



**CLI 2026**

**Student Handbook**

**Sarajevo, Bosnia and Herzegovina**

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## General Information

### Welcome to Sarajevo!

Congratulations on being selected to study Bosnian, Croatian, and Serbian (BCS) in the Arizona State University Critical Languages Institute BCS program in Sarajevo! This booklet provides an orientation to the program and reference materials for your use during the program. Please ensure that read all the enclosed information carefully.

This handbook provides an orientation to the program and reference materials for your use during the program. This handbook is to be used as a guideline only. Information is subject to change. If you have a specific question regarding the program, please reach out to [cli@asu.edu](mailto:cli@asu.edu).



The Cathedral of the Nativity of Theotokos in front of Sarajevo

**CLI-Sarajevo Important Contacts**

The Sarajevo program is a cooperative effort of the Arizona State University Critical Languages Institute (CLI) and the Udruženje za jezik i kulturu Lingvisti language center’s BCS for Foreigners program. You will work with staff from both of these two organizations during your time in Sarajevo.

**CLI Staff**

**CLI Main (Arizona) Office**

Phone: +1 (480) 965-4188

Email: [cli@asu.edu](mailto:cli@asu.edu)

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CLI Director

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CLI Program Coordinator

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Business Operations Manager – Financial Matters

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Email: [marina.akers@asu.edu](mailto:marina.akers@asu.edu)

**Sarajevo Contacts**

**Lingvisti office**

+387 33 645 343

**Sandra Zlotrg, Director**

[sandra.zlotrg@gmail.com](mailto:sandra.zlotrg@gmail.com)

Cell phone: +387 61 449 943

**Lamija Čengić, Staff**

Cell phone: +387 61 529 634

**Local Health & Emergency Contacts:**

**Sandra Zlotrg**

Cell phone: +387 61 449 943

**Lamija Čengić, Staff**

Cell phone: +387 61 529 634

**Emergency Numbers**

Fire.....123

Police.....122

Ambulance.....124

**ASU 24/7 Emergency Overseas Support**

+1 480 965 3456

[studyabroad@asu.edu](mailto:studyabroad@asu.edu) | [cli@asu.edu](mailto:cli@asu.edu)

## Your Course

8-week courses in Sarajevo take place over two summer sessions. You will receive two grades, one for each session. You will take final exams at the end of each session.

7 + 4-week hybrid courses take place over three summer sessions. You will receive three grades, one for each session.

CLI COURSE OVERVIEW		
8-week course Session A, Sarajevo	BCS 201	June 15 – July 10
8-week course, Session B, Sarajevo	BCS 202	July 13 – August 07
3½-week course, Session A, Online	BCS 101	May 26 – June 17
3½--week course, Session B, Online	BCS 102	June 18 – July 10
4-week course, Session C, Sarajevo	SLC 494	July 13 – August 07

**IMPORTANT: CLI Session dates do not match ASU Summer Session dates.** Please use the dates above, **not** the ASU-wide Summer Session dates published by the ASU registrar’s office.

## Important Dates

8-week classes	Date(s)
Return all <b>CLI forms</b>	March 14, 2026
Arrive in Sarajevo	June 14 or slightly before
<b>CLI Summer Session A</b>	<b>June 15 – July 10</b>
Add/Drop for Session A	June 17
<b>CLI Summer Session B</b>	<b>July 13 – August 07</b>
Add/Drop for Session B	July 15
Last day of class	Aug 07
Depart Sarajevo	Aug 08 or slightly later

7 + 4-week hybrid classes	Date(s)
Return all <b>CLI forms</b>	March 14, 2026
<b>CLI Summer Session A</b>	<b>May 26 – June 17</b>
No Class; Memorial Day	May 25
Add/Drop for Session A	May 27
<b>CLI Summer Session B</b>	<b>June 18 – July 10</b>
Add/Drop for Session B	June 20
No Class: National Holiday	July 3
Travel to Sarajevo	July 11 – July 12
<b>CLI Summer Session C</b>	<b>July 13 – Aug 07</b>
Add/Drop for Session C	July 15
Last day of class	Aug 07
Depart Sarajevo	Aug 08 or slightly later

### No class for online programs on:

May 25<sup>th</sup> – Memorial Day  
 July 3<sup>rd</sup> – National Holiday (online only)

## Books and Computers

Bring a laptop or tablet if you can. WiFi is widely but not universally available. WiFi will be available in the apartments.

## Academic Load & Extracurricular Activities

CLI classes meet for half of each day. Each class provides the equivalent of a week’s regular instruction. Each day, you will be expected to complete a week’s worth of homework and learn a week’s worth of vocabulary, in addition to participating in program projects and activities. Please keep this in mind. Opportunities for independent travel during the program will be limited.

