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HMGT 610: French Hospitality January-Term Abroad

Bradi Lenentine

SIT Graduate Institute, bradi.lenentine@mail.sit.edu

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HMG 610: French Hospitality January-Term Abroad

Bradi M. Lenentine

PIM69

A Capstone Paper submitted in partial fulfillment of the requirements for a Master of International Education at the SIT Graduate Institute in Brattleboro, Vermont, USA.

July 24, 2011

Advisor: Kevin Brennan

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ABSTRACT

January-term faculty-led courses abroad are a new initiative at the University of New Hampshire (UNH). As a former graduate of the hospitality management program, and now a graduate intern at the Center for International Education at UNH, I believe a January-term hospitality management class abroad is needed. Research focused on the purpose of January-term using NAFSA and IIE publications, and the hospitality management program's curriculum, mission and structure were examined. The research supported from an academic and financial viewpoint, a January-term hospitality management class abroad, to increase the accessibility of hospitality management students studying abroad. The paper is based on a structural-functionalist theoretical framework and uses David Kolb's experiential learning theory for the program design. The course is a two week trip that takes place in Paris and the Burgundy and Provence regions of France and incorporates hands-on experience by exposing the students to various hospitality facilities, cooking and baking techniques, and French wines. The January-term was designed to increase accessibility and provide hands-on experience for the hospitality management students.

Introduction

Background

In January 2005, I left the University of New Hampshire (UNH) where I was a hospitality management student in the Whittemore School of Business and Economics (WSBE) to study abroad in Switzerland at the Glion Institute of Higher Education. My study abroad experience was transformational and changed my career direction. I was exposed to multiple cultures, a new way of life, and I began to realize how large the world I lived in was. Previous to going abroad, I had never learned so much about myself and the world in such a small amount of time. From my experience, I gained a lot of insights that I was thankful for and for that reason, I wanted to encourage other students to take advantage of the opportunity to study abroad. According to Student Success' video, *You're Not In Kansas Anymore* (2009), "95% of students who studied abroad felt that it had a lasting impact on their worldview [and] two-thirds of the students who studied abroad felt it increased [their] interest in a career path." Currently, I am earning my master's degree in international education at SIT Graduate Institute, so that I will be able to spread my passion about studying abroad. It is my goal to work in higher education and encourage college students to take advantage of the opportunity to go abroad.

Since August 2010, I have been interning at the Center for International Education (CIE) at UNH. UNH is currently working on internationalizing, as it is one of the ten initiatives of the strategic plan that was passed in February 2010. Part of the internationalizing process for UNH, is to implement January-term faculty-led study abroad courses. In January 2011, six January-term courses were offered abroad. For my capstone, I will design a January-term faculty-led trip to France for the hospitality management program at UNH.

Rationale

As a graduate from the hospitality program, and now an intern at the CIE, I would like to fulfill a need that has been identified, a January-term hospitality management course abroad.

The hospitality program no longer runs the study abroad semester at the Glion Institute of Higher Education. As an international educational professional, I realize the importance of having an international experience during college and the university's interest in January-term faculty-led trips. For this reason, I want to design a January-term course for the hospitality program.

Theoretical Foundation

Rationale

Studying abroad is not feasible for every college student even if they have the desire to participate. Spencer and Tuma (2007) write, "Amazingly, a mere 17 years ago, most students, especially those who could not take advantage of a full term or year overseas, did not study abroad as part of their academic degree" (pg. ix). When students are deciding if they will be able to study abroad financial concerns, course requirements, work schedules, and fear are just a few factors that factor into their decision. Increasing the feasibility of studying abroad is a primary goal of January-term (Lewis and Niesenbaum, 2005). Having the opportunity to study abroad for less than a year or semester has significantly increased the feasibility of students going abroad. Open Doors Data (2010) on the duration of study abroad shows that participation in January-term has been steadily increasing since the 2002-2003 academic year. According to Open Doors, "Short-term programs serve the largest number of Americans studying abroad, including community college students and others whose financial or academic needs preclude a longer stay" (*Press Release*, 2010). As of the 2008-2009 academic year, 55% of U.S. students studying abroad participated on short-term programs, which is described as eight weeks or less abroad during an academic year (Press Release, 2010).

Short-term programs have been creating opportunities for a more diverse population of students to participate in study abroad. January-term gives students who cannot spend a lot of time or money abroad the opportunity to make study abroad a reality (Spencer and Tuma, 2007, pg.ix). A hospitality management January-term course abroad is needed to increase the feasibility of study abroad for UNH hospitality management students. The hospitality management program has a tight curriculum, and since UNH is a state school, money is a major concern for a majority of the student body.

Theory-to-Practice

NAFSA's Guide to Education Abroad For Advisers and Administrators (2005) states "...studying abroad is felt to have an impact [on]: intellectual development, language learning, international perspectives and personal maturation" (pg.21). The impact of studying abroad on a student's learning both professionally and personally, motivates a structural-functionalist perspective of expanding the inclusion of hospitality management students going abroad. A hospitality management January-term course abroad would expand the inclusion of hospitality students' participation in study abroad because it would make participating more academically and financially accessible.

The curriculum currently does not allow flexibility for students to study abroad because they are taking liberal arts, business administration, economics and hospitality management classes that have mandatory on-campus requirements. The Undergraduate Course Catalog 2010-2011 states (2010):

The Department of Hospitality Management curriculum is comprised of fourteen required courses and three required hospitality electives, two economics courses, six business administration courses, and one mathematics course. Freshman and sophomore years consist of twelve core courses in the above mentioned disciplines. Sophomore, junior-

level, and senior-level courses include the functional hospitality and business discipline courses required for one to develop into a successful manager. HMG 703, Strategic Management in the Hospitality Industry, is the capstone course for the major...

The hospitality classes are typically only offered in either the fall or spring semester. The courses are not offered during both fall and spring semester or the summer due to the size of the hospitality program. If a student were to miss a hospitality class, they would not be able to make it up for an entire year. The student would then graduate late because they would not be able to continue onto the other hospitality classes due to prerequisites (Undergraduate Course Catalog 2010-211, 2010).

For a hospitality student to study abroad for a semester, it is best for them to go abroad during the spring semester of their sophomore year. The spring semester is when the hospitality students take all general education courses except HMG 618: Uniform Systems for the Hospitality Industry, which can be moved to junior spring semester because it is not a prerequisite for any course (see Appendix A: Plan of Study). However, most college students choose to go abroad junior year and often do not begin considering or even planning until their junior fall semester. According to Open Doors Data (2010), for the last ten years, junior year is the most popular time for a student to elect to study abroad during their college education. Senior year is the student's second choice for going abroad. Out of all the students that have studied abroad over the last ten years, less than 14% of them were of a sophomore standing (Open Doors Data, 2010). If hospitality students follow the trend of the majority of study abroad students, they will miss their opportunity to go abroad or will have to weigh the option of delaying their graduation. However, a January-term course abroad would enable the hospitality student to stay on-track for graduation no matter when they choose to participate. Also,

participating in a January-term course abroad takes minimal planning compared to a summer, semester or year abroad, which allows the student to decide later in the semester.

January-term abroad also increases the financial feasibility of hospitality management students studying abroad. January-term abroad credit hours are more affordable because they cost significantly less than tuition for a fall or spring semester at UNH and UNH students abroad pay the same tuition they would pay if they were on-campus. For in-state students, January-term credit hours cost \$379 per credit versus \$447 during the fall or spring semester and for out-of-state students, January-term is \$359 versus \$1,029 (Undergraduate Tuition & Fees, 2010). Although financial aid is not offered for January-term, it is a cost effective way to earn credits abroad, especially for out-of-state students. For in-state students, it is also financially accessible because the only other option to study abroad would be through a provider. Provider fees typically fall in line with out-of-state tuition costs. The significant jump in tuition costs often limits the number of in-state students that can go abroad on non-UNH study abroad programs. For both in-state and out-of-state students, a January-term course abroad would expand inclusion for hospitality students studying abroad by making it more financially accessible.

State school students are focused on graduating on-time and are financially conscious.

Inside Higher Ed describes public universities (2006):

They must become more accessible to economically and educationally disadvantaged students and enroll a racially diverse student body without setting targets. Their tuition must remain affordable despite declines in state support and inadequate need-based financial aid. They should graduate the great majority of their students -- most of them in four years -- and demonstrate their growth in knowledge and skills from entry to exit. (Burke).

A January-term course is a structural-functionalist approach to meeting the needs of the major stakeholders, the hospitality management student body, while at the same time, responding to the larger whole, the internationalization effort UNH is pushing forward. The course would bring cohesion of the hospitality management program's objectives in line with the institutions' objectives, which supports the need for a January-term hospitality management course abroad (McLean and McMillan, 2003).

Literature Review

This paper will be based on a structural-functionalist theoretical framework, using David Kolb's experiential learning theory for the program design and incorporating published literature from organizational leaders in the field of international education. A structural-functionalist theoretical framework is defined by *Oxford's University Press* as "seek[ing] out the 'structural' aspects of [a] social system under consideration, and then study[ing] the processes which function to maintain social structures" (McLean and McMillan, 2003). The rationale for incorporating a structural-functionalist theoretical framework is because the purpose of the program design is to expand the accessibility of study abroad to a larger pool of hospitality management students. The intention of the program design will be to offer a solution that will work within the current structure of the hospitality program. Change in higher education is known to be a slow process and more so for public research universities that must balance serving the collective good of the state while working with minimal funding, which Burke (2006) writes about in the *Inside Higher Ed* article "Saving the Soul of Public Research Universities". This approach describes the exploration of how to expand hospitality management students studying abroad by supplementing the structure of the program in place. Basing the program design around this theory will reduce the amount of change that will have to take place, which is often a barrier in higher education.

Incorporating David Kolb's experiential learning theory into the program design naturally makes sense, as one of the program objectives is to offer an experiential course and increase the amount of time student's gain hands-on experience. When working through Kolb's four-stage learning cycle of concrete experience, reflective observation, abstract conceptualization, and active experimentation, the students will move from experiencing, reflecting, and thinking to acting. The course is centered around hands on experience, which complements the incorporation of the experiential learning theory into the curriculum design (Kolb, 2010).

NAFSA, the Association for International Educators, and the Institute of International Education (IIE) are two leading organizations in the field of international education. NAFSA is a worldwide association of international educators working on advancing international education and exchange through advocacy, setting standards of good practice, offering professional training and development and networking opportunities. IIE is the leading non-profit educational and cultural exchange organization in the United States. Both organizations publish literature used by professionals in the field of international education.

The Guide to Successful Short-Term Programs Abroad (2007) edited by Sarah Spencer and Kathy Tuma is a NAFSA publication. The book provides good practices and advice for developing and administering successful and quality short-term programs, such as a January-term course. *NAFSA's Guide to Education Abroad for Advisers and Administrators* (2005) edited by Brockington, Hoffa and Marine, is known in the field of international education as the archive of the field's knowledge base and serves as a resource for best practices and professional practical guidance for education abroad. The book incorporates multiple insights from long-term professionals and draws together the evolution of the past thirty years in the field of international education.

IIE publishes an annual report known as Open Doors. The report is funded by a grant from the Bureau of Education and Cultural Affairs at the U.S. Department of State and provides data tables, fact sheets and special reports for all areas of international education including data for U.S. students studying abroad. By conducting an annual statistical survey since 1985, the data represents the trends in the industry and documents the growth and declines in the field of international education.

Goals and Objectives

Mission

To be a leading program in the internationalization effort of the university and the hospitality management program's curriculum by offering a financially and academically accessible course abroad that provides an opportunity for experiential learning.

Program Goal

To provide a financially and academically accessible opportunity for hospitality management students to internationalize their education through a study abroad course that allows them to earn core course credit while participating in an experiential program.

Program Objectives

- To increase the number of hospitality management students studying abroad
- To start the internationalization efforts of the hospitality management program's curriculum in accordance with UNH's strategic plan
- To offer an experiential learning course that increases the amount of time during which students are able to gain hands-on experience

Participant Goal

To build a specialized interest, understanding, and knowledge base of French hospitality through hands-on experience and exposure to various hospitality facilities, cooking and baking techniques, and French wines.

Participant Objectives

- To gain basic skills in French cooking and baking
- To be able to describe French wines' characteristics
- To understand and be able to describe basic French hospitality principles
- To increase the amount of time gaining hands-on experience

Needs Assessment

WSBE offers a strong business education that is accredited by The Association to Advance Collegiate Schools of Business (AACSB). "AACSB accredited schools confirm their commitment to quality and continuous improvement through a rigorous and comprehensive peer review. Only 560 schools internationally have met or exceeded AACSB's strict standards to be awarded this elite accreditation" (Internationally Accredited Business Schools, 2010). The hospitality program in particular is also accredited by the Accreditation Commission for Programs in Hospitality Administration (ACPHA). Due to the school's accreditation and the rigorous course load WSBE students undertake, it is difficult for them to study abroad at a time that does not interfere with their core course requirements.

When WSBE hospitality students decide to go abroad, their program options are extremely limited because there are no managed or approved programs that offer core course credit abroad. WSBE currently offers a college managed program in Budapest with Corvinus University. The program allows WSBE Business Administration or Economic degree students to take classes during the fall semester that will directly transfer as core course credit for their

degrees. The advantage of participating on the Budapest program is that it ensures the students will graduate on time (Study Abroad in Budapest, 2010). According to WSBE, “This program is designed to make studying abroad as easy, enjoyable, and educational as possible” (About the Program, 2010). Now that UNH is offering January-term programs abroad, WSBE has designed a marketing program called “Perspectives on the Business Environment in the Dominican Republic”. The January-term course does not pertain to hospitality management students; however it is the January-term program with the highest enrollment of seventeen participants (B. Kilinc, personal communication, December 20, 2010).

WSBE used to offer a program in Switzerland at the Glion Institute of Higher Education for hospitality management students. The program is no longer in existence, though not due to low enrollment, but the lack of a solid support structure, both at UNH and Glion. The founders of the program, both at UNH and Glion, are no longer in their positions. During the time of transition, the new employees at both institutions did not adequately support the program and now, it is no longer in existence. According to Donna Stickney, the Administrative Assistant for the hospitality department, the Glion program occurred for only two semesters, but the growth in the program was significant. The first group of students to go to Glion was four students and the second group nearly tripled to eleven students (D. Stickney, personal communication, November 17, 2010). With the Glion program no longer running, hospitality students do not have the option to participate in a managed program because the Budapest and January-term marketing course do not pertain to their degree.

