

San Diego State University (SDSU) Safety and Security Policy and Resource Handbook for International Travel

SDSU follows the current California State University (CSU) Travel Policy as well as its Travel Procedures and Regulations. SDSU Travel Policies, Procedures and Regulations ([link](#)), Foreign Travel ([link](#)).

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Responsible Department: SDSU International Affairs

TABLE OF CONTENTS

<u>I. Purpose</u>	<u>3</u>
<u>II. Principles</u>	<u>3</u>
<u>III. Scope</u>	<u>3</u>
<u>IV. Definitions</u>	<u>4</u>
<u>V. Policy, Including Roles, Responsibilities, and Procedures</u>	<u>12</u>
<u>VI. Travel to High-Risk or Very High-Risk Destinations</u>	<u>21</u>
<u>VII. Evacuations and the Role of International Affairs</u>	<u>22</u>
<u>VIII. Policy on Programs Run by SDSU-Approved International Education Organizations (IEOs)</u>	<u>22</u>
<u>IX. Further Information</u>	<u>23</u>
<u>X. Risk Levels Defined</u>	<u>23</u>
<u>XI. International Insurance & Emergency Assistance Providers</u>	<u>25</u>
<u>XII. International Travel Safety, Security, and Risk Mitigation Resources</u>	<u>26</u>
<u>XIII. References and Related Authorities</u>	<u>31</u>

I. PURPOSE

This policy outlines requirements to promote the safety, health, and security of SDSU (also referred to as “university”) constituents traveling abroad.

In alignment with San Diego State University’s core values of academic excellence, global citizenship, inclusion, and the defense of democratic principles, this policy reflects the university’s commitment to supporting transformative international experiences that are accessible, responsible, and grounded in equity. SDSU recognizes that international engagement plays a vital role in preparing students, faculty, and staff to thrive in an interconnected world and to contribute meaningfully to global communities.

This policy details the responsibilities of individuals engaged in SDSU-sponsored international travel and establishes processes to help identify and minimize risks associated with the same. This policy was created to encourage consistent travel planning, operation, and response; provide quick and consistent institutional support for university-sponsored travel activities in the event of a crisis; to be prudent stewards of university funds, when applicable; and reduce risks to students, faculty, staff, and the university.

II. PRINCIPLES

SDSU is committed to providing university-approved international activities as a means to develop globally-minded citizens and as an important part of academic scholarship, research, and business unit goals. Such travel presents both opportunities and risks to university travelers. The following protocols allow for the appropriate oversight of such activities:

- A. Registering travel in the [SDSU Global Education Portal](#) if one is a student.
- B. Submitting Travel Registry if one is:
 - 1) a student not traveling in an approved SDSU international program in the SDSU Global Education Portal, or
 - 2) faculty /staff member traveling abroad for SDSU business-related travel as part of the process described in (II.)(B.).
- C. Submitting a Concur international travel request or T2 if one is SDSU faculty, staff, employee or volunteer. A complete Travel Registry must be first submitted and approved by International Affairs before a Concur or T2 request is reviewed / approved and before the traveler makes travel arrangements and travels abroad.
- D. Purchasing the necessary international travel insurance and familiarizing oneself with the coverage exclusions / inclusions of that respective foreign travel insurance policy.
- E. Implementing traveler safety preparation.
- F. Providing a framework for international travel risk assessment.

III. SCOPE

This policy applies to all faculty, staff, and employees of SDSU, including students, visiting international scholars, official guests/volunteers, and their travel companions on university-affiliated travel. Generally, if the traveler’s primary employer is SDSU, they are bound to this policy

document, i.e., even if an SDSU employee is traveling on San Diego State University Research Foundation (SDSURF) funds, they are bound to this policy document.

IV. DEFINITIONS

See CSU document [ICSUAM 03601.01](#) for definitions of additional relevant terms, as applicable.

A. Alert Traveler:

An application for iOS and Android devices that utilizes GPS and the itineraries that are already stored in the Terra Dotta (Aztecs Abroad) software to provide travelers with country and city intelligence, safety and security alerts, and an instant check-in option. SDSU is providing the **AlertTraveler** mobile app to help keep travelers safe during international travel. This system will keep travelers informed of critical events that may impact them while abroad, and will allow SDSU risk management administrators to better assist travelers in the event of an emergency. Through this app, travelers will be able to see nearby travel alerts, communicate with SDSU risk management administrators, and have access to worldwide travel risk intelligence. Alert Traveler is a feature of both the Global Education Portal and the Travel Registry.

B. Assistant Director of International Safety, Security and Risk:

The International Affairs leader responsible for all SDSU international safety and security matters, whether involving international travel or activities within a foreign country. The Assistant Director chairs and convenes both the International Risk Oversight Committee (IROC) and the International Emergency Management Team (IEMT). Under the direction of the Associate Vice President of International Affairs and in coordination with university leadership, the Assistant Director also:

1. Final delegated¹ approval authority for all SDSU international travel, including high risk, very high-risk, and California State University Risk Management Authority (CSURMA) [high hazard](#) (not war risk) country travel;
2. Final approver for all travel to Mexico;
3. Analyzes IROC recommendations for proposed university international travel to high-risk destinations;
4. Addresses gaps in planning and risk mitigation for international travel;
5. Prohibits or cancels high-risk travel when the associated risks cannot be adequately mitigated.

C. Global Education Portal:

The SDSU online system contains all approved SDSU international program opportunities

¹ Per “Travel Authority Delegation-Approval of International Travel Requests Memorandum (E.O. 688)”, effective 04-01-2024 ([link](#)).

and the application processes for students to participate in international travel. The SDSU Global Education Portal is SDSU's branded Terra Dotta Study Abroad database. The Travel Registry is a separate Terra Dotta software, which tracks SDSU undergraduate and graduate students traveling internationally who are not already participating in an approved SDSU international program in Aztecs Abroad.

D. Auxiliary Organization:

An auxiliary organization at SDSU is a non-profit organization that supports the university's educational mission. Auxiliary organization examples include the SDSU Research Foundation, The Campanile Foundation, Aztec Shops (Bookstore), Mission Valley Development, and KPBS. If SDSU is the primary employer for an individual working at an auxiliary organization, then that individual is bound to this policy document.

E. Crisis:

A period of difficulty or danger, either actual or perceived, that represents an overarching condition and which may not be time-sensitive. A crisis, which can include emergencies, involves long-term destabilizing conditions (i.e., pandemic, humanitarian crisis) that might require strategic, organizational, and communications responses in addition to emergency actions. A crisis may or may not warrant engagement or activation of emergency management protocols or the SDSU International Emergency Management Team.

F. Emergency:

An abnormal, serious, unexpected, and often dangerous situation that is ongoing or is expected to lead to an unstable or dangerous situation affecting SDSU-affiliated travelers or objectives that requires immediate action. An emergency is an incident of immense proportions that has severe consequences, often with loss of life or a large proportion of the organization's assets at stake. Examples: death, evacuation, hostage situation, major natural disaster, disease outbreak, act of war. Responding to an emergency requires escalation and the assistance of local first responders (equivalent of 9-1-1 services), the international emergency assistance provider associated with the traveler's foreign travel insurance, multiple SDSU resources, or a combination of the aforementioned.

G. Export Control:

U.S. export regulations govern the shipment, transmission, or transfer of controlled items, information, and software to foreign persons, entities, or countries. U.S. export controls exist to protect the national security and foreign policy interests of the United States. These regulations govern international travel in a variety of ways, including:

1. Taking items on a trip in support of work or conference such as:
 - Research equipment
 - Laptops
 - Encryption products

- Proprietary, sensitive or controlled data/technology
 - Proprietary, sensitive or controlled blueprints, drawings, schematics
2. Travel to sanctioned/embargoed countries.
 3. Doing business with denied/restricted entities or people.
 4. Supplying controlled technologies/data at a "closed" conference or meeting (not open to all technically qualified members of the public, and attendees are not permitted to take notes).
 5. Money transactions and the exchange of goods and services in certain countries.
- Depending on what the traveler is taking and the country to which they are traveling, a license could be required from the U.S. Departments of Commerce, State, or Treasury. Another aspect to consider is that a license could also be required if a defense service is being provided by an SDSU traveler to a foreign person. Any questions regarding [SDSU export control](#) issues related to projects or travel outside the U.S., should be directed to Zena Hovda, SDSU Director of Export Control, at 619-594-0758 or by email at zhovda@sdsu.edu.

H. Foreign Travel Insurance Program (FTIP):

CSURMA's Foreign Travel Insurance Program for SDSU faculty / staff, for which Chubb Insurance is its insurance carrier. Chubb (FTIP) insurance is required for all SDSU faculty/staff/employees traveling abroad on university-related business, programs, or activities associated with their employment.

