

**UC San Diego Global Seminars
2024 Provider Proposal Guidelines (56 Point Memo)**

Prepared by Study Abroad, UC San Diego (6/7/23)

Dear Colleagues,

Thank you for your participation in the proposal process for the summer 2024 Global Seminars. We sincerely value your partnership. If you have any questions, do not hesitate to contact the Global Seminars team. Please note that we have updated our list of requirements and your proposal should combine the 56 requirements in this memo with the specific program details in the faculty member's proposal.

Study Away:

The Global Seminar program recently launched study away programs based in the United States. These will follow a similar model to that of our faculty-led summer study abroad seminars. This memo will be used for both study abroad as well as study away Global Seminars in locations such as Hawaii, California, or Puerto Rico.

Instructions:

Your proposal must conform to the 56-point format because many different offices on our campus will be reviewing all proposals, and we require standardization to streamline this comprehensive review process. Include ALL the following services in the cost of the faculty-led study abroad program.

1. Program dates: Each proposal will specify either summer session I or II. Global Seminars classes for summer session I are from Monday, July 1 to Friday, August 2, 2024, and dates for summer session II are from Monday, August 5 to Friday, September 6, 2024. However, students will arrive on the Sunday immediately prior to the first day of class and student housing should be available then. Students will leave the housing on the Saturday after classes end. Faculty arrive one day before the students arrive and the faculty housing should be available that Saturday. Faculty will leave housing on the Sunday after classes end. Please clearly list the start and end dates for student and faculty housing in your proposal.
2. Excursions & Lectures: Include a detailed, day-by-day itinerary of all activities, educational excursions, lectures, guest speakers and any other key details listed in the faculty proposal that accompanies this memo.
3. Classroom facilities for 6-8 hours per week, per course, for a total of 12 to 16 hours of classroom time per week: Most faculty will aim for 12 hours of classroom instruction per week. Specify the location of the classroom(s) and how the classroom(s) are equipped, including projectors, black or white boards, computers, internet access, overhead projector, etc. Clearly indicate if the classroom facility is part of a permanent study center

with professional on-site staff, or if you will be renting temporary space and sending in staff from other areas. If the former, please include a web link with information about your study center.

4. Computer lab access: If this is offered, please specify the number and type of computers, along with software packages and the hours of availability.
5. Library or other educational and recreational facilities: Please indicate if included, and then provide details in the proposal.
6. Program capacity typically ranges from 15-28 students. We will consider running a program with as few as 10 students in certain circumstances. If your facilities have a limited capacity, then specify the number of students that can be accommodated.

Housing

7. Student housing (ideally in a residence hall or apartment, rather than a homestay unless this is the only option): If there are different types of housing accommodations, please price each separately so we can make an informed decision. Specify the following:
 - Residence hall, apartment, hotel, other?
 - Where are they located? Which neighborhood(s)?
 - Is there a kitchen/kitchenette?
 - What type of bathroom (i.e., shared/private) is there?
 - Is there Wi-Fi or Ethernet Internet access in the student rooms? Is it high speed and reliable?
 - Is there a location where students can study? For example, how many desks or tables are in the actual student rooms? Is there a study hall in or near the student housing and if so, what are its hours of operation?
 - How many students will be housed per room or suite?
 - Students must be in a bedroom with their own bed. They may share a bedroom, but we do not approve of students sleeping on beds in a living room for instance, nor do we approve of students sleeping on couches or mats.
 - If summer weather is hot, we prefer housing with air conditioning. However, if that is not possible, then please include one fan per student in the rooms.
 - All utilities must be included in the program price.
 - Specify if there is a refundable housing deposit required and the amount. We strongly favor proposals that do NOT have housing deposits because such deposits create barriers to participation by under-represented students.
 - Please ensure that your housing can accommodate the possibility that we will have an uneven number of males and females without resorting to having students sleep in the living rooms and without additional expense.
 - Can you accommodate gender neutral/gender-inclusive housing options?
 - For risk management reasons, do not house our students with those from outside the UC San Diego program. Do not have share bathrooms with those from outside the UC San Diego Global Seminar.
 - Is the housing accessible to students with disabilities?

- Is the housing inclusive and open to a diverse range of students from racial, ethnic, LGBTQIA+, and religiously diverse backgrounds?
- If a homestay is offered, please indicate the criteria used to screen the homestay families. Is tolerance for diversity included in the criteria, such as acceptance of students who identify as LGBTQIA+, students with disabilities, and students from racially, ethnically and/or religiously diverse backgrounds? Only house UC San Diego students in a homestay. For risk management reasons not include students from outside UC San Diego
- **Please include photos of the student housing.**
- The housing should conform to the best health and safety practices in the study abroad field. Be sure to include information about **fire safety** such as smoke detectors, fire extinguishers, fire escapes, and fire alarms.