## Placement Test

Students at the 200 level will complete a placement exam before going abroad to ensure students are appropriately placed. For online classes at the 200 level, students will undergo a placement test during their first class to ensure that they are in the correct level. For abroad classes at 200 or above, on the first day of classes abroad, you will receive a placement test that ensures that you are paired with other students at your same level; you will be placed with other students at your level.

## Proficiency Estimate

Students at the 200 level and up will also take an oral proficiency assessment on the first day of CLI. They will repeat this assessment at the end of the program. These interviews are recorded and given to students, along with an estimate of their proficiency levels, in order to allow them to document their progress. These proficiency assessments do not affect placement or grades. Students at the 100 level take proficiency assessments at the *end* of CLI only, not at the beginning.

## Travel Outside of Country

While on your CLI program, **travel outside of your study abroad location is not permitted.** Your MyCISI insurance does not cover additional countries, and CLI or its partners cannot permit you to travel outside of the country while on program. Travel before or after the program is permitted, and you will not be covered by MyCISI, CLI, or the provider while you are traveling on your own.

Travel within the study abroad location should be communicated and approved by your program. There are required program activities that take place on weekends and evenings during your program, and your travel should not interfere with these activities.

# Travel and Visas

## What to Pack

Be aware of weight and size restrictions for backpacks and carry-on suitcases for ALL flights as regulations may vary by airline. Pack small enough and light enough for the most restrictive airline in your itinerary. Students are highly advised against checking bags as lost luggage may not be recovered.

### Backpack

- Passport\*
- Cash, credit cards, ATM card\*
- Cell phone, charger, earbuds/headphones\*
- Laptop, charger, adapters
- Portable power bank (optional)
- Change of clothes (including undergarments)
- Extra jacket/sweater/sweatshirt/or light blanket
- Travel pillow, ear plugs, eye mask for sleeping
- Toothbrush, floss
- Comb/Brush
- Glasses/contacts with case/sunglasses (inexpensive)
- Essential medications and prescriptions (Make sure your prescription meds are not controlled substances in-country)
- Toiletries, including deodorant, hand sanitizer, toothpaste, contact lens solution, nothing over 3 oz, all should fit into 1 quart-sized Ziploc bag
- Small medicine kit (Imodium, Advil/Tylenol, Pepto Bismol (comes in tablets), several band-aids, thermometer, Neosporin, cold medicine, Benadryl)
- Reusable Water Bottle (empty)
- Snacks for flight
- Printed boarding passes (in case your phone is lost)

- Printed flight confirmations
- Copy of passport/visa
- Photocopies of bank cards/credit cards
- Pen (for filling out customs entry form)
- Reading material or e-reader
- Face masks, 2-3 (just in case)
- Sanitizing Wipes (optional)
- Small Kleenex Packet
- Feminine products
- Small bag/purse for everyday use

\*Keep these on your person while traveling

### Airplane Outfit

Wear comfortable clothes and dress in layers. You may decide to wear your pair of comfortable shoes on the flight or your hiking boots, depending on suitcase space.

### Suggestions

Roll clothes and/or use packing cubes to save space. Also, don't bring anything you care about and don't over-pack. You'll want some space for souvenirs on the way back and you also won't feel bad if you must leave a few things behind.

**Carry-On Suitcase (should you want/need one)**

- Pants/Skirt (2-3)
- Shorts (2-3)
- Short-sleeve shirts/blouses (5)
- Long-sleeve shirts/blouses (3)
- Nicer shirt (button down or blouse) (1)
- Sweatshirt/Light sweater (1)
- Socks (5 pairs)
- Undergarments (5 pairs)
- Sleepwear (1)
- Belt (1)
- Comfortable Walking Shoes (1 pair)
- Hiking Boots (1 pair)
- Sneakers (1 pair, optional)
- Ball cap (optional, non-military design or insignia)
- Rain Poncho
- Sunscreen
- Razor (not electric)
- Small shampoo/conditioner/soap (only enough for 1 week) - put in sealed quart-sized bag to protect the contents of your suitcase.
- Cosmetics
- Feminine Products
- Passport-sized photo for local ID card
- Trinkets/Small gifts for your host family/teachers (optional)

**Do Not Pack (Buy in Sarajevo)**

- Towels
- Toilet paper
- Umbrella
- Additional Soap / Shampoo / Detergent

## Arrival and Departure

CLI students arrange their own travel.

**8-week** students should plan to arrive at Butmir International Airport, SJJ, on or before **June 14<sup>th</sup>** and to depart on or slightly after **August 8<sup>th</sup>**.

**4-week** students should plan to arrive at Butmir International Airport, SJJ, on or before **July 12<sup>th</sup>** and to depart on or slightly after **August 8<sup>th</sup>**.

Sarajevo International Airport (<http://www.sarajevo-airport.ba/>) lies 6 km southwest of downtown Sarajevo. CLI staff will meet you at SJJ, but the airport is easily accessible by taxi.

## Visas

U.S. citizens may enter and reside in Bosnia-Herzegovina for up to 90 days without a visa. No visa is required for your CLI program.