I. High-Risk Travel:

Travel to destinations that meet any of the following conditions:

1. The U.S. Department of State (DOS) has issued a Travel Advisory Level 3: "Reconsider Travel" for other than an "H" (Health) risk indicator ([link](#)) (note: this includes "Do Not Travel" and "Reconsider Travel" advisories for sub-regions within a country, regardless of a country's overall rating; i.e., states in Mexico).

****For purposes of the SDSU Travel Abroad Insurance (On Call International), travel to DOS Level 3 location does not exclude the traveler from this insurance coverage.****

2. "High hazard" international travel as designated by CSU Systemwide Risk Management and defined as travel to any country on the [CSU Risk Management Authority \(CSURMA\) foreign traveler underwriter's high hazard and war risk country list](#). For high hazard international travel, all SDSU faculty and staff who travel internationally on SDSU business are required to have the CSURMA Foreign Travel Insurance Program (FTIP)

Chubb Insurance, the insurance carrier for CSURMA FTIP, and report their trips as soon as practical in the [Travel Registry](#), preferably no less than 45 days prior to departure. If this 45-day advance notice cannot be provided by the traveler because a “last minute” travel opportunity arose, then the traveler will still need to submit a Travel Registry AND email internationalsafety@sdsu.edu with a request to expedite the travel safety review. High hazard international travel destinations are initially reviewed by the Assistant Director of International Safety, Security, and Risk and the IROC, but the CSU Chancellor’s Office has final approval authority for war risk international travel, so trips must be reported far enough in advance as possible for this review process. Travel to war risk countries must be approved by the Chancellor’s Office (See [Coded Memo RM-2014-01: International Travel Approval Process \(PDF\)](#)).

SDSU faculty and staff are advised to check the [U.S. State Department Travel Warning List](#) and [CSU Systemwide Risk Management](#) websites for the most current high hazard international travel warning information. Both lists are subject to change.

3. On Call International, the international emergency assistance provider for the SDSU Travel Abroad Insurance has rated the destination a risk level² of “High (4)”.
4. Countries listed on the World Health Organization (WHO) health emergencies list ([link](#)) detailing the disease outbreaks, disasters, and humanitarian crises where WHO assists countries in responding to and recovering from emergencies with public health consequences.
5. The Assistant Director of International Safety, Security and Risk has determined, based upon information from DOS, the emergency assistance provider, the Centers for Disease Control and Prevention, the World Health Organization, and/or other information sources that (a) the country or region is experiencing a serious and uncontrolled infectious disease outbreak or other serious health hazard or (b) that serious safety or security concerns exist in the country or region that warrant cancellation or suspension of University-approved international travel.
6. The Assistant Director of International Safety, Security and Risk is the delegated final approver of all high-risk and CSURMA high hazard (not war risk) international travel. War-risk country approval is still reviewed and approved by the CSU Chancellor’s Office. Prior to approval, all high-risk travel is reviewed by the Assistant Director of International Safety, Security and Risk and the IROC to determine if travel plans:
 - a. Address necessary safety planning

² Refer to Section X of this document for risk level definitions used by On Call International, the U.S. Department of State and the Centers for Disease Control.

- b. Sufficiently mitigate risks likely to be encountered by the traveler(s).
7. International travel requests by SDSU faculty, staff, or students that are not approved by the Assistant Director of International Safety, Security and Risk may be appealed to the Senior International Officer (SIO) (see Section VI below) via email.

I. Very High-Risk Travel:

SDSU students and faculty/staff are generally prohibited from traveling to Very High-Risk international destinations, which include:

DOS:

- has issued a Level 4 (Do Not Travel) travel advisory;
- has advised U.S. dependents, non-emergency personnel, and/or U.S. citizens to depart the destination;
- advises U.S. citizens against all travel to the destination or recommends the deferral of non-essential travel.

****The SDSU Travel Abroad Insurance (On Call International) will not cover a traveler who decides to travel to a DOS Level 4 location that is not approved by SDSU, unless SDSU has obtained prior approval from On Call International.****

On Call International rating of 5 (Critical).

CSURMA War Risk countries. “War risk” international travel as designated by CSURMA and defined as travel to high hazard countries that are at risk of war (a list of countries can be found [here](#)). “War Risk” international travel is prohibited by SDSU. Any petitions to travel to a “War Risk” country will need to be reviewed by the Assistant Director of International Safety, Security and Risk and the IROC prior to the CSU Chancellor’s Office review, the Chancellor’s Office being the final approving authority for war risk travel.

J. Incident:

A localized, low-level event that can be managed with routine resources and does not pose an immediate or sustained threat to health, safety, property, or the continuity of university programs. Examples include minor illness, petty theft, or temporary travel delays. Incidents are typically resolved through local support (home or partner institution staff, international assistance providers) and do not require activation of the University’s International Emergency Management Team. An incident may escalate into an emergency if not addressed promptly or if new information indicates increased risk.

K. International Emergency Assistance Provider:

The 24/7 emergency assistance provider with a global network of medical and security professionals who can offer advice, connect travelers with resources, and work with travelers to ensure they receive the care and support needed before and during international

travel. These providers are specific to the traveler's international travel insurance enrollment type:

SDSU Travel Abroad Insurance and SDSU Travel Abroad Insurance-Transborder: On Call International is the international emergency assistance provider.

Foreign Travel Insurance Program (FTIP): AXA Assistance is the international emergency assistance provider.

L. International Emergency Management Team (IEMT).

Should SDSU travelers abroad experience an emergency that:

1. the onsite program/faculty leader cannot manage locally,
2. is on a scale requiring centralized emergency oversight by the IEMT and/or
3. might require recalling or evacuating travelers, the IEMT shall serve as SDSU's primary coordinating body for dealing with such crises. The IEMT is composed of university stakeholders/business unit representatives who can provide specific assistance and recommendations to assist. In coordination with the SIO and Senior Director of International Affairs, the AD of International Safety, Security and Risk shall chair and convene the IEMT. The IEMT chair will have a designated backup for redundancy.

M. International Risk Oversight Committee (IROC).

The committee responsible for assessing the risk of SDSU constituent international travel to countries or regions in which significant health or safety concerns are present. The IROC is a resource for the Assistant Director of International Safety, Security and Risk and to other senior administrators who are involved in decision-making on international travel by university-affiliated individuals. The IROC is chaired by the Assistant Director of International Safety, Security and Risk and is made up of leadership from various SDSU business units:

- Office of Emergency Management
- Business & Financial Affairs - Risk Management
- Environmental Health & Safety
- Student Health Services
- Student Affairs and Campus Diversity
- Center for Student Rights & Responsibilities / Office for Restorative Practices / Title IX
- Procure to Pay
- Export Control
- SDSU Research Foundation Risk Management
- Counseling & Psychological Services
- SDSU International Affairs, to include the Senior Director of International Affairs, the Assistant Director, Global Education Office, and the Assistant Director, Program Development and Partnerships
- SDSU Research and Innovation

N. International Travel:

Travel outside of all 50 United States or its territories and possessions.

O. Itinerant Programs:

International programs that travel from place to place without returning to a central program location.

P. Low-Risk Travel:

Any travel that does not fall into the High-Risk or Very High-Risk Travel categories, including travel to destinations that meet any of the following conditions:

1. The U.S. Department of State (DOS) has issued a Travel Advisory “Level 1: Exercise normal precautions” or “Level 2: Exercise increased caution” ([link](#)); or
2. The CDC has issued a Travel Health Notice “Watch Level 1: Practice Usual Precautions” or “Alert Level 2: Practice Enhanced Precautions” ([link](#)); or
3. The CDC has issued a Travel Health Notice “Level Unknown” through “Level 2” ([link](#)).
4. The country has 40% or more of its population fully vaccinated against the WHO-declared pandemic disease.
5. The destination’s overall risk is not high risk, as prescribed in (IV)(L).

For overall Low-Risk destination countries, the Assistant Director of International Safety, Security, and Risk shall have final authority to approve this category of travel.

Q. On Call International Insurance (aka SDSU Travel Abroad Insurance):

Generally, this is the insurance policy purchased by students for study abroad programs and [transborder travel](#). On Call is currently provided via insurance broker Gallagher Student Health and Special Risk (“Gallagher”). On Call is a 24/7 emergency assistance provider with an international network of medical and security professionals available any time to assist travelers. They can offer advice, connect travelers with resources, and work with travelers to make sure they receive the care and support they need both before and during University-sponsored international travel.

On Call is also the claims administrator for all benefits that correlate with their services and all services and benefits are administered by On Call.

R. SDSU Travel Abroad Insurance:

This insurance and its variant, SDSU Travel Abroad Insurance-Transborder for transborder travel, are the insurance policies administered by On Call International Insurance.

S. Transborder Travel:

Travel from San Diego or Imperial Counties to the contiguous northern regions of Mexico near the U.S.-Mexico border, generally within the Mexico state of Baja California.