The major benefits to participating in a managed program are credit transfer, which ensures the student’s ability to graduate on-time and the affordable program cost. Students pay UNH tuition if they participate on a managed program, which is especially affordable for in-state students who want to study abroad compared to a provider program, which is often double the

cost of in-state tuition. Given the present state of the economy, and UNH being a state school, money is a major concern for a majority of UNH students.

Currently, the only other option for hospitality students to study abroad is to choose an approved program through a provider. The CIE assists all UNH students that want to study abroad through a provider. Over the summer of 2010, the CIE reviewed all of the programs offered by providers and moved away from approving providers to approving individual programs. The CIE approves over 800 programs in over 70 countries, but there is no program on the list that hospitality students can participate in, and earn core course credit while abroad (Approved Programs, 2010).

The lack of options for hospitality students to study abroad is unfair to the students, who are the major stakeholders in the hospitality program. Until there is an international component included in their education, their learning will suffer because hospitality management is a global career whether students decide to work abroad or in the United States. No matter the student's location after graduation, they will be dealing with nationalities from around the world. The hospitality industry demands workers that are internationally minded (Choosing a Hospitality School, 2010). According to Allan Goodman, the President and CEO of IIE (2010), "[An] international experience provides key skills needed by American graduates to succeed in the global workforce" (Press Release). Student Success (2010) states that, "Three-quarters [of students who studied abroad] felt it helped them acquire an essential skill set for their career path." Studying abroad is a key component to these students education, but as of now, they have no options other than to take general education classes abroad and delay their graduation. WSBE must provide an option for these students to meet the demands of the job market and the university as they work to internationalize.

Offering a January-term faculty-led hospitality management course abroad would fulfill the need of the hospitality program to offer an international component. The Department of Hospitality at UNH states it will fulfill its mission to educate students by, "...employing significant hands on experiential activity to learn the art of service as well as the operational and financial fundamentals of managing a hospitality enterprise" (Mission: Department of Hospitality Management, 2010). A January-term course abroad would support the department's efforts to attain their mission, as well as support the internationalization effort of UNH. Spencer and Tuma (2007) state that, "Short-term programs allow educational institutions...the opportunity to internationalize with strategic intention" (pg.ix). Expanding the offerings in the international curriculum, and increasing study abroad opportunities, are two goals of the UNH internationalization plan that a January-term hospitality management course abroad would attain (The Ten Initiatives: Internationalizing UNH, 2010).

Program Description

Program Scope

A January-term faculty-led course to France for the hospitality management program will run for the first time in January 2012 to assist in the internationalization effort of UNH and to increase the accessibility of hospitality management students studying abroad. Students will travel to France during UNH's scheduled January-term of 2012 to study French hospitality with a UNH faculty member from the hospitality department. The course will be a two-week, four credits class that visits Paris and the Burgundy and Provence regions, to allow students to see and sample multiple styles of cooking, baking, wines and accommodations. Cooking and pastry classes with local chefs and wine tasting will be the main activities that will allow the students to gain hands-on experience (see Appendix D: Participant's Agreement and Release of Liability). There will also be site visits to various types of accommodation, wineries, and produce markets,

so that the students can gain a broad understanding of the French hospitality industry and the culture of France.

Timeline

- November 2010 Program proposal writing begins
- January 2011 Program proposal first draft submitted
- February 2011 Program proposal revised
- March 2011 Program proposal approved by the CIE
- April 2011 Marketing materials being developed
- May 2011 Recruitment begins and continues through fall semester
- September 2011 Recruitment continues as new semester begins
- September 12, 2011 Faculty leader training at CIE
- October 1, 2011 Participant applications are due
- October 15, 2011 All participant applications will be reviewed and participants will be selected and notified of their acceptance via e-mail
- October 31, 2011 Deadline for deposit of \$500
- November 14, 2011 Faculty leader training at CIE
- November 15, 2011 No refunds of fees will be made for any reason from here on out
- December 12, 2011 Pre-departure orientation
- January 2, 2012 Participants depart BOS independently
- January 3, 2012 Program begins
- January 16, 2012 Program ends
- January 20, 2012 Re-entry session and course wrap-up

Potential Participants

The January-term course will attract motivated hospitality management students who recognize the importance of having an international experience and potentially want to have an international career. The participants will be sophomores, juniors or seniors who have declared hospitality management as their major or minor. They will be in good standing with the student conduct system (see Appendix D: UNH Study Away Eligibility Policy), have earned at least 32 credit hours and at least 12 credits from UNH, and hold a minimum of a 2.5 cumulative grade

point average at the time of application and at the time of departure (Policy, 2010). The eligibility requirements are a policy set by UNH, so there will be no exceptions.

Curriculum

Overview

The January-term HMGT 610: French Hospitality course will be a four credit class, which means the students will receive sixty contact hours through interaction with the professor and professionally trained chefs, bakers and pastry chefs. The students will learn French culinary practices and gain exposure to French culture, but all of the classes will be taught in English. The main goal of the curriculum is to provide the students with a hands-on learning experience; therefore the curriculum design will be based on David Kolb's experiential learning cycle (Kolb, 2010).

The hospitality program offers limited hands-on experience. In the spring of 2010, the New England Center and Acorn's Restaurant closed at UNH, which were the on-campus hotel, convention center and upscale dining option. The hospitality program relied on the New England Center and Acorn's Restaurant as a place for students to work and partake in labs (Gounley, 2010). It is crucial for the hospitality program to offer a new solution for students to gain hands-on experience or otherwise the program will have a major gap in their hospitality program offerings. According to HospitalitySchools.com, which is a directory of hospitality programs:

Employers look for candidates with knowledge and skills in information technology, human resources, organizational behavior, multiculturalism, and leadership. It's important to seek out a program that fosters the development of each of these. A very important part of a hospitality education is hands-on experience... This hands-on

experience gives students an edge over the competition when seeking a job (Choosing a Hospitality School, 2010).

The hospitality January-term course will allow students to gain hands-on experience in a foreign country that is well known for their hospitality. The course will lead the students through David Kolb's experiential cycle by providing concrete experience, reflective observation, and abstract conceptualization. Students will conclude the cycle with active experimentation later in their education when they have returned to UNH.

Concrete Experience

Students will gain concrete experience through the hands-on activities planned while in France. The students will participate in cooking, baking and pastry classes, taste wine and champagne and go on accommodation site visits (see Appendix D: Participant's Agreement and Release of Liability). These experiences will all be the students' concrete experiences to draw from (see Appendix D: Participant's Agreement and Release of Liability).

Reflective Observation

Debriefing sessions will be essential for the students to begin processing what they are learning. Students will be led through debriefing sessions nightly by the faculty leader. Most of the debriefing sessions will have specific topics that will allow the students to ponder and analyze their experiences from the day. The other debriefing sessions will serve as a check-in (see Appendix B: Debriefing Questions). Throughout the trip, students will be required to journal daily on their experience such as what they are learning and interesting or confusing moments. Some days the students will have a lot to write about and other days it may be more difficult. There is no page requirement to each journal entry because the purpose of the journaling is to provide another outlet form for the students to review their experience and gather data.

Abstract Conceptualization

Students will begin moving into the abstract conceptualization stage towards the end of their time in France. Instead of being told the menu they will be preparing, the wine they will serve with the meal, how to prepare a dish or purchase produce, suggestions from the students will be taken. This will be the first time the students will be making conclusions from their prior experiences. The students will be assimilating the prior knowledge they have gained, and will move from receiving the answer, to sharing the opinion they have formed based off a rational objective. The activity leader or faculty leader will still share their first choice or opinion with the students along with the reason behind their selection, so that the students' learning continues, but not until after the students have expressed their thoughts. The students will continue through the abstract conceptualization phase upon their return to UNH when they have to complete their assignments (see Appendix C: Assignments) (Kolb, 2010).

Active Experimentation

When the students have returned to UNH, they are required to complete 800 practicum hours and take HMGT 667: Advanced Food and Beverage Management. HMGT 667 requires the class to work together to organize and run a gourmet dinner. Students that have participated on the January-term course will be able to utilize their cooking skills gained in France and take charge of the positions in the back of the house. The practicum and HMGT 667, will allow the students to draw on the new knowledge they gained in France and will require them to problem solve and make quick decisions (Undergraduate Course Catalog 2010-2011, 2010). The students will be taking the next step towards utilizing the knowledge base, which will allow them to come full circle in the experiential learning cycle (Kolb, 2010).

Preliminary Schedule

| Date 2012 | Description |
|-------------------------------|--|
| December 12, 2011 | Pre-departure orientation from 1:00PM to 4:00PM (see Pre-Departure) |
| January 3 | Evening- Group welcome dinner at 6pm and arrival orientation (see Arrival) |
| January 4 Contact Hours: 2 | Morning- Small group, self-guided, gourmet tasting tour on foot. Students will start learning their surroundings, how to use public transportation and begin getting acquainted with French culture. The tour will be a combination of visiting various locations throughout the city to sample breads, pastries, cheeses, and cafes. The Paris itinerary will bring the students to the best suppliers and cafes in the city. Afternoon- Lesson will be on quality of products led by the faculty leader and debriefing session will follow. The debriefing session will cover the gourmet tasting tour lessons learned, issues that arose, success stories, likes and dislikes and cultural insights. |
| January 5 Contact Hours: 7 | Morning- Students will meet with a local chef in their kitchen to have a lesson on French cooking. The chef will bring the students to a local market to buy produce. At the market, the chef will talk and show the students how to properly buy produce. Afternoon- Students will prepare a three-course meal Evening- Dinner will be the meal they prepared and the debriefing session on French cooking techniques will happen during dinner (Perfect Days in Paris, 2010). |
| January 6 Contact Hours: 7 | Morning- Students will depart for an all day tour of the Champagne region in France. The students will have a lesson on the soil, the three main types of grapes in Champagne, and how the vines are cared for throughout the year. Afternoon- Students will visit three champagne houses in Reims and their underground chalk cellar to learn about the step-by-step process of making champagne. Students will also taste test several champagnes. (Paris Champagne Tour, 2010) Evening- Debriefing session will cover why the Champagne region is unique |
| January 7 Contact Hours: 4 | Morning- Students will have a tour of the boutique Hotel Sorbonne and learn the distinguishing features of a boutique hotel. After the tour, the group will meet to have a lesson led by the faculty leader on boutique hotels' architecture, costs of maintaining, clientele, and marketing. Afternoon- Students will visit a fromagerie and learn about making and aging cheese. The students will also have a tour of the cheese cellar. Evening- After a debriefing session on Parisian culture, students will be on their own for their last night in Paris (Perfect Days in Paris, 2010). |
| January 8 Contact Hours: 2 | Morning- 2hr train ride from Paris to Dijon Afternoon- Students will have a tour of the auberge (country inn) accommodation and learn the distinguishing features of an auberge. After the tour the group will meet to have a lesson led by the faculty leader on auberges' architecture, costs of maintaining, clientele, and marketing. Evening- Debriefing session will be on the students' initial reaction to the differences between Paris and the Burgundy region. |
| January 9 Contact | Morning- Students will meet with a local baker at their boulangerie to have a lesson on the art of bread baking. The baker will talk and show the students the different types of bread and their use. |

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| Hours: 7 | <p>Afternoon- Tour vineyard Cote de Nuits and do a comparative wine tasting. Students will have a lesson led by the faculty leader on wine making including the step-by-step process from vine to labeling.</p> <p>Evening- Debriefing session on the differences between French baking and baking in the United States (France, Burgundy Wine Experience, 2010)</p> |
| January 10 Contact Hours: 4 | <p>Morning- Visit Beaune market to experience French culture</p> <p>Afternoon- Tour the vineyards of Cote de Beaune and do a comparative wine tasting. Students will have a lesson led by the faculty leader on pairing wine with food.</p> <p>Evening- Debriefing session on students' experience in the Beaune market.</p> |
| January 11 Contact Hours: 1 | <p>Morning- 3hr train ride from Dijon to Aix-en-Provence</p> <p>Afternoon- Free time to explore Aix-en-Provence</p> <p>Evening- Debriefing session on French culture</p> |
| January 12 Contact Hours: 7 | <p>Morning- Students will meet in a local chef's kitchen to have a lesson on herbs. The chef will share their insight on the most common herbs used in French cooking and the importance of incorporating herbs into cooking.</p> <p>Afternoon- The students will prepare several meat dishes under the guidance of the local chef to learn how to incorporate herbs when cooking French meat dishes.</p> <p>Evening- For dinner, all of the meat dishes will be served after the students pair wine with each dish based on the knowledge they have gathered from their wine lessons in Burgundy. The debriefing session will cover what herbs the students' prefer based on their tastings and possible herb and entrée complements to try in the future.</p> |
| January 13 Contact Hours: 6 | <p>Morning- The students will go to Sanary harbor to have a lesson on purchasing fish. At the fish market, a local chef will talk and show the students how to properly buy fish. The students will then have to prepare a menu based on the fish they have purchased.</p> <p>Afternoon- Students will prepare their dinner menu including wine pairings.</p> <p>Evening- Dinner will be the meal they prepared and a debriefing session will happen during dinner. The debriefing session will allow the students to share what they have learned about buying ingredients and the difficulties of preparing a winter menu, especially when the cornerstone of French cooking is fresh produce.</p> |
| January 14 Contact Hours: 7 | <p>Morning- Students will visit an olive farm and learn the importance of olives in the French diet from the farmer. The farmer will also show the students how olive oil is made. The students will then participate in making the French specialty tapenade.</p> <p>Afternoon- Students will visit two wineries and do a comparative wine tasting at each winery to learn about Bandol appellation wines.</p> <p>Evening- Students will have a tour of the bed and breakfast and learn the distinguishing features of this type of accommodation. After the tour, the group will meet to have a lesson led by the faculty leader on bed and breakfast accommodation employment structure, clientele, costs of maintaining, and marketing. The lesson will conclude with a debriefing session on the students' favorite wines they have tasted throughout the course.</p> |
| January 15 Contact | <p>Morning- Students will meet with a local patissier in their patisserie to have a lesson on French pastries. The patissier will talk and show the students how to properly make a few French pastries.</p> |

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| Hours: 6 | Afternoon- Students will try their hand at making French pastries. (France, Passport to Provence, 2010) Evening- Debriefing session on time spent in France |
| January 21 | Re-entry session and course wrap-up from 1:00PM to 4:00PM (see Re-entry Meeting) |
| Total Contact Hours: 60 hours = 4 credits | |

Orientation

Pre-Departure Orientation

The pre-departure orientation will cover general health and safety, risk management, cultural adjustments, and logistics. The students will have the opportunity to ask questions and raise their concerns throughout the orientation. All of the students will receive the CIE’s “Bon Voyage! Study Abroad Handbook”, which is a comprehensive guide specific to UNH students preparing to go abroad. During the general health and safety portion of the orientation, medical care and insurance will be covered. Students will be informed on the importance of visiting the UNH Travel Health Clinic, receiving the necessary inoculations, and how to pack their prescriptions and additional medicine. The faculty leader will then address potential risk factors and strategies to reduce their risks for the following topics: accepting food and beverages from strangers, arrival risk from being in unfamiliar surroundings, appropriate dress, dangers of political rallies, the consumption of alcohol and the use of drugs. The faculty leader will stress the no tolerance policy for drugs and inform the students that if they are unable to consume alcohol in a mature and responsible manner during wine tastings, dinner, and on their free time, then they will be immediately sent home at their own expense (see Appendix D: Participant’s Agreement and Release of Liability). According to the University of New Hampshire’s Rights, Rules & Responsibilities (2011), “While the University policy permits responsible consumption of alcohol at some places and times...the acquisition, distribution, possession, or consumption of alcohol by members of the UNH community must be in compliance with all local, state, and federal laws” (pg.11) (see Appendix: F UNH’s Rights, Rules & Responsibilities).