## Pick-Up

A CLI representative will meet you at the airport and take you to your housing location. Please inform CLI, by phone and/or email, of any changes to your itinerary.

## Carrying Your Passport

You are advised to carry identification with you in Bosnia-Herzegovina at all times. Carry your passport (or a copy with a note explaining where the original is) at all times. You can be subject to fines if unable to produce identification when asked.

# Financial Matters

## Billing Schedule

All CLI-related charges will be billed to your ASU student account, accessible through the main student portal, <http://my.asu.edu>, on the following schedule:

FEE	POST DATE <sup>1</sup>
<b>8-week program</b>	
\$500 (non-refundable)	When you enroll in class
remainder of program fee	Second day of summer session 1
<b>4-week program</b>	
\$500 (non-refundable)	When you enroll in class
remainder of program fee	Second day of class in Sarajevo
<b>All fees <u>non-refundable once posted</u></b>	

<sup>1</sup> The Post Date is the date the charge appears on your student account. Payment is due on the 25<sup>th</sup> day of the month following the post date (and is indicated on your student account online).

## Insurance

All participants are covered under Cultural Insurance Services International's insurance through Arizona State University's Study Abroad office. You may access an overview of ASU's CISI resources [here](#), view instructions on how to use CISI overseas [here](#), and read plan information and coverage details [here](#).

One month before you depart, you will receive a welcome e-mail from CISI providing an insurance card and online access. Once you receive that welcome email information, you can login to the [myCISI Portal](#). Register online with the login information from the email to access your electronic ID card, locate trusted providers, and arrange direct payments to your provider.

If you have not received a welcome email from CISI one month prior to departure, please contact [studyabroad@asu.edu](mailto:studyabroad@asu.edu).

We strongly recommend you download the *myCISI* app to your smart phone to have the most up-to-date list of trusted providers. Students must keep all receipts for medical coverage received in Sarajevo and apply to CISI for reimbursement.

If you are involved in a medical emergency abroad, go to the nearest physician or hospital and then contact CISI. If possible, call CISI before you seek medical treatment so that payment can be arranged for your services. The number is +1 (603) 952-2660 (Collect – Outside the US).

CISI has a number of preferred providers in Sarajevo. For treatment at any of the below listed facilities a case should be opened with CISI On Call so that a Guarantee of Payment (GOP) can be placed for treatment. You can call CISI On Call at +1 (603) 952-2660.

- Polyclinic Sanasa. Grbavika 74 , Sarajevo, 71000 Bosnia and Herzegovina. Phone: +387.33.661.840.
- Klinicki Centar Univerziteta u Sarajevu. Bolnicka 25 , Sarajevo, 71000 Bosnia and Herzegovina. Phone: +387.33.297.000.

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## Academic Information

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### Transcripts, Credit Transfer, Auditing

Participants in 7- or 8-week courses receive 3 or 4 credits per term.

Participants in 4-week courses receive 3 credits total.

All CLI courses must be taken for credit. You cannot audit a CLI class.

To request a copy of your ASU transcript, visit <http://my.asu.edu> and click on the “Grades and Transcripts” tab in the “My Classes” section of the homepage. You will need your ASURITE username and password.

Please consult your university’s registrar’s office regarding fees and procedures for transfer of ASU credit.

### Your ASU Student Account

Every student receives an ASU e-mail account, even students studying abroad. It is important that you check it or set it to forward to an account that you check.

***Past students who failed to check their ASU mail have missed events and incurred late fees because they did not receive the messages sent to them by the ASU system.***

You can configure your ASU account to forward using the MyASU. (<http://my.asu.edu> ; Click the “profile” tab, then look in the “Contact Details” section for the “Update Email Forwarding” link).

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## Housing and Logistics

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### Placement Exam

CLI-Sarajevo staff will administer a placement exam on the first day of class. If necessary, they will reassign students. Their decisions are final. That said, the ASU placement test you took before enrolling is a very good indicator of the class you will be placed into. If you have concerns about your placement, please speak to CLI staff.

### Housing

You will live in Sarajevo in a shared apartment. You are encouraged to communicate with your housemates in BCS at all times.

CLI will distribute housing information during pre-departure orientation, including information about food, laundry and general expectations.

If you have any questions or concerns about your housing in Sarajevo, please do not hesitate to bring them to the attention of the CLI-Sarajevo staff.

### Cell phones

Each CLI student will receive a local cell phone with a pre-set number of minutes. CLI-Sarajevo staff will review cell phone policies and instruct students on how to add minutes to their phones during in-country orientation.

### Code of Conduct

You are required to adhere to the Code of Conduct you signed as part of your intake materials as well as the Code of Conduct for students staying with host families, which all students sign before departure.

