  
Email: manoaadv@hawaii.edu  
Queen Lili‘uokalani Center for Student Services 210  
2600 Campus Road  
Honolulu, Hawaii 96822  
Website: https://blog.hawaii.edu/genderequity/

**Criminal Investigation**

Please be aware that a criminal investigation is separate and distinct from UH Manoa's institutional response. Victims may choose both, and/or, or neither of these options depending on individual decisions. These options are available simultaneously, and UH Manoa will cooperate with law enforcement agencies if a criminal investigation occurs.
D. 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.

I. 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 and Recruitment Meeting, and Resident Director Risk 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](https://travel.state.gov/content/travel/en/international-travel/before-you-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

II. 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.

5. Become familiar with the host institution's health, safety, support, emergency and evacuation procedures.

6. Become familiar with the UHM Study Abroad Center's Emergency Procedures and Protocol, which is uploaded on Laulima.

7. 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, knowing that you are not teaching the course.

8. 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.

9. 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.
10. 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. (Summer programs only)

11. Maintain scheduled office hours and be available to meet students informally as well (may have to deal with a full range of personal problems).

12. 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.

13. 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.

14. 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 SAC staff member more specifically your program’s Study Abroad Adviser 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.

15. Complete professional development and/or research plan or curricular development as approved by the Council on Study Abroad.

16. For sexual harassment complaints follow procedures in item C.
17. 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.

18. 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 Study Abroad Health Insurance Plan, or the Program Specific Health Insurance Plan. See information posted on Laulima.

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 reimbursement accordingly.

Information on Study Abroad Health Insurance Plan is through TWLord and Associates:

call collect from international locations......770-427-2461
toll-free in U.S. .........................800-633-2360
claims@twlord.com

19. Meet UH Academic Calendar deadlines.

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 members are 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. Should more time be needed, then please inform Max Lee.

III. 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 provided to the students.

IV. Upon Return to Hawai’i

1. 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. 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 academics, student support services, 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. E.g., were you able to make progress on your scholarship, research, engagement with the academic community?

k. In what ways was this a transformative term abroad for both you and the students?

l. 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.

E. Study Abroad Center Contact Information

University of Hawai‘i at Mānoa Study Abroad Center
Administrative Offices

Moore Hall Room 115 1890 East-West Road Honolulu, HI 96822
Web: www.studyabroad.hawaii.edu

Telephone: 808-956-5143, 956-6958, 956-2138
Fax: 808-956-9319
Email: uhmsac@hawaii.edu
Email: fasst@hawaii.edu

**Sarita Rai**, Director
Moore Hall Room 101
Email: sarita@hawaii.edu
Telephone: 956-4738
Personal Cell: 808-256-1163

**Yayoi Marshall**, Fiscal Support
Moore Hall 115
Email: yayoik@hawaii.edu
Telephone: 956-5143/6958

**Daisy Isla**, Academic Support
Moore Hall 115
Email: daisyj@hawaii.edu
Telephone: 956-5143/6958

**Kati Vasconsellos**, FaSST Coordinator and Study Abroad Advisor
Moore Hall 115
Email: klvascon@hawaii.edu
Telephone: 956-6958/5143

**Study Abroad Advisors - Various Colleges**

**Vanessa Chong**, Study Abroad Advisor
Dean Hall 2, College of Social Sciences
Email: vchong@hawaii.edu
Telephone: 956-0665

**Max Lee**, Study Abroad Advisor
Sinclair 301, College of Natural Sciences
Email: maxl@hawaii.edu
Telephone: 956-3365

**Greg Harris**, Study Abroad Advisor
Sinclair 301, Colleges of Arts, Languages and Letters
Email: greg.harris@hawaii.edu
Telephone: 956-4041
F. U.S Embassies Abroad

U.S. Embassy/Consulate General Contact Information
Information below is current at time of publication. Please visit https://www.usembassy.gov/ to make sure of accuracy.