During the crisis management portion of the orientation, the students will be informed of the university's assistance program with International SOS, which supplements and enhances the students' health insurance with medical and security advice and services. The faculty leader will show the students how to store their emergency record on International SOS's website and how to enroll for health and security e-mail alerts and find specific country information about France. The students will receive an International SOS card and an emergency contact card that is laminated with UNH's dispatch number and the Paris Embassy and the Consulate General Marseille emergency phone numbers (see Appendix E: In-Country Emergency Contact Information). During the orientation, the faculty leader will go over what to do in an emergency situation, such as instructing the students to call 15 for all crises instead of 911 (see Crisis Management Plan).

The cultural adjustment section of the orientation will describe what culture is and how it can be compared to an iceberg. The faculty leader will explain to the students that it is important for them to examine their beliefs and values because a cross-cultural experience can bring out unexpected feelings and attitudes. Milton Bennett's developmental model of intercultural sensitivity, which identifies six stages a person may go through from being ethnocentric to ethno-relative when facing cultural difference, will be explained. It is important that the participants understand the nature and process of cultural learning, as one of the participant objectives is to increase the student's understanding of French culture. Bennett's theory will explain to the students that initially a person in a new cultural environment faces three stages that are based around being ethnocentric: denial, defense and minimization. As the person begins to learn more about cultural difference, they move along Bennett's scale towards the ethnorelative end and work through the last three stages: acceptance, adaptation and integration. The intention of explaining Bennett's developmental model of intercultural sensitivity is to increase the

students' progression of cultural understanding by clarifying to the students what they could possibly experience in France (Bennett and Bennett, 2001). Additionally, the faculty leader will cover the different levels of cultural adjustment a person can experience before reaching culture shock. The stages are cultural: surprise, stress, irritation, and fatigue (La Brack, 2003). Culture shock will be presented on, as well as the ways of handling and reducing its impacts.

Logistics will be the final topic covered in the orientation. Packing, weather, banking, credit cards, and cell phones will all be addressed. Students should pack business casual clothing for all site visits, their chef's uniform and shoes are to be worn to all kitchen activities, warm winter jacket, boots, hat and gloves, as well as comfortable and warm travel clothes are necessary. The weather is comparable to a New England winter when in Paris and the Burgundy region. During the Provence portion of the course, the temperature will be milder. Students will be informed to call their bank and credit card companies to ensure they have a pin number and to let the companies know of their travel plans. Cell phones are not mandatory, but if a student does want to add an international plan to their phone or purchase a pay as you go plan, then they are responsible for sorting out the details on their own.

Arrival Orientation

During the arrival orientation, the codes of conduct (see Appendix D: Participant's Agreement and Release of Liability) will be reviewed including the drinking and drug policy, as well as the meeting points outlined in the crisis management plan, and the group norms written during the pre-departure meeting. Additional group norms may be added or the original group norms can be revised. The faculty leader will collect all of the cell phone numbers from students and hand out their cell phone number. The itinerary will be reviewed, and the students will have the opportunity to ask any questions or raise their concerns.

Coursework

Assignments

The students will be graded based on a combination of active participation and written assignments. Grades will be determined based on the following seven components:

- (1) attending both the pre-departure and re-entry meetings
- (2) active participation during the activities and debriefing sessions in France
- (3) keeping a journal with daily entries in France and at least three entries prior to departure and three entries upon returning
- (4) designing two three-course dinner menus with each course paired with a French wine
- (5) writing a five page paper on managing one of the three accommodations toured in France
- (6) creating a slideshow of their experience or cooking a food dish based off the knowledge they gained from France for the re-entry meeting
- (7) writing a three page paper reflecting on the personal growth they experienced during the course.

Assignment one, attendance at the pre-departure and re-entry meeting, as well as the journal, will each be worth five percent of the student's grade. Participation, the re-entry assignment and reflection paper will each make up ten percent of their grade. The menu assignment will be worth thirty percent and the five-page paper will account for twenty-five percent of their grade. Assignments four and five will be due two weeks after returning. The re-entry option, assignment six, will be due at the re-entry meeting on January 20, 2012. Assignments three and seven will be due one week after the re-entry meeting (see Appendix C: Assignments).

Pre-Departure Meeting

The meeting will focus on preparation and will last three hours. The main objectives of the pre-departure meeting are to inform the participants of safety information, clarify expectations, review the syllabus, and to cover codes of conduct to set the standards for behavior. Final paperwork will be collected, including the emergency contact information for each participant, group member introductions will be made, and norms will be agreed upon. Norms can improve group dynamics and clarify expectations by fostering cooperation, collaboration, cohesion, and commitment. Norms will help cultivate a healthy working group, which is necessary when spending a significant amount of time together (Halverson, 2008, pg.94). The second half of the meeting will be the pre-departure orientation (See Pre-Departure Orientation).

Re-Entry Meeting

The re-entry meeting will last three hours. First, the students will fill out the WSBE evaluation forms. They will then have the opportunity to ask questions about their final assignments before the entire trip is debriefed (see Appendix B: Debriefing Questions). The second half of the meeting will be students presenting either a slide show of their experience or sharing a food dish they have prepared based off the knowledge they gained in France. The option of preparing a slideshow or cooking provides the students with two tools they can utilize when talking about their experiences and what they have learned. A common struggle for returning study abroad participants is not being able to verbalize their learning. According to Studyabroad.com, “While students understand that study abroad is a life-changing experience, many of them are not immediately aware of how they changed or how their experience abroad has caused them to look at life in the United States through different lenses” (Hoffa, 2010). This challenge can be compounded by the amount of time a student has spent abroad. The shorter the

program, typically the more difficult it can be for a student to process their learning. One intention of the assignments is to help the students process their learning from abroad.

According to the *Survival Kit for Overseas Living* (2001), individuals living abroad cultivate: tolerance for ambiguity, empathy, adaptability, self-reliance, perceptiveness, motivation, strong sense of self, tolerance for difference, etc. (Kohls). It is often debated in the international educational field whether or not January-term participants will gain the same cross-cultural skills that participants typically learn from a longer duration study abroad experience. This is expressed in a recent Open Doors Press Release, "...one semester, one quarter or two quarters- allow for deeper immersion into host cultures and increased opportunity for language acquisition" (2010). January-term programs may struggle at helping participants develop cross-cultural skills due to the short duration of time, but a semester island program may also face similar challenges.

David Kolb's experiential learning cycle is based on a continuous learning process. The process does not end when an activity is complete or the student returns home. The experience must be processed to avoid losing potential learning (Kolb, 2010). To process the learning, it is important the students work through the processing cycle: publishing, processing, generalizing and applying. The slideshow and cooking assignment for the re-entry meeting will help students first *publish* what they have learned by creating a product to share. The slideshow or food dish will give the students a product to use to help verbalize their story from abroad. Publishing is known as the telling stage. The students presenting on their project of choice, will allow them to begin *processing* their learning through reflecting on their experience as they create and present their slideshow or dish. The journal will also guide the students through the processing stage as a means of reflection throughout the duration of their experience abroad. Processing is known as the reflection stage. When the student writes their reflection paper, they will move into

generalizing: forming a conclusion about what they have learned. The *applying* stage, known as the real world phase, will happen during their practicum and HMGT 667 course. Re-entry is a process that needs to be recognized to support the student and to ensure they are taking full advantage of the experience they had abroad (Questions to Ask Throughout the Experiential Learning Cycle, 2010).

Extra-Curricular

Students will have the option to arrive early or extend their stay if they would like to travel on their own. Between the time traveling around France, and the required sixty contact hours, there is restricted flexibility for extra-curricular activities. Most of the free time is in the evening. When the students are in Paris, it will be easy for them to go out and explore, but when they are in the Burgundy and the Provence region, they will be limited to the accommodation premises unless they opt to go by taxi to a nearby village.

To help the students adjust to French culture and become familiar with their new environment, which is essential for extra-curricular time, the initial walk around Paris is a scheduled activity. They will learn to navigate the streets of Paris and the metro. Students will utilize their map skills and draw on their French speaking skills when ordering at various locations. The activity will be good preparation for when the students have to purchase lunches and dinners on their own. There are two scheduled market visits in two different regions of France. The market visits are a great opportunity for students to interact with the French and participate in the cultural norm of shopping at local markets.

Staffing Plan

UNH has a decentralized study abroad model where each college is responsible for managing their study abroad programs, including January-term courses abroad. However, every study abroad program must submit a program proposal and have it approved by the CIE.

Another role of the CIE is to ensure the students' safety; therefore they oversee the risk and crisis management aspect to every study abroad program run by a college. The Administrative Director for Study Abroad handles approving all of the program proposals and is responsible for the risk and crisis management and also compiles the emergency contact information for every UNH program, monitors the State Department travel alerts and warnings, and carries an emergency cell phone twenty-four hours a day, seven days a week. The faculty leaders work one-on-one with the Administrative Director for Study Abroad to receive approval for the program and attend their training sessions.

The course will be led by a hospitality management faculty member on a yearly rotating basis. The faculty member will be selected one year in advance by the Hospitality Management Chair who will lead the application and interview process. Once a faculty leader is selected, it is their responsibility to update the syllabus, gain yearly program approval from the Administrative Director for Study Abroad, begin confirming logistical arrangements, and start promoting the class through developing marketing materials and holding general information meetings. The Administrative Assistant to the hospitality department will assist the faculty leader with these tasks and be a point of contact during the recruitment and enrollment process, especially for the paperwork that needs to be handed in.

WSBE will be responsible for handling the student advising, budgeting and evaluation. Every semester WSBE students must meet with their adviser to select classes for the following semester and get a registration number. These advisers will be responsible for informing the students about the January-term course. WSBE's Business Service Center Staff will assist the faculty leader in updating the budget, collecting and managing student's deposits, paying service providers and managing any other cash flow related to the January-term course. Although an evaluation has been created for January-term courses by the CIE to review the faculty leader and

the in-country arrangements (see Appendix G: Evaluation), WSBE will be responsible for collecting and processing the course evaluations that assess the faculty member as a teacher and their course materials.

A local guide will be hired for the Paris portion of the trip, which includes the day trip to the Champagne region. It is the local guide's responsibility to organize and make group reservations for all dinners, tours, sight visits, tastings and cooking classes. The local guide will also serve as a cultural facilitator. It is their responsibility to explain and assist the students in understanding French culture and the Parisian lifestyle. When the group is in Burgundy and the Provence region, there will be no local guide. A bus will be hired to bring the group to all of the site visits. When chefs are hired to lead a cooking or pastry class, it will be a short-term contracted position. The wine tours and tastings will be led by an employee from the winery. The faculty leader will utilize the hosting accommodation to provide assistance when making logistical decisions and taking recommendations on restaurants and wineries to visit. UNH is already aware of the networks from which these temporary positions and services will be filled.

Staffing Implications

Designing a course takes a lot of work and effort, which usually goes unrewarded at UNH. Faculty members are reserving their spare time for research and are focused on publishing. UNH is a research institution, so there are no institutional incentives for faculty involvement in January-term or leading international courses. Faculty promotion and tenure is heavily based on publishing. As of now, January-term participation is not taken into account for promotion and/or tenure. If Mark Huddleston, the president of UNH, wants January-term to be successful and for UNH to internationalize, then promotion and tenure cannot rely as heavily on publishing as it currently does (C. Barrows, personal communication, December 16, 2010).

Finding a faculty leader may be a barrier to this program's success. The hospitality department may need to hire someone outside of UNH to run the course. Having a new faculty member lead the course every year may also need to be altered. The continual rotation of a faculty leader may not be possible due to faculty interest, and in the end, it may harm the facilitation of the course.

Program Marketing and Student Recruitment

Student recruitment will begin in May 2011. It is essential to start recruiting early because January-term courses receive no financial aid and the students will most likely require time to save money. Since this program is open to only hospitality students, the pool of participants to draw from is limited, which increases the need for a comprehensive marketing plan. January-term study abroad options are a new initiative for UNH, which began in January 2011. Low enrollment in January-term classes abroad is expected for the first few years of the programs running because January-term is still being established at UNH. Ideally, eight to twelve students will enroll.

To initiate students thinking about the course abroad, word of mouth will be the first form of promotion for the course. Every hospitality management faculty member will be asked to make a brief statement about the course during their classes beginning in April after the program proposal has been approved by the CIE. Freshmen hospitality classes will be targeted because they will be eligible to participate by January 2012. Peer advisors will be asked to publicize the course during their April meeting and academic advisors to hospitality management students will be asked to reference the course when meeting with the students to enroll for fall semester.

Marketing materials, such as posters and mailing flyers, will be developed and printed in April 2011. The posters will be hung on bulletin boards in McConnell Hall, in the resource library at the CIE and around the Memorial Union Building by the beginning of May 2011 and

then again at the beginning of the fall 2011 semester. Every hospitality management student will receive a flyer in their Granite Square Station mailbox or at their on-campus address in May 2011 and then again in September 2011. During the summer, every hospitality management student's parents will receive a flyer, so that the parents will be informed of the international opportunity.

The television at the entrance to McConnell Hall will be another source to promote the course and advertise the general information meetings that will be held. All hospitality management students will receive an e-mail one week prior to every general information meeting. There will be two general information meetings in May 2011 and three in September 2011. If a student is unable to attend a general information meeting, they can schedule an appointment with the Administrative Assistant to the hospitality department to go over the information.