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# About the Location

## Region, Safety, Etiquette, Resources

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### Udruženje Lingvisti

CLI summer programs are hosted by the Udruženje Lingvisti Language Center, a private language school providing BCS training for foreigners. All classrooms have Wi-Fi. CLI works closely with the Udruženje to ensure a smooth articulation between U.S. and Sarajevo-based courses.

### The City of Sarajevo

For an up-to-date introduction to Sarajevo and the rest of Bosnia and Herzegovina, see <http://wikitravel.org/en/Sarajevo>.

### Culture Shock

Culture shock is normal and nearly universal. You are virtually guaranteed to experience it throughout your trip (and after your return). ASU will discuss during your orientation the symptoms and stages of culture shock and suggest ways to deal with its effects. As your orientation staff will emphasize, recognizing the symptoms is 75% of the battle. Students who recognize culture shock when they experience it are much more likely to adapt and respond effectively than students who experience culture shock without understanding what is happening to them.

### Meals & Lunch Options

Students prepare their own meals in their apartment or purchase meals locally.

### Internet

Udruženje Lingvisti provides wifi access. Wifi will be available in CLI student housing.

### Printing

Udruženje Lingvisti does not provide printing services. If you need to print, you may use any of the numerous copy shops in the city.

### Banks & ATMS

ATMs are plentiful in Sarajevo and they are connected to most major networks. Most students carry cash enough for a week or two, but rely on ATMs to “recharge.” Contact program staff if you have concerns about your bank’s network being present in Sarajevo.

**Be sure to tell your credit card company that you are traveling to Bosnia-Herzegovina.** Otherwise your card may be disabled for security reasons while you are overseas. Most US banks now allow you to input your itinerary on their website; if not, call the customer service number on your card to notify them.

## Credit Cards

Although credit cards are accepted in some locations, Sarajevo is largely a cash economy. Bring cash with you and use ATMs inside banks only to withdraw additional funds as needed.

Card fraud may be a problem. There are numerous free-standing ATMs and ATMs in stores, but it is always safer to rely on ATMs in banks.

Do not assume it is safe to pay with a card, even where cards are accepted. Instead, withdraw money from trusted ATMs and pay in cash.



## Currency

The official currency of Bosnia-Herzegovina is the Convertible Mark (BAM). The exchange rate as of August 21<sup>st</sup>, 2025, was BAM 1.68 to the dollar.

## US Embassy

1 Roberta C. Frasure St., Sarajevo 71000, Bosnia and Herzegovina

Phone: +387 33 704-000

Emergency Hotline: (+387 33) 704-000

Fax: +387 33 659 722

<https://ba.usembassy.gov/>

E-mail: [sarajevoacs@state.gov](mailto:sarajevoacs@state.gov)

## General Health and Safety

### Safety

Sarajevo is generally safe, but street crime does occur and tourists can be targeted. Petty crime is particularly common near establishments favored by foreigners.

Avoid walking alone after dark, and take normal precautions: don't flash cash, don't dress ostentatiously, etc. Avoid large crowds or demonstrations.

The U.S. Department of State recommends that you change your route and routine frequently, and that you pay close attention to your surroundings.

### Medical Care and Medications

Leave a copy of your insurance information at home with a person empowered to make medical decisions on your behalf (parent, guardian, other named individual).

Keep a copy of your insurance card with you at all times.

Inform CLI staff immediately if a medical situation occurs

Emergency assistance is available 24/7.

**Bring any and all prescription medications with you.**

You do not need to bring common over-the-counter products, like cold medicine or vitamins. There are easily available in Sarajevo.

### Drinking Water

As in most parts of the world, tap water in Sarajevo and vicinity should NOT be considered safe. Please drink only bottled water or water that has been boiled. Do not drink beverages with ice cubes. Avoid shaved ice desserts. Be careful not to consume tap water when brushing teeth (use bottled water). When in doubt, err on the side of caution.

### Fitness

There are numerous gyms and fitness centers and gyms found around Sarajevo. You may do a google search for fitness centers near your homestay location, or ask your homestay family about a gym or fitness center in their area.

### Personal illness

In case of personal illness, contact your resident director or your local health contact. (See contact pages at the beginning of the book. Your resident director or health contact will accompany you to the doctor's office. If you go to a physician or health clinic, be sure to save the receipts so you can file for reimbursement when you get home. CISI's recommended providers are:

- Polyclinic Sanasa. Grbavika 74 , Sarajevo, 71000 Bosnia and Herzegovina. Phone: +387.33.661.840.
- Klinicki Centar Univerziteta u Sarajevu. Bolnicka 25 , Sarajevo, 71000 Bosnia and Herzegovina. Phone: +387.33.297.000.

### **Emergency health care**

If you need emergency health attention, call an ambulance, then call your resident director or local health contact. All numbers are indicated on the “Important Contacts” page at the beginning of the book.