AUSTRALIA
U.S. Embassy in Canberra
Moonah Place
Yarralumla, ACT 2600
Telephone: (02) 6214-5600
AskEmbassyCanberra@state.gov

U.S. Consulate in Sydney
Suite 2, 50 Miller Street
Sydney, NSW 2060
Contact American Citizen Services
Visa Inquiries

ARGENTINA
U.S. Embassy in Buenos Aires
Av. Colombia 4300
(C1425GMN) Buenos Aires
Argentina
Telephone: +54-11-5777-4533
Fax: +54-11-5777-4240

CHINA
U.S. Consulate in Shanghai
1469 Huai Hai Zhong Road
(Near Wulumuqi Nan Lu)
200031 Shanghai China
Tel: +86-21-6433-6880

ENGLAND
U.S. Embassy in London
24 Grosvenor Square
London, W1K 6AH
United Kingdom
Switchboard: +44-20-7499-9000
FRANCE
U.S. Embassy in Paris
2 avenue Gabriel
75008 Paris
France
Phone: +33-1-4312-2222
Alt Phone: +33-1-4266-9783
Fax: +33-1-4266-9783

GERMANY
U.S. Embassy in Berlin
Clayallee 170
14191 Berlin
Federal Republic of Germany
Tel.: +49-30-8305-0

IRELAND
U.S. Embassy in Dublin
42 Elgin Road
Ballsbridge
Dublin 4
Phone: +353-1-668-8777

ITALY
U.S. Consulate General in Florence
Lungarno Vespucci, 38
50123 Firenze
Phone: +39-055-266-951

U.S. Embassy in Rome
via Vittorio Veneto 121
00187 Roma
Phone: +39-06-46741

JAPAN
U.S. Embassy in Tokyo
1-10-5 Akasaka
Minato-ku, Tokyo 107-8420 JAPAN
Phone: +81-03-3224-5000

U.S Consulate General Osaka
2-11-5, Nishitenma,
Kita-ku, Osaka 530-8543
Phone: 06-6315-5900
G. Host Institution Contact Information

**SEMESTER PROGRAMS**

**Shanghai, China**  
Tongji University  
67 Chifeng Road  
Shanghai 200092  
China  
[http://is.tongji.edu.cn/EN/index.aspx](http://is.tongji.edu.cn/EN/index.aspx)  
- Mr. Wang Liyong ........................................... 2008wangliyong@tongji.edu.cn  
- Ms. Jennifer Zeng ........................................... jenniferlaobo@163.com

**London, England**  
University of Roehampton  
Erasmus House  
Roehampton Lane  
London, SW15 5PU  
United Kingdom  
[www.roehampton.ac.uk](http://www.roehampton.ac.uk)  
- Dr. Claire Ozanne, Deputy Provost ................. c.ozanne@roehampton.ac.uk  
- Neil Haddock, Head of International Recruitment .... neil.haddock@roehampton.ac.uk  
- Nathaniel Arkwright, Abroad Officer ............ nathaniel.arkwright@roehampton.ac.uk
Paris, France
IÉSEG School of Management
Socle de la Grande-Arche
1, Parvis de la Défense
92044 Paris-La Défense Cedex
France
www.ieseg.fr/en/home

Marta Vasquez, Associate Director International Relations vazquez@ieseg.fr

Florence, Italy
Lorenzo de’ Medici
Via Faenza, 43
50123 Firenze
Italy
www.ldminstitute.com

- Patrizia Mastrodonato, Faculty Housing Coordinator at LdM........................................ patrizia.mastrodonato@lorenzodemedici.it
- Elena Giannini, Advisor to UHM students at LdM.. elena.giannini@lorenzodemedici.it

Kōbe, Japan (Academic Year)
University of Hawai’i at Mānoa (UHM) Study Abroad Center
1890 East-West Road
Moore Hall 115
Honolulu, Hawaii 96822
www.studyabroad.hawaii.edu

Dr. Sarita Rai sarita@hawaii.edu

Machida, Japan (Academic Year & Spring)
J. F. Oberlin University
3758 Tokiwa-machi
Machida-shi, Tokyo 194-0294
Japan
www.obirin.ac.jp/en/

- Hiroaki (Henry) Hatayama, President ..........................hatayama@obirin.ac.jp
- Atsushi Nagaoka, Director, Office of International Programs....atsunaga@obirin.ac.jp
- Fumitake Nakamura, Associate Director, Office of International Programs............................................fumitake@obirin.ac.jp