The faculty leader will have a table at the UNH managed study abroad fair, which is held every September in the Memorial Union Building to talk to interested students. The course will be promoted on multiple areas of the UNH website. The course will be listed under January-term study abroad courses: <http://www.unh.edu/januaryterm/>, on the WSBE study abroad website: <http://www.wsbe.unh.edu/study-abroad-center-international-education> and on the home page of the hospitality management website: <http://www.wsbe.unh.edu/hospitality-management-programs>.

Admissions

All interested students must attend one of the five general information sessions or meet individually with the Administrative Assistant to the hospitality department. At the general information meeting, the interested students will learn about the course abroad by reviewing the syllabus and looking at an itinerary. They will be informed on the financial piece and be made

aware of the eligibility requirements. For a student to be eligible according to the university policy they must meet the following criteria:

Be in good standing with the Student Conduct System, have earned at least 32 credit hours, at least 12 of which must have been earned at the University of New Hampshire at the baccalaureate level, have a minimum of 2.5 cumulative grade point average at the time of application to and at the time of departure for the study abroad program, and have a declared major. Transfer students, including transfer students from the Thompson School of Applied Science (TSAS) are not eligible to study abroad during the first semester of their baccalaureate program at UNH. (Policy, 2010).

The application (see Appendix D: Application) will be handed out at the general information meetings and must be completed and submitted to the Administrative Assistant of the hospitality department no later than October 1, 2011 at 4:30PM. The students will be notified of their acceptance on October 15, 2011 by e-mail. A non-refundable deposit of \$500 to secure the student's place in the course will be due no later than October 31, 2011 at 4:30PM to the Administrative Assistant of the hospitality department. It is required that all accepted students attend the pre-departure meeting that is scheduled. If they are unable to attend the meeting, then they must notify the faculty leader in advance and schedule a make-up session or otherwise they will be dropped from the course.

Logistics

Students will be responsible for arranging their own flight, which will give them the option of arriving early or staying later in France. It is highly recommended that students arrive a day or two early in case of flight complications and to allow time for recouping from jet lag. The students will be given directions to the first night's accommodation. If a student does have flight complications, they are responsible for contacting the faculty leader by phone or e-mail to

inform them of their new arrival. All breakfasts will be provided for at the accommodation. The students' lunches and three dinners in Paris will be at their own expense. Depending on the accommodation, rooms will either have two or three students of the same sex together. The TGV, the French train system, will be the source of transportation between Paris, Dijon and Aix-En-Provence. In Paris, the metro and walking will be the way students will get around with the exception of the day in the Champagne region when a minibus and driver will be hired. A minibus will be hired for travel in the Burgundy and Provence region. All souvenirs, extra activities and additional food or beverages will be at the student's expense. For a day-by-day itinerary in France see Appendix E: Logistics.

Health and Safety Plan

The health and safety plan focuses on preparation prior to departure in order to reduce the students' and faculty's risk abroad. To safeguard the health and safety of the participating students, there are mandatory faculty trainings led by the CIE, general health and safety information that provided in the pre-departure and arrival orientations, a mandatory visit to UNH's travel clinic for all participating students, and required compliance with UNH's insurance policy.

During the application process, students are required to fill out the "Study Abroad Confidential Health Information Form" (see Appendix D: Study Abroad Confidential Health Information Form), which will ensure the students visit UNH Health Services travel clinic. A physician from the travel clinic will review the student's records and confirm that each student has received all the necessary vaccinations to travel to France and is physically, as well as, mentally able to participate. The Center for Disease Control and Prevention recommends that travelers are up to date on their routine vaccinations and have received an immunization against Hepatitis B (Health Information for Travelers to France, 2010). The application also contains an

“Emergency Contact Form” (see Appendix D: Emergency Contact Form), which the faculty leader will be required to carry with them at all times in case of an emergency. The faculty leader will also carry a cell phone and a first aid kit.

As mentioned in the staffing plan, the Administrative Director for Study Abroad will facilitate the faculty leader trainings that are mandatory. The trainings will cover the faculty leader’s role because the position requires more responsibilities than teaching. Being a faculty leader, means faculty are involved in areas that they typically play no role in on-campus. Susan MacNally and Sarah Spencer (2007) describe in NAFSA’s book, *The Guide to Successful Short-Term Programs Abroad*, the role of a director (faculty leader):

As the title “director” implies, there are administrative duties such as logistics, enrollment, and financial matters. The director is likely to encounter difficult and ambiguous situations requiring skills of leadership, interpretation, decision-making, and diplomacy that are rarely if ever faced in the classroom. (pg.141)

The trainings will prepare the faculty leaders for what might happen abroad and how to react and prepare prior to leaving.

The faculty leader will also be required to attend a presentation from International SOS, who is the company that UNH has partnered with to help manage the health and security risks of their faculty and students traveling. “International SOS is the world’s leading international healthcare, medical assistance, and security services company” (International SOS, 2010). The services provided by International SOS range from telephone advice from a field expert, referrals to vetted providers, to full-scale medical and security evacuations. The International SOS network of multilingual specialists operates 24 hours a day, 365 days a year from 26 alarm centers around the world (International SOS, 2010). The presentation will cover the services

offered and supply the faculty leader with information on how to handle an emergency if one occurs.

UNH has enrolled in the assistance program with International SOS, which is meant to supplement and enhance the student's health insurance with medical and security advice and services. Health insurance is still necessary for every student and according to UNH's insurance policy, students are required to buy the ISIC or iNext card to have coverage for evacuation and travel insurance (see Appendix D: Insurance Requirement and Information). The only exception to the policy is if a student is insured through the University System of New Hampshire's (USNH) Students Health Benefit Plan. If they are insured by USNH's health plan, then they do not need to purchase a card because they are already covered. The faculty leader will carry a photocopy of every student's ISIC, iNext or USNH health plan card.

The faculty leader will lead a mandatory pre-departure orientation that will be held December 12th and an arrival orientation the first evening in Paris during the group dinner. The pre-departure meeting will cover general safety, such as informing the students that the 911 equivalence in France is 15, as well as, what to pack, the syllabus and the codes of conduct (France and Monaco Country Specific Information, 2010). The faculty leader will stress at the pre-departure and arrival orientation the no tolerance policy for drugs, and inform the students that if they are unable to consume alcohol in a mature and responsible manner during wine tastings, dinner, and during free time, that they will immediately be sent home at their own expense (see Appendix D: Participant's Agreement and Release of Liability).

The students will be informed of International SOS's coverage and services during the pre-departure meeting. The faculty leader will show the students how to enroll for health and security e-mail alerts and where to find country specific information about France. The students will be required to fill out and store their emergency record through International SOS' website.

The faculty leader will also register all of the students with the Smart Traveler Enrollment Program so the Department of State can assist in case there is an emergency (Smart Traveler Enrollment Program, 2010). During the arrival orientation, the codes of conduct will be reviewed, as well as, the group norms.

Students are required to carry with them to France their World Health Organization (WHO) vaccination card, which is given to the students during their appointment at the travel clinic. One photocopy of their passport, plane tickets, and credit cards should be left at home, one copy should be packed in their carry-on luggage, and a third copy should be given to the faculty leader minus the credit card information. The students taking prescription medications and wearing contact lenses will have to bring a supply to last for the duration of the course. The prescriptions should be kept in their original prescription bottles and packed in their carry-on luggage. It is important that the students follow airport security guidelines if the medications are liquids. Participants that wear contact lenses should also bring a spare pair of glasses. Participants will be asked to bring their own over-the-counter supply of Ibuprofen, medicine for diarrhea and any other medications or supplements they use at home or think they may need for their participation in the course (Health Information for Travelers to France, 2010).

Crisis Management Plan

For all short-term faculty-led programs, a crisis management plan must be developed and submitted to the Administrative Director for Study Abroad for approval. While abroad, the faculty leader, the Administrative Director for Study Abroad, or the Director of the CIE, have the ability to execute the crisis management plan if they see fit. The plan will be on file in the CIE and the faculty leader will also have a copy with them abroad. The Administrative Director for Study Abroad monitors all of the travel warnings and alerts posted by the Department of State and the faculty leader will subscribe to receive updates regarding the travel warnings and alerts

that the Department of State send via e-mail prior to departure (Smart Traveler Enrollment Program, 2010).

If a situation were to arise, the first priority of the faculty leader would be to make sure all of the students are safe. Depending on the crisis, ensuring the students' safety could mean multiple scenarios, such as contacting the police or going to the nearest hospital or embassy. If the leader is unsure how to proceed, they should call International SOS using their membership card and cell phone (see Appendix G: International SOS Membership Card). Once the situation is under control, they should immediately call the CIE emergency contact number to inform the Administrative Director of Study Abroad of the situation and discuss how to proceed. If the crisis is occurring not during Eastern Standard Time business hours, then UNH dispatch should be the first point of contact called (see Appendix G: UNH Emergency Contact Information). The dean of the college and department chair will also need to be notified as soon as possible. Depending on the crisis, the University's Emergency Group may need to be notified. The University's Emergency Group role will be to handle the situation of contacting the family, dealing with the press, and managing the affected students on-campus if the crisis calls for these types of actions. If the crisis prevents the faculty leader from being able to proceed on with the group, the Resident Director from the UNH Dijon Program would meet the group and finish out the program with them.

The faculty leader will follow different protocols depending on the severity of the crisis. No matter the crisis, the faculty leader must keep a detailed factual journal that includes dates, times, names, actions taken and contact information for all local parties involved. International SOS will be in charge of advising the faculty leader on the best course of action. However, for medical care according to the State Department, "France is described as a developed and stable democracy with...medical care comparable to that found in the United States [that] is widely

available” (France and Monaco Country Specific Information, 2010). The faculty leader should not stop to call International SOS if a student needs medical care, but instead they should immediately take the student to the hospital and call International SOS at the earliest convenience.

International SOS can handle all crises that arise, but depending on the severity, it may be helpful to be aware of multiple resources. Other resources that can be utilized during a crisis are embassies and consulates, overseas citizens’ services and OSAC. However, it is important to note that the Department of State’s policy for non-U.S. citizens is that they should not be registered with the embassy and if something does go wrong, the Department of State will not assist non-U.S. citizens in the event of an emergency (Barker, 2010). The embassy or consulate will be able to inform the faculty leader on how to proceed. For death or injury, arrest or detention, victims of crime, missing students or abduction, the United States government can assist in these situations by calling 202-501-4444 from overseas (Emergencies and Crises, 2010). OSAC is the bureau of diplomatic security for the United States Department of State. OSAC provides information and support regarding safety and security risks, risk management to institutions abroad, as well as American businesses and non-governmental organizations. Their website could be utilized during an emergency (About OSAC, 2010).

During the pre-departure orientation, the faculty leader will go over what to do in an emergency situation. Students will be instructed to call 15 for all crises. If the crisis situation is an act of terrorism or a natural disaster, the students will be instructed to go to their first meeting point. The first meeting point will always be the lobby of their accommodation. The backup meeting point will be decided upon arrival at every new hotel location. If a student is not able to get to the meeting point, they should call International SOS. The students will receive an International SOS card and an emergency contact card that is laminated and will have UNH’s

dispatch number, as well as, the Paris Embassy and the Consulate General Marseille emergency phone numbers (see Appendix G: In-Country Emergency Contact Information). These cards will be handed out during the pre-departure orientation.

Budget

| Budget for Trip | Fixed Costs | Variable Costs | | | | | | | | Assumptions | |
|---|-------------|----------------|------------|----------|-------|----------|--------------------|-----------|---------------------|----------------------------|-----|
| | | Costs | Units | Quantity | Total | Currency | Local Curr. (Euro) | USD Total | Total Cost to Part. | Days | 15 |
| Group Expenses | | | | | | | | | | Meals | 7 |
| Group Dinners | | 25 | part./meal | 84 | 2,100 | Euro | 2,100 € | \$2,743 | | Paris Hotel | 5 |
| Transportation | | | | | | | | | | Burgundy Auberge | 3 |
| Metro Pass (Adult Carnet of 10 Tickets) | | 12 | part. | 12 | 144 | Euro | 144 € | \$188 | | Provence Bed and Breakfast | 5 |
| Rail Tickets | | 190 | part. | 12 | 2,280 | USD | | \$2,280 | | Participants (part.) | 12 |
| Minibus and Driver | 2,500 | | | | 2,500 | Euro | 3,265 € | \$4,264 | | In-State | 6 |
| Accommodation | | | | | | | | | | Out-State | 6 |
| Paris Hotel (double) | | 100 | part./day | 60 | 3,000 | Euro | 3,000 € | \$3,918 | | Credits | 4 |
| Burgundy Auberge (triple) | | 75 | part./day | 36 | 900 | Euro | 900 € | \$1,175 | | Euro | USD |
| Provence Bed and Breakfast (triple) | | 95 | part./day | 60 | 1,900 | USD | | \$1,900 | | 1.306 | 1 |
| Tours | | | | | | | | | | | |
| Champagne Tour | | 75 | part. | 12 | 900 | Euro | 900 € | \$1,175 | | | |
| Fromagerie Tour | | 10 | part. | 12 | 120 | Euro | 120 € | \$157 | | | |

| | | | | | | | | | |
|---------------------------------|-------|-------|---------|----|--------|------|-------|----------|---------|
| Vineyard Cote de Nuits | | 15 | part. | 12 | 180 | Euro | 180 € | \$235 | |
| Vineyard Cote de Beaune | | 15 | part. | 12 | 180 | Euro | 180 € | \$235 | |
| Olive Grove Tour | | 20 | part. | 12 | 240 | Euro | 240 € | \$313 | |
| Two Bandol Appellation Wineries | | 30 | part. | 12 | 360 | Euro | 360 € | \$470 | |
| Salaries | | | | | | | | | |
| Paris Local Guide | 700 | | | | 700 | Euro | 700 € | \$914 | |
| Paris Chef | 400 | | | | 400 | Euro | 400 € | \$522 | |
| Boulangerie | 200 | | | | 200 | Euro | 200 € | \$261 | |
| Herb | 400 | | | | 400 | Euro | 400 € | \$522 | |
| Sanary Harbor Fish | 400 | | | | 400 | Euro | 400 € | \$522 | |
| Patissier Chef | 300 | | | | 300 | Euro | 300 € | \$392 | |
| Faculty-Leader Salary | 3,000 | | | | 3,000 | USD | | \$3,000 | |
| Other | | | | | | | | | |
| Indirect Costs | 2,769 | | | | 2,769 | USD | | \$2,769 | |
| Direct Costs | 2,500 | | | | 2,500 | USD | | \$2,500 | |
| Total Expenses | | | | | | | | \$30,457 | |
| Revenues | | | | | | | | | |
| In-state tuition | | 326 | credits | 6 | 7,824 | USD | | \$7,824 | \$3,883 |
| Out-state Tuition | | 359 | credits | 6 | 8,616 | USD | | \$8,616 | \$4,015 |
| Student Fees | | 41 | part. | 12 | 492 | USD | | \$492 | |
| Course Fee | | 2,538 | part. | 12 | 30,457 | USD | | \$30,457 | |
| Total Revenues | | | | | | | | \$47,389 | |
| Profit/Loss | | | | | | | | \$16,932 | |

Budget Notes

Group Expenses

- *Group dinners* will average 25€ per a meal and will be a prix fixe menu that includes salad, an option of three entrees, and a dessert. Any beverage besides water will be paid for by the student unless wine is paired with the meal as part of a lesson (see Appendix D: Participant's Agreement and Release of Liability).