8. Faculty housing

- A furnished one-bedroom apartment for the faculty member near the classroom facilities
- The occupancy dates should begin one day before the students are scheduled to arrive and end one day after the final day of the program.
- Please do not house the faculty in the same building as the students if at all possible. If the faculty must be housed with students, please state this explicitly. This should not be a hotel room, but an apartment with a kitchen, bathroom, living room and bedroom.
- If summers are warm, then we ask that the faculty housing have air conditioning.
- The apartment must have reliable and fast Internet access. Specify type of Internet access, e.g., wireless or Ethernet.
- Specify if a spouse, children, or relative of a faculty member may live in the housing and participate in excursions (at their expense of course).
- Include neighborhood location and distance from study center/classroom.
- **Include photos of sample housing.**
- The housing should conform to the best health and safety practices in the study abroad field. Be sure to include information about **fire safety** such as smoke detectors, fire extinguishers, fire escapes, and fire alarms.
- Indicate the approximate timeframe by which student and faculty housing will be secured.

9. If the faculty member requests to find alternate housing, are you able to assist with finding and reserving this accommodation as well as including it in the invoice to UC San Diego?

Meals

10. Welcome and farewell meals must be included at a minimum. If there is a meal plan, please include that and itemize the price separately. Note which meals are included and the schedule. For example, are weekends included? Some proposals may call for additional meals on excursions. Confirm whether special diets (e.g., vegan, vegetarian, gluten free) can be accommodated.

Health, Safety, and Insurance

11. Include 24/7 health and safety support from professional on-site staff. Is your staff trained to manage a range of health and safety situations, as well as larger crises? Please provide details.
12. In the event of an emergency or student illness, who will be the contact person between your organization and UC San Diego? Please list the name and contact information of the risk manager (or risk management team) for your organization, as well as all other contacts, titles, and roles of those who will be involved in response to a health and safety incident.
13. Provide a comprehensive on-site orientation, including health and safety as well as cultural adjustment and intercultural learning. Does the on-site orientation include topics on risk reduction and mitigation? If so, please describe the topics covered in the on-site orientation. For example, how does the organization prepare students to minimize the risk of sexual assault, harassment, and racist incidents?
14. If you include international cell phone service, please specify this. If not, include instructions and recommendations for students.
15. Please include a copy of your risk management and response plan. How will your organization respond to various situations?
 - Sexual assault: How will your organization respond? Discuss staff training, available resources, and reporting plan for Clery Act and Title IX. Indicate if there is a confidential resource for students to disclose to as well as access to counselors trained to support those who have been sexually assaulted. For context, UC San Diego faculty are not confidential resources and are required to report incidents to the on-site provider, Study Abroad UC San Diego, and the UCSD OPHD office. If needed, our students can access remote counseling from our CARE at SARC office, but we would also prefer in-person local counseling if available.
 - Mental Health Crisis: Describe the resources and response plan.
 - Racist incident: How will you staff respond and provide ongoing support to the student and the entire class? Are prevention strategies discussed during the on-site orientation
 - Illness/hospitalization: Please indicate the response plan.
 - Behavioral/conduct issue: What are your procedures? UC San Diego also has a Student Conduct Office and would want to coordinate with your organization and the faculty member, especially if the situation is serious, such as the possibility of conflict among students and/or expulsion from the program.
 - Injury/death of a student: Please indicate your plans including the communication with the university and the family, support for the other students and faculty, and insurance for repatriation of remains.
16. Indicate the nearest hospitals and clinics to our students, along with contact information. Include this for the host city as well as for excursions to other cities/locations.

17. Is your staff trained to assist, and does insurance cover, students and faculty with mental health issues, including access to counseling services?
18. Include international health insurance for all students. Specify the company name and all coverage categories and levels in your proposal. Strong preference will be given to policies with coverage of at least \$250,000 (\$500,000 preferred) with no exclusion for pre-existing conditions. Include the insurance company's policy on payment and reimbursement. For example, do students need to pay up front and then submit a claim for reimbursement? The student health insurance must be active for 30 days after the end of the Global Seminar. Please provide a summary sheet of the insurance coverage as part of your proposal packet.
19. Specify your organization's liability insurance policy and coverage levels. Your institution must carry at least \$2,000,000 of business liability insurance. Provide a certificate of insurance naming UC San Diego.

Crisis Management Requirements

Crisis management, including response to pandemics, terrorism, war, natural disasters, weapons of mass destruction (WMD), cyber-attacks, and disruptions to key services such as communication, power, and transportation, are key risks. Please indicate how your organization will manage crisis situations involving such risks.

