



Millersville University

OFFICE OF INTERNATIONAL
PROGRAMS AND SERVICES

MAPS: MILLERSVILLE ABROAD PROGRAMS

PROGRAM LEADER
GUIDE



OFFICE OF INTERNATIONAL PROGRAMS & SERVICES - EDUCATION ABROAD UNIT



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TABLE OF CONTENTS

I. INTERNATIONAL TRAVEL POLICY & DEFINITIONS

Education Abroad Mission, Goals, and Outcomes.....	4
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II. GUIDELINES FOR FACULTY-LED STUDY ABROAD PROGRAMS

MAPS Program Leader Proposal	5
Review of the MAPS Program Leader Proposal.....	8

III. FINANCIAL INFORMATION

Financial Management & Fund Centers	13
MAPS Proposals Budget and Financial Planning.....	14
Program Leader Responsibilities.....	14
Program Reserve.....	14
MAPS Fund Center Receipt.....	14
Budget Surplus.....	15
Budget Deficits.....	15
Program Leader Compensation / Stipend	16
Miscellaneous Budget Planning Topics.....	17
Vendors and Contracts.....	19
Participant Payments.....	20
Collecting Payments.....	20
Participant Refunds.....	20
Study Abroad Financial Policies	20
Types of Payments	21
Making Program-Related Payments	22
Millersville Travel Request Process.....	24
Travel Requests.....	24
Travel Registry.....	25
Travel Expense Vouchers	25
Receipt Information	26
Access While Abroad.....	26
Appendices.....	26
Crisis Management Guide for Program Leaders	

INTERNATIONAL TRAVEL POLICY & DEFINITIONS

The International Travel Policy was approved by Cabinet on December 6, 2021, and replaces the older Study Abroad Policy. Relevant excerpts listed below:

The definition of Millersville University Related International Travel (MU-RIT) applies to all faculty, staff, students, companions and dependents, volunteers, and others traveling abroad as part of MU-RIT; it does not apply to personal travel.

Millersville University-Related International Travel (MU-RIT): International travel is considered MU-RIT if one or more of the following applies:

- Travel is sponsored, arranged, endorsed, promoted, or administered by the university, or by university faculty or staff members.
- Travel is part of the course and scope of employment or study at MU.
- Travel is financed, in full or part, through MU funding, scholarships, or sponsorship.
- Travel is directly related to a university-sponsored grant or contract.
- Travel is credit-bearing, or the travel is necessary for meeting a course or degree requirement, or for research activities at MU.
- Travel is undertaken by a registered student organization affiliated with or representing MU.

Note: Faculty and staff must consult the Office of International Programs and Services (IPS) prior to developing a study abroad program or international activity. Faculty and staff must refrain from sharing unsolicited opportunities from international travel and study companies and inviting unapproved travel/study/volunteer abroad companies to campus.

Study Abroad: All participants engaging in MU-RIT must receive approval from the Office of International Programs and Services (IPS). This includes, but is not limited to, travel related to academic courses, international field placements or internships, research, independent study and/or individualized instruction, and service learning and volunteer experiences related to the institution.

Participant Eligibility Criteria:

- Students must have completed a minimum of 24 credits prior to departure. Students may submit their application for the upcoming study abroad term during the semester in which they complete the minimum credit requirements. *This criterion does not apply to MAPS: Millersville Abroad Programs or students traveling via the International Travel Registry.*
- Students must have a cumulative GPA of 2.0 at the time of application and maintain the required GPA prior to departure.
- Students must be in good conduct standing. The opportunity to participate may be denied based on conduct standing at MU as defined in the Student Conduct and Community Standards Handbook. Conduct standing will be evaluated at the time of an initial application or travel registration and monitored before departure until the student returns from their experience abroad. Any incidents while abroad that violate MU's Conduct and Community Standards will be handled by the Office of Student

Conduct & Community Standards. Note: A suspension from MU encompasses all university activities, which includes MU-RIT.

- Non-student participants must complete background checks through MU Human Resources. Results of the background check should be submitted to IPS prior to travel.
- All participants must pay all applicable fees and charges.
- All participants must obtain international health and repatriation insurance through the IPS-recommended international insurance provider or provide an individual plan with equivalent coverage.
- All participants must successfully complete the pre-departure process after approval is granted by IPS. For those who do not complete the pre-departure process, the office reserves the right to revoke their program approval.

IPS professional staff review the submitted material of all program applicants and reserves the right to deny acceptance to participants who do not meet the eligibility criteria. If a participant is denied, they will have the opportunity to appeal the decision with IPS.

MAPS: Millersville Abroad Programs: MAPS include, but are not limited to, group travel including academic courses, research, or service learning and volunteer experiences related to the institution and must receive approval by the IPS.

Program Leaders (PL): Employees that develop MAPS are known as a Program Leaders. A Primary PL oversees many aspects of the program beyond preparing the academic content. Responsibilities include, but are not limited to, overall program development, budget and finance, travel logistics, marketing and recruitment, and crisis and risk management. A Secondary PL is recommended for all MAPS and are required for groups over 15 participants.

Program Leader (PL) Eligibility Criteria:

- PLs must be approved to lead a MAPS by management through the appropriate reporting line during the proposal review.
- PLs must adhere to all stated expectations and responsibilities.
- In the case that a Secondary PL is not a current MU employee, the PL must be at least 21 years old and must adhere to the Volunteer In-Service Appointments policy.

MAPS: Millersville Abroad Program Approval: Primary PLs must work with IPS to submit a MAPS Program Leader Proposal by the stated deadlines. There will be several opportunities to provide revisions to the proposal. MU reserves the right to reject proposals that do not meet the minimum quality standards as outlined by the Office of International Programs and Services (IPS). Non-IPS publication of program information and marketing, and acceptance of payments for MAPS are not permitted until the proposal is approved.

International Travel Registry: A system managed by the IPS to record important information regarding the international activities of campus stakeholders. All faculty, staff, students, companions and dependents, volunteers, and others traveling abroad as part of MU-RIT, not covered under the Study Abroad and MAPS: Millersville Abroad Program policies, are required to complete a Travel Registry prior to departure. Travel registration is not required for personal travel.

Dependents and Companions Abroad: This guidance recognizes that students, faculty, and staff may at times have reasons for a dependent or companion to accompany them on MU-RIT. A dependent is defined as their spouse, other qualifying adult, and/or child(ren) as defined by PASSHE HR. A companion is another adult not affiliated with MU.

- During the initial planning process, the IPS must be fully informed of all accompanying dependents or companions on MU-RIT where MU students or minors are present so that they are included in the registry.
- Dependents and companions are responsible for all program and travel expenses.
- Dependents and companions over 18, who will act as a Secondary Program Leader, will be appointed as a Volunteers in Service and undergo appropriate background checks.
- Dependents and companions are not guaranteed group discounts due to possible restrictions related to age limits or student-only prices or discounts.
- A Program Charge for a MAPS: Millersville Abroad Program cannot include expenses for accompanying dependents and companions unless they are designated as the Secondary Program Leader.
- The presence of a dependent or companion must not negatively impact or interfere with the study abroad program in any way.

Education Abroad Mission:

Engage the campus community in transformative international experiences.

Education Abroad Goals:

- Collaborate with the entire campus community to facilitate international opportunities.
- Establish high-quality programs that are safe, accessible, and sustainable.
- Develop globally competent leaders.
- Adhere to The Forum on Education Abroad's Standards of Good Practice.

Education Abroad Outcomes:

- Participants will understand the social, historical, political, economic, linguistic, cultural, and environmental contexts for each host location.
- Participants will be able to navigate the cultural transition and engage in culturally relevant, ethical, and mutually beneficial activities.
- Participants will be able to apply culture-specific knowledge and to think critically and comparatively about global issues.
- Participants will be able to demonstrate personal growth, awareness of cultural diversity, and intercultural and global competency.
- Participants will be able to use a variety of strategies to positively respond to frustration, adversity, or challenging circumstances.
- Participants gain career readiness and leadership skills that are relevant for entry into a global workforce.
- Participants will be able to articulate knowledge and skills acquired abroad to potential employers.