### **Natural disasters, civil unrest, and public health crises**

In case of natural disasters, civil unrest, or public health crisis, you may be required to evacuate. Follow the following steps:

1. Contact your resident director or local health contact for instructions.
2. If you cannot make contact by phone, e-mail or smartphone app, gather your belongings and proceed to the primary evacuation location.
3. If the primary evacuation location is unsafe, proceed to the secondary evacuation location.

### **Evacuation locations**

- Primary evacuation location: Mercator shopping center at Ložionička street (next to our school)
- Secondary evacuation location: parking lot in front of the National Museum at Zmaja od Bosne street

# APPENDIX A

## Detailed safety and security

### Pre-Departure Preparation

Your safety and security abroad begins with intentional preparation prior to your departure. This handbook has outlined a number of these preparations already, including storing important phone numbers and contact information to take with you, assessing your personal health, and being prepared ahead of time for potential emergencies. In this section, you will learn a little about the steps ASU takes to maximize the safety of our study abroad programs, as well as steps you should follow to take your safety and security into your own hands.

### ASU Risk Monitoring

The ASU Study Abroad Office (CLI) uses various sources of information to assess risk pertaining to overseas study, including in areas of political or social unrest, terrorism, and the threat and actions of war. These sources include, but are not limited to, the following:

- U.S. Department of State (DOS) - the Study Abroad Office monitors U.S. Department of State travel advisories and warnings and regularly consults the DOS Country-Specific Information to identify known risks in all ASU study abroad program locations.
- Overseas Security Advisory Council (OSAC) - ASU is a member of OSAC, a division of the Bureau of Diplomatic Security in the U.S. Department of State. This gives us access to daily international news digests, as well as a direct line of contact to the U.S. Department of State's regional security analysts.
- ASU Study Abroad Health and Safety Committee - Representatives from the Office of the Provost, General Counsel, and Risk and Emergency Management regularly review study abroad programs in locations of concern, advising CLI on issues related to travel in risky locations.
- PULSE – ASU coordinates with this consortium of security professionals from more than 50 other institutions.

### Student Safety Precautions

- Prior to your departure, register for the state department [Smart Traveler Enrollment Program \(STEP\)](#). This free service is specifically geared toward students living or traveling in a foreign country. STEP allows you to enter information about any upcoming trips abroad so that the Department of State can better assist you in an emergency. Also, by providing your email address, you will be added to a consular listserv to receive local security updates related to road closures, transportation strikes, civil unrest, etc.
- Review travel websites, consular reports, and the [Department of State Country Information](#) before traveling. Be mindful that a normally peaceful place can erupt in violence due to protests, elections, or other current events. Public opinion about Americans can change quickly around the world depending on current events and U.S. actions, so keep up on what is going on around your region of the world and back home in the U.S.
- Inquire with the U.S. Consulate before you leave home or as you enter a large city about any local unrest or for advice about areas to avoid.
- If you have the opportunity to travel during your program, e-mail your travel itinerary and details to your Faculty Director and to your Study Abroad Office International Coordinator.

## Your Travel Safety

ASU takes all reasonable steps to help students be safe during their study abroad program. However, the most important person responsible for keeping safe is you, the student.

- You are responsible for reviewing the safety information provided to you by ASU and your program leaders, providers, and host institutions.
- You are responsible for handling the advice provided by local staff about how to stay safe abroad, particularly when on your own.
- You are responsible for choices you make that may reasonably jeopardize your health or safety, or the health and safety of those around you.

## While You Are Abroad

While traveling to another country is not inherently dangerous, it is important to be cognizant of your surroundings and to understand that your host culture might be drastically different than your own. Both before you leave and once you arrive in your program's location, your program leaders will facilitate an orientation, which will offer tips and suggestions for staying safe in your particular location. Though you will often be traveling as part of a group, we hope that you will find time to travel independently, whether that be before, during, or after the official program dates. In this section, we include general safety advice to prepare you in advance for your time abroad.

## Personal Safety

- Be informed. Watch and learn what the locals are doing, and follow their lead. If you have questions pertaining to safety issues in your host country, ask your Faculty Director or Program Assistant.
- Learn the local equivalent to "911" in your host country.
- Exercise extreme caution when swimming abroad, particularly in developing countries where emergency services may not be readily available. In locations that experience heavy seasonal rains, currents can rapidly change in strength and speed. Swim only at designated beaches with clear warning systems, and never swim alone. Swim between the flags only where a lifeguard is present and heed all warning signs/flags. Never consume alcohol before or during swimming activities.
- Each ASU study abroad program will be a little different, but in all cases, keep your passport, credit cards, and travel documents in a safe place. Depending on the situation and your program leader's advice, this might mean keeping these items in a money belt or inside pouch. In other situations, it may be safer to keep these items in a hotel safe and carry copies of these documents instead. If you are unsure, ask your program leaders.
- When traveling on your own, try not to arrive at an unknown town late at night, especially if you haven't made arrangements for spending the night. Make sure you have a reservation before arriving at a hotel or hostel because space can be limited.
- Avoid demonstrations. In many countries around the world, demonstrations occur frequently (sometimes without warning) and can escalate into violence. You are best advised to avoid any demonstration that you may come across while traveling abroad – better to be safe than to be caught in a violent protest (or a violent response from local authorities).
- If traveling on your own before or after your program, be sure to reference the [CLI website](#) for tips on safe housing abroad.