Transportation

- Every student will be given one *Metro Pass* that is valid for ten rides. If a student requires additional metro rides they will be required to purchase such rides themselves.
- The *rail tickets* will be a three day Youth 2nd Class France Rail Pass purchased from Rail Europe in advance.
- The *minibus and driver* will be responsible for travel to the Champagne tour while in Paris and for all travel in the Burgundy and Provence region. The minibus will be used to go to and from the train stations, tours, and activities scheduled.

Accommodation

- The *Paris hotel* will be at Hotel Sorbonne and is a double room that includes breakfast.
- The *Burgundy auberge* will be at Logis Des Trois Maures and is a triple room that includes breakfast.
- The *Provence bed and breakfast* will be at La Lombarde and is a triple room that includes breakfast.

Tours

- The *Champagne Tour* will include the cost of the local tour guide and cost to taste test at the three Champagne houses (see Appendix D: Participant's Agreement and Release of Liability).
- *Fromagerie Tour* will include the cost of the tour guide and sampling multiple cheeses.
- The cost of *Vineyard Cote de Nuits* will cover the tour of the vineyard and the comparative wine tasting.
- The cost of *Vineyard Cote de Beaune* will cover the tour of the vineyard and the comparative wine tasting.
- The *Olive Grove Tour* will include the cost of the farmer and the expense of making the tapenade
- The cost of the *Two Bandol Appellation Wineries* will cover the tour of the vineyards and the comparative wine tastings.

Salaries

- *Paris Local Guide* is for January 4-7th and they are responsible for organizing and make group reservations for all dinners, tours, sight visits, tastings and cooking classes.
- *Paris Chef* expense is for January 5th when the students work with a local chef to prepare a three-course meal. The expense includes the salary of the chef, cost to use their facility, and the expense of the food purchased at the market.
- *Boulangerie* expense is for January 9th when students work with a local baker. The expense includes the salary of the baker and the cost to use their facility.

- *Herb* expense is for January 12th when the students work with a local chef and prepare several meat dishes incorporating herbs. The expense includes the salary of the chef, cost to use their facility, and the expense of the food purchased to cook with.
- *Sanary Harbor Fish* expense is for January 13th when the students work with a local chef to buy fish at the market and then prepare a three-course meal. The expense includes the salary of the chef, cost to use the hotel's facility, and the expense of the food purchased to cook with.
- *Patisserie Chef* expense is for January 15th when the students visit a patisserie and have a lesson on French pastries. The expense includes the salary of the patissier, cost to use their facility, and the expense of the products purchased to bake with.
- *Faculty-Leader Salary* is determined by UNH's Human Resource office.

Other

- *Indirect Costs* will cover the assistance from the CIE and the Administrative Assistant for the hospitality department, as well as, the coverage from International SOS, which is a policy the university holds. Indirect costs are 10% of total expenses.
- *Direct Costs* will cover the expense of the pre-departure and re-entry meetings, marketing and recruitment efforts, and the faculty-leader expenses such as airplane ticket, accommodation, food, and cell phone.
- The *profit* includes the cost of the credits. An intention of January-term is to increase the revenue for the university. The program being in the black is ideal for the first year. If enrollment does not reach expected numbers, then the program may not make a profit, but will be allowed to run for the first year.

Evaluation Plan

The mission, and the program and participant goals and objectives will be evaluated through WSBE's and the CIE's evaluations, the student's assignments, and debriefing sessions while abroad. The course portion of the program will be evaluated by WSBE. The evaluation will be administered at the re-entry meeting. The evaluation will be the standard evaluation all WSBE classes fill out. The January-term evaluations will be processed like all other WSBE course evaluations. The evaluation covers teaching methods and strategies, content, faculty availability and assignments.

The CIE will evaluate the faculty leader and the in-country arrangements of the January-term course. The CIE will e-mail the students that participated in the January-term course upon their return, and ask them to fill out an online evaluation (see Appendix G: Evaluation). The CIE evaluation will be administered by SurveyCat, so the results will be automatically collected and compiled (Welcome to SurveyCat, 2010). The program design, health and safety including pre-departure information, faculty leader, cultural learning and value of program will be the areas evaluated. The evaluation will be designed to be brief to increase the amount of student feedback and highlight major issues if they occurred.

Within a week of returning, the faculty leader, the Administrative Assistant and the Department Chair for the hospitality department, will meet for a discussion. The faculty leader will share their insights on what they believe worked well and what needs improvement. If there was a major student conduct issue, this meeting will provide time to decide a course of action to pursue. The meeting will also provide time for the Administrative Assistant of the hospitality department to voice their opinions on what worked well and what needs improvement for the following year because they have a lot of insight into student issues.

Conclusion

What January-term is doing is creating accessibility. *The Guide to Successful Short-Term Programs Abroad* (2007) describes short-term programs as democratizing study abroad because they, “create opportunities for a far greater range of students to leave their homes to access other cultures and explore alternate ways of learning” (Spencer and Tuma, pg. ix). Although January-term program students are not living in a foreign country, it is possible that the program will open the participants’ mind to the world and encourage them to continue exploring once they return. According to *The Chronicle of Higher Education* (2005), a January term program in Costa Rica through Muhlenberg College found that:

Almost half of our students traveled or studied abroad again. Those who did made a clear connection from their experience in Costa Rica to subsequent trips. For example, one student noted that the short-term program ‘gave me more confidence to do a semester program’ (Lewis and Niesenbaum).

If a January-term program is planned with intention, connecting the students to the community and local culture, benefits of participation will arise beyond students beginning to develop cross-cultural skills. January-term faculty-led trips are the solution for many students that need encouragement and confidence instilled within them prior to pursuing a longer duration study abroad experience. As this paper has shown, January-term can be a solution for creating accessibility for students facing financial and academic issues.

As an international educational professional, it is easy to understand the challenges of deeply connecting the students with the culture and community during a short-term program. It is known that immersion into a culture takes time, and typically more than two to three weeks. When extending the program’s duration is not an option, it can be easy to fall into designing a

study tour, which is a program that has no cultural insight and heavily focuses on seeing the main tourist attractions. Designing a study tour limits the student's potential learning and hurts the reputation of January-term faculty-led trips. International educational professionals must work to design programs with intention because with a strong program design, January-term can still have a profound impact on a student.

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Appendices

Appendix A: Plan of Study

Freshman Year

HMGT 401, The Hospitality Industry: An Historical Perspective and Distinguished Lecture Series

HMGT 403, Introduction to Food and Beverage Management

HMGT 404, UHS Hospitality Practicum I (1 credit, credit/fail grading)

ADMN 405, Freshman Academic Experience I (1 credit, credit/fail grading)

ADMN 406, Freshman Academic Experience II (1 credit, credit/fail grading)

ADMN 403, Computing Essentials for Business

ECON 401, Principles of Economics (Macro)

ECON 402, Principles of Economics (Micro)

MATH 420, Finite Mathematics or MATH 424A, Calculus for the Social Sciences

Sophomore Year

HMGT 554, Lodging Operations Management

HMGT 567, Food and Beverage Operations Management

ADMN 420, Business Statistics

ADMN 502, Financial Accounting

HMGT 618, Uniform Systems for the Hospitality Industry

Junior Year

HMGT 600, Hospitality Marketing Management

HMGT 667, Advanced Food & Beverage Management

HMGT 625, Hospitality and Employment Law

HMGT 635, Hospitality Human Resource Management

ADMN 611, Behavior in Organizations

Hospitality Management Elective*

Senior Year

HMGT 655, Hospitality Finance and Development

HMGT 703, Strategic Management in the Hospitality Industry

Hospitality Management Electives*

*Three elective courses in Hospitality Management (or two electives and an internship, teacher assistantship, or independent study analysis) are required for graduation (Undergraduate Course Catalog 2010-2011, 2010).

Appendix B: Debriefing Questions

January 4th: Gourmet tasting tour lessons learned, issues that arose, success stories, likes and dislikes and cultural insights

- What was the easiest part about navigating Paris?
- What was the most challenging part about navigating Paris?
- What was your favorite location you visited? Why?
- What location was your least favorite? Why?
- What differences between American and French culture did you immediately recognize?
- What similarities between American and French culture did you notice?
- Does anyone have a cultural insight to share with the group?
- Does anyone want to share an experience they had or have a question about an experience they had?
- Open forum time: students can share cultural observations or experiences and ask any questions they may have and the faculty leader can share logistical changes and address any issues if needed

January 5th: French cooking techniques

- How do you feel about buying produce at a local market?
- What are some of the challenges and benefits of buying produce at a local market?
- What French cooking technique did you find helpful? Challenging? Useful?
- Describe your experience working with the local French chef?
- Open forum time

January 6th: Why the Champagne region is unique

- Why can Champagne only be from the Champagne region in France?
- List characteristics that make the Champagne region unique.
- What differences and similarities did you notice between Paris and your experience in the Champagne region?
- Open forum time

January 7th: Parisian Culture

- Describe an experience you had in Paris that you do not think would happen at home?
- How did you feel about the experience?
- Was there a time you got upset or frustrated over a situation? If so, describe the situation?
- Why do you think you got upset/frustrated over the situation?
- What was your favorite thing/experience about Paris? Why?
- What was your least favorite thing/experience about Paris? Why?
- Open forum time

January 8th: Students' initial reaction to the differences between Paris and the Burgundy region

- Describe the physical differences between Paris and the Burgundy region?
- Have you noticed a difference in the people? If so, what?
- Do you prefer being in a metropolitan area versus a rural area? If so, why? If not, why?
- As you spend more time in a rural area, do you think there will be a difference in the sense of community? If so, why? If not, why?
- Open forum time

January 9th: Differences between French baking and baking in the United States

- What are the differences and similarities you noticed about French baking compared to how we bake at home?
- What type of bread do you think you will use at home to complement your cooking style? Why?
- What are the main differences between the ingredients used in French baking versus American baking?
- Open forum time

January 10th: Students' experience in the Beaune market

- What did you like about Beaune Market?
- What did you not like about Beaune Market?
- What was sold at the market that surprised you? That you liked? That you found interesting?
- How did you communicate with the stall owner when buying a product? Was your technique successful? Did you find it difficult or easy?
- Share your observations on watching how the locals interacted at the market.
- Open forum time

January 11th: French culture

- What were some of the stereotypes you heard about French people and their culture prior to coming to France?
- Now that you have spent some time in France, can you describe why these stereotypes might exist? Please provide personal examples if possible and willing.
- Do you believe in these stereotypes? If so, why? If not, why?
- What do you like about French culture? Not like?
- What was the most surprising experience you attribute to French culture?
- Open forum time

January 12th: Herbs the students' prefer based on their tastings and possible herb and entrée complements to try in the future

- What herbs are essential in French cooking?
- What herb and meat pairing was your favorite? Why? Least favorite? Why?
- Did any meat and herb pairings surprise you? If so, what combinations and why?

- What future meat and herb pairings would you like to try? Why?
- Open forum time

January 13th: Students share what they have learned about buying ingredients and the difficulties of preparing a winter menu

- What is important to remember when buying ingredients?
- Name a piece of produce and describe the characteristics you look for when buying it?
- What are some of the challenges of preparing a winter menu?
- How do you work around the challenges of preparing a winter menu?
- Open forum time

January 14th: Students' favorite wines they have tasted

- Do you prefer white or red wine or Champagne? Why?
- What are the distinguishing characteristics of Burgundy white wines? Red wines?
- What are the distinguishing characteristics of Provençal white wines? Red wines?
- What are the distinguishing characteristics of Champagne?
- Is there a wine you tasted that stands out in your memory for good or bad reasons? If so, what one and why?
- Open forum time

January 15th: Time spent in France

- What worried you the most about participating in January-term? Why?
- Describe your favorite moment of the trip? Least favorite moment of the trip?
- Describe a frustration you experienced and how you handled the situation or issue?
- Describe a barrier you overcame?
- What is one thing you would change about the trip? Not change about the trip?
- Open forum time

Appendix C: Assignments

| Assignment | Percentage | Due Date |
|---|-------------------|-----------------|
| Attendance at pre-departure meeting | 5% | 12/12/2011 |
| Attendance at re-entry meeting | 5% | 1/21/2012 |
| Participation during debriefing sessions and group activities | 10% | n/a |
| Journal with three entries prior to departure, daily entries in France and three entries upon returning | 5% | 1/27/2012 |
| Menus- two three-course dinner menus with each course paired with a French wine | 30% | 1/30/2012 |
| Five page paper on managing one of the three accommodations toured in France | 25% | 1/30/2012 |
| Slideshow or food dish for re-entry meeting | 10% | 1/20/2012 |
| Reflection paper on personal growth from the experience | 10% | 1/27/2012 |

Appendix D: Application

January-Term Program Application Checklist

Instructions: To find out if you are eligible for a January Term program please read the UNH Study Away Eligibility Policy below. If you believe you match all of the criteria to participate in the program, please fill out the following forms and return to the Administrative Assistant of the hospitality department based on the due dates in the left hand column.

| Application Process | Due Dates |
|--|------------------|
| <input type="checkbox"/> Study Away Student Eligibility Form | 10/1/2011 |
| <input type="checkbox"/> Program Application with Passport-size Photograph | 10/1/2011 |
| <input type="checkbox"/> Two Reference Forms | 10/1/2011 |
| <input type="checkbox"/> Participant's Agreement and Release of Liability | 10/1/2011 |
| <input type="checkbox"/> Emergency Contact Form | 11/15/2011 |
| <input type="checkbox"/> Review Insurance Requirement & Information | 11/15/2011 |
| <input type="checkbox"/> Photocopy of Health Insurance Card | 11/15/2011 |
| <input type="checkbox"/> Photocopy of ISIC or iNext Card | 11/15/2011 |
| <input type="checkbox"/> Photocopy of Passport Details and Signature Pages | 11/15/2011 |
| <input type="checkbox"/> Health Disclosure Form | 11/15/2011 |
| <input type="checkbox"/> Copy of Flight Itinerary | 12/01/2011 |

UNH Study Away Eligibility Policy

All UNH students studying abroad must meet the following academic criteria of the UNH Study Away Eligibility policy at the time of application. Eligibility is determined by students completing the required Study Away Student Eligibility Form, which can be found on the following page. Please note that item #6 below references the petition process for a variance.