Resources:

Forum on Education Abroad's [Code of Ethics for Education Abroad](#)

Forum on Education Abroad's [6th Edition Standards of Good Practice](#) (Free download)

MAPS PROGRAM LEADER PROPOSAL

Modeled, after participants' *Study Abroad Journey*, the cycle below describes the *Program Leader Journey*, and the steps taken before, during, and after leading a MAPS: Millersville Abroad Program:

1. **INQUIRY:** Meet with IPS staff and talk to other Program Leaders about their experiences, challenges, and successes.
2. **ADVISING / PLANNING:** Create a rough draft of your program as you use this guide as a reference. Work with your contacts and vendors to quote various requests.
3. **PROPOSAL:** Complete and submit a MAPS Program Leader Proposal - *Deadlines apply*.
 - a. IPS will provide feedback and gain the necessary campus approvals.
 - b. IPS requires the proposal to be submitted 9-12 months in advance of a program departure to provide sufficient time for the Pre-Departure steps.
4. **PRE-DEPARTURE:** This stage includes time sensitive steps and milestones, and often a LOT of small and large tasks to complete. Some tasks include:
 - a. Marketing the program, recruiting participants, and reviewing applications.
 - b. Assisting IPS in the monitoring of participant payments and paperwork.
 - c. Booking all vendors and companies used on the trip. Paying invoices and bills.
 - d. Hosting at least one Pre-Departure meeting with your program participants.
5. **WHILE ABROAD:** Depart for a successful program! Be sure to share photos for social media.
6. **RE-ENTRY:** Ensure all invoices and bills have been paid, all travel reimbursements have been requested, and any refunds are issued. Complete a PL survey and share any feedback with IPS. IPS staff will also provide participants' feedback and reconcile/audit the program account.



MAPS Program Leader Proposal:

A MAPS proposal can be created for you at any time by emailing Education.Abroad@millersville.edu. This serves to notify our team of your upcoming proposal. To access your proposal, you will then log in to the [MUAbroad Portal](#) using your MU credentials. All MAPS proposal documents should be uploaded to the appropriate term & year MAPS Program Leader Proposal listed on your "Applicant Home". There are 5 key proposal items to complete. Items #1 and #4 may be waived for approved recurring programs.

1. Program Overview (document upload; a set template is provided)
2. Program Itinerary (document upload; no template is provided)
3. Budget Worksheet and Payment Plan (document upload; a set template is provided)
4. Program Risk Assessment (document upload; a set template is provided)
5. Program Leader Statement of Responsibilities (signature document)

Note: PLs may adjust the itinerary up until the date of departure. However, the costs provided on item #3 will not be permitted to be *increased* once marketing and recruitment has begun.

MAPS Proposal Deadlines:

The following MAPS proposal deadlines are determined to help ensure enough time can be committed to review and approve proposals, and to allow sufficient time for program marketing and recruitment of participants. PLs are encouraged to submit their proposals in advance of the deadlines to allow additional recruitment time to ensure the program has the number of deposited participants to run.

Program Term	Proposal Deadlines	Suggested Application Deadlines for Participants
Summer	September 20th	February 20th
Fall	February 20th	April 20th
Winter	May 20th	September 20th
Spring	May 20th	September 20th

Program Leader Information:

As a Program Leader (PL), it is important to know who is responsible for every aspect of your program, as pieces can be delegated to other employees or external companies. Depending on your experience, interest, and availability, PLs may be interested in one or more of the following MAPS options:

- **MAPS with Full Responsibility:** PLs are responsible for all aspects of the program, from initial planning, budget, develop learning components, and assessment. In this option, PLs choose to do all the preparation work individually. IPS does not support the PLs in planning. This type of program design is recommended for experienced Program Leaders, or for trips with multiple Program Leaders where the work can be divided. This method requires a significant amount of additional work hours that may not be fully compensated.
- **MAPS with Shared Responsibility:** IPS or the PL work directly with a study abroad provider/vendor to develop the program, coordinate the logistics, and manage travel risk and emergencies. PLs are responsible for developing the learning components and leading the trip. This collaboration allows PLs to engage in study abroad with a significant amount of administrative support. IPS requires those interested in this category to begin collaboration early to ensure sufficient time for planning and so that staff workload can be managed appropriately. It may take six weeks or longer for the initial draft of a trip proposal from a study abroad provider/vendor. This type of program design is recommended for newer Program Leaders and those who do not have the time to dedicate to planning the logistics.

Program Leader(s) Responsibilities:

- Review and reference the Program Leader Guide throughout the entire program development, launch, and return.
- Submit a MAPS Program Leader Proposal by the posted deadlines.
- Program marketing and participant recruitment. It is the PL's responsibility to secure the minimum number of participants required to run the program.
- After IPS' review for study abroad eligibility, The Primary PL must review participants' applications to determine program and/or course eligibility.
- Organize program logistics including pre-departure and onsite arrangements.
- Track and/or facilitate all program-related payments to providers/vendors.

- Facilitate *at least* one location-specific study abroad pre-departure meeting for participants which must include:
 - Participant expectations
 - Logistics: Roommate selection, handling money, phone access, packing tips, etc.
 - Health and safety issues specific to the host location
 - Meeting location(s), emergency communication plan, etc.
 - Informative topics related to the host culture: Safe behavior, emergency protocols, suitable clothing, local laws and customs, local mobility (which neighborhoods in the area are safe), gender dynamics, youth/elder relationships, food and meal etiquette and availability of various dietary needs.
- Assist IPS to ensure all participants' paperwork & payments are completed by the deadlines.
- Assist IPS on any issues related to participants' physical and mental health.
- Between all Program Leaders, PLs must be accessible 24/7 to participants during both planned program activities and free time.
- *For-Credit Programs*: Academic departments and colleges have the responsibility for the academic content and instructional delivery methods. PLs are responsible to ensure they have the minimum number of student participants required to run the course OR are responsible for securing permission to run the course under enrolled.
- PLs responsible for securing funding, making all payments, and clearing any program deficits.

Note: Adjunct professors are permitted to lead a MAPS trip, so long as they have the permission of the Department Chair and Dean.

The above responsibilities may be divided between multiple Program Leaders, if applicable:

- Primary Program Leader: This is the MU employee that completes the MAPS Program Leader Proposal and is the main contact for the trip with IPS.
- Secondary Program Leader(s): Secondary PLs are recommended for groups 15 or more. This may be another MU employee, spouse, community member, or a mature student participant (see below). If not an MU employee, the Secondary PL must be an official MU Volunteer and successfully pass requested background checks.
- Student Program Leader: A student participant may be recruited to be a Student PL in exchange for a discount on the program.

The Office of International Programs and Services (IPS) Responsibilities:

- Facilitate the development of MAPS programs by meeting with and/or advising Primary Program Leaders.
- Review and approve MAPS proposal (1) Budget Worksheets and (2) Risk Assessment.
- Facilitate the department or college approval of the MAPS program's (1) Learning Components, (2) human resource approval for MU employees, and (3) additional Budget Worksheet approval if grants or department/college funding is involved.
- Create virtual brochures on the MUAbroad Portal and assist PLs with marketing and recruitment at events across campus.
- Review participants' applications to determine study abroad eligibility. *IPS reserves the right to make the final decision regarding an applicant yet will do so in consultation with the Program Leader(s).*

- Ensures compliance with university or PASSHE policies, best practices in study abroad, and health and safety requirements.
- Manage all MAPS cost/fund centers and tracks all participant payments and refunds.
- Provides Primary Program Leader with bi-weekly updates on applicant progress and program payments.
- Assist Program Leaders in making MAPS program-related payments to providers/vendors.
- Provide general Study Abroad Orientation program and materials for participants and their families, which covers general health and safety tips, emergency protocols, and general cultural readiness.
- Provide Program Leaders with health and safety protocol and emergency information and/or training.
- Provide 24/7 emergency support to Program Leaders and participants while abroad.
- Provides Re-Entry activities for all study abroad participants to help them reflect on their experiences.
- Surveys all study abroad participants and provides participant feedback to Program Leaders.