## Tips for Personal Safety

- Be aware of your surroundings at all times! Anything that could distract your attention (someone asking the time, asking directions, spilling something on you, etc.) is an opportunity for theft.
- Always have everything of value (passport, money, important documents, etc.) on your person in a money belt or inside pouch, and never leave your bags unattended. *Do not carry your passport or large amounts of money in your purse or backpack.*

- When sleeping on a train, keep your backpack by you and wrap the strap around your arm or leg.
- Be especially careful in crowds where pickpockets are likely to gather.
- Leave any expensive or irreplaceable jewelry at home as well as any other items you would be devastated to lose. Avoid wearing expensive jewelry or clothing, and try not to provide any overt indication of wealth.
- Be cautious of anyone asking you for money. Giving money is a personal decision, but use common sense. If you are in an uncomfortable situation, say “no” forcefully and leave.
- Follow the advice of local and international authorities.
- Avoid the vicinity of any public demonstrations.
- Avoid overnight travel by road.
- Avoid travel to any location where the U.S. government has restricted or forbidden U.S. government personnel from visiting.
- Walk with a purpose; try to avoid using maps while walking around – prepare your route before you begin your journey.
- Do not be tied to your smart phone – Look up from your phone, make eye contact, note driver, car and license, be aware of the logistics, people meeting you, where you are going etc.;
- Do not accept rides or drinks from strangers.
- Travel with someone, whenever possible – avoid walking around alone in an unfamiliar environment, especially after dark.
- Do not be complacent (even if you have been there before, know everyone etc.) - treat each trip as if your first, be aware of surroundings, know your plans for logistics, etc.;
- Consider removing any banking apps from your smart phone (consider also removing any passwords or other sensitive information stored on your phone).
- Consider editing your contact list in your phone (if using personal phone) in case of a lost or stolen phone.

## Road Safety

Traffic accidents are a leading cause of death of Americans abroad, particularly among college students. Contrary to popular belief, this is not just a risk of the developing world

- 85% of fatal crashes occur in industrialized countries, according to the Association of Safe International Road Travel (ASIRT). Travelers can minimize their risk by assessing the road culture in travel areas and implementing safety precautions before traveling by road.

ASIRT suggests that travelers:

- Select the safest form of transportation in the travel area
- Avoid late-night road travel in countries with poor safety records and/or mountainous terrain
- Understand how seasonal hazards affect road conditions
- Know the dates of local holidays (when road accident rates rise) Additional

Suggestions for pedestrians are:

- Be aware of traffic patterns in the travel area (they may be very different from those in the U.S.)
- Be especially alert at intersections
- Wear reflective clothing if jogging at dusk or dawn (especially in locales where jogging may be uncommon)
- Do not walk where pedestrians cannot easily be seen
- Remember that most road fatalities are pedestrians

- Avoid hitchhiking

Additional suggestions for passengers are:

- Avoid riding with a driver who appears intoxicated, irrational, or over-tired
- Always ride in the back seat of a taxi cab
- Wear seat belts whenever possible

While many travelers may be tempted to rent cars, mopeds, or motorbikes during their time abroad, they often do so without regard to the risks of driving in a country whose rules of the road are unfamiliar. Although it may seem fun or convenient to travel this way, ASU strongly recommends against students renting or driving any kind of motorized vehicle abroad.

Rest assured that your program leaders carefully consider road safety when determining modes of transportation to/from any program activities. Road travel in some developing countries poses additional road risks. Public transportation in some areas may consist of overcrowded, overweight, and top-heavy minivans or buses. Taxis may not appear to be in good condition, and drivers may or may not be licensed. Sidewalks may or may not be lit, or exist at all.

More information about safe road travel is available on the [CLI website](#).

## Water Safety<sup>2</sup>

River and ocean currents have the potential to be swift and dangerous. There may be no lifeguards or signs warning of dangerous beaches. It is critical that you exercise extreme caution when swimming abroad, particularly in developing countries where emergency services may not be readily available. In locations that experience heavy seasonal rains, currents can rapidly change in strength and speed. Oftentimes individuals from non-coastal areas lack experience in assessing ocean currents for riptides and other water hazards related to coastal life. When possible, swim at designated beaches with clear warning systems. Swim between the flags only where a lifeguard is present, and never swim alone. You should not consume alcohol before or during swimming activities. If you are unsure which locations you should avoid, consult your program leaders.