1. Be in good standing with the Student Conduct System.
2. Have earned at least 32 credit hours, at least 12 of which must have been earned at the University of New Hampshire at the baccalaureate level.
3. Have a minimum of 2.5 cumulative grade point average at the time of application to and at the time of departure for the study abroad program. Study abroad programs provided by UNH or other approved institutions may have higher minimum GPA requirements.
4. Have a declared major.
5. Transfer students, including transfer students from the Thompson School of Applied Science (TSAS) are not eligible to study abroad during the first semester of their baccalaureate program at UNH.
6. There may be study away programs which are appropriate for first semester students who will not have satisfied the above eligibility criteria. Those students in their first semester must submit the following to the study away program directors to be reviewed by the Academic Standards and Advising Committee, which will determine student eligibility on a case by case basis:
 - Grades to date in all currently enrolled courses
 - Letter of recommendation from their Hall Director
 - Personal statement detailing their personal objectives for this experience
 - Letter of support from the Study Away program director (Policy, 2010)

Study Away Student Eligibility Form

This form is required of all students who plan to study away on a UNH program. The UNH Study Away Eligibility policy is online at <http://www.unh.edu/cie/studyabroad>.

Students are required to complete the top portion of this form and deliver it to The Office of Conduct and Mediation in 4 Hitchcock Hall the Fall semester. The form will then be sent to the appropriate Dean's Office and ultimately to the study away program to which they are applying.

I: To be completed by the student

Student's Name (*print*): _____ UNH ID #: _____

Signature: _____ Date: _____

I authorize The Office of Conduct and Mediation to share my conduct record with my Dean's Office and other relevant parties in order to determine my study away eligibility: YES NO

January Term Program: _____

E-mail Address: _____

College: E&PS HHS LA LS&A WSBE TSAS UNHM

II: To be completed by The Office of Conduct and Mediation

Does the above student have a disciplinary record with your office? YES NO

If yes, please attach the record to this form.

Respondent's Name (*print*): _____ Signature: _____

Title (*print*): _____ Date: _____

III. To be completed by the Dean's Office

Does the student meet the following academic criteria of the UNH Study Away Eligibility policy at the time of application?

- earned at least 32 credit hours: YES NO
- earned at least 12 credit hours at UNH at the baccalaureate level: YES NO
- have a minimum 2.5 UNH GPA at the baccalaureate level: YES NO
- have a declared major: YES NO

Students are required to meet all four criteria in order to be eligible

Does the student have a disciplinary record including academic dishonesty, arrest, etc. with the Dean's Office? YES NO

Does the student meet the *academic and disciplinary* criteria of the UNH Study Away Eligibility policy? YES NO

Comments: _____

Respondent's Name (*print*): _____ Signature: _____

Title (*print*): _____ Date: _____

RETURN TO FACULTY LEADER (Documents & Forms, 2011)

Program Application



Attach passport photo here

Program Information

Course Name: _____ Course Number: _____

Professor: _____ Destination: _____

Personal Information

First and Last Name: _____

Student ID Number: _____ Date of Birth: Month _____ Day _____ Year _____

Gender: Male Female

Contact Information

Cell Phone: _____ Primary E-mail: _____

School Phone: _____

School Address: _____

Street

City

State

Zip

Home Phone: _____

Home Address: _____

Street

City

State

Zip

Academic

College: _____ GPA: _____

Major: _____ Minor: _____

Year: Freshmen Sophomore Junior Senior

Passport Information

Do you have a passport? Yes No

Will your passport be valid for at least six months after returning from studying abroad?

Yes No

Name as it appears on your passport: _____

Passport Number: _____ Country of Issue: _____

Expiration Date: Month _____ Day _____ Year _____

Students are strongly encouraged to apply for a passport immediately if they do not already possess one.

Please visit: <http://travel.state.gov/passport/> and/or the Durham Post Office to begin the process immediately

Please attach a photocopy of your passport details pages (with picture and signature) and visa page (if necessary).

Short Answer

Please describe your prior international travel experiences including the locations you visited and/or any cross-cultural experiences you have had. You may also choose to comment on any special interest you would like the faculty leader to know.

Essay

Please write at least 300 words on why you would like to participate in this January Term program and what you are hoping to gain from participating in the course.

References

Please provide contact information for one academic and one personal reference. (Forms are on the following pages)

Study Abroad Reference Form

Please fill out the first line of the reference form. Your reference will then complete the rest of the form, sign and seal the reference in an envelope, which you are to collect and return with your application.

Name of Student: _____

Program Name & Destination: _____

How long have you known this student? _____ In what capacity?

Here is a list of some attitudes/skills identified by faculty who work with cross-cultural programs. To the best of your ability, please indicate the degree to which the student possesses these traits, from excellent (5) to below average (1). Use "U" for unable to judge.

| Description | 5 | 4 | 3 | 2 | 1 | U | Additional Comments (use back of page if necessary) | Description | 5 | 4 | 3 | 2 | 1 | U | Additional Comments (use back of page if necessary) |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| | | | | | | | | | | | | | | | |
| Can tolerate Ambiguity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Is self-reliant | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is open-minded | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Can tolerate differences | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is non-judgmental | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Complains infrequently | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is empathetic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Interacts well with a team | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has good communication skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Is able to handle stress | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is flexible, adaptable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Is resourceful | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is curious | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Accepts responsibility, reliant | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has a good sense of humor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Has academic skills, and potential | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Briefly comment on the applicant's social, emotional and academic maturity.

If you were leading this trip, is the applicant the type of person you would welcome as part of your team? Please explain.

Is there additional information about this applicant that would be helpful to know as part of the selection process?
Additional comments?

Signature of Reference: _____

Printed Name of Reference: _____

Title: _____ Date: _____

Participant's Agreement and Release of Liability

WHEREAS, the University of New Hampshire (hereinafter UNH) offer a January travel study program in France called HMG 610: French Hospitality (program title and hereinafter referred to as the Program) from (01/02/2012) to (01/16/2012), to qualified students; and

WHEREAS, _____ (Participant's Printed Name), voluntarily desires to participate in the Program:

IT IS HEREBY AGREED by and between the Participant, the Participant's parent or legal Guardian if Participant is under the age of 18, (collectively "the Undersigned") and UNH, as follows:

1.0 Participation in the Academic Program

The Undersigned have been informed by UNH of the scope and focus of the Program, eligibility requirements, costs, registration procedures, travel, itinerary, logistics, terms of cancellation, academic contact, and credit. By signing this Agreement and General Release, the Undersigned acknowledge that they have fully educated themselves as to the details of this program and agree to abide by its terms. It is expressly acknowledged that Participant is not required to participate in the Program. In consideration of the Undersigned's execution of this Agreement and General Release and their agreement to be legally bound by its terms, UNH will permit the Participant to enter into the Program subject to the provisions set forth herein.

2.0 Waiver of UNH's Liability for Risks and Dangers

The Undersigned understand that there are certain dangers, hazards, and risks inherent in international and domestic travel and the activities included in the Program, including but not limited to risks of injury, permanent disability or death, property damage and severe social or economic loss, which may result from the actions, inactions, or negligence of the Participant or others, weather conditions, conditions of equipment used, language barriers, differing social cultures, national and local laws, sickness, strikes, natural disasters, civil unrest or hostilities, terrorist activities or acts of war, and that UNH, its trustees, employees, and agents (collectively hereinafter UNH) cannot assume responsibility for any such personal injury, property damage or other loss. The Undersigned further understand that the above risks are also associated with any activities undertaken by the Participant which are not activities included in the Program. Such activities include, but are not limited to, individual travel by the Participant before the start or periods of time extending beyond the termination of the Program or during other periods in which the Participant is not undertaking program activities. UNH cannot and does not assume responsibility for any such personal injury, property damage, or other loss suffered by Participant during such times.

3.0 Participant Responsibility for Medical Needs

- **3.1.** The Undersigned understand that healthcare facilities in the Host Country may ascribe to a different standard of care. The Undersigned further understands that the Participant should not expect the same type of health care as would be available in the Participant's home country. Having read and understood the information UNH provided on healthcare precautions, the Participant has fully informed UNH of any condition of his/her mental/physical health that might affect the Undersigned participation in the program.
- **3.2.** The Undersigned assure UNH that the Participant has consulted with a medical doctor with regard to the Participant's personal medical needs such that the Undersigned can and do further state that there are no health-related reasons or problems which preclude or restrict the Participant's participation in the Program.

- **3.3.** The Undersigned are aware of all applicable personal medical needs, as well as having arranged for adequate hospitalization insurance to meet any and all needs for payment of hospital costs while the Participant is undertaking the Program. The Undersigned agree that UNH cannot be and is not responsible for attending to any of the Participant's medical or medication needs, that the Undersigned assume all risk and responsibility therefore, and that if the Participant is required to be hospitalized while in a foreign country or in the United States during the Program, UNH cannot and does not assume any legal responsibility for payment of such costs.

4.0 Participant's Life, Health, and Property Insurance

The Undersigned are aware that there are other potential risks in which the Participant may be placed or in which the Participant may place himself or herself during the Program which neither the Undersigned nor UNH are able to foresee at this time. The Undersigned are aware that life, health, property, and travel insurance are sold by American companies in order to reduce the financial consequences of such risk.

5.0 UNH's Rights and Powers

The University reserves the following rights and powers:

- **5.1.** The right to cancel the Program without penalty;
- **5.2.** The right to alter or withdraw any part of the Program and to make any alterations, deletions or modifications in the itinerary and/or academic program as deemed necessary by UNH or by the course instructors as agents of UNH.
- **5.3.** The Undersigned have made themselves aware of the rules and regulations as contained in the UNH Student Rules, Rights and Responsibilities and all relevant Program documents. The Participant agrees to uphold individual and group standards appropriate to the cultural setting of the program. If the Participant's actions violate local or national laws and/or UNH or host institution regulations, or are judged to be injurious to the program and/or seriously offensive to the host cultures, and/or damaging to the reputation of UNH or the Program, the Participant acknowledges that the faculty director(s) has the right, after consultation with a representative of UNH, to terminate the Participant's enrollment in the program without refund of tuition nor fees and to return the Participant to the United States at his own expense.
- **5.4.** The Undersigned understand that military actions, terrorist threats, labor strikes, civil unrest, and natural disasters, as well as other situations which are disruptive to the learning environment and/or the life of and safety of the Program group, may result in an alteration in the Program itinerary. The Undersigned agree to accept financial responsibility for the Participant which may result from such a change in the program itinerary and agree to follow the leadership and direction of UNH in the decision to change travel plans.

6.0 Potential Travel and Accommodation Problems

- **6.1.** The Undersigned acknowledge and agree to accept all responsibility for loss or additional expenses due to delays or other changes in transportation due to sickness, weather, strikes, or other unforeseen causes. The Undersigned acknowledge and understand that UNH assumes no liability whatsoever for any loss, damage, destruction, theft or the like to the Participant's luggage or personal belongings, and that the Participant has retained adequate insurance or has sufficient funds to replace such belongings and will hold UNH harmless there from.
- **6.2.** The Undersigned acknowledge and understand that in the event the Participant becomes detached from the Program group, fails to meet a departure bus, airplane, train, or other conveyance, or becomes sick or injured, the Participant will bear all responsibility to seek out, contact, and reach the Program group at its next available destination; and that the Participant shall bear all costs attendant to contacting and reaching the field trip group at its next available destination.
- **6.3.** UNH strongly discourages students from operating vehicles while participating in January-term study abroad programs. Traffic congestion and different traffic laws and regulations, civil and criminal, can make driving motor vehicles abroad extremely hazardous. Insurance requirements and other financial

responsibilities vary from country to country. The Undersigned acknowledge and understand that there are risks associated with operating a motor vehicle or motorized conveyance of any kind while participating in the Program and that UNH assumes no liability whatever for any death, injury, damage, loss, accident or delay resulting from the Participant's operating a motor vehicle or motorized conveyance of any kind while participating in the Program

- **6.4.** All services and accommodations are subject to the laws of the country in which they are provided.
- **6.5.** The Undersigned understand that UNH in no way represents, or acts as agent for, the transportation carriers, hotels, and other suppliers of services connected with the Program. The Undersigned further understand and agree that UNH, its governing board, employees and agents are:
 - **6.5.1** Not responsible or liable for any injury, damage, loss, accident, delay, or other irregularity which may be caused by the defect of any vehicle or the negligence or default by any company or person engaged in providing or performing any of the services involved in the Program;
 - **6.5.2** Not responsible for any disruption of travel arrangements or any consequent additional expenses that may be incurred there from.

7.0 Legal Problems

The Undersigned acknowledge and understand that should the Participant have or develop legal problems with any foreign nationals or with any government while participating in the Program the Participant will attend to the matter personally with the Participant's own personal funds. UNH is not responsible for providing any assistance under such circumstances.

8.0 Conduct of the Participant

The undersigned understands that the Participant is responsible for his or her personal welfare while abroad. The Undersigned are aware of the means by which sexually transmitted diseases are contracted and recognize the inherent risks of unprotected sexual activity and intravenous drug use. The Undersigned are aware of the health, safety, and legal implications associated with the use of alcohol and drugs and will educate themselves, prior to departure, as to the local or national laws of the host country. The Undersigned acknowledge and understand that UNH assumes no liability whatsoever for any death, injury, loss, damage, harm, accident or delay resulting from the Participant's conduct as described in this paragraph 8.0.

9.0 Governing Law

The Undersigned agree that this Agreement and General Release shall be construed in accordance with the laws of the State of New Hampshire, which shall be the forum for any lawsuits filed under or incident to the Agreement and General Release or the Program. The terms and provisions of this Agreement and General Release shall be severable, such that if a court of competent jurisdiction holds any term to be illegal, unenforceable, or in conflict with any law governing this Agreement and General Release, the validity of the remaining portions shall not be affected thereby.