REVIEW OF MAPS PROGRAM LEADER PROPOSAL:

IPS will conduct the initial review when a MAPS Proposal is submitted. The proposal's main four content documents are reviewed according to the MAPS Proposal Rubric (outlined below), as well as reviewed for completion, red flags, and to determine if there are any additional suggestions or recommendations. Proposals must obtain at least satisfactory for all four components to move forward.

MAPS PROPOSAL RUBRIC				
	DISTINCTION	SATISFACTORY	NEEDS IMPROVEMENT	INCOMPLETE
PROGRAM OVERVIEW	Proposal presents persuasive rationale for the destination and alignment with program goals and outcomes.	Proposal presents rationale for the destination and alignment with program goals and outcomes.	Proposal presents a weak rationale for the destination and/or misalignment with program goals and outcomes.	No clear rationale for the destination and/or no clear program goals and outcomes.
PROGRAM ITINERARY	Itinerary describes dates, location, and times for all activities. (Learning components, excursions, travel, and free time).	Itinerary describes dates and locations for activities. (Learning components, excursions, and travel).	Itinerary describes basic dates and locations, with some activities.	Incomplete or vague itinerary.
BUDGET WORKSHEET AND PAYMENT PLAN	Budget is detailed, reasonable, and cost-effective (i.e., at or below Foreign Per Diem Rates). Includes budget efficiency details/notes. Payment plan is designed to provide plenty of time for recruitment.	Budget is reasonable, includes all known and estimated expenses, and payment plan is designed to provide enough time for recruitment.	Budget is excessive, (i.e., exceed Foreign Per Diem Rates) or underestimated and/or payment plan does not align with the recruitment timeline.	Incomplete budget, missing some expenses and/or payment plan information is not provided.
RISK ASSESSMENT	The provided details of health, safety, and security of participants are reasonable and specific.	The provided details of health, safety, and security of participants are reasonable.	The provided details of health, safety, and security of participants are vague.	Health, safety, or security of participants is not fully addressed.

International Programs and Services (IPS):

- Approves the Budget Worksheet, when no additional funding/grants are being used.
- Approves the Risk Assessment.
- Approves the Itinerary.
- Confirms that logistic details align with university regulations and that all University policies are adhered to.

Additional IPS considerations, that are NOT used in determining approval:

- How many programs, disciplines, and locations are needed for each term?
- How many programs (repeat and new) can be managed based on Education Abroad Unit staff resources for each term?
- What is the anticipated student interest/demand in the course/learning component?
- What is the anticipated student interest/demand in the location/region?
- How many students are enrolled in the majors and/or minors relevant to this program?
- Is the program open to students from a wide variety of disciplines or does it satisfy a specific need?
- Which students will this program appeal to?
- Does the course(s) fulfill specific requirements (major, minor, core)?
- Does the course(s) have prerequisites? If so, will this limit the applicant pool?
- Is the program cross listed across disciplines?
- Is the program being initiated jointly with another department, another college within MU and/or another university?
- Is the program designed to develop and facilitate the Education Abroad Learning Outcomes?
- What types of learning activities are featured in the course(s)?
- Does the program include opportunities for cultural immersion/exposure to the local culture?
- Is the proposed location 'safe' as determined by U.S. State Department/CDC guidelines?
- Is this a non-traditional destination and/or priority country for study abroad?
- Are adequate medical services available in the host location?
- What housing options are available?
- What support services are available?
- Will the group have access to public transportation?
- Does the faculty member have previous experience or expertise in the region/country?
- How many other study abroad options are available in this country/region?
- Is the program itinerary feasible/realistic?
- Do program providers operate in this location?
- Will the program be affordable?
- Will the program budget support more than one program leader?
- Are there other sources of funding to support the program (grant, subsidy, scholarships)?
- Is the program sustainable (one time program or plans to repeat)?
- What were the previous enrollment numbers for the program (recurring programs only)?
- Does the faculty member have ideas for promoting the program and recruiting students?

Note: For programs identified as 'recurring' – meaning the Program Leader offers the trip on a yearly or bi-yearly (other other) basis, PLs do not need to complete a full MAPS Proposal each time they offer the program. IPS will instead waive the (A) Program Overview and (B) Risk Assessment (provided there was no change in location and no major world/regional events occurring that would affect the program).

Department Chair / Direct Supervisor:

- Approves the academic/learning component of a program when offered for academic credit.
- Co-approves the Budget Worksheet when additional funding sources are included on the Budget Worksheet. (ex. Grants or dept. funds)

Additional considerations that may be used in determining approval:

- Does the program meet the recommended guidelines for the # credits being awarded?
- How does the location enhance the academic and cultural content of the course(s)?

Dean / Direct Supervisor:

- Approves Program Leaders' participation related to human resources and overall program considerations.
- Co-approves the Budget Worksheet when additional funding sources are included on the Budget Worksheet. (ex. Grants or college funds)

TIPS FOR PROGRAM DESIGN AND MARKETING

Budget Worksheet:

Questions to Ask Yourself

- How will the program be funded?
- Can the program run if the minimum recruitment number is not met?
- How will I pay for services before students have paid deposits?
- How will I pay for goods and services while abroad?
- Is my program sufficiently staffed to achieve learning goals and respond to emergencies?
- Will I need to hire local experts or service providers? How will they be vetted, compensated, and arranged?

Recruitment, Advisement, and Selection:

Successful Tips from Past Program Leaders:

- Make the program title short yet interesting so it sparks interest. It will be used on a flyer, in emails, and on social media.
- Have your 2-minute elevator pitch ready for when you run into interested students or colleagues who can help you recruit.

Questions to Ask Yourself:

- Are recruitment and selection inclusive, fair, ethical, transparent, and accessible to students?
- Are there additional eligibility requirements or location-specific considerations that applicants will need to know? (Ex. There will be a significant amount of walking on the itinerary. Some dietary needs may not be accommodated).
- What are the requirements for academic eligibility or pre-requisites?

Tips for Marketing MAPS Programs:

Outreach to MU students:

- Attend Study Abroad/Away Fairs
- Classroom Visits
 - Classes in your department or in other departments that may have an interest in the program (start early!)
 - Short (5-minute presentations)
 - Highlight the academic/cultural aspects of the program, what is included in the price of the program, and hand out flyers.
 - For repeat programs recruit returnees to present (Study Abroad Office will send contact information for alumni, identifying past scholarship recipients with service requirement)
 - Utilize a Study Abroad Peer Advisor to help, if desired (provided on request)
- Internet/Email Communication
 - Send email(s) to students in major/minor area.
 - Respond to email inquiries from students.
 - Post information about the program and photos on Blackboard sites for your classes and your department (and ask other faculty to do the same)
 - Post information with link to the program website on your department's website
 - Post information with link to the program website on your personal website
 - Use social media to market your program.
- Post Flyers around your department/building where allowed. Only approved proposals can advertise their program.
- Make a short "commercial" to send to students or post on Ville Daily.
- One-on-one advising with students.
- Make announcements at department meetings and relevant campus events.
- Contact the presidents of student clubs and organizations which align well with your program to promote during their group meetings or have them send the promotional flyer to their members.

Outreach to MU Faculty:

- Present the program to faculty in your department and encourage them to tell their students and advise about the program and to hand out flyers.
- Reach out to faculty in other departments who may have interested students.

Outreach to non-MU Students/Community Members:

- Send flyers and an introductory letter to colleagues at area institutions such as Kutztown University, West Chester University, Elizabethtown College, and others.
- Promote the program to colleagues when you attend conferences.

Student Preparation and Pre-Departure:

Questions to Ask Yourself:

- Are program goals clearly articulated? How will I prepare students to achieve these and their personal goals?
- How are students asked to familiarize themselves with the location, cultural nuances, and local news?
- How will I communicate expectations related to academics, housing, independent travel, and culturally appropriate behavior?