Consider the following in order to keep safe:

- Be clear about your swimming abilities
- Stay in areas designated by program leaders
- Heed all warning signs/flags
- Do not swim in unfamiliar bodies of water or at isolated beaches
- Never swim alone
- Never swim while under the influence of alcohol or drugs
- Never dive head-first
- Check local information for details of tides, currents, and pollution
- Rip currents and undertows can be very common at many beaches
- Do not swim where there are no lifeguards present, whenever possible.
- Check for possible hazards from jellyfish, sea urchins, coral, sea snakes, sharks, and venomous fish. Saltwater crocodiles live in coastal estuaries in many countries.
- Human sewage and animal feces make some beaches no-go areas for swimming or even wading
- If you find yourself unable to reach shore, wave your arms and yell for assistance

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<sup>2</sup> Water Safety information from Northwestern University and the University of California Education Abroad Program.

## How to Avoid and Survive Rip Currents<sup>3</sup>

Rip currents are strong and narrow currents of water which move away from the shore. They are dangerous even for strong swimmers. Rip current speeds are typically 1-2 feet per second. However, speeds as high as 8 feet per second have been measured; this is faster than an Olympic swimmer. Thus, rip currents can sweep even the strongest swimmer out to sea. The following tips will help you swim safe.

When at the beach:

- Whenever possible, swim at a lifeguard-protected beach
- Never swim alone
- Learn how to swim in the surf. It is not the same as swimming in a pool or lake
- Be cautious at all times, especially when swimming at unguarded beaches. If in doubt, do not go out!
- Obey all instructions and orders from lifeguards. Lifeguards are trained to identify potential hazards. Ask a lifeguard about the conditions before entering the water. This is part of their job.
- Stay at least 100 feet away from piers and jetties. Permanent rip currents often exist alongside these structures.
- Consider using polarized sunglasses when at the beach. They will help you to spot signatures of rip currents by cutting down glare and reflected sunlight off the ocean's surface.
- Pay especially close attention to children and elderly when at the beach. Even in shallow water, wave action can cause loss of footing.

If caught in a rip current:

- Remain calm to conserve energy and think clearly
- Never fight the current
- Think of it like a treadmill that cannot be turned off; instead you need to step to the side
- Swim out of the current in a direction following the shoreline. When out of the current, swim at an angle -- away from the current -- towards shore.
- If you are unable to swim out of the rip current, float or calmly tread water. When out of the current, swim towards shore.
- If you are still unable to reach shore, draw attention to yourself by waving your arm and yelling for help

If you see someone in trouble, do not become a victim too:

- Get help from a lifeguard.
- If a lifeguard is not available, have someone call 9-1-1 or the local emergency number
- Throw the rip current victim something that floats -- a lifejacket, a cooler, an inflatable ball
- Yell instructions on how to escape
- Remember, many people drown while trying to save someone else from a rip current

## Safety and Diversity

We are proud to send a diverse population of ASU student ambassadors abroad, but we want you to recognize that certain groups of people may be treated much differently in a different culture than in the US. Be aware of

<sup>3</sup> Additional Water Safety information from [http://www.weather.com/activities/recreation/boatandbeach/ripcurrents\\_avoid.html](http://www.weather.com/activities/recreation/boatandbeach/ripcurrents_avoid.html)

how you identify yourself or may be identified as by people in your host country (gender, religious affiliation, LGBTQIA, race, etc.), and educate yourself as to appropriate behaviors. Try to follow the etiquette of your host country.

Always socialize in pairs or groups, be aware of your surroundings, and have the phone number and enough money for a taxi home.

If you are verbally hassled on the street, doing anything but ignoring it may worsen the situation. If you feel harassed and ignoring does de-escalate, if you are touched, or if your safety is threatened, it may be appropriate to yell out, defend yourself, and inform the local authorities and your program leaders. Again, your program leaders will cover issues relating to safety and diversity at both your pre-departure and on-site orientations.

Additional advice for various diverse populations is available on the [CLI website](#).

### **Compliance with Local and National Laws Abroad**

Students must comply with local rules and expectations as with national laws. Most host countries have laws similar to the laws governing the U.S., and law-abiding students need have no fears. However, law enforcement and court procedures may differ sharply, and students should not assume that offenses largely ignored in the U.S. are also taken lightly abroad. Some laws (often drug laws) are more strictly enforced for foreigners than they are for locals, and harsh penalties often govern drug possession and trade. American students may be particularly vulnerable to accusations. Those who sell drugs to Americans are often those who inform. Punishment for drug offenses that may be considered minor by U.S. law may be as severe abroad as life in prison or death!

### **Make Copies of Important Documents**

One more way to help protect your security prior to departure is to make copies of your important documents including your passport, visa (if applicable), credit and debit cards, your CISI insurance card, and any other necessary travel documents. Leave one set of these copies at home with a loved one, and take one set with you in case you lose one of your important documents.