[Transborder programs](#) can be regular SDSU courses that include one or more days of travel to Mexico. Transborder travelers on an SDSU-approved trip are required to register their travel in the Travel Registry as soon as practicable / as soon as they confirm their itinerary, and preferably no less than 45 days prior to the start of travel, and purchase the appropriate international travel insurance (i.e., SDSU Travel Abroad Insurance-Transborder versus FTIP). The Assistant Director of International Safety, Security, and Risk shall review and approve all transborder travel.

T. Travel Companions:

A travel companion is a program leader's minor dependent, spouse/domestic partner, or immediate family member that resides in the same household.

U. Travel Registry:

An online module that allows SDSU to capture student, faculty, staff, and independent traveler itineraries to international destinations and monitor and communicate with affected travelers in the case of a health and safety emergency. Travel Registry is a separate Terra Dotta software that tracks travelers going abroad who are not already participating in an approved SDSU international program in Aztecs Abroad.

[Travel Registry](#) should be completed as soon as the traveler confirms they are going to travel abroad, preferably no less than 45 days prior to departure. If this preferred notice timeframe cannot be met by the traveler because a "last minute" travel opportunity arose, then the traveler will still need to submit a Travel Registry AND email internationalsafety@sdsu.edu with a request to expedite the travel safety review. The requested travel will be reviewed by the International Safety Unit and faculty will be notified if the trip is approved. Upon approval, travelers will receive next steps and instructions.

V. Travel Types:

1. SDSU Students Traveling on SDSU-Approved Programs

If an SDSU student plans on participating in one of the [program categories](#) listed below, they must coordinate their international travel with the [SDSU Global Education Office](#) (GEO). This coordination assists students with [getting started](#) and ensures they fulfill [pre-departure requirements](#), to include purchasing the SDSU Travel Abroad Insurance (On Call International), ensuring passports and visas are valid, etc.

- *Faculty-led Programs:*
 - Global Seminars
 - Course-Embedded Programs
- *Exchange Programs:*
 - SDSU Exchange & California State University International Programs (CSUIP) Exchange

- International Student Exchange Program (ISEP)
- *Direct Programs:*
 - Partner Programs, ISEP Direct, and Direct Enroll
- *International Internships*
- *Transborder Programs*

2. SDSU Faculty/Staff University-Approved International Travel:

SDSU faculty/staff, when travel is supported by the SDSU employee's supervisor and has been submitted and approved via the SDSU Concur and SDSU Travel Registry process. Approved international travel must be for university business and conducted within one's capacity as an SDSU employee or representative. This travel includes all research-related travel, including SDSU employees traveling with funding from external grants or contracts.

International activities supported by the university must adhere to the policies outlined in this policy document. Such activities include, but are not limited to:

- Travel with an approved program through the Global Education Office (GEO),
- Travel created, managed, organized, and/or supported through an SDSU college or department (academic or other), including programs that involve an application process and participant selection,
- Travel that expends state funds, to include grants, SDSU Research Foundation (SDSURF) funds³, scholarships, informal financial awards and/or financial aid,
- Travel as a representative of SDSU in any capacity (credit or non-credit),
- Travel that is necessary to achieve a degree requirement,
- Travel as a component of experiential learning as a degree requirement,
- Travel that fulfills SDSU contractual agreements,
- Travel for academic credit (direct or to be transferred),
- Travel for research, practica, internship/externships, field work, or conference that contribute to an individual's SDSU degree or the traveler's professional activities,
- Travel for service learning organized by SDSU,
- Travel under the aegis of SDSU for performances, humanitarian efforts, competitions (athletic, arts, etc.), teaching and instruction,
- Travel to an SDSU center abroad,
- Travel by university student club/organizations and university student life programs,
- Travel for research leave abroad. Faculty (and approved travel companions) on research leave abroad not related to SDSU (i.e., NOT using SDSU funds, NOT representing SDSU, etc.) have the option to enroll in the SDSU Travel Abroad Insurance (OnCall International).

³ SDSURF requires travel pre-approval for all international travel, regardless of the traveler's employer.

3. Non-SDSU International Travel:

- Participating in any study abroad program or international internship that is not approved by SDSU (i.e., not listed in the SDSU Global Education Portal), whether the experience is credit-bearing or not.
- Participating in any other type of experience abroad (e.g. independent international volunteer project), that is not approved by SDSU (i.e. not listed in the SDSU Global Education Portal) and does not fit into another Travel Registry category (i.e., not run by an SDSU department or student organization).
- Student or SDSU employee is not traveling on university business or on an SDSU-affiliated program and is not receiving any funding from SDSU or an SDSU academic department.

V. **POLICY, INCLUDING ROLES, RESPONSIBILITIES, AND PROCEDURES**

A. Authorization to Approve International Travel

Based on international safety, security and risk, the Assistant Director of International Safety, Security and Risk has delegated approval authority⁴ from the SDSU President to authorize, suspend, or prohibit international travel.

B. Pre-Departure

All international travel by SDSU constituents, regardless of risk level, must be reviewed by the SDSU International Safety Unit (ISU) and approval granted in writing prior to the trip. The traveler's category, i.e., faculty / staff versus student or non-employee along with funding source, determines the administrative workflow (Concur vs. T2 form) for submitting their international travel request for approval. However, if the traveler is an SDSU employee and they are requesting international travel, the requirement that the Travel Registry be first completed and approved applies, regardless of funding source for the trip. These workflows will route the traveler's requested international itinerary to ISU and the Assistant Director of International Safety, Security and Risk, who will review and make a final approval / denial determination. It is incumbent upon the traveler to coordinate with their management, academic advisor, etc. to correctly identify their category in order to ensure they use the correct administrative workflow when submitting their international travel request.

As described in this document, University-approved international travel must take into consideration minimum levels of logistical planning, risk assessment, and threat mitigation. All travelers should become familiar with and avail themselves to the resources provided in this policy document and SDSU International Affairs Safety and Security webpages ([link](#)), attend pre-departure international safety and security orientation sessions and webinars, and review applicable On Call International orientation videos for students ([link](#)) or faculty/staff ([link](#)).

⁴ Per "Travel Authority Delegation-Approval of International Travel Requests Memorandum (E.O. 688)", effective 04-01-2024 ([link](#)). Travel delegation for the approval of international travel is to the Assistant Director of International Safety, Security and Risk by name and position and this individual can further delegate to act in this role when they are unavailable (i.e., out of the office on leave, etc.).

Travel to any Office of Foreign Assets Control (OFAC)-sanctioned countries must be reviewed and approved by the SDSU Office of Export Control preferably at least 45 days prior to travel date. The most comprehensive sanctions include Cuba, Iran, North Korea, Syria and specific regions of Ukraine (Crimea, Donetsk and Luhansk). For the most recent list of sanctions programs and country information, refer to this [OFAC website](#). No SDSU or SDSURF owned equipment may be taken to an OFAC sanctioned country without an applicable license or approval in place prior to departure. All travel with SDSU / SDSURF owned equipment must be reviewed and approved by the SDSU Office of Export Control at least 30 days prior to the travel date. All questions regarding said equipment and requests for the applicable license / approvals should be directed to the Office of Export Control Director, Zena Hovda, at zhovda@sdsu.edu.

Additionally, prior to departure, all University-approved international travel, regardless of risk level, must be registered. The process for registration is as follows:

Students:

1. Travel Registry: All student travelers not otherwise accepted for an approved study abroad program in the SDSU Global Education Portal must ensure that they register their travel as soon as they know they are going to travel abroad, preferably no less than 45 days prior to departure, by entering it into the [Travel Registry](#) site. If this 45-day advance notice cannot be provided by the student because a “last minute” travel opportunity arose, then the student will still need to submit a Travel Registry AND email internationalsafety@sdsu.edu with a request to expedite the travel safety review. All Travel Registry applicants, except those on non-SDSU travel, are required to enroll in the SDSU Travel Abroad Insurance provided by On Call International. Instructions to enroll in this insurance are included in the Travel Registry process.
2. SDSU Travel Abroad Insurance
 - a. Students must purchase the On Call SDSU Travel Abroad Insurance coverage through SDSU’s contract international insurance broker, Gallagher ([link](#)). In the Gallagher portal, enter “San Diego State University” in the “Search by school name” field, select the appropriate insurance type (SDSU Travel Abroad Insurance) via the dropdown menu, and select “View My School Portal” to complete enrollment. During the enrollment process, travelers provide their travel destination, contact information, dates of coverage, and pay for the insurance program, at which point, student travelers are enrolled in coverage and have access to On Call International emergency assistance services for the dates of travel they have purchased. There is no further registration required with On Call International.
 - b. Once processed, the traveler will receive an email containing links to an [ID card](#), [plan summary](#), [plan description](#), and Portal Group

ID code to access the On Call International “Travel Health and Safety” [portal](#). Travelers should always have on their person both a digital and paper copy of the ID card in the event of an incident or emergency requiring assistance. Additionally, travelers should review the On Call International ‘[Resources Hub](#)’.

Faculty, Staff, Employee:

1. Based on the faculty / staff / employee’s employment category:

- a. SDSU [Travel Registry](#): Most faculty/staff traveling internationally will complete the Concur international travel request through their academic department, though some individuals (students) may still use the T2 process.