While Abroad:

Questions to Ask Yourself:

- What is my role on-site? What is the expected time commitment to fulfill this role? This may change depending on the level of program design as well as if you are a Primary or Secondary Program Leader.
- How will I communicate with participants while abroad in case of an emergency?
- When do I review the emergency communication plan with students?
- How often do I check in with my students to ensure that I am aware of issues?
- How will I support student adjustment and moderate group dynamics?
- Whom do I contact on-site/in-country in the event of an emergency?
- What opportunities are available that encourages responsible use of non-scheduled time?
- What is the contingency planning process for scheduled activities and transportation that are disrupted?

Common Risks for Program Leaders to Respond To:

- Food and water safety
- Illness or injury of participants
- Delayed or canceled transportation or activities
- Unexpected costs, charges, or tips

Participant Re-Entry:

Upon completion of the program, Program Leaders should provide participants opportunities to reflect and to engage in other global or cultural activities at MU or within the local community.

Questions to Ask Yourself:

- What opportunities are there for participants to reflect on and share their experiences?
- Are there additional required academic components or meetings needed following the travel portion of the trip.

FINANCIAL MANAGEMENT AND FUND CENTER CREATION

The Associate Director of Education Abroad and Partnerships in the Office of International Programs & Services (IPS) is the financial manager of all MAPS programs' cost/fund centers. Note: MAPS trips led by Millersville Athletics are exempt from this requirement as the department needs to adhere to NCAA regulations for financial oversight. IPS will be the liaison with campus offices to ensure all Millersville University policies and regulations are being adhered to.

Below is a *simplified* list of financial steps that occur after a MAPS proposal is approved:

These are expanded upon in more detail in the following sections.

Pre-Departure

1. IPS prepares and activates the program brochure with a cost sheet and payment plan schedule.
2. For new programs, IPS requests a new fund center with the Accounting and Budget Office.
3. For new programs, IPS sets up the program as a product on the online marketplace ([TouchNet](#)).
4. Participant payments are deposited into the trip's fund center via TouchNet within 72 hours.
5. For new Program Leaders, they then request a PCard with the Purchasing Office and/or TCard (optional) with the Accounting and Budget Office.
6. Program Leader(s) submit all contracts to IPS for vetting/signatures with the Purchasing Office.
7. Program Leader(s) or designee make pre-trip payments (Ex. Pcard, TCard, wire transfer, etc.)
8. Program Leader(s) complete a Travel Request in their ESS account and receive all approvals.
9. IPS notifies the Purchasing Office of upcoming trips so that PCard limits and MCC codes are updated.

While Abroad

1. Program Leader(s) tracks/monitors all expenses and collects receipts.
2. Program Leader(s) make any on-site payments (Ex. Pcard, TCard, cash if needed)

Upon Return

1. Program Leader(s) or designee pay all outstanding invoices.
2. Program Leader(s) should confirm with IPS if any participant is eligible for full or partial refund, including previously withdrawn participants if they have not yet been processed.
3. Program Leader(s) submit a Travel Expense Report through their ESS within 90 days and receives reimbursement for their expenses.
4. Upon confirmation that all the above has been completed, IPS completes a financial audit of the trip's fund center and records any surplus or deficit. Additional action may be taken depending on the outcome of the review.
5. IPS provides the Program Leader(s) a MAPS Fund Center Receipt for their records.

MAPS Fund Center Management:

When a new MAPS Program Proposal is approved, IPS will contact the Accounting and Budget Office to create a unique fund center for the trip. Programs approved with "recurring" status will continue to use their assigned fund center for each trip. All participant payments will be deposited to this account. All program expenses should be posted to this account, including Travel Requests in ESS. After the trip, grants and other sources of financial support will be credited to the account and all final payments and/or refunds will be made.

NOTE: One-off MAPS programs will not be permitted to roll over excess surplus funds to a new program unless the trip receives “recurring” status. However, a deferred program and programs already with “recurring” status will be permitted to do so.

Using Grants towards MAPS:

In some situations, it may not be recommended or permitted for external funding from grants or department funds to be deposited or transferred to the assigned MAPS fund center prior to the trip. These funds may be required to remain under your or the department/college’s financial management until the post-trip financial review. If permitted, PLs can transfer all or a specific amount of the funds to the trip’s fund center. Discuss with IPS and the funding source what would be the best way to access and use the funds towards the MAPS program, and if you have any questions or concerns.

MAPS PROGRAM BUDGETS AND FINANCIAL PLANNING

Program Leader Responsibilities:

Program Leaders (PL) are responsible for ensuring all program-related costs are listed on the MAPS Proposal Budget Worksheet template that PLs submit. PLs are responsible for ensuring the program charge and payment plan for participants is sufficient to cover all program expenses, unless additional funding sources are available and known at the time of proposal. (If grants are included on the proposal, a description of how additional funding sources will be used should be included.) PLs are responsible for ensuring that program costs are not excessive or insufficient, and that program surpluses and deficits are within reasonable margins. PLs are ultimately responsible for securing funding to make all outstanding payments and clearing any program deficits.

Program Reserve:

Timing of bookings, exchange rates, currency trends, and fluctuations in the market are key factors when budgeting for an international program, months in advance. Additionally, the Millersville online storefront currently requires the hosting office/MAPS program to pay the ~2% transaction fee for each payment. To cover the fees and other unexpected charges, IPS requires a minimum 3% program reserve to be added to the MAPS Program Budget’s Estimated Total, before the cost per participant is calculated. PLs may increase the reserve % if they anticipate a large price fluctuation.

MAPS Fund Center Receipt:

At the end of a trip, IPS will provide a MAPS Fund Center Receipt listing account information. The receipt notifies PLs if there was a surplus or deficit, lists the amount that was earmarked for their future use (if applicable), and provides any important notes or comments. This receipt will be on file with IPS.

When starting a new MAPS Proposal, IPS will consider a pattern of budget deficits during the approval process and provide suggestions for reducing financial risk. PLs may also apply surplus funds to the next trip during the proposal process, which can help with start-up costs or can reduce the Program Charge for participants. At any time, PLs may gift surplus funds to another Program Leader (in the case of retirement or just general generosity).

Example of a MAPS Fund Center Receipt:

Program Reserve		
Previous Fund Center Balance (<i>For recurring programs only</i>):	Total (USD):	\$
Current Fund Center Balance:	Total (USD):	\$
Total Reserve on Budget Worksheet:	Total (USD):	\$
Total TouchNet Credit Card Charges:	Total (USD):	\$
Remaining Program Reserve:	Total (USD):	\$
Notes:		
Amount Moved to MAPS Overflow for Reserve		Total (USD): \$
Program Surplus/Deficit		
Amount Remaining in the Account (<i>From this trip only</i>):	Total (USD):	\$
Select One:	<input type="checkbox"/> Program Surplus <input type="checkbox"/> Program Deficit <input type="checkbox"/> A balanced budget	
Notes:		
Amount IPS Will Contribute from MAPS Overflow		Total (USD): \$
Amount to be Covered by the Department/College		Total (USD): \$

Budget Surplus:

After all fees, charges, and bills are paid, and all Travel Expense Reports in ESS are completed, additional program money remaining will be reviewed and processed by IPS. The Program Reserve will be recouped by IPS for the TouchNet credit card fees. The remaining Program Reserve will either be moved to a MAPS Overflow account managed by IPS or will remain in the program fund center to pay the program deficit. Any remaining funds will remain in the fund center for recurring programs or will be moved to the MAPS Overflow for one-off programs. Millersville University does not intend to profit from MU student participants. 100% of the money moved to the MAPS Overflow account will be reinvested in MU students by financially assisting Program Leaders and future MAPS programs.