20. Emergency communication and response planning and services are essential. All partners must provide a comprehensive communication plan that tracks student travel on weekends and holidays and immediately reports student status to Study Abroad UC San Diego in the event of a crisis situation, e.g., terrorist attack, natural disaster etc... Indicate how you will communicate with students, family, faculty, and Study Abroad UC San Diego during an emergency.
21. How will your organization support students if cyber-attacks disrupt communications, transportation, power, and/or daily activities in society?
22. In the event of a catastrophic crisis, such as a war, terror attack, or WMD event (e.g., radioactive fallout), is your staff able to manage the orderly evacuation of our students and faculty, or shelter them in place if evacuation is not possible?
23. What program cancellation guidelines do you follow? Some organizations cancel if there is a State Department level 3 or 4 warning, while others are willing to make case-by-case exceptions.
24. What are the refund policies if there is another wave of the pandemic or another global crisis which causes a program cancellation shortly before departure or during the program?

25. How will your organization protect the health of students and faculty, including access to health care and mental health services, during a major crisis?
26. Does your organization or the country/municipality where the program will take place have a policy requiring faculty-led participants to be vaccinated for COVID-19? Does your insurance cover student illnesses related to COVID-19?
27. Please indicate if local on-site regulations and/or provider policies require pandemic safety measures, such as social distancing and masking in housing, academic excursions, classroom, airport pick-up, welcome and farewell dinners.
28. Delayed return contingencies:
 - Will your insurance cover the cost of housing if illness or a crisis prevents the student from leaving the country after the study abroad program ends? Examples could include a student who tests positive for COVID-19 or another illness that prevents international air travel.
 - Will your staff be able to assist our students and faculty in an emergency situation that continues after the formal completion of the program, such as a situation where international air travel is disrupted by an international crisis and/or cyber-attack? Please provide details. In an emergency, UC San Diego may be able to provide additional financial resources to cover staffing and housing costs incurred if not already covered by your insurance.

Diversity & Identity

29. UC San Diego has a very diverse student body, and it is essential that our partners abroad be well prepared to serve the unique needs of this population. Please indicate if your staff are trained to deal with issues unique to diverse populations of students, such as those covered by Diversity Abroad and the Forum Standards. Do your pre-departure orientation, student handbook, and on-site orientation specifically deal with issues unique to these diverse populations with emphasis on the unique issues in each country?
30. Is your staff trained to provide support for the unique needs of diverse student populations that may encounter including homophobia, racism, discrimination, microaggressions, bias, and issues of cultural adjustment? Please list the services and resources your team will provide for Black, Hispanic (Latinx), Asian American, Native American, LGBTQ, and first-generation students prior to departure and on-site. Do you offer inter-cultural support to help students navigate issues of identity in the classroom and outside the classroom with fellow classmates as well as the local population?
31. Does your organization have a written policy for diversity, including procedures in place to address incidents involving students abroad including discrimination, bias, racial incidents, others. If so, please include it in your proposal documents.
32. Reporting of incidents against diverse students is very important. Does your organization have a formal system for reporting incidents, and do you compile this data? Will it be provided to UCSD?

33. Are you able to assist and accommodate students with physical disabilities, mental health conditions, and learning disabilities? Please discuss in detail.
34. The [California Gender Recognition Act](#) is now in effect. Does your housing portal give students the option to select non-binary gender, and can your housing accommodate these students?

Transportation

35. Local transportation for students and faculty must be provided for the entire time the students are in the country. For example, in most cases a local transit pass will be provided.
36. Airport pick-up and drop-off must be provided and should be flexible to include multiple arrival and departure times. Our students will not arrive on a group flight. If there is a specific time that student flights must fall within for students to take advantage of airport transportation (ex. 9:00 am to 5:00 pm), please include it. Be sure that the shuttle van company has a strong safety record.

Sustainability

37. How does your organization support sustainable study abroad programs, e.g. carbon offsets, low or no carbon transportation, as well as energy and water conservation? We welcome your suggestions on how to make the Global Seminar more sustainable based on local conditions.

Back Office, Orientations, Marketing, and Administrative Support

38. Streamlining administrative processes for students and staff is a high priority. If you have an on-line application and/or electronic forms for faculty-led programs, please provide a description, including screenshots. All providers must offer on-line portals for students to submit required information and forms. This system must be adapted for faculty-led participants, rather than including students in the process used for the provider's catalog programs, in order to avoid confusion for our students. We will expect providers to follow up with students on missing provider-required information. Please also provide "read only" portal access to the Global Seminar staff. Explicitly confirm if your organization will be able to do this.
39. Pre-departure orientation will typically occur in April or May. We strongly encourage participation by a member of your staff either in-person, or remotely by Zoom. In-person participation could be a part of a regular campus visit for tabling and outreach. We would ask that you not participate in person if it increases the cost for students. We can also use a pre-recorded presentation, though this is not ideal.