Concur: Full-time SDSU stateside faculty or staff members traveling abroad, regardless of funding source, must submit Concur for the request, which is a ‘request’ to be off-campus / spend funds. A request is different from an ‘expense’, which is when the traveler is actually claiming expenses.

T2: Required of ‘immediate pay employees’ (someone who is designated by SDSU Human Resources as an employee for one day, i.e., faculty who only teach one semester), students, consultants, contractors, and guests. There are some individuals in these categories who will be paid via a ‘Guest Lecturer’ or alternate process and that nuance can be found via the [P2P Travel Site](#).

A student employee will submit Concur versus T2 depending on the trip purpose (for work/for school) and their SDSU HR-designated status (employee vs student). If the student is traveling abroad as an employee on university business, they will need to submit Concur and if they travel abroad in the capacity of a student for academic purposes, they will need to submit a T2.

The Travel Registry now contains information that precludes the need to have to fill out a separate FTIP form and Travel Registry assists with the binding of the FTIP insurance (for both Concur and T2 users upon the approval of the Travel Registry and Concur or T2). As soon as faculty/staff have confirmed their international travel will occur, they must first submit a travel request via the SDSU Travel Registry and receive confirmation that their travel has been approved by the International Safety Unit (ISU) BEFORE they submit a Concur or T2 request and before they make travel arrangements or travel. If the traveler is an SDSU employee and they are requesting international travel, the requirement that the Travel Registry be first completed and approved applies, regardless of the funding source for the trip. SDSU faculty and staff planning to travel internationally and who are required to complete a Concur travel request must do so via the Travel

Section of the Procure to Pay website ([link](#)). See the July 3, 2024 campuswide “*SAP Concur Travel and Expense: Go Live Announcement*” email message.

- b. Travel Registry: All travelers who are required to submit a Travel Registry must do so as soon as they know that they are going to travel abroad, preferably no less than 45 days prior to departure. As noted above, the Travel Registry now contains information that precludes the need to have to fill out a separate FTIP form, so it is important that travelers complete all sections of the Travel Registry in detail, to include any personal trips they plan to take as part of the business-related travel so that BFA Risk Management can appropriately bind the FTIP insurance for the entire time the traveler is abroad. ISU will first review the Travel Registry submission and it must be approved before the Concur or T2 foreign travel request is further processed. All Travel Registry sections noted with an exclamation mark, asterisks, alert message, or otherwise appearing as incomplete must be completed for it to be approved.⁵
 - c. See [Resources & Support](#) for campus travel policy, procedures and forms.
2. As noted above, at least 45 days is recommended for processing of travel and insurance documents. ISU reviews the proposed itinerary when the Travel Registry is submitted for international travel to determine whether the destination / international activity is low-risk versus high-risk. If the destination is deemed high-risk via various sources of information (DOS travel advisories, international emergency assistance provider, etc.), the requested travel will be forwarded to the IROC who will review it and make recommendations to the AD of International Safety, Security and Risk, who has delegated approval authority from the SDSU President to approve ALL international travel (except war risk countries), including [CSURMA high hazard travel](#). If the location in question is a war risk country on the [CSU High Hazardous / War Risk Country List](#), the CSU Chancellor’s Office must approve the travel.
3. If the requested international travel is approved, this will be noted in the Travel Registry and Concur systems, the traveler will be notified, and BFA Risk Management will bind the FTIP (Chubb Insurance) and provide them with an ID card, plan summary, and plan description for said insurance. Travelers should always have on their person both a digital and paper copy of the ID card in the event of an incident or emergency requiring assistance from AXA Assistance, Chubb Insurance’s contracted international emergency assistance provider.
4. If the travel is to an OFAC-sanctioned country on the CSU High Hazardous / War Risk Country List, a travel certification / OFAC affidavit must be obtained from sdsuriskmanagement@sdsu.edu, signed by the traveler, and emailed back to the referenced Risk Management email preferably at least 45 days prior to the start of

⁵ If world events dictate the necessity to cancel international travel, the Assistant Director of International Safety, Security and Risk may suspend or prohibit international travel.

travel. Any travel to an OFAC-sanctioned country must be approved by the SDSU Office of Export Control as referenced in Section V(A). Travelers bringing SDSU/SDSURF owned equipment to non-sanctioned countries must also obtain approval from the SDSU Office of Export Control as referenced in Section V(A). Requests for review, approval and questions should be directed to the Director of Export Control, Zena Hovda, at zhovda@sdsu.edu.

5. Generally, during business-related international travel, travel companions are authorized to accompany faculty/staff who are NOT traveling in the role of faculty leaders so long as they do not adversely affect the faculty/staff's ability to conduct the university business underlying the travel. See section (V.)(B.) below.
6. Failure to register travel in the Travel Registry may result in the following:
 - a. Delays or forfeiture of reimbursement of travel expenses.
 - b. Delays in processing a Concur or T2 international travel request. If 10 days goes by starting from when ISU receives the Concur international travel request and the corresponding Travel Registry for the trip has not been submitted and approved, then the traveler may be required to resubmit their international travel request in Concur.
 - c. Delays in the ability of SDSU or the international emergency services provider to provide support in the event of an emergency.

C. Faculty / Staff Leading Students on International Travel:

Faculty and staff seeking to travel internationally with SDSU students must adhere to the following SDSU Policies and Expectations for Program Leaders ([link](#)):

Per CSU policy, all SDSU faculty or staff wishing to travel with SDSU students and/or facilitating international travel or global education experiences must first seek approval from International Affairs via the following two ways:

1. **Program Leader for Custom Program:** Faculty and staff may propose a program to serve as a Program Leader on an approved SDSU custom program. All custom programs must be proposed through the ***International Affairs Program Proposal Process*** which takes place every year. Program proposals are submitted [here](#).
2. **Academic-related Travel:** Faculty and staff may travel with SDSU students for Academic-related Travel that is not credit-bearing, for example travel related to research, fieldwork, conference attendance, or theatrical performances, etc. Requests should be submitted via the [SDSU Travel Registry](#) preferably no later than 45 days before international travel is set to take place. If this 45-day advance notice cannot be provided because a “last minute” travel opportunity arose, then faculty will still need to submit a Travel Registry AND email internationalsafety@sdsu.edu with a complete itinerary of the trip as soon as they confirm they will travel, to include dates of travel to each international location. Submissions are reviewed on a rolling basis.

Faculty may be approved to travel with students on the following program types:

- **Global Seminars:** short-term programs abroad where students earn SDSU resident credit while taking one or more courses taught by an SDSU faculty member.
- **Course-embedded travel:** a regular session course that has an integrated international experience.
- **Transborder experiences:** SDSU courses that include one or more days of travel to Mexico. These experiences can fall into both the Course-Embedded and Academic-Related Travel categories.
- **Other academically-related travel:** generally a non-credit experience related to an academic program or international experience requirement. As examples, these trips can be for research, fieldwork, conference or theatrical performance attendance.

As the Faculty/Program/On-site Leader, they are also responsible for the activity and must act within the course and scope of their employment and follow the *Responsibilities and Preventative Measures* provided to them by International Affairs prior to departure. Through the official application process listed above, faculty and staff will need to agree to and sign a program-specific **Program Leader Agreement**. This agreement acknowledges all responsibilities and expectations that faculty and staff must commit to when traveling with SDSU students, to include:

1. Program leader training provided by International Affairs,
2. Providing a program-specific pre-departure orientation for students,
3. Acknowledging leader responsibilities while abroad.

Click on each of the program types below to review the Program Leader Agreement language:

- [Global Seminar](#)
- [Course-embedded Program](#)
- [Transborder](#)

Travel Companions on Faculty-Led Programs

The health, safety and security of students, faculty, and staff is a central feature of the planning and operation of international programs. The program leader's chief responsibility lies with the program participants. To ensure this commitment is not compromised, SDSU does not allow program leaders to travel with companions during the program dates as these program leaders are focused on educational experiences, program logistics, and overall program health and safety.

In rare circumstances, a travel companion may be approved to accompany a faculty member if it can be determined that program health and safety considerations are not adversely affected. This determination will be made on a case-by-case basis and is only considered for members of the program leader's immediate household.