Notes for Recurring Programs:

- PLs are permitted to leave surplus in the account for a budget cushion.
- All funds must eventually be used towards current or future MAPS programs. If PLs decide to use some surplus funds for their next trip, the funds should be included on the proposal budget.
- PLs should self-monitor how much surplus remains after each program to determine if there were significant cost saving measures or if the Program Charge price was appropriate. Note: MU students may not be charged a for-profit price so if a program consistently comes underbudget, the Program Charge should be adjusted for the next trip.

Budget Deficits:

There are many reasons why a program may go over budget, to no fault of the PL. Emergency health and/or logistical issues while abroad may be unexpected expenses not accounted for in the planned budget. Exchange rates and cost estimates for flights can change significantly from the time of completing the Proposal, to when items are purchased, and when the group is abroad. IPS may be able

to assist Program Leaders in making up small financial shortfalls (under \$1,000) – if funds are available in the MAPS Overflow account. Note: Funds for this support are not guaranteed to be available.

Should a Program Leader spend *significantly* over their approved budget or if IPS cannot provide financial assistance, the PL will need to solicit funds from their Department Chair or Dean. IPS can support the PL in discussing financial options.

Program Leader Costs:

It is important that the MAPS Proposal Budget Worksheet reflects all estimated expenses as accurately as possible. The Proposal's budget worksheet template should be filled out so that participant contributions via the *Program Charge*, fund all of the Program Leader(s)' expenses (Primary and Secondary Program Leaders). Should the PL receive external funding to help offset these costs via their department, college, or through grants, those funds may be added to the budget worksheet to reduce the participant's Program Charge. Should the PLs decline to receive reimbursement for their expenses they should indicate this in the budget notes at the end of the worksheet.

PL expenses for the following categories can be covered through this method: *transportation to/from U.S. point of departure, airfare, in-country travel, accommodations, meals, international cell data/ Wi-Fi for emergency communication, admission to events/ tours/ excursions, immigration fees such as passport, visa or entry/visitor fees, and other program-related expenses.*

Program Leader Compensation / Stipend:

PLs may elect to include a modest stipend in the budget worksheet to compensate their logistical work involved in preparing the program. *Ultimately, the cost of the stipend is paid for by the participants' Program Charge. A stipend too high may make the program financially out-of-reach for some students.*

Currently, there is no existing policy for MAPS/study abroad PL stipends or compensation. All requested stipends will be monitored to ensure fiscal responsibility. They must be transparent and be included on the proposal budget to receive budget approval. Stipends are paid via a Dual-Employment so that appropriate taxes can be paid. Alternatively, a department or college may elect to pay PL expenses directly, rather than via a stipend paid for by the participants.

Note: The salary for credit-based programs will be paid based on regular salary timeline and regulations, and additional stipends will be paid upon the satisfactory completion of the program and reconciliation of all administrative details such as the program audit.

The following are notes and *suggestions* for stipends and compensation:

For-Credit MAPS Programs	The PL teaching the course will receive their regular salary rate per the CBA unless alternate arrangements are made.
Primary Program Leader	May receive a stipend determined by the number of students in the program, the stipend may be calculated at \$150/student.
Secondary Program Leader	May receive (A) a stipend determined by the number of students in the program, the stipend may be calculated at \$150/student, OR, (B) a discount on program expenses at the discretion of the Primary PL and the division of work between Program Leaders. Note: Non-MU employees are not eligible to receive a stipend at this time.
Student Program Leaders	May receive a discounted Program Charge equal to the rate of \$9.00/hour for a pre-determine shift per day. Example a 12-hour shift = \$108 per day.
MAPS Full Responsibility	In addition to the Primary and Secondary PL base stipend, you may include funds for the additional work necessary of a MAPS with Full Responsibility suggested between \$1,000 - \$3,000. The amount may be split between multiple PLs, depending on their division of work.

Number of Participants:

Establishing a reasonable per-participant program charge will assist with recruitment and marketing and will allow PLs to budget more accurately. However, occasionally programs lack the minimum required number of applicants to run a financially viable program, or there may be a cost-benefit to limiting the number of participants. It is important for Program Leader(s) to choose an achievable and appropriate number of participants when creating the program budget. Contingency or alternative financial plans should be put in place to help reduce the risk of program cancellation based on under- or over-recruitment.

If the minimum number of participants needed to make the program run has not been met by the program application deadline but the numbers are close, the deadline can be extended for additional marketing and recruitment time. Should the issue persist, at an appropriate point the Program Leader will need to determine if they can financially continue to offer the program without the minimum number of participants.

NOTE: If the program is embedded in an academic class and the corresponding class is under-enrolled, the Program Leader must request approval from their academic Dean to permit the class to continue as part of the MAPS program. The program can still continue as non-credit should you retain enough participants to do so.

Program Charge:

While the program charge is one of several costs a participant will pay toward a MAPS program, the program charge includes any program-related expenses that need to be collected from the participant and paid to a vendor or business by the PL or a designee. The PL determines the amount of the program charge on the proposal's budget worksheet. A PL decides what is and is not included in the charge, though IPS recommends including most major costs such as flight, housing, vendor fees, and activities/excursions. PLs can charge participants a single lump sum of money or divide the total into multiple payments over several months.

Any increase to the participants' costs via the program charge or their out-of-pocket expenses after the application has been activated, risks application withdrawals and possible program cancellation due to under-enrollment. IPS does not permit increasing the program charge once the applications are opened. Increases to the cost-of-living estimated expenses is permitted. Cost decreases is also permitted. Changes should not reduce the quality of the program for participants.

NOTE: In the event the program costs change significantly, Program Leader(s) may be requested to submit a revised budget worksheet and payment plan to IPS at Education.Abroad@millersville.edu for record keeping and so that the program brochure page can be updated and applicants informed.

Individual vs. Group Costs:

Wherever possible, list costs on the budget worksheet as per-participant costs rather than a lump sum tied to a certain number of participants. This helps you to not limit yourself to a specific number of participants and your budget can then be more easily adjusted as the number of participants fluctuate.

Exchange Rate(s):

Exchange rates are only necessary to include on the budget worksheet if the PL is making payments in a foreign currency. If applicable, enter a conservative estimate for exchange rates to allow yourself a buffer in the event of significant rate fluctuations. High-travel months (summer months and New Year's) tend to be when exchange rates can change drastically.

Meal Expenses:

As a general principle, group meals in the program budget should cover both the Program Leader(s) and participants. Individual meals for the Program Leader(s) should be included in the section of the program budget listing Program Leaders' expenses so that the funds from the participants' program charge covers these meals, but they would be reimbursed through the Travel Expense Voucher process. Individual participant meals should be paid for out-of-pocket by the participants. Estimates for participant out-of-pocket expenses should be noted on the program budget worksheet.

Program Cost Sheets:

Cost sheets are provided for each MAPS program on the public online brochure. They break down all real and estimated expenses for each trip. These are used as an advising tool. The more information provided on the MAPS Proposal Budget Worksheet will assist in developing a brochure cost sheet. There are items that can be marked as Not Applicable (Ex. If they already have a passport and don't need to purchase one), and other items that are estimates that can be edited by individual participants if they want to raise or lower the estimates.

TIPS:

- MU Tuition and Fees for programs with an attached course are always provided as an 'input' option for the students, as it will change if the student is in-state vs out-of-state.
- "Early bird" discounts can be used to encourage students to apply by an earlier deadline.
- If options for single room are available at a higher cost, a 'drop-down' section can be created to customize the applicants' preferences.
- Most cost-of-living estimates are adjustable, meaning applicants can increase or decrease these directly on the cost sheet to customize the cost sheet to the applicants' spending habits and preferences.

