

ORGANIZATION OF A FACULTY-LED SHORT-TERM STUDY ABROAD PROGRAM

Guidelines for Service Providers

Service providers are responsible for the following:

1. The brochure and application, produced and paid for by the service provider, must include:
 - Service provider's name, address, phone number, e-mail, webpage address, and fax number.
 - Specific language outlining the Service Provider and District responsibilities (refer to the District Travel Contractor/Service Provider Agreement).
 - The District's non-discrimination clause:
"The Coast Community College District does not discriminate unlawfully in providing educational or employment opportunities to any person on the basis of race, color, sex, gender identity, gender expression, religion, age, national origin, ancestry, sexual orientation, marital status, medical condition, physical or mental disability, military or veteran status, or genetic information." The foregoing statement is to be incorporated into applicable District and College publications.
 - An accurate description of the program indicating what the program cost includes and doesn't include, and options, such as additional excursions or single housing accommodations.
 - Payment information including, first payment/deposit amount, program fee balance, refund policy, cancellation requirements and procedures, medical insurance requirements, payment deadlines, and methods of payment.
 - Faculty biographies.
 - Course titles, descriptions, units, and tuition costs for both residents and non-residents, and material fees.
 - Any exclusions to the program price such as airfare, etc.
2. An on-line version of the program brochure may be produced in addition to the printed version.
3. The service provider must prepare for logistics, such as:
 - Assisting students requiring visas or letters proving insurance coverage.
 - **United States-based personnel** to process first payments/deposits, applications, program fees, and student cancellations. On-site personnel to assist with emergencies, accommodation/excursion problems, etc. and an office. Access to the internet, a photocopier, a fax machine, and a cell phone for CCCD faculty.
 - Arrange for the group flight and faculty/student accommodations.
 - Process refunds due, if any, to the faculty and students.