In recognition that on occasion, and with pre-approval by SDSU International Affairs, a travel companion may accompany a program leader during the program dates, the

following policies apply for the program types listed below (based on the type of travel being requested when traveling with students, the faculty/staff member will be required to review and sign different travel companion agreements. Different criteria apply to different travel scenarios and faculty/staff will need to sign agreements appropriate to these various travel types):

Global Seminars & Course-Embedded Programs

1. Program Leaders leading an SDSU-approved custom program must first receive permission from International Affairs to include a travel companion, before any arrangements are made, by submitting the [Travel Companion Request Form](#).
2. Once the aforementioned form is completed, the Assistant Director of International Safety, Security and Risk shall review the exemption form and shall recommend approval or denial of the travel companion request to the Senior International Officer (SIO), who will then review the application and make a final decision. The Assistant Director of International Safety, Security and Risk shall notify the faculty leader of the exemption decision and further instructions regarding international travel insurance.
3. Travel companions are **not** permitted on itinerant programs that travel to different locations without a central program location. Programs that travel to different locations without a central program location present logistical challenges that would distract from the program leader's ability to manage a program, as well as their ability to focus on the academic requirements of the program to maximize student learning and safety.
4. Program leaders must participate in all activities listed on the program itinerary. They may not opt out of cultural tours or events to spend time with a travel companion.
5. Travel companions shall not interfere with the program leader's responsibilities to the program or availability to the students. Program leaders are on-call, 24/7, for student needs and companions must not detract from any program responsibilities.
6. Travel companions are not program participants; they may not participate in any portion of the activities listed in the itinerary including on-site transportation, course activities, meals, excursions, etc.
7. Travel companion contact with students, if any, should be informal and incidental.
8. Travel companions may not act in any administrative role or be responsible for program logistics. They may not represent themselves as employees of SDSU.
9. Per their contract with SDSU, in-country study abroad program providers are not permitted to make logistical arrangements for individuals other than program participants and program leaders. The program leader or their travel companion, not the in-country provider, must make the logistical arrangements for travel companions.
10. Travel companions must pay for their own travel and related expenses. For example, travel companions must pay for the cost difference between a single and double room.
11. Unless pre-approved by International Affairs, travel companions cannot be minors (under 18 years of age).

12. Depending on the program type, program leaders are either covered by CSU FTIP or the SDSU Travel Abroad Insurance plan when traveling abroad on SDSU business. For global seminars, course embedded, and Travel Registry, faculty/staff have the option to purchase the SDSU Travel Abroad Insurance (On Call International) and have the option to purchase this insurance for their travel companions if said companions have been pre-approved to accompany that faculty/staff member. If travel companions are approved to travel with the faculty leader, the program leader is responsible for purchasing the same SDSU Travel Abroad Insurance for their approved family member.

****Failure to comply with this Travel Companion policy will adversely impact the future approval of a faculty or staff member to lead programs.**

Transborder Programs - Travel companions are **not** permitted on transborder programs.

D. Travel Registry

Who Must Complete Travel Registry:

1. Students: Travel Registry is required for San Diego State University (SDSU) undergraduate and graduate students traveling internationally, unless they have already applied to participate in an *approved*⁶ SDSU international program in the [SDSU Global Education Portal](#).
2. Faculty & Staff: All SDSU faculty and staff must complete the Travel Registry when planning to travel internationally for SDSU business-related travel, i.e., conferences. Similar to students traveling on SDSU faculty-led programs, faculty leading [approved SDSU custom programs abroad](#) (that are already listed within the Global Education Portal) are not required to submit a Travel Registry as SDSU is already aware that they will be traveling on university business.
3. Travelers on “Non-SDSU International Travel”, as defined in section (IV).(V).(3.) above. Faculty/staff personal travel that is taken as part of the official SDSU business trip must be noted in the ‘FTIP Insurance’ section of the Travel Registry, to include specifying the specific travel location(s) and dates and whether the faculty/staff is requesting FTIP coverage for immediate family members traveling with them. If requesting FTIP coverage for immediate family members, the faculty/staff will be responsible for the FTIP payment for the additional traveler(s). SDSU faculty/staff traveling with students will be prompted to review and sign the ‘Travel Companion Acknowledgement’ document that requires faculty/staff to first request permission to travel with a travel companion; once the travel companion is approved, SDSU Business & Financial Affairs Risk Management can enroll the travel companion in FTIP insurance.

⁶ *Approved SDSU international programs (e.g. SDSU exchange programs, SDSU partner programs and internships, SDSU faculty-led study abroad programs) do not require Travel Registry. Students on these programs apply via the [SDSU Global Education Portal](#), and complete all requirements within this portal.*

4. Travel Registry is not to be submitted for personal (vacation) travel unaffiliated with any SDSU official business trips.

Travel Registry Reasons for Travel:

1. Student - SDSU Student Club and Organization International Travel
2. Student - Other SDSU International Travel (Research, Conferences, Grant-funded Travel)
3. Student - Non-SDSU International Travel
4. Faculty/Staff - Traveling Abroad WITH SDSU Students
5. Faculty/Staff - Traveling Abroad without SDSU Students on University-Related Business (including research-related activities)

Travel Registry Timelines:

If a traveler is required to complete a Travel Registry, they should submit it preferably at least 45 days prior to the trip start date, or as soon as the traveler has confirmed their trip will occur. If this 45-day advance notice cannot be provided by the faculty because a “last minute” travel opportunity arose, then they will still need to submit a Travel Registry AND email internationalsafety@sdsu.edu with a request to expedite the travel safety review. All SDSU faculty, staff, and employees who plan to submit a Concur international travel request must complete a Travel Registry and the Travel Registry must be approved by the International Safety Unit before making travel arrangements, regardless of the funding source for the trip.

After Travel Registry Approval by International Affairs:

1. Update the Travel Registry if the itinerary (i.e., dates, locations) changes, as the foreign travel insurance, i.e., Foreign Travel Insurance Program (FTIP) coverage (faculty, staff, employee) depends upon the accurate reporting of the trip dates in Travel Registry, to include any personal travel dates tied to the underlying business trip dates. Also notify SDSU Risk Management of the itinerary change at jvictorio@sdsu.edu and specify the itinerary changes (dates, trip locations, removal/addition of family member travelers, etc.).
2. Adhere to the instructions and guidance on these web pages ([link](#)) for international travel safety resources and instructions.
3. It is strongly recommended that travelers download the Department of State (DOS) Smart Traveler Enrollment Program (STEP) app ([link](#)) and activate / register their account to get real time updates about safety and security in the country and to help the embassy/consulate contact the traveler if there's an emergency (i.e., natural disaster, civil unrest, family emergency).
4. It is strongly recommended that travelers download the AlertTraveler app ([link](#)) and activate / register their account to help keep them safe during their international travels.

Travel Registry and Concur:

If 10 days elapse starting from when the International Safety Unit (ISU) receives a Concur

international travel request and the corresponding Travel Registry for the trip has not been submitted and approved by ISU, then the traveler may be required to resubmit their international travel request in Concur. Please refer to the July 3, 2024 campus wide communication from Procure-to-Pay regarding the SAP Concur implementation for SDSU employees.

E. While Traveling - All Travelers:

In addition to the requirements detailed in the pre-departure section, all international travelers are required to:

1. Review, understand, and adhere to all applicable sections of this policy document, including all embedded web links, references, related authorities/policies, and resources and implement the requirements and recommendations contained herein.
2. Carry on their person, at all times, the applicable emergency assistance providers (On Call International for students, AXA Assistance USA, Inc. for faculty/staff [FTIP]) identification card that lists 24-hour-a-day/7 days a week contact phone numbers and resources in the event of an emergency.
3. Depending on the emergency situation, understand that the international emergency assistance provider is not a first responder, know how to call the [country's local equivalent of "9-1-1"](#) for immediate first responder help, and know how to ask for help in that country's language.
4. Assess and mitigate health, safety, and security risks when engaging in University-approved international travel.
5. Travelers must abide by all CSU and SDSU rules governing international travel (see XIII.A. and XIII.B.), as well as any applicable United States and destination/transit countries' laws and regulations governing international travel to, and conduct within, their respective countries.
6. Know the entry and exit requirements of the destination country, and make timely arrangements for passports, visas, vaccinations, and other requirements as necessary.
7. Abide by country-specific vaccination requirements prior to, and well in advance of making official travel arrangements. If medical or religious exemptions will be petitioned for in order to preclude vaccination requirements, it is the traveler's responsibility to ensure adherence to the current [SDSU immunization exemption policy/procedure](#) and to understand that certain SDSU international activities and program types may require that students and staff are up to date with vaccines, have a physical exam, and/or medical provider approved clearance forms as a condition of that study abroad program.
8. Abide by CDC recommendations for health testing requirements or recommendations:

- a. Check CDC destination-specific [Travel Health Notices](#) for information about health testing requirements or recommendations (i.e., COVID-19) in the destination or host country.
 - b. Comply accordingly for SDSU international activities and program types that may require that students and staff are up to date with required vaccines as a condition of that study abroad program. SDSU strongly encourages students to:
 - Get [up to date](#) with their vaccines before traveling.
 - Follow CDC guidance for international travel ([link](#)).
 - Follow general public health considerations such as [handwashing](#).
9. Before departing from, or returning to the United States by air, travelers may be required to show a negative test result or documentation of recovery from a particular disease (i.e., COVID-19) before boarding, and should monitor the specific country's entry/exit requirements.
10. Conduct research and scientific activity only after appropriate permits and approvals have been obtained from the applicable legal authority and in a manner consistent with local laws and SDSU policies and regulations.
11. Abide by [United States Export Control requirements](#) and work with the appropriate SDSU export control officer/unit to identify any restrictions or licensing requirements for intended activities within particular countries. All travelers must not travel to U.S.-sanctioned countries or have business interaction with sanctioned entities without prior approval from the U.S. Government and the SIO, International Affairs.
12. Exercise information technology (SDSU software, data, hardware) security best practices during international travel. Refer to SDSU ([link](#)) and U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency ([link](#)) resources.
13. SDSU also strongly encourages all international travelers to:
 - a. Have a mobile phone or similar cellular device with the appropriate international plan that provides sufficient minute and data usage to enable international cellular communication and functionality.
 - b. Adhere to guidelines set forth by the Office of the Director of National Intelligence "[Travel Tips](#)" and the Federal Communication Commission's "[Cybersecurity Tips for International Travelers](#)" as related to the security of mobile devices during travel abroad.
 - c. Enroll in the [U.S. Department of State's Smart Traveler Enrollment Program \(STEP\)](#), a free service to allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate.