Sample Program
Cost Sheet:

Billable Amounts	
Millersville Tuition and Fees Credit Optional; Input the cost of MU Tuition and Fees if needed.	Amount * \$ 0.00
Billable Total: \$0.00	
Non-Billable Amounts	
Program Charge Includes: Flight, Housing, Some Transportation, Activities, Vendor Fees	\$1,995.00
MU Application Fee See Financial Policies for more information.	\$50.00
Airport Transportation Estimate Adjustable amount based off if group transportation to the airport is not provided.	Amount * \$ 73.00
International Health Insurance GeoBlue insurance plan is about \$17 per week.	Amount * \$ 17.00
Meals Participants pay for some meals; adjustable amount based off dining preferences.	Amount * \$ 417.00
Personal Expenses Adjustable daily living and incidental costs, SIM Card with Data Plan, Adapter for electronics, etc.	Amount * \$ 250.00
Passport Only select non-applicable if you currently have a passport that will be valid 6 months after return	Not Applicable <input type="checkbox"/> \$165.00
Non-Billable Total: \$2,967.00	
TOTAL: \$2,967.00	

VENDORS AND CONTRACTS

If Program Leaders are utilizing the services of a travel or study abroad vendor that (1) needs to be paid or (2) requires a signed contract, they need to provide IPS with the vendor's contact information. Email the following information to Education.Abroad@millersville.edu with the subject line: *MAPS Vendor Information for [Name]*.

- Vendor Name
- Vendor Address
- Contact Name (First and Last)
- Contact Email Address and phone number

Vendor ID:

To pay a vendor via a wire/bank transfer, the vendor will need to be on file and be assigned a Vendor ID. IPS will complete a Request for Vendor ID and request with the vendor a completed tax form such as W8 (International vendor) or a W9 (U.S. vendor) form and an ACH/Direct Deposit or wire transfer form.

- <https://www.millersville.edu/accounting/accountingforms.php>

Vendor Contracts:

A PL can use any vendor as long as the total amount paid to that vendor is under PASSHE's public bid threshold: **\$22,500 effective January 1, 2023**. If the total amount is above that amount, only approved PASSHE vendors can be utilized (see list below). PASSHE-approved vendors can go above the public bid threshold; there are no financial limits with these vendors. Tips for reducing the vendor cost:

- Use multiple vendors for major costs. Separating flight and housing reduces the cost per vendor.
- Recruit less participants. If the number of participants raises the cost above the public bid threshold, limit the number of participants on your program.
- Beginning in AY 23-24, PASSHE-approved vendors will be available to contract with.

Approved Study Abroad Vendors:

[WorldStrides](#): Varied locations; Full-service vendor that can also be used just for flight/ground logistics.

[Amizade](#): Limited locations but transparent about prices. Fully customizable support.

[EF Education](#): Varied locations; Full-service vendor that can also be used just for flight/ground logistics.

Pending Study Abroad Vendors: *To be completed fall 2023.*

[ScholarTrip](#): Can be used for flight and ground logistics.

Program Leaders are NOT permitted to sign contracts or agreements related to their MAPS program. If a vendor requires a contract, email the agreement/contract to Education.Abroad@millersville.edu with the subject line: *MAPS Vendor Contract for [Name of Trip]*. Email the contracts as soon as you get access to them – **DO NOT DELAY**. IPS will submit the contract to Purchasing and Campus Services for review and/or signature. The Procurement Manager will review and notify all parties involved if the contract needs changes or edits. They will also sign the document after approval. This process can take about 2 weeks but could take longer if they are a new vendor or if the request is during high volume times throughout the year.

PLs should familiarize themselves with the following sections of all contracts:

- Inclusions / exclusions
- Refund policies and important dates
- Cancellation and withdrawal policies
- Requirements or obligations

COLLECTING / REFUNDING PARTICIPANT PAYMENTS

Collecting Participant Payments:

IPS facilitates all payments from participants and deposits the funds into the assigned fund center. IPS no longer accepts *checks, money orders, or cash*. All participant payments are made through the online Millersville Marketplace at the IPS Storefront. IPS will additionally track applicants' payment progress and update Program Leaders near each payment deadline on the status of their MAPS fund center account.

NOTE: PLs are NOT permitted to accept payments from participants directly or via cash apps.

Millersville Marketplace (TouchNet) and Credit Card Service Fee:

When a program is approved, part of the onboarding process for IPS is to create the online product for the specific MAPS program. All program payments will be accepted online via IPS' online storefront. This move to online payments necessitates an average 2% service fee (the fee fluctuates on a daily basis) per each credit card transaction. This fee is charged to the MAPS Fund Center on a monthly basis. Program Leaders will be required to account for this fee through the Program Reserve Fee provided on the program's budget worksheet, which is submitted during on the proposal.

Participant Refunds:

On the MAPS Proposal, PLs determine if the deposit is refundable or non-refundable. If an applicant withdraws and the deposit was refundable, IPS will automatically refund the deposit. If the deposit is non-refundable, and/or if the applicant submitted several payments, the Program Leaders will need to determine if the participant is eligible to be fully or partially refunded. Notify IPS of your decision via email to Education.Abroad@millersville.edu.

IPS will complete a Refund Request Form for the withdrawn student(s) and submit the form to The Office of Student Accounts. A refund may take up to 30 days from their receipt of this form.

- <https://www.millersville.edu/osa/files/departentalrefundrequest.pdf>

Participant's Financial Policies:

All study abroad participants must sign the Study Abroad Financial Policies on their application. A full description of these policies can be viewed on the [Study Abroad Handbook](#).

The policies include information on:

- The \$50 Study Abroad Application Fee
- Refund eligibility for the Application Fee and MAPS Program Charge payments
- Refund eligibility for program cancellation or participant withdrawal
- Scholarship eligibility

Sample text from the policy:

Once Program Leaders have incurred expenses, participants are not guaranteed to be fully reimbursed the "program charge" paid to MU. Additionally, based on vendor payment deadline requirements, the program deposit may be determined to be refundable or non-refundable. The Program Leader will make every reasonable effort to provide either (1) a full refund, (2) a partial refund, or (3) to provide vouchers equivalent to costs paid. **Program charge payments are eligible for a refund if a program is cancelled or if the program is competitive and the applicant is not selected.** Program charge payments are non-refundable if a student withdraws for a non-extenuating circumstance.

TYPES OF PAYMENTS

There are two types of payments you will be making as MAPS Program Leader, Program Expenses and Travel Expenses. These expenses can be a grey area, so it is important to be clear about any payment you are requesting to make, when discussing with IPS, Accounting, Purchasing, and other offices.

Program Expenses: Program expenses include charges that are paid for on behalf of the entire group (PLs and participants). These payments should be pre-paid wherever possible; however these are reimbursable through the Travel Expense Report process along with other travel expenses. Examples of program expenses include:

- Vendor fees
- Group meals
- Accommodations for the entire group
- Flight/transportation for the entire group
- Excursions and activities

Note: A PCard will be permitted to make purchases that are traditionally considered ‘travel’ expenses (Ex. Transportation, food, etc.) only immediately before and during the program, as special permissions must be granted by the Purchasing Office.

Travel Expenses: Travel expenses include charges that a PL would put on their Travel Request (TR) form and be reimbursed through the Travel Expense Report process. PLs complete their TR and Travel Expense Report through their Employee Self Service (ESS) portal. Refer to the later section on the Travel Request Process in this guide for more information. Examples of travel expenses include:

- Mileage
- Parking, tolls
- Personal meals or per diem, *if paid separately from the rest of the group*
 - Per Diem includes meals and incidentals. Incidental expenses include fees and tips for those that provide services.
- A PL’s accommodations, *if paid separately from the rest of the group*
- A PL’s flight/transportation, *if paid separately from the rest of the group*

Card Management:

Program Leaders who will lead trips are required to request/use their own [University Purchasing Card \(PCard\)](#) (Managed by the Purchasing Office) to make program-related expense purchases and are recommended to request/use a [University Travel Card \(TCard\)](#) (Managed by the Accounting Office) to charge travel-related expenses. PLs should connect with these two offices to learn more about how each card can and cannot be used before and during the trip.

Note: The University is aware of the existing foreign transaction fees. PASSHE contracts with Bank of America for purchasing and travel cards, so there is no option to shop around for a more international-travel friendly card. These cards also do not act like debit cards for the Fund Center. More information can be found on the provided links.