10.0 Assumption of the Risks Involved

- **10.1.** Knowing the dangers, hazards, and risks described herein, or otherwise associated with participation in the Program whether foreseen or unforeseen, and in consideration of being permitted to participate in the Program, the Undersigned, on behalf of the Participant's family, heirs, and personal representative(s), agree to assume all risks and responsibilities surrounding Participant's participation in the Program including transit to, during and from the Program, and to forever discharge, release and waive any claims against UNH for any and all liability related to any harm, injury, damage, claims, demands, actions, causes of action, costs, and expenses of any nature whatsoever which the Participant may have or which may hereafter accrue to the Undersigned, arising out of or related to any loss, damage, or injury, including but not limited to suffering and death, that may be sustained by the Participant or by any property belonging to the Participant, except for loss or injury arising out of the sole negligence or willful misconduct of UNH.

- **10.2.** The Undersigned understand and agree that UNH does not have medical personnel available at the location of the Program or during transportation or anywhere in the Host Country. The Undersigned understand and agree that the UNH is granted permission to authorize emergency medical treatment, including anesthesia and surgery if necessary, and that such action by UNH shall be subject to the terms of this Agreement and General Release. The Undersigned understand that UNH assumes no responsibility for any injury or damage which might arise out of or in connection with such authorized emergency medical treatment.
- **10.3.** The Undersigned acknowledges having read and understood all Consular Information sheets, travel warnings, and other announcements posted on the Web site of the U.S. State Department and relating to the Host Country or countries visited during the Program.

11.0 Other Claims

- **11.1.** It is the Undersigned's express intent that this Agreement and General Release shall bind the members of the Undersigned's family and spouse, if Participant is alive, and Participant's family, estate, heirs, administrators, personal representatives, or assigns, if Participant is deceased, and shall be deemed as a Release, Waiver, Discharge, and Covenant not to Sue UNH. The Undersigned agree to save and hold harmless, indemnify, and defend UNH from any claim by the Undersigned or Participant's family, arising out of the Participant's participation in the Program.
- **11.2.** It is the Undersigned's express intent that this Agreement and General Release shall hold harmless and agree to indemnify the University and its agents with regard to any financial obligations or liabilities that the undersigned incur, or any damage or injury to the person or property of others that the undersigned may cause or be accused of causing, while participating in the Program. In the event the University or its agents advance or loan any monies to the undersigned or incur special expenses on their behalf while abroad or in relation to the Program abroad, the undersigned agree to make immediate repayment.

12.0 Refund Policy

- **12.1.** The Program requires that a deposit be paid by October 31, 2011. The deposit is not refundable under any circumstances after a Participant's application has been accepted. If UNH is unable to accept an application, it will refund all payments.
- **12.2.** If the Program is cancelled, or if in the sole judgment of UNH, it has been so radically changed in itinerary or curriculum that it would be unfair to require the Participant to take part in the Program and the Participant elects in writing to withdraw from the Program, the University will refund all non-recoverable fees paid. Under these circumstances, the University will have no additional responsibility or liability to the Participant, or to the Participant's parents or guardian.
- **12.3.** After November 15, 2011, no refunds of fees will be made for any reason.
- **12.4.** By registering for the Program, you are responsible for all non-tuition fees associated with the program you elected to participate in. Students are considered to be enrolled at the University of New Hampshire while abroad, and will therefore pay the university's tuition fees and be allowed to receive his/her entire financial aid package.
- **12.5.** The University of New Hampshire recommends that you purchase fully refundable airline tickets and/or trip cancellation insurance to safeguard yourself against losses or penalties should the Program be canceled or its dates changed. The University of New Hampshire assumes no responsibility for such losses or penalties.
- **12.6.** If you are on financial aid and withdraw from the Program, you must contact the Office of Financial Aid immediately, as it may affect your financial aid package.
- **12.7.** Students in the Program who choose **NOT** to participate in a program activity or program component, either mandatory or non-mandatory, (such as a field trip, excursion, cultural event, meals, etc.) will **NOT** be refunded any portion of the program cost.

13.0 Age of Participant

The Undersigned state that Participant is at least eighteen (18) years of age and fully competent to sign this Agreement.

14.0 Entire Agreement

In signing this Release, the Undersigned acknowledge and represent that the Undersigned have become fully informed of the content of this Agreement and General Release by reading it before signing it and that no oral representations, statements, or inducements, apart from the foregoing written statement, have been made.

The term, *Undersigned*, is used in this Agreement and General Release as pertaining to more than one person. If the participant is of majority age, it refers only to the Participant. If the Participant is not of majority age, Undersigned refers to the Participant and the Participant's Parent or Guardian, signatory, hereto.

THIS IS A RELEASE OF LEGAL RIGHTS – PLEASE READ AND UNDERSTAND BEFORE SIGNING

SIGNED: _____ DATE: _____

CO-SIGNED: _____ DATE: _____

(Co-Signature of Parent or Guardian if Participant is under 18 years of age)

(Putnam, 2009)

Emergency Contact Form

Student Name (printed): _____

Student ID #: _____ DOB: _____ Age: _____

I am covered by USNH Student Health Insurance Plan: Yes No

If not, please provide the following information:

Health Insurance Provider: _____ ID #: _____

Remember to provide a photocopy of your health insurance and ISIC or iNext card

Please tell us whom we should contact in the case of an emergency.

Name: _____ Relationship to you: _____

Home Phone: _____ Work Phone: _____

Cell Phone1: _____ Cell Phone2: _____

Email1: _____ Email2: _____

Home Address: _____

Alternative contact should we be unable to reach the above person:

(Alternative contact must be at a different address from the one above, and must also be able to make life or death decisions on your behalf. Do not list roommate or boy/girlfriend)

Name: _____ Relationship to you: _____

Home Phone: _____ Work Phone: _____

Cell Phone1: _____ Cell Phone2: _____

Email1: _____ Email2: _____

Study Abroad Confidential Health Information Form

In the interest of helping to maintain students' physical, emotional and psychological health and safety throughout the study abroad program, please provide the following information.*

Student Name (printed): _____

Student ID #: _____ DOB: _____ Age: _____

Destination (city/country): _____

UNH course name & number: _____

Semester/Term abroad: _____ Year: 20_____

Are you allergic to any of the following? If yes, please explain.

Insect bites/stings: No Yes _____

Medication(s): No Yes _____

Food: No Yes _____

Other: No Yes _____

Have you been properly immunized for your study abroad destination country? (A list of recommendations is on the Center for Disease Control website <http://wwwnc.cdc.gov/travel/>)

No Yes

Will you bring any drug(s) or medication(s) with you abroad?

No Yes If yes, please include name and description.

Are you using any type of drug or medication for health reasons which may be difficult to acquire or may be illegal in your study abroad destination country?

No Yes If yes, please describe.

Are you currently working with health services, disability services or the counseling center?

No Yes

Will you require any accommodations (dietary, transportation or academic services/arrangements) while abroad?

No Yes If yes, please describe in detail.

Are there any additional comments you would like to make regarding your physical or mental health?

I hereby certify that all the above information given is true and accurate to the best of my knowledge.

Signature of Student: _____ Date: _____

* If you have any questions when completing this form, feel free to contact your faculty leader or the following university's offices:

Health Services
603-862-1530

Counseling Services
603-862-2090

Disability Services
603-862-2607
Kathy Berger
Kathy.Berger@unh.edu

Center for International Education
603-862-2398

Insurance Requirement and Information

Requirement

All students must provide a photocopy of an International Student Identity Card (ISIC) or an iNext card before they can be registered at UNH for study abroad. The ISIC provides the minimum required amount of international emergency coverage.

In addition to standard medical insurance, UNH requires that all study abroad students have this type of supplemental international insurance because most standard U.S. health insurance policies provide none or inadequate coverage for international medical evacuations and/or repatriations of remains.

The ISIC is available at the UNH ID Office, 101 Holloway Commons, Monday-Friday, 9:00am-4:00pm. Applications and detailed information are available on the ISIC web site (<http://www.myisic.com>) or at the ID office. The following items will be necessary to obtain an ISIC: a passport sized photo (can be obtained at Media services), UNH ID and one other form of identification, \$22.00 (cash or check only). The iNext card is available online at <http://www.inext.com>.

Exemptions

You are not required to purchase ISIC or iNext supplemental coverage if you are currently insured through the USNH Students Health Benefit Plan. The SHBP provides adequate coverage for the contingencies listed above.

General Information

ISIC or iNext provide only minimal coverage and are meant to be supplemental to an existing primary insurance plan. Therefore it is essential for students and parents to know the details of their primary and supplemental coverage to learn how this coverage will be applied while the student is studying abroad and what are the procedures in the event of an emergency. Below are some guidelines, terms, and definitions to help with this process.

Guidelines

- **What Insurance Covers:** Know exactly what is and is not covered by your insurance plan. For example, high-risk sports injuries, dental care, and optical care are sometimes not covered by basic medical insurance. Also, if certain pre-existing conditions are excluded, check on the exact definition of "pre-existing."
- **Other Aspects to Consider:** Other aspects to consider include the financial limits of coverage, what countries it includes, whether evacuation and repatriation is included, the policy's start and end dates, and whether you will have to pay first for treatment and be reimbursed later by your insurance company.

Types of Insurance

- **Major Medical:** This type of insurance assures that all or part of your medical expenses for illness and injury will be paid. As costs vary from country to country, it is important to have sufficient coverage for any healthcare needs you may have while abroad.
- **Emergency Evacuation:** This type of insurance provides support for transportation from the scene of an accident to the closest appropriate medical care facility. This could be by ambulance, helicopter, air rescue, or other form of special transportation. The insurance provider, in conjunction with an emergency assistance company should work with a local doctor in deciding where the appropriate medical care can be provided. It may not cover your return to the United States if the company does not believe it is necessary.
- **Legal Assistance/Liability Insurance:** If you encounter legal difficulties abroad, you may need the assistance of a local attorney. If you are found responsible for damages, liability insurance may cover those costs. The U.S. Department of State may assist you in finding an attorney, but they can neither pay attorney costs nor damages.
- **Lost Baggage/Property Insurance:** Insurance can be purchased to cover lost baggage and lost or theft of your baggage abroad.
- **Motor Vehicle Coverage:** Whether you rent a car, motorcycle, moped, or accompany someone in a personal vehicle; you should insure that you, the vehicle, and any passengers will be covered in case of accident or injury. You may need to pay for damage to someone else's vehicle or the injury of others if you are found responsible in the case of an accident.
- **Kidnapping and Terrorism Insurance:** Insurance is available to provide for response to kidnapping or terrorism.
- **Repatriation of Remains:** In the event of your death, this type of insurance will provide means for the return of your remains to the United States.
- **Accidental Death and Dismemberment/Life Insurance:** In the case of loss of limbs or death, this coverage provides funding to compensate you or your beneficiary. Students with a spouse or dependents may want to consider purchasing a comprehensive life insurance policy.

Insurance Policy Components

- **Pre-Existing Conditions:** Some insurance will specifically limit coverage for medical conditions existing prior to the beginning of coverage.
- **High Risk Activities:** Some insurance will specifically exclude coverage for high risk activities like contact sports, skiing, mountain climbing, etc.
- **Continuing Coverage in the United States:** Many international insurance plans do not cover continued care in the U.S., or if they do, the amount of coverage is limited. You may want to continue your Major Medical coverage in the U.S. while abroad in case you need to come home for medical care.
- **Special Areas:** Some insurance will limit coverage for accidents involving alcohol and drug related activities.
- **Advance Payment vs. Reimbursement:** It is important to know whether your insurance company will pay when services are provided. Many travel insurance policies require you

to obtain approval before treatment, then pay in advance and then submit a claim for later reimbursement of medical expenses.

- **24-hour Emergency Assistance/Help Line:** This type of service can be limited to a simple phone response system, or provide you with comprehensive emergency assistance for evacuation, legal aid, translation services, and other support around the world.
 - **Family Emergencies:** Some policies may offer coverage for family emergencies, illness or death. The costs of emergency bereavement flights back home may be covered, as well as a refund in the event you cannot complete your program.
 - **Airline/Program Bankruptcy:** Find out if your policy covers the possibility of airline or program bankruptcy, and if you are entitled to a refund if such an event occurs.
- (Documents & Forms, 2011)

Appendix E: Preliminary Day-by-Day Itinerary for France

| Date 2012 | Description |
|-----------|--|
| January 2 | Evening- Students arrange flight from BOS to CDG |
| January 3 | Morning- TGV into Paris to meet at Hotel Sorbonne (Hotel Sorbonne, 2010) Evening- Group welcome dinner at Restaurant Perraudin at 6:00pm and arrival orientation will follow dinner (Restaurant Perraudin, 2010) |
| January 4 | Morning- Breakfast in Hotel Sorbonne from 7:30-8:30AM. Small group, self-guided gourmet tasting tour on foot at 9:00AM, meet in lobby. Afternoon- Lesson will be on quality of products led by the faculty leader in the breakfast room of hotel at 3:00-4:00PM. Debriefing session on morning tour covering lessons learned, issues that arose, success stories, likes and dislikes and cultural insights starting at 4:00PM-5:00PM. Evening- Free time and dinner on their own. |
| January 5 | Morning- Breakfast in Hotel Sorbonne from 7:30-8:30AM. Students will meet with a local chef in their kitchen to have a lesson on French cooking from 9:00AM to 12:00PM. Students will be allowed one hour to find a place for lunch. Afternoon- Students will prepare a three-course meal beginning at 1:00PM in the local chef's kitchen. Evening- Dinner will be the meal they prepared and will be served at the restaurant. The debriefing session will happen during dinner. After dinner the students will have free time. (France, Three Perfect Days in Paris, 2010) |
| January 6 | Morning- Breakfast in Hotel Sorbonne from 7:00-7:45AM. Students will depart from Hotel Sorbonne by minibus at 8:00AM for an all day tour of the Champagne region in France. Afternoon- Students will visit three champagne houses in Reims and their underground chalk cellar. Students will taste test several champagnes. Lunch will be provided at a restaurant in Reims. (Paris Champagne Tour, 2010) Evening- Debriefing session will happen on bus ride back to Paris. The minibus will arrive at Hotel Sorbonne around 7:30PM. The students will get dinner on their own during their free time. |
| January 7 | Morning- Breakfast in Hotel Sorbonne from 7:30-8:30AM. Students will have a tour of Hotel Sorbonne at 9:00AM. After the tour, the group will meet in the breakfast room to have a lesson led by the faculty leader on boutique hotels until 12:00PM. Afternoon- Students will have lunch on their own and will meet at the hotel at 1:00PM to go visit a fromagerie. Following the tour, a debriefing session on Parisian culture will happen at a café from 4:00PM to 5:00PM. Evening- Students will be on their own for dinner and their last night in Paris. (France, Three Perfect Days in Paris, 2010) |
| January 8 | Morning- Breakfast in Hotel Sorbonne from 7:30-8:30AM. Take metro at 9:00AM to Paris Gare Lyon for 10:29AM train ride to Dijon Ville. Train arrives at 12:05PM. Lunch will be at the train station. Group will meet outside the main entrance of the train station at 1:00PM to board the bus that will take the group to Logis Des Trois Maures, the auberge accommodation, which is like a country inn. (Logis Des Trois Maures, 2010) |