- d. Download and activate the SDSU Global Education Portal's "Alert Traveler" [application](#) on your mobile device. Alert Traveler has the following functionalities: access to country intelligence; allowing administrators to send check-in requests and verify traveler safety; receiving real-time alerts; and a help-request button for travelers.
- e. Enable the Global Positioning System (GPS) geo-location tracking feature on the traveler's cellular/smart devices and Alert Traveler application, 24 hours a day, 7 days a week to allow safety and security notifications to be pushed to the traveler and to allow local, contracted, SDSU, or emergency assistance providers to locate the traveler in the event of an emergency.

VI. TRAVEL TO HIGH-RISK OR VERY HIGH-RISK DESTINATIONS

All international travel requests to High-Risk or Very High-Risk destinations require review by the IROC and approval by the Assistant Director of International Safety, Security and Risk. Based on the IROC's recommendations, the AD of International Safety, Security and Risk shall make a final decision to approve or deny the high risk international travel. In the rare instance that the IROC concurs with travel to a CSURMA War Risk country, the CSU Chancellor's Office has the final approval/disapproval authority for this travel. If the AD of International Safety, Security and Risk does not approve travel to a particular location and the traveler would like to appeal that decision, the traveler can do so by submitting their reasons supporting the appeal via email to the Senior International Officer, who will review and make a final approval/disapproval determination. Based on the merits contained in the appeal, the Senior International Officer will render a final decision on travel to the high-risk destination and the result communicated to the requesting traveler.

For travel to high-risk, very high-risk, or CSURMA high hazardous international destinations approved by the AD of International Safety, Security and Risk, the traveler should be aware of the international travel insurance (SDSU Travel Abroad Insurance, FTIP) coverage exclusions triggered by travel to these locations. For example, the SDSU Travel Abroad Insurance (On Call Insurance) has coverage exclusions to locations where the U.S. government has placed a DOS Level 4 (Do Not Travel) warning on a location. On Call Insurance will not cover a traveler who decides to travel to a DOS Level 4 location that is not approved by SDSU, unless SDSU has obtained prior approval from On Call International. As such, a traveler should not presume that because the AD of International Safety, Security and Risk has approved their travel to a DOS Level 4 location that SDSU has sought pre-approval from On Call International for this high-risk travel to be covered by insurance. If the traveler is seeking to be covered by the SDSU Travel Abroad Insurance (On Call International) for DOS Level 4 travel, upon being notified that SDSU has approved their travel, the traveler must contact the AD of International Safety, Security and Risk to arrange pre-approval of On Call International foreign travel insurance coverage for the DOS Level 4 travel.

When CSURMA does not provide insurance coverage to a particular country, i.e., 'NO COVERAGE' is annotated in the '[CSURMA High Hazardous & War Risk Country List](#)', the SDSU President can approve the travel and not the AD of International Safety, Security and Risk. However, high hazard international travel to "War Risk" countries must be submitted to Systemwide Risk Management in the Chancellor's Office (CSURMA) for review and approval

following review at the campus level. See [Coded Memo RM-2014-01: International Travel Approval Process \(PDF\)](#).

VII. EVACUATIONS AND THE ROLE OF INTERNATIONAL AFFAIRS / SDSU

Should SDSU travelers abroad experience an emergency (i.e., pandemic, natural disaster, political upheaval) that: 1) is on a scale requiring centralized emergency oversight by the SDSU International Emergency Management Team (IEMT)⁷ and/or 2) might require recalling or evacuating travelers, SDSU International Affairs can contact the appropriate international emergency assistance provider, i.e., On Call International Security Team (security@oncallinternational.com) for students or AXA Assistance (medassist-usa@axa-assistance.us) for faculty/staff/employees, to initiate assistance. The On Call International Security Team's email line is actively monitored 24/7 and is the best way to initiate requests for assistance and contact any member of the team. On Call International Security will immediately move to assist the IEMT by providing intelligence to inform decision-making and outlining options to provide direct assistance as needed. This assistance could come in the form of health and well-being checks, delivery of essential supplies, securing ground transport, and full evacuation from the country. On Call International Security will leverage its resources (operations, medical) as needed to best assist the IEMT and will coordinate any direct assistance services that SDSU elects to move forward with. If direct assistance services are required, On Call International Security will establish and maintain direct contact with both SDSU travelers and the IEMT throughout the entire duration of an evacuation operation.

If an emergency evacuation is needed, the international emergency assistance provider, i.e., On Call International, will have primary responsibility to do so for SDSU student travelers participating in an SDSU faculty-led program and SDSU bilateral exchange program. For SDSU study abroad partner programs, students will be evacuated by either that program's internal emergency assistance/risk management apparatus or On Call International. In an international emergency scenario requiring evacuation of SDSU faculty/staff/employees traveling via FTIP, AXA Assistance has primary responsibility for evacuation of these travelers.

VIII. POLICY ON PROGRAMS RUN BY SDSU-APPROVED INTERNATIONAL EDUCATION ORGANIZATIONS

A number of universities, including SDSU, allow students to participate in certain programs administered and operated by third parties, which have been vetted and approved as "[Partner Programs](#)" by SDSU. SDSU's Global Education Office provides students interested in such programs with support, including assistance with program selection and application, transfer of academic credit, maintaining enrollment at the home institution, approval of the organization's international travel insurance, and the ability to apply some financial aid and scholarships toward the cost of the experience. When such third-party programs are located in a country in which the IROC has suspended the university's own programs, students are not permitted to participate in programs to those same locations and SDSU will not provide support, including advising, scholarships, academic credit, pre-departure orientations, etc. . For this reason, SDSU shall not

⁷ International Emergency Management Team (IEMT) membership is composed of members of the International Risk Oversight Committee (IROC). Backups have been designated for primary IROC and IEMT members for redundancy.

provide any support to students who wish to participate in IEO Partner programs located in countries in which the university has suspended its own programs, either due to a State Department travel warning or other High-Risk Travel indicators.⁸

FURTHER INFORMATION

- A. For additional international safety, security and risk information, contact the SDSU International Safety Unit at internationalsafety@sdsu.edu, (619) 594-6402.
- B. The definitions and list of high-risk overseas destinations are available in Section X below, and in the associated webpage links therein.
- C. International travel safety, security and health resources are listed below and in the following [link](#).

IX. RISK LEVELS DEFINED

U.S. Department of State (DOS)

DOS issues a Travel Advisory for each country of the world. Travel Advisories follow a consistent format and use plain language to help U.S. citizens find and use important security information. Travel Advisories apply up to four standard levels of advice, describe the risks, and provide clear actions U.S. citizens should take to help ensure their safety. To see a complete list of Travel Advisories for every country in the world, see travel.state.gov/traveladvisories. Click on the color-coded world map at travelmaps.state.gov for a global view.

Levels 1-4

The Travel Advisory appears at the top of each country page, with a color corresponding to each level:

Level 1 - Exercise normal precautions

Level 2 - Exercise increased caution

Level 3 - Reconsider Travel

Level 4 - Do not travel

Varying Levels of Risk

The DOS issues an overall Travel Advisory level for a country, but levels of advice may vary for specific locations or areas within a country. For instance, DOS may advise U.S. citizens to “Exercise increased caution” (Level 2) in a country, but to “Reconsider travel”

⁸ This highlighted section is a best practice by the National Association of State Universities and Land-Grant Colleges when they formed an Ad Hoc Task Force on Safety and Security in Study Abroad in 2008.

(Level 3) or “Do not travel” (Level 4) to a particular area within the country.

Risk Indicators

Travel Advisories at Levels 2-4 contain clear reasons for the level assigned, using established risk indicators and specific advice to U.S. citizens who choose to travel there. These are:

C – Crime: Widespread violent or organized crime is present in areas of the country. Local law enforcement may have limited ability to respond to serious crimes.

T – Terrorism: Terrorist attacks have occurred and/or specific threats against civilians, groups, or other targets may exist.