MAKING PROGRAM-RELATED PAYMENTS

MAPS are unique programs! WHEN IN DOUBT, ASK IPS

(Christina.Kinney@millersville.edu or Education.Aboard@millersville.edu)

IPS will discuss with Accounting and Budget and the Purchasing Office to determine the best way to make a payment – BEFORE you try to make them.

Group Flights:

A PL can use any vendor as long as the total amount paid to the vendor is under the public bid threshold. If the group flights go above the public bid threshold, PLs must use a PASSHE-approved study abroad vendor (See page 19), or use a [PASSHE-approved flight vendor](#) provided by Accounting. PLs may work with Tammira Hickok in the Accounting Office to purchase the group flights via this method. Email Tammira Hickok Tammira.Hickok@millersville.edu to request flight payment and cc Christina Kinney Christina.Kinney@millersville.edu. You must complete your Travel Request and provide detailed information for payment including:

- The fund center for the specific MAPS program.
- An invoice with detailed information needed to make the payment.
- A link to an online payment portal or online bill.

Other Pre-Trip Charges:

Program Leader(s) can make deposits, payments, and bookings for other charges in several ways:

OPTION 1: Make a payment with your University Purchase Card (PCard) or Travel Card (TCard).

When you reconcile the charges on your PCard you can allocate/charge the payment to the program's assigned fund center.

Notes for University PCard usage:

- Purchase Card Information: Review the Purchasing Card Policy for detailed notes on limitations and use. <https://www.millersville.edu/purchasing/purchasing-card-info/index.php>
- The *default* profiles include a \$1,000 single transaction limit and a \$3,000 monthly transaction limit. The default PCard profiles does not include the ability to purchase items coded for travel and food. When using a PCard for a MAPS study abroad program, you need to request with the Purchasing Office for additional MAPS permissions.
- Orders over \$1,000 must be approved by Purchasing and Campus Services. The Program Leader can contact Purchasing and Campus Services before making payments via credit card, so that credit card transaction limits can be raised for larger deposits and bookings. Also, you should indicate that it is a study abroad/MAPS related expense. Purchasing can either override the card limits for 24 hours for an exact purchase amount or can override the limits for a month up to an approved higher limit. When requesting an override, it is recommended to request a monthly override at a higher limit to ensure you can make several program payments that month.

Notes for University TCard usage:

- Faculty and staff are eligible for a university travel card to charge expenses while they are abroad. Travel cards can be used for minimal charges pre-planned in the program budget and for emergency purposes while abroad.
- Program Leader(s) are responsible for adhering to all guidelines and policies set in place. Travel card expenses are paid solely by the traveler and are not reconciled in the same way as a PCard. It is the Program Leader's responsibility to pay and submit

reimbursement of expenses upon their return. It is recommended for PLs to meet with Accounting and Budget to get a full understanding of how this card may be used. Detailed information is located on the travel information website.

<https://www.millersville.edu/accounting/travel/>

Notes for PCard and TCard usage:

- International Fees: The contract with Bank of American includes international fees when the vendor or business is an international vendor. These fees are between 1-4%.
- International Use Preparation: The Program Leader(s) must contact Purchasing and Campus Services immediately before the trip so the credit card Merchant Category Codes (MCC) on your PCard can be opened for use abroad.

OPTION 2: Send a request for IPS to make the payment with a University Purchase Card. This option is dependent on the availability of IPS staff. IPS staff will use the IPS' PCard to pay the charge or bill. When we reconcile the charges, we will allocate/charge the payment to the program's assigned fund center. Email Christina Kinney Christina.Kinney@millersville.edu to request a payment. You must provide detailed information for payment including a link to an online payment portal or online bill, or

- An invoice which allows for online or call-in credit card payment, or
- A detailed information needed to make the payment over-the-phone

NOTE: IPS will process PCard payments within 72 business hours of receipt/notice of a bill and all payment information. Hotel charges tend to take longer as they require IPS to complete an authorization form and/or call the international hotel.

OPTION 3: Request IPS make a wire/bank transfer payment. This option may be necessary for payments that exceed the PCard limits, where a card cannot be used as payment, and may be good for making large lump sum payments. However, it can take up to two weeks for payments to be disbursed. IPS will complete the necessary forms to pay invoices out of the program's cost center. Email a detailed invoice and vendor contact information Christina Kinney Christina.Kinney@millersville.edu. If you have not previously sent vendor information to IPS to create a Vendor ID, that can delay the payment timeline.

NOTE: IPS staff will process the purchase request and direct payment form within 72 business hours of receipt/notice of a bill and all payment information (Vendor forms must all be completed). MU's Accounts Payable pays invoices within 2 weeks of receipt of this paperwork. Be sure to consider payment deadlines when requesting this payment method.

- <https://www.millersville.edu/purchasing/sap/>
- <https://www.millersville.edu/accounting/accountingforms.php>

OPTION 4: Make a payment with your personal credit/debit card. Millersville University and IPS **do not recommend** using personal credit/debit cards to make program deposits or payments. The reimbursement process may not be completed in time to pay accrued interest and fees, and IPS cannot guarantee that you will be appropriately refunded or reimbursed during instances of extenuating circumstances such as last-minute and mass-cancellation of MAPS programs.

To determine if a charge is reimbursable, the cost must be determined to be "travel-related" or "program-related" and reflected on the MAPS Proposal Budget Worksheet. In a MAPS program

the lines between these terms are often blurred so it is important to carefully describe the charges in any reimbursement requests.

- “Travel-related” expenses are reimbursed through the Travel Request/ Expense Report process. You can review the travel management information to determine what is considered a travel-related expense. <https://www.millersville.edu/accounting/travel/>
- “Program-related” expenses or non-travel-related expenses. PLs are not guaranteed to be reimbursed for these expenses put on their personal credit/debit card.
 - Option A: You can put program expenses on your Travel Request/ Expense Report. If you do this, you will also need to upload a full list of participants and program leaders (if multiple). The review and financial audit of the request may also take longer.
 - Option B: You can request approval in writing before purchase, and Accounting and Budget can make exceptions on an individual basis. To request reimbursement for a program-related charge, complete a Direct Payment Form. Submit to form to IPS and we will provide supplemental information, such as the program budget, and submit the documents on your behalf. <https://www.millersville.edu/accounting/accountingforms.php>

Note: Millersville University employees are not permitted to *purposefully* benefit from using their personal credit/debit cards to earn travel points, discounts, and cash-back.

MILLERSVILLE TRAVEL REQUEST PROCESS

All individuals who anticipate traveling on official business shall submit a Travel Request (TR) form in advance. This form will be utilized to obtain necessary supervisory approval, to encumber funds, and to ensure Worker’s Compensation coverage in the event of accident. An approved TR must also be on file prior to departure. Read More in the [Travel Procedures](#).

Travel Request (TR) – Prior to Departure:

Program Leader(s) and Secondary Leader(s), including non-Millersville employees, are responsible for completing a Travel Request individually. The form is essential for covering employees in the event of a worker’s compensation incident as well as reimbursing certain costs.

- Faculty and staff complete the Travel Request Form through their Employee Self-Service account. If you have not used the ESS for Travel Requests before, IPS recommends that you set aside a good amount of time to review the guides and complete the request. The system can take some time to learn the first time. <https://www.millersville.edu/logins/>
- Non-Millersville Program Leaders will need to complete the paper form and are subject to limitations. Refer to the Travel Procedures for Guests for more information. <https://www.millersville.edu/accounting/travel/>
- Travel Request Forms should use the MAPS program’s assigned fund center, unless using additional funding sources or other arrangements have been with your department/college to cover your travel costs. If you use the MAPS program’s cost center, the TR will be submitted to the Office of International Programs & Services for initial approval.
- It is important to know that TRs *encumber money in the assigned cost center*, so it is recommended to wait on completing the TR until all large vendor payments have been made. If you complete a TR too early, you will be encumbering funds you will need to make vendor payments and program deposits. **IPS recommends that TRs are completed at the latest about one month prior to departure.**

- Estimated costs on the TR must match costs provided on the approved MAPS proposal budget worksheet. The TR should only include costs that need to be reimbursed to the Program Leader directly: Such as individual meals expenses- when not included in group meals, mileage, and gratuities.