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| | <p>Afternoon- Students will have a tour of the auberge accommodation at 3:00PM. After the tour, the group will meet to have a lesson led by the faculty leader on auberges' architecture, costs of maintaining, clientele, and marketing from 3:30-5:00PM.</p> <p>Evening- The group dinner will be at the hotel and start at 7:00PM. The debriefing session will happen during dinner. The evening is free after dinner.</p> |
| January 9 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go to the boulangerie to have a lesson on the art of bread baking via bus. Students will have lunch at a nearby café before boarding the bus to go to the vineyard at 1:00PM.</p> <p>Afternoon- Tour vineyard Cote de Nuits and do a comparative wine tasting from 1:30-3:00PM. Students will have a lesson led by the faculty leader on wine making including the step-by-step process from vine to labeling in the breakfast room from 4:00-6:00PM.</p> <p>Evening- Debriefing session will happen during group dinner at the hotel at 7:00PM. Evening is free after dinner. (France, Burgundy Wine Experience, 2010)</p> |
| January 10 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go to the Beaune market. Lunch will be on your own.</p> <p>Afternoon- Meet the bus at 1:00PM to tour the vineyards of Cote de Beaune and do a comparative wine tasting. Students will have a lesson led by the faculty leader on pairing wine with food in the breakfast room from 4:00-6:00PM.</p> <p>Evening- Debriefing session will happen during group dinner at the hotel at 7:00PM. Evening is free after dinner.</p> |
| January 11 | <p>Morning- Breakfast in hotel from 7:00-8:00AM. Bus will pick group up at 8:30AM to take them to Dijon Ville for 9:16AM train ride to Aix-en-Provence.</p> <p>Afternoon- Arrive at Aix-en-Provence at 1:32PM. Students will have free time to explore and have lunch in Aix-en-Provence. A bus will pick the group up to go to La Lombarde, a bed and breakfast at 4:30PM (La Lombarde, 2010).</p> <p>Evening- Group dinner at hotel at 7:30PM and debriefing session during dinner. Evening is free after dinner.</p> |
| January 12 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go by bus to a local chef's kitchen to have a lesson on herbs. Students will have lunch at a nearby café.</p> <p>Afternoon- The students will prepare several meat dishes under the guidance of the local chef in his kitchen beginning at 1:30PM.</p> <p>Evening- For dinner at 6:00PM, all of the meat dishes will be served in the restaurant and the debriefing session will happen then. The evening is free after dinner.</p> |
| January 13 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go by bus to Sanary harbor to have a lesson on purchasing fish. The students will then have to prepare a menu based on the fish they purchased.</p> <p>Afternoon- Lunch will be on their own in Sanary harbor. Students will board the bus at 1:00PM to return to the hotel. Students will begin preparing their menu in the hotel's kitchen at 2:00PM, including wine pairings.</p> <p>Evening- Dinner will be at 6:00PM and will be the meal they prepared. A debriefing session will happen during dinner. The evening is free after dinner.</p> |

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| January 14 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go by bus to visit an olive farm and participate in making the French specialty tapenade led by the farmer. Lunch will be at the farm.</p> <p>Afternoon- Students will go by bus from the farm at 1:00PM to visit two wineries and do a comparative wine tasting of Bandol appellation wines.</p> <p>Evening- Students will have a tour of the bed and breakfast starting at 4:30PM. After the tour, the group will meet to have a lesson led by the faculty leader on bed and breakfast accommodation until 7:00PM. Dinner and the debriefing session will follow the lesson ending. Evening is free after dinner.</p> |
| January 15 | <p>Morning- Breakfast in hotel from 7:30-8:30AM. Students will meet in hotel lobby at 9:00AM to go by bus to visit a local patisserie to have a lesson on French pastries.</p> <p>Afternoon- After students get lunch on their own, they will meet at 1:00PM at the patisserie to try their hand at making French pastries. (France, Passport to Provence, 2010)</p> <p>Evening-Debriefing session on experience in France during final group dinner at Restaurant La Recreation (Restaurant La Recreation, 2010). Evening is free after dinner.</p> |
| January 16 | <p>Morning- Bus will pick group up at 6:30AM to take them to Aix-en-Provence train station for 7:25AM train ride to Aeroport CDG arriving at 10:57AM.</p> <p>Afternoon- Flights from CDG to BOS or students may elect to stay in-country and travel independently.</p> |

Appendix F: UNH's Rights, Rules & Responsibilities

Alcohol, Tobacco, and Other Drug Policies UNH Alcohol Policy

The University is committed to establishing and maintaining an environment that fosters mutually beneficial interpersonal relations and a shared responsibility for the welfare and safety of others. Because alcohol can have a significant effect on that environment, the University has adopted this policy for governing alcohol use by students, staff, faculty, visitors, and guests. While University policy permits responsible consumption of alcohol at some places and times, the consumption of alcohol should never be the primary purpose or focus of an event. Alcohol-free social events are encouraged, as is the use of third party vendors when alcohol is served.

1. The acquisition, distribution, possession, or consumption of alcohol by members of the UNH community must be in compliance with all local, state, and federal laws.
2. Non-alcoholic beverages must be provided at events where alcoholic beverages are served.
3. Institutional restrictions on alcohol use on UNH property vary by location, and in some cases, by time. Given the sensitivity surrounding the use of alcohol, those who grant approval for alcohol consumption, as required below, must submit a copy of each approval to the President for filing and record keeping purposes. With the President's consent, deans or vice presidents may designate their approval authority to others. Students should refer to *Student Rights, Rules, and Responsibilities* for additional information.
 - a. *University Residence Halls and Apartment Complexes*—Residents of legal drinking age may consume alcohol in their rooms or apartments. Alcohol may not be consumed in common areas, such as lounges, hallways, etc. See section C, Residence Alcohol Policy and Regulations listed below.
 - b. *Dining Halls*—During periods when dining halls are not open to students and are assigned to workshops or conferences, alcohol may be served and consumed with the approval of the Vice President for Finance and Administration.
 - c. *MUB, Hamel Recreation Center, Field House*—Alcohol may not be consumed in these facilities.
 - d. *Whittemore Center Arena, Skyboxes, and Skybox Lounge*—As a sports/entertainment complex, state law imposes special restrictions on alcohol consumption in the Whittemore Center arena, its skyboxes, and skybox lounge. For more information, contact the Assistant Vice President for Business Affairs.
 - (1) *Arena and Skyboxes*—As required by law no alcoholic beverages may be sold or consumed in arena or skybox seating at any intercollegiate or interscholastic event. Furthermore, this policy prohibits distribution, possession, or consumption of alcohol in the arena or skyboxes at any event either sponsored by a student organization or which attracts a substantial number of

audience members who are under the legal drinking age. Consistent with the foregoing restrictions, alcohol may be served and consumed at a limited number of approved events in the arena and skyboxes. The Vice President for Finance and Administration must give the required approvals.

(2) Skybox Lounge—Alcohol may be served to private groups at a limited number of approved events in the skybox lounge. The Vice President for Finance and Administration must give the required approvals.

e. The New England Center and the President's Residence—Alcohol may be served and consumed only in conformity with all applicable laws, regulations, and policies.

f. Academic, Administrative, and Classroom Buildings (any UNH building not included in the previous categories)—Consumption of alcohol is permitted only as part of an approved event, such as a reception for a visiting scholar or a celebration of a special accomplishment. The dean or vice president who is sponsoring the event must give the required approvals.

g. UNH Grounds—Consumption of alcohol is permitted only as part of an approved event. Generally, approval will require the use of a third party vendor. The Office of the President must give the required approvals.

4. UNH has an interest in off-premise events held in its name. If alcohol is used illegally or inappropriately at such events, the University may take steps to protect its interests.

5. Any variation from this policy must be approved by the President upon the recommendation of the appropriate senior administrator reporting directly to the President.

6. This policy became effective on January 17, 1998. (*November 21, 1997*) (“University of New Hampshire’s Rights, Rules & Responsibilities, 2011, pg.11)

Appendix G: Crisis Management

UNH Emergency Contact Information

UNH 24 Hour Emergency Dispatch: +1-603-862-1427

Center for International Education: +1-603-862-2398

Office Hours: Mon-Fri 8am-4:30pm E.S.T.

CIE Emergency Contact Number: +1-603-767-8547

In-Country Emergency Contact Information

U.S. Embassy Paris

4, avenue Gabriel, 75008 Paris

Telephone: 01 43 12 22 22

Telephone from the United States: (011 33) 1 43 12 22 22

Emergency after-hours telephone: 01 43 12 22 22

Emergency after-hours telephone from the United States: (011 33) 1 43 12 22 22

Fax Passport Services: 01 42 96 28 39

Fax Passport Services from the United States: (011 33) 1 42 96 28 39

Fax Special Consular Services: 01 42 61 61 40

Fax Special Consular Services from the United States: (011 33) 1 42 61 61 40

U.S. Consulate General Marseille

Place Varian Fry, 13006

Telephone: 04 91 54 92 00

Telephone from the United States: (011 33) 4 91 54 92 00

Fax American Citizen Services: 04 91 55 56 95

Emergency after-hours telephone: 01 43 12 22 22

Emergency after-hours telephone from the United States: (011 33) 1 43 12 22 22

(France and Monaco Country Specific Information, 2010)

International SOS Membership Card

(International SOS, 2010)



Welcome

You're now a member of International SOS.

Rest assured. You now have your very own personal, medical, and security assistance advisor for emergencies, as well as routine advice when outside your home country.

Reach out to International SOS if you need a routine referral, lose your medication, or have a medical or security crisis. International SOS is here to help and ensure you get what you need anytime, anywhere. That's what we do best.

Keep this card handy as you travel, live, and work. It contains your membership number and phone numbers to access International SOS 24/7/365.

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Human touch



If you need medical or security advice or assistance, call us
24 hours a day, 7 days a week (call collect where available):

Philadelphia +1.215.942.8226 Singapore +65.6338.7800
London +44.20.8762.8008 Sydney +61.2.9372.2468

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Control Risks



Medical advice and assistance provided by International SOS

Security advice and assistance provided by
a joint venture of International SOS and Control Risks

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Appendix H: Evaluation

CIE's Faculty-led, Short-term Study Abroad Program Evaluation Questions

1. What J-Term program did you participate in?

2. Please indicate the top 3 reasons you selected this specific program:
 - Availability of specific classes for my major
 - Availability of specific classes for general education requirement(s)
 - Reputation of the faculty leader
 - Price
 - Location
 - Length of program
 - Excursions offered
 - Housing/Meals
 - Availability of a group flight
 - Popularity of this program among UNH students
 - Other, please specify _____

3. How did you learn about this program?
 - Professor/Advisor
 - Friend
 - CIE Website
 - Study Abroad Fair
 - Advertisement/Poster/Flyer
 - Department Information Session
 - Classroom Announcement
 - Other, please specify _____

4. Did you receive an adequate amount of information prior to departure that was able to answer your and your parents' questions? (yes/no) If no, what else would you have liked to receive information about?

5. How would you rate the following services provided by the program?

| | Poor | Fair | Average | Good | Excellent | N/A |
|---------------------------------------|------|------|---------|------|-----------|-----|
| Pre-departure advising | | | | | | |
| Pre-departure informational materials | | | | | | |
| Pre-departure meeting | | | | | | |
| On-site orientation | | | | | | |
| Quality of housing | | | | | | |
| Quality of meals | | | | | | |
| Quality of transportation | | | | | | |
| Program locations | | | | | | |
| Cultural activities | | | | | | |

6. How would you rate the following health and safety services provided by your program?

| | Poor | Fair | Average | Good | Excellent | N/A |
|--|-------------|-------------|----------------|-------------|------------------|------------|
| Health and safety information covered during the pre-departure orientation | | | | | | |
| Insurance information covered prior to departure | | | | | | |
| Health and safety information covered during the on-site orientation | | | | | | |
| Explanation of emergency procedures | | | | | | |
| Safety of facilities | | | | | | |
| Safety of transportation | | | | | | |
| Safety of locations visited during program | | | | | | |
| Access to and quality of health care | | | | | | |
| Access to and quality of counseling services | | | | | | |

7. Did you have any health and safety issues while on the J-term program? (Yes/No) If yes, please describe the quality of services that you were provided?

| | Poor | Fair | Average | Good | Excellent | N/A |
|--|-------------|-------------|----------------|-------------|------------------|------------|
| 8. How well did the academic and cultural experiences complement one another? | | | | | | |
| 9. How well did the program structure (organization, schedule, activities) contribute to enhancing your learning experience? | | | | | | |
| 10. The faculty leader prepared me well for adapting to the host country and culture. | | | | | | |

| | Strongly Agree | Mildly Agree | Neither Agree Disagree | Mildly Disagree | Strongly Disagree | N/A |
|--|-----------------------|---------------------|-------------------------------|------------------------|--------------------------|------------|
| 11. The faculty leader was knowledgeable about the host country and its culture and shared this knowledge with you? | | | | | | |
| 12. The faculty leader was available and easily approachable throughout the entire program for academic reasons. | | | | | | |
| 13. The faculty leader was available and easily approachable throughout the entire program for personal reasons. | | | | | | |
| 14. The faculty leader was able to handle the unexpected situations that arose during the J-term program effectively. | | | | | | |
| 15. The faculty provided a stimulating atmosphere for critical and independent thinking. | | | | | | |
| 16. Would you agree or disagree with the following statement: I would study on another J-Term program organized by this faculty member if I had the chance | | | | | | |
| 17. Has your experience abroad increased your knowledge of the country in which you studied? | | | | | | |
| 18. My J-Term program provided a good value for the price. | | | | | | |

19. Compared to the other courses you have taken on-campus, the amount you learned on the J-term program was:
- Less
 - Same
 - More
20. How would you rate the academic challenge you faced on your J-term program:
- Much less than an on-campus class
 - Less than an on-campus class
 - Same as an on-campus class
 - More than an on-campus class
 - Much more than an on-campus class
21. Did you have any problems understanding the culture? (Yes/No) If yes, what suggestions do you have that will help future students meet these challenges?
22. What is the most important thing you learned from your participation on a J-term program that will impact you academically?
23. What is the most important thing you learned from your participation on a J-term program that will impact you professionally?
24. What is the most important thing you learned from your participation on a J-term program that will impact you personally?