U – Civil Unrest: Political, economic, religious, and/or ethnic instability exists and may cause violence, major disruptions, and/or safety risks.

H – Health: Health risks are present, including current disease outbreaks or a crisis that disrupts a country’s medical infrastructure. The issuance of a Centers for Disease Control Travel Notice may also be a factor.

N - Natural Disaster: A natural disaster, or its aftermath, poses danger.

E - Time-limited Event: Short-term events, such as elections, sporting events, or other incidents that may pose safety risks.

O – Other: There are potential risks not covered by previous risk indicators. Read the country’s Travel Advisory for details.

K – Kidnapping or Hostage Taking: Criminal or terrorist individuals or groups have threatened to and/or have seized or detained and threatened to kill, injure or continue to detain individuals in order to compel a third party (including a governmental organization) to do or abstain from doing something as a condition of release.

● On Call International

Minimal (1): Negligible countrywide security risks with stable political environment, low crime rates, adequate infrastructure, and minimal threats posed by health risks and/or environmental hazards.

Low (2): Some degree of risk posed by national political environment, criminal threats that may vary by location, the presence of potentially impactful public health threats and/or environmental hazards, and/or limited infrastructure in some areas. Threats may be highly localized and not common to the country at large.

Medium (3): Serious security threats exist in the country due to sensitive political environment, heightened criminality, lack of adequate infrastructure, and/or environmental hazards and/or public health risks. A

heightened security posture and/or protocols may be advisable.

High (4): The national security environment has deteriorated due to political unrest, severe criminality, degraded infrastructure, and/or the prevalence of major public health and environmental hazards.

Critical (5): The national security environment is characterized by extreme threats due to armed conflict, rampant violent crime, the absence of infrastructure, and/or severe environmental and public health hazards.

- **Centers for Disease Control (CDC)**

Travel Health Notices (General):

Watch Level 1 (Green) - Practice usual precautions for this destination, as described in the Travel Health Notice and/or on the [destination page](#). This includes being up-to-date on all recommended vaccines and practicing appropriate mosquito avoidance.

Alert Level 2 (Yellow) - Practice enhanced precautions for this destination. The Travel Health Notice describes additional precautions added or defines a specific at-risk population.

Warning Level 3 (Red) - Avoid all non-essential travel to this destination. The outbreak is of high risk to travelers and no precautions are available to protect against the identified increased risk.

X. INTERNATIONAL INSURANCE & EMERGENCY ASSISTANCE PROVIDERS

In the event of an emergency, travelers should immediately get out of harm's way and go to a place of safety. The below-listed international emergency assistance providers associated with the SDSU Travel Abroad Insurance (students) and FTIP (faculty, staff, employees) are NOT first responders. Travelers should know how to call the [country's local equivalent of "9-1-1"](#) and know how to ask for first responder help, to include providing their location, in that country's language. Travelers should also know where the nearest police station and medical facilities are located prior to and/or upon their arrival in the country.

Students / Other Eligible Enrollees

- A. [On Call International](#) is the travel abroad insurance and associated international emergency assistance provider for student travelers. **SDSU Policy Number is INT06899**. The plan ID card with the below-listed 24/7 emergency contact information is provided to the student upon their enrollment in the On Call foreign travel insurance. If you need medical, security, or travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:

1. +1 603-328-1344 (Call collect from anywhere in the world).
2. 1-855-464-8975 (Call toll-free from US or Canada).
3. 603-945-0103 (Text only number).
4. www.oncallinternational.com/chat/direct (24/7 Live Chat).

5. mail@oncallinternational.com (Email).
6. [On Call International Travel Risk Management Resources](#). Free information requiring email registration to download resources.
7. Orientation videos for students ([link](#)) and faculty/staff ([link](#)).

Faculty, Staff, Employees:

- B. [AXA Assistance](#) is the California State University Risk Management Authority (CSURMA) Foreign Travel Insurance Program's (FTIP) international emergency assistance provider that partners with Chubb Insurance, the insurance carrier for CSURMA FTIP. Chubb (FTIP) insurance is required for all SDSU faculty/staff/employees traveling abroad on university business associated with their employment. Access Chubb's Travel Assistance Website via <http://www.acetravelassistance.net> and enter your username and password (shown on your Travel Assistance ID card). The Chubb Insurance policy number is **GLMN04950872R**.
- If you need medical, security, or travel assistance, regardless of the nature or severity of your situation, contact AXA 24 hours a day.

1. +1 630-694-9764 (Call collect from anywhere in the world).
2. 1-855-327-1414 (Call toll-free from US or Canada).
3. medassist-usa@axa-assistance.us (Email).

- C. The On Call International [orientation video](#) is available to faculty/staff.

XI. INTERNATIONAL TRAVEL SAFETY, SECURITY, AND RISK MITIGATION RESOURCES

U.S. Department of State

- A. [International Travel Homepage](#). Individuals can access international travel-related resources from this page, including:
1. [Travel Advisories and Warnings](#). As a first step in planning any trip abroad, check the Travel Advisories for your intended destination. Note that conditions can change rapidly in a country at any time.
 2. [Foreign emergency contact numbers](#). Not every country uses "911" as its emergency contact number. You'll need to know how to contact the police, ambulance or fire department in that country's language.
 3. [Studying Abroad](#).
 4. [International Travel Safety Information for U.S. Students Abroad](#).
 5. [Country Information](#): This page offers individuals considering international travel information about the safety and security situation in a specific country, including entry and exit requirements, local laws and customs, health conditions, etc.
 6. [Smart Traveler Enrollment Program \(STEP\)](#): This program is a free service that allows travelers to provide their travel information to the nearest U.S. embassy or consulate to help them locate the traveler in an emergency. Travelers, and

future travelers, can also sign up to receive safety and security information via email regarding specific destinations abroad.

7. American Citizens Services in Mexico, [Contact Form](#).
 8. [Websites of U.S. Embassies, Consulates, Diplomatic Missions, Offices Providing Consular Services](#).
 9. [Emergency Assistance to American Citizens Abroad](#). Call +1-202-501-4444 (overseas) or 1-888-407-4747 (U.S./Canada) or contact the nearest embassy: travel.state.gov.
 10. [Medical Information for Americans Abroad](#).
 11. [Road Safety Overseas](#).
 12. [Travel Resources](#).
 13. [Traveler's Checklist](#): Steps to take before traveling abroad are provided in this checklist, including reading country information, getting the right documents, enrolling in [STEP](#), and having international travel insurance.
 14. [Assistance for U.S. Citizen Victims of Crime Abroad](#).
- B. [Overseas Security Advisory Council \(OSAC\)](#). OSAC produces analysis on security incidents as they unfold around the world. Add OSAC to your emergency checklist to monitor global developments affecting safety and security.
1. [Traveler Toolkit](#).
 2. [Understanding the Consular Travel Advisory System](#).
 3. [Understanding Mexico's Travel Advisory](#).

On Call International

[“My OnCall Portal” login](#) and the “Destination Intelligence” information contained therein require input of the "Group ID" code (100126CPPD21) referenced on their international emergency card that is provided upon the traveler's international travel insurance registration.

Health Information

- A. [Centers for Disease Control \(CDC\)](#) - Main home page
1. [Travelers' Health Web Page](#). The page provides current health information by destination and travel health notices and allows users to register via email to receive the latest updates from CDC's travelers' health.
 2. [Travel Health Tips for Students Studying Abroad](#).
 3. [Travel Health Kits](#).
 4. [Country-Specific Travel Health Notices](#). Yellow Book section, [Study Abroad and Other International Student Travel](#). CDC Yellow Book 2020: Health Information for International Travel is published every two years as a resource for health professionals providing care to international travelers. The fully revised and updated CDC Yellow Book 2020 compiles the US government's most current travel health guidelines, including pre-travel vaccine recommendations, destination-specific health advice, and easy-to-reference maps, tables, and charts.
- B. The [Center for the Prevention of Harassment and Discrimination \(CPHD\)](#) at SDSU is responsible for addressing concerns relating to Sexual Misconduct, Dating/Domestic

Violence, and Stalking, as well as Discrimination, Harassment, and Retaliation under the [CSU Nondiscrimination Policy](#). CPHD works with students to address concerns, provide supportive measures, and coordinate with external agencies, such as [Sexual Assault Support and Help for Americans Abroad \(SASHAA\)](#) (below). Students studying abroad are encouraged to contact CPHD should any concerns arise, by emailing cphd@sdsu.edu or calling 619-594-6464.

Additionally, any Employee who knows or has reason to know of incidents that may violate the CSU Nondiscrimination Policy is considered a Responsible Employee, and has a duty to promptly report to the Title IX Coordinator/DHR Administrator. They are required to disclose all information available, including the names of the Parties involved, even where the person has requested anonymity. For more information on reporting duties, including links to the Title IX and DHR reporting forms, please [click here](#).