Travel Registry/Registration – Prior to Departure:

In addition to the Travel Request process, as of Fall 2021, a Travel Registry through the Office of International Programs and Services is also required. Primary Program Leaders do not need to complete a separate Travel Registry because the MAPS Proposal includes all Travel Registry items. However, Secondary Program Leaders will be required to complete a [Travel Registry](#). After participants have applied and been accepted, IPS will email Secondary Program Leaders instructions on how to complete their Travel Registry. **IPS recommends that Travel Registries are completed about one month prior to departure.**

Travel Expense Report – Upon Return:

Program Leader(s) are responsible for completing a Travel Expense Report upon return from the trip. Refer to the Travel Expense Regulations policy and website resources for detailed descriptions of what is and is not eligible for reimbursement.

- Must be submitted within 90 days of the last day of travel to be eligible for reimbursement.
- Faculty and staff complete the Travel Expense Voucher through their Employee Self-Service account. <https://www.millersville.edu/logins/>
- Non-Millersville Program Leaders will need to complete the paper form and are subject to limitations. Refer to the Travel Procedures for Guests for more information. <https://www.millersville.edu/accounting/travel/>
- Program Leaders will need to attach a list of student participants to their TR if they are including any program expenses in their Travel Expense Report.

Receipt Information:

- Program Leader(s) are responsible for obtaining original and itemized receipts for all expenses incurred both prior to the trip and while traveling. These receipts must be attached to your credit card statements or attached to the Travel Expense Voucher upon your return. **Note:** Itemized receipts for PLs claiming per diem are not necessary to collect.
- When traveling with other employees, travelers must obtain and submit separate receipts.
- For receipts in a foreign language: Write on the receipt what it was for.
- For receipts in a foreign currency: Mark on the receipt what the [exchange rate](#) was that day.

When a receipt cannot be obtained, a Program Leader may utilize IPS' [MAPS Receipt Form](#) to capture the expense and related details. These hand-written receipts must connect to a charge that is accounted for in the approved program budget, and it must be documented that it was the only receipt process available (Ex. Using a rickshaw for transportation). IPS and Accounting and Budget will review these receipts individually for reimbursement eligibility.

ACCESS WHILE ABROAD

Duo Authentication:

Using your personal cell phone for DUO authentication can be difficult while abroad. IT has a method to authenticate without the need to access WiFi by using a passcode on the DUO phone application. This method only works for MU employees. [Refer to the IT DUO information page.](#)

TIP: Notify IT that you will be traveling internationally so that they are aware in case of any technical difficulties or access issues while abroad.

Alternative Option:

IT can offer (upon request) a single keychain device that will allow you to multi-factor authenticate without using your cell phone. Devices are available by request for all faculty and staff at no cost. A security key plugs into your USB port and when tapped or when the button is pressed it sends a signed response back to Duo to validate your login. **NOTE:** Lost and/or damaged devices require a \$15 replacement fee.

Study Abroad Emergency Phone:

Prior to departure, participants as well as PLs are encouraged to add IPS's Study Abroad Emergency phone as a contact on your phone and WhatsApps account (if applicable).

Emergency Phone: **717-680-7357**

WhatsApp: **MU Study Abroad**





STEP 1: IMMEDIATE RESPONSE

1. Do what is necessary to ensure the immediate safety and well-being of all participants.
2. Contact all participants and verify they are removed from immediate danger.
 - Contact participants using all available methods including email, phone, social media, through host university or vendor staff, through other participants, or their emergency contacts.
3. Assess the current physical and psychological condition of all affected participants and Program Leaders.

STEP 2: INFORMATION GATHERING

The Program Leader is the acting campus authority on-site and will be the first person notified of a crisis involving participants. PLs should begin the process of gathering and reporting detailed information. Write a clear/concise summary or notes of the incident that includes the following information:

- What was the nature of the event, i.e., what happened?
- When, where, and how did it happen?
- Who was involved and affected?
- Was the involved participant an MU student, non-MU student, community member, etc.?
- Is more than one participant involved?
- What are the urgent needs and expected responses?
- What assistance has been/is being received? By whom?

As a Program Leader, participant information is provided to you by IPS staff prior to the trip departure:

- Contact Information
- Physical & Mental Health (relevant information related to medication or health conditions)
- Copy of Passport (or Valid State ID Copy for Trips to U.S. territories)

The Office of International Programs and Services has access to the following additional participant information:

- FERPA: Release of Information Form (Indicates who IPS can contact regarding anything related to the participant.)
- Emergency Contact Information Form (Indicates who IPS can contact regarding participant emergencies. Individuals listed here can only be contacted if those on the FERPA release are not responding.)

STEP 3: CONTACT IPS & DETERMINE LEVEL OF RESPONSE

Between 8:30AM and 4:30PM (ET / EST), the IPS office will be open and you may call the main office line, or individual staff members for a quicker response. *For after-hours emergencies, contact Millersville University's Emergency Phonenumber*, which will be forwarded to an IPS staff member. In conjunction with the Associate Provost for Academic Administration, IPS will determine the initial level of the incident based on the Crisis Management Plan for International Travel.

Main Office Line	717-871-7506
Dr. Christina Kinney Associate Director of Education Abroad & Partnerships	Christina.Kinney@millersville.edu 717-871-7475
Dawn Wharram Education Abroad Advisor	Dawn.Wharram@millersville.edu 717-871-4042
IPS Emergency Phonenumber (Call, Text, or WhatsApp: MU Study Abroad Emergency)	717-680-7357 *Note: WhatsApp preferred for record-keeping purposes

Protect participants' right to privacy.

- Only IPS or the International Crisis Management Team (ICMT) members should be contacting participant's FERPA and emergency contacts. Forward all family/friend inquiries to one of the IPS staff members listed above.
- Forward all media inquiries to Dr. Christina Kinney Christina.Kinney@millersville.edu.
- Request other program participants refrain from discussing the incident on social media.

STEP 4: RESPOND AND ACTION PLAN

If a Level 3 or Level 4 emergency, the International Crisis Management Team (ICMT) will work with all relevant parties to respond to the incident. For a Level 1 or Level 2 emergency, IPS will implement a plan based on pre-determined situation-specific protocols, with the assistance of the Program Leader(s). This plan includes but is not limited to:

- Determining what information/resources should be provided to participants for their immediate needs.
- Determining what impact will this have on the continuation of the program.
- Determining if continuation of the involved/ affected participant(s) is feasible or recommended.

Note: An initial Level 1 or 2 emergency can rise to a level 3 or 4 as more information is learned.

In addition to the **Crisis Management Plan for International Travel**, protocols exist to guide IPS in responding to common incidents abroad. IPS will consult with Program Leaders to determine how they should move forward. Crisis management protocols are prepared for the following scenarios:

- Student misconduct
- Financial situation
- Lost or stolen documents
- Low-level mental health situation (homesickness, culture shock)
- Illness or low-level injury
- Victim of a crime
- Border Closure
- Embassy/Consulate Closure
- Incarceration or legal trouble
- Sexual assault
- Missing or abduction
- Mental health crisis (thoughts of/ talking of/ or acting towards self-harm, substance abuse, depression, suicide)
- Severe injury
- Infectious Disease (Pandemic/Endemic)
- Political, natural disasters, terrorism
- Evacuation or recall
- Death

STEP 5: FOLLOW UP AND REVIEW

Take notes and track steps taken by all involved. IPS may request for a formal report following the program or may request PLs to review prepared reports to ensure all information has been recorded. IPS will internally review Level 1 and 2 incidents to ensure protocols were followed and to determine if there is a need to adjust the protocols. The ICMT will review Level 3 and 4 incidents with IPS' report and notes and will take any necessary subsequent action.

Note: IPS or the ICMT will determine any changes or improvements needed to the Crisis Management Plan or the Crisis Management Protocols, university policies, or study abroad practices.