Seville, Spain
International College of Seville
SUMMER PROGRAMS

Shanghai, China
Shanghai International Studies University (SISU)
Hongkou Campus
550 Dalian Road (W)
Shanghai 200083
China

- Zhang Yanli, Dean and Professor ........................................... zhangyanli@shisu.edu.cn
- GE Qichao, Deputy Dean .......................................................... kicho@shisu.edu.cn
- Yang Liudai, Office of Student Affairs ....................................... yangliudai@shisu.edu.cn
- Wang Zheng, Deputy Director .................................................... wangzheng@shisu.edu.cn

Mendoza, Argentina
Universidad Nacional de Cuyo
Centro Universitario
Ciudad de Mendoza, Provincia de Mendoza CP M5502JMA
Argentina
www.uncu.edu.ar/

- Amparo Argerich, Coordinator, CELE ................................. amparoargerich@gmail.com
- Samiah Hassan, Coordinator, CELE ...................................... hassan.samiah@gmail.com
- Laura, Program Assistant ....................................................... cele@ffyl.uncu.edu.ar

Angers, France
Centre International d'Etudes Françaises (CIDEF)
Université Catholique de l'Ouest
3, place André Leroy
BP 10808, 49008 Angers cedex 01
France
www.uco.fr/internationaluco/learning-french/

- Florence Plessis, Directrice .................................................... florence.plessis@uco.fr
• Laurence Aurieux Grimaud, Assistant International ............................ laurieux@uco.fr  
Annecy, France  
Institut Français des Alpes (IFALPES)  
42, Chemin de la Prairie  
74000 Annecy  
France  
www.ifalpes.com/fr  

• Marie-Caroline, Accommodations .......... logements@ifalpes.fr, infos@ifalpes.com  
• Emmanuel DEBROAS, Head of Pedagogy ................................. edbroas@ifalpes.fr  

Lille, France  
Université Catholique de Lille  
60 boulevard Vauban, CS 40109  
59016, Lille Cedex  
France  
www.univ-catholille.fr/european-summer-program/esp.asp  

• Anne-Marie MICHEL, Director ..............................anne-marie.michel@univ-catholille.fr  
• Matthew Kinney, Project Development International  
Relations ................................. matthew.kinney@univ-catholille.fr  

Paris, France  
IÉSEG School of Management  
International Summer Academy  
Socle de la Grande-Arche  
1, Parvis de la Défense  
92044 Paris-La Défense Cedex  
France  
www.ieseg.fr/en/programs/international-summer-academy/program  

Farah Hefied f.hefied@ieseg.fr  

Berlin, Germany  
Freie Universität Berlin International Summer  
Malteserstr. 74-100 12249 Berlin, Germany  
www.fubis.org  

• Masha Conquest, Program Manager .......................... masha.conquest@fu-berlin.de  

Dublin, Ireland  
University College Dublin  
Belfield, Dublin 4  
Ireland  
www.ucd.ie
• Dr. Marcus Baumann, Assistant Professor, School of Chemistry, O’Brien Centre for Science ................................................................. marcus.baumann@ucd.ie
• Ms. Enda Carroll, Associate Director ........................................ enda.carroll@ucd.ie
• Mr. Enda Fitzsimons, International Cultural Programmes Coordinator .................. enda.fitzsimons@ucd.ie
• Suzanne Shorten, Business Development Manager ........ suzanne.shorten@ucd.ie

Florence, Italy
Lorenzo de’ Medici
Via Faenza, 43
50123 Firenze
Italy
www.ldminstitute.com

• Patrizia Mastrodonato, Faculty Housing Coordinator at LdM........ patrizia.mastrodonato@lorenzodemedici.it
• Elena Giannini, Advisor to UHM students at LdM .. elena.giannini@lorenzodemedici.it

Kōbe, Japan
Kōnan University
Kōnan International Exchange Center
8-9-1 Okamoto, Higashinada-ku
Kōbe, Hyōgo 658-8501
Japan
www.adm.konan-u.ac.jp/kiec/english/index.html

• Kyoko Matsukawa, Director ...................................................... kyoko@konan-u.ac.jp
• Obata Masashi, Manager ...................................................... obata@adm.konan-u.ac.jp