[Sexual Assault Support and Help for Americans Abroad \(SASHAA\)](#). 1-866-US WOMEN (879-6636) or <http://sashaa.org/>. SASHAA was created to ensure Americans victimized in a foreign country have immediate access to services no matter where they are in the world. SASHAA case managers provide an informed, compassionate response, as well as advocacy and assistance in navigating medical, law enforcement, and legal options. The program can be reached 24 hours a day, 7 days a week from overseas by calling their toll-free hotline. SASHAA provides sexual assault prevention and response regardless of age, race, gender, sexual orientation, or location worldwide.

- C. [Vaccines.gov](#). Helps you find clinics, pharmacies, and other locations that offer contagious disease and flu vaccines in the United States.
- D. [World Health Organization \(WHO\)](#). This page lists current global health emergencies.
- E. [SDSU Student Health Services](#). For information on how SDSU is responding to coronavirus (COVID-19), visit the [SDSU Coronavirus page](#).
- F. [HealthMap](#). Collects raw data from different agencies to provide a comprehensive view of worldwide health risks. May serve as an early alert system for disease outbreaks before they get reported by traditional news outlets.
- G. [Johns Hopkins COVID Dashboard](#). Provides real-time information on the state of the pandemic worldwide.

Destination Intelligence (For Itinerary Threat Assessment)

- A. [The U.S. Department of State](#), see above sections.
- B. Local News, Topics, and Trends. Global news outlets and other large broadcasters, i.e., BBC, CNN, may not report on community events that allow detailed, local knowledge of a remote location. The following tools and techniques may provide ‘on-the-ground’ insights:
 - 1. [Reddit](#). Most cities have a dedicated Reddit forum, called a ‘[subreddit](#)’. During emergencies, Reddit users often report breaking news faster than traditional

media outlets, and these posts are often accompanied by photos, videos, and other commentaries.

2. [Google Trends](#). Allows users to see common search queries in a given region that can uncover facts on the ground that may not be made public through news articles or social media posts.
 3. [Snap Map](#). Allows users to share geolocated content and serves as a way to get a sense of what's going on in a particular place or learn more about unfolding events.
 4. [Newspaper Map](#). free online application that plots the location of over 10,000 newspapers worldwide. Use this tool to identify local media outlets in unfamiliar areas.
 5. [IBM Watson News Explorer](#). An information network of breaking stories in real-time.
- C. [Travel Safe - Abroad](#), Find the Safest Places for Your Travel.
- D. [CrisisWatch - Tracking Conflict Worldwide](#), International Crisis Group.
- E. [Global Conflict Tracker](#), Council on Foreign Relations.
- F. [Disputed Territories](#). Provides worldwide maps of contested regions between countries.
- G. [Free Map Tools](#). Allows users to measure, search, and overlay mark-up elements on maps.
- H. [USA.gov](#). Explore some of the top issues for U.S. Citizens when traveling outside of the country.
- I. [Traveling Overseas with Mobile Phones, Laptops, PDAs, and Other Electronic Devices](#), National Counterintelligence and Security Center.
- J. [Business Travel Tips While Abroad](#), FBI Office of Private Sector.
- K. [Association for Safe International Road Travel \(ASIRT\)](#). A non-profit, humanitarian organization that promotes road travel safety through education and advocacy.
- L. [The CIA World Factbook](#). Provides basic intelligence on the history, people, government, economy, energy, geography, environment, communications, transportation, military, terrorism, and transnational issues for 266 world entities.
- M. [U.S. Army Europe and Africa \(USAREUR\) "Stay Safe"](#). Consider following the USAREUR Antiterrorism Stay Safe Facebook page (<https://www.facebook.com/StaySafeAntiterrorism>).

Situational Awareness

- A. Emergency Medical Services (EMS). Local EMS organizations (i.e., police and fire departments) have social media accounts. Travelers should follow these pages or feeds that report local events hours before stories reach mainstream media outlets.

- B. [FlightRadar24](#). Provides real-time flight data on thousands of aircraft worldwide and can assist with monitoring the impact of weather events on global transportation.
- C. [Live Universal Awareness Map](#). Presents important on-the-ground events and plots them on a map interface, so users can go back and review incidents that happened in the past.
- D. [Global Disaster Alert and Coordination System \(GDACS\)](#). GDACS is a cooperation framework between the United Nations, the European Commission and disaster managers worldwide to improve alerts, information exchange and coordination in the first phase after major sudden-onset disasters.
- E. [Baja California, Mexico](#). This site provides updated Baja, California information, to include road conditions, weather, and a city/region guide.
- F. [Travel and Re-Entry into the U.S.](#)

Threats

- A. [GeoSure](#). Provides safety and security data on popular destinations worldwide.
- B. [Global Terrorism Database](#). Provides unclassified terrorist attacks worldwide.
- C. [Numbeo](#). [This site's crime section](#) reviews informal surveys provided by residents as to how they perceive the risk of theft, violence, and corruption in their city.

Institutes of Higher Education

- A. U.S. Department of Education Office of Safe and Supportive Schools, Readiness and Emergency Management for Schools ([REMS](#)) Technical Assistance Center
Resources on Study Abroad Safety for Institutions of Higher Education (IHE):
 1. [Preparing for Study Abroad Emergencies for Higher Ed and K-12 Populations Webinar](#). The REMS TA Center, in collaboration with the U.S. Department of Education's Office of Safe and Healthy Students, hosted a Webinar on how institutions of higher education and K-12 schools—both public and nonpublic—can better plan and prepare for emergencies that students and staff may encounter when studying abroad. Presenters described the process for addressing emergencies abroad in planning efforts, shared case studies, and highlighted resources and support available when preparing for these incidents.
 2. [Preparing for Study Abroad Emergencies for Higher Ed and K-12 Populations Resource List](#). Lists resources for preparing for study abroad emergencies for higher ed and K-12 populations, including planning for emergencies, notifications and support, and safety tips.
 3. [Preparing for Study Abroad Emergencies for Higher Ed and K-12 Populations Fact Sheet](#). Provides information on how higher ed and K-12 populations can prepare for study abroad emergencies. Key topics include integrating international travel into emergency planning and key resources.
- B. Federal Partner Resources on Study Abroad Safety for IHEs

1. [Study Abroad Safety Webinar](#) and [Presentation Slides](#). The International and Foreign Language Education Office of the U.S. Department of Education presents a webinar on study abroad safety.
2. [SAFETI \(Safety Abroad First-Educational Travel Information\) Website](#). The SAFETI Clearinghouse Project creates and disseminates resources to support study abroad program development and implementation, emphasizing health and safety issues.

XII. REFERENCES AND RELATED AUTHORITIES

A. California State University Systemwide:

1. [Travel and Business Expense Reimbursements Policy](#), ICSUAM 03601.01.
2. [Exchange Programs and Campus Activities Abroad](#), EO 1081 (3/10/2021).
3. [International Agreements](#), EO 1080 (3/10/2021).
4. [International Students](#), EO 1082 (3/10/2021).
5. [Student Travel Policy](#), Executive Order (EO) 1041.
6. [Student Travel Accident](#), Policy Number NHH000314.
7. [International Travel Resources](#).
8. [High Hazard International Travel Approval Process and Requirement to Purchase Insurance](#), RM 2014-01.
9. [CSU Risk Management Authority's \(CSURMA\) Foreign Traveler Underwriter's High Hazardous and War Risk Countries List](#). Travel to War Risk countries must be reviewed by the Chancellor's Office. See [Coded Memo RM-2014-01: International Travel Approval Process \(PDF\)](#).
10. [Memorandum Confirming Delegation of Authority to Campus Presidents, or Their Designees, to Approve High Hazard International Travel for Faculty, Staff, or Students Traveling on CSU Business](#), RM 2014-01.
11. [Independent International Travel](#); Students, RM 2011-02.
12. [Risk Management and Public Safety](#), EO 1069.
13. [Delegation of Authority; Approval of Travel Requests](#), EO 688.
14. [Provisions for Extension and Summer Session Independent Study Programs Involving Foreign Travel](#), EO 0181.
15. [Implementation of the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act \(the "Clery Act"\)](#), EO 1107.
16. [Field Trip Policy and Procedures](#), EO 1062.
17. [CSU Foreign Travel Insurance Program \(FTIP\) 2023/2024 Policy No. GLMN04966648R](#).

B. San Diego State University:

1. [Employee International Travel - \(Procure-to-Pay \[P2P\] Department\)](#)
2. [Travel Authority Delegation - Approval of International Travel Requests \(E.O. 688\)](#)
3. [SDSU Study Abroad Policies & Procedures](#).
4. [Travel Policy, Procedures, and Regulations](#).
5. [Foreign Travel and FTIP](#).
6. [COVID-19 Travel Policies Fall 2021](#).

7. [International Travel Security, Information Security.](#)

XIII. QUESTIONS AND FEEDBACK

Please direct any feedback or questions about this document to Tyne Truong, Assistant Director of International Safety, Security and Risk at ttruong7@sdsu.edu.