40. Provide a comprehensive on-site orientation that covers health & safety, local support services, cultural adjustment, resources for diverse students, logistics, and other best practices.
41. Marketing is a priority. Since UC San Diego Global Seminars are open to all students, we would like the provider to assist us in marketing the programs nationally. Preference will be given to proposals that include the following: a section of your web site for customized faculty-led programs with an attractive program page and a link to our Global Seminars website and a plan to distribute program flyers (either virtually or in person if public health conditions allow) during study abroad fairs and campus visits.
42. Please indicate which administrative duties are included in your bid.
43. Separate faculty and student handbooks (electronic format is fine), with copies for Study Abroad UC San Diego staff. These must be ready no later than April 1 prior to the start of the program so that we can use them in pre-departure orientations. Be sure to include instructions if student flights are canceled or delayed, bag lost, and/or how they will get to the housing if they arrive too late for the airport pick-up.
44. Our recruiting and enrollment period runs from fall through March 1. Occasionally we have late applicants. What is the latest date your organization can accept late applications?

Data Privacy

45. Please describe your organization's policies & procedures to comply with the [General Data Protection Regulation \(GDPR\)](#), the [California Consumer Privacy Act \(CCPA\)](#) and other similar laws. Highlight your best practices in data privacy. What type of student data is collected? How long is student data kept by your organization? How is it stored? For what purpose is it used?
46. Does your organization offer a portal specifically for customized programs so that students can send documents to you through a privacy-compliant system e.g. GDPR and CCPA? Because we are working remotely, we can no longer take student documents or forward them to your organization. This represents a significant change and we ask that you explicitly address portal access for students and Global Seminar staff in your proposal.

Program Cost, Billing, Payments, and Financial Issues

47. Include the program cost for students, including price breaks based on enrollment levels if applicable. For example, price breaks for 10-14 students, 15-18 students, 19-23 students, and 24-28 students.
48. Include all excursion related costs, such as tickets, guides, and transportation. Also include your costs to arrange the excursions. Consult with the Global Seminars team if you have questions about the list of excursions. We may revise the list in light of the

overall program cost, so please be ready to detail the cost of individual excursions should we need to reduce the cost of the program. We expect that a member of your staff will accompany all excursions. This should be explicitly included in your program price.

49. We require the price to be quoted in US dollars and to have a fixed price guarantee. After the contract is signed, no price changes will be allowed without prior consultation and approval by Study Abroad UC San Diego.
50. Indicate your payment policy and deadlines. We will give strong preference to providers who will accept one payment all at once. We prefer one payment at 60 days prior to the start of the program. Your organization will need to plan well ahead to give UC San Diego time to process invoices, including any deposits or down payments. UCSD has a lengthy payment process, so please be flexible. Under no circumstances will UCSD provide any down payment earlier than the spring before the summer program. Once a provider is selected, they will be required to use the UCSD Payment Compass invoice and billing system. We will provide information on how to access this system.
51. Please provide evidence of financial strength and stability. We must be assured that a study abroad provider has the stability to carry through on its commitment to run the program. We do not wish to cancel a program because of the financial weakness of the study abroad provider.

References

52. If you have run faculty-led programs in this location, please provide information about them, including references from the university that sponsored the program.

Legal

53. All partners must have a current signed Master Services Agreement (MSA) with UC San Diego. A template is attached unless we have an existing MSA with your organization. Since UC San Diego is a California institution, litigation cannot occur in other jurisdictions. Please do NOT list courts in another state. Do not list legal issues in the contract. Those are exclusively for the MSA.

Comprehensive Proposals and the Bidding Process

54. Your proposal must include all the above requirements. If we select your bid and go to contract, the contract will include all these requirements. If the contract does not specifically list them, we will still expect them to be included in the final cost, so please do not miss any of these points. By submitting a proposal and contract, the provider assumes all responsibility for providing these services.
55. We strongly recommend that your proposal follow the structure of this memo to improve accuracy and completeness. Be sure to add page numbers at the bottom of each page of your proposal to better facilitate edits and revisions.

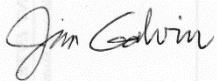
56. *This is a competitive bidding process.* All selected bids will be revised through a collaborative process facilitated by our office and will include your organization and the faculty member. Please be aware that there is an extensive approval process by which all contracts and payments must go through at UC San Diego. All contracts will be reviewed carefully before being signed by our Director of Study Abroad.

Conclusion:

Thank you in advance for participating in the UC San Diego Global Seminars program. As you prepare your proposal, please contact the Global Seminars team if you have any questions along the way. You may also feel free to contact the faculty, but the designated coordinator and I must be copied on all correspondence without exception.

We look forward to reviewing your proposal.

Sincerely,

A handwritten signature in cursive script that reads "Jim Galvin". The signature is written in black ink on a white background.

Jim Galvin
Director, Program Development
Study Abroad UC San Diego

Updated June 21, 2023