## Appendix B

### Payment and Withdrawal Policies

In order to make CLI as accessible as possible, CLI does not charge an **Application Fee** to apply to any of its programs. All confirmed participants must be ASU students. If the applicant is not currently an ASU student, the participant will be required to apply to ASU as a “visiting university student” or “non-degree seeking” student through the ASU Admissions Office.

Participants who are non-ASU students must fulfill the requirements for admissions, such as paying an application fee, and be admitted as a non-degree seeking ASU student. All confirmed participants attending a (CLI) program are required to pay the **Program Fee** as a condition of participation. These fees are described below. While ASU allows tuition reimbursement, CLI’s fee is non-refundable.

All participants in a CLI Program (the “Program”) are required to pay a **Program Fee**, as a condition of participation. These fees are described below.

### Fee Payment Details

#### CLI Program Fees

As a condition of participation in the Program, I agree to pay the following fees through my ASU student account by the posted due date:

#### **Program Fee**

After being accepted to participate in a CLI Program, and upon confirming my participation, CLI will charge a **non-refundable \$500 Program Fee Deposit** to my ASU student account.

The remaining balance of my Program Fee will be charged to my ASU student account according to the following terms.

- For CLI Domestic Programs that **do not** contain a study abroad component, I will be charged the remaining balance of my Program Fee on the second day of my CLI Program.
- For CLI Domestic Programs that **do** contain a study abroad component, I will be charged the remaining balance of my domestic Program Fee on the second day of my CLI Domestic Program. I will be charged the Study Abroad Program Fee on the second day of my study Abroad Program.
- For CLI Study Abroad Programs, I will be charged the remaining balance of my Program Fee on the second day of my CLI Program.

I understand that the Program Fee may not be refundable if I withdraw from the Program, or if the Program is cancelled, for any reason.

#### **Additional ASU Fees**

Although I DO NOT pay ASU tuition for my Program course(s), I will be expected to pay a portion of the standard [Student Initiated Fees](#) (e.g., Financial Aid Trust Fee) as a condition of participation in the Program.

## Additional Personal Expenses

### Trip Cancellation Insurance

CLI **strongly urges** me to purchase fully-refundable airline tickets and to obtain Trip Cancellation for Any Reason (CFAR) insurance to safeguard against losses or penalties in case I withdraw from the Program for any reason (including failure to obtain a visa, travel restrictions related to COVID-19, or any other reason), or in case the Program is cancelled or its dates are changed. **CLI assumes no responsibility for such losses or penalties for any cancellation or change to the Program.**

For more information about Trip Cancellation or CFAR Insurance, contact CLI or visit the [GEO website](#). There are timing requirements related to the purchase of such insurance that necessitate timely action on your part.

## Paying With Financial Aid or Scholarships

If I am a Financial Aid or Scholarship recipient, I acknowledge that it is my responsibility to arrange for my Financial Aid/Scholarship funds to apply to the CLI Program fee. I understand that because of deadlines associated with contractual obligations incurred by CLI related to the Program, there is the possibility that I may not know how much Financial Aid or Scholarship funding will be available to me for the term of the Program until after the CLI payment deadlines.

### Registration Requirements and Deadlines

I understand that CLI will register me in the my courses after I have confirmed my participation in the Program (once registration opens for my term of participation). It is my responsibility to ensure that I resolve any registration holds that could prevent CLI from adding courses by April 15.

If CLI is unable to register me in the appropriate number of credits for the Program by the above deadline, I may be withdrawn from the Program (subject to the terms of these Payment and Withdrawal Policies).

I am responsible for ensuring that any registration holds are resolved for each term, as outlined above.

### Late Payments

I understand that I am expected to pay all fees associated with my participation in the Program by the posted due date(s). Late payments will be subject to monthly late fees. Students with delinquent accounts may be prohibited from registering for classes in future terms and may be blocked from receiving University services, such as transcripts or diplomas. If I fail to pay all such fees in full, ASU may refer me to an outside collection agency with late fee assessment continuing monthly until paid in full.

## Withdrawing from the Program

I must submit notice of my withdrawal from the Program in writing to CLI by email, mail or in person. The date of withdrawal is the regular business day on which my written withdrawal notice is received by CLI.

### Fee Refund Schedule

**CLI is not able to guarantee, and DOES NOT guarantee, that any portion of the fees owed to or submitted to CLI will be removed or refunded if I withdraw from the Program for any reason. *The later I withdraw from the Program, the higher my financial obligation to the Program is likely to be.***

If CLI has paid or encumbered funds on my behalf at the time of my withdrawal from the Program, I am not entitled to a refund of those funds unless and until the third party to which CLI has paid or encumbered such funds reimburses CLI or releases CLI from the financial obligation.

If I withdraw from the Program for any reason, I understand and agree that CLI will not be responsible for any personal expenses or losses incurred as a result of my withdrawal (e.g., flights, excursions, etc.).

I further understand that I will be subject to the following refund schedule:

If I withdraw:	I must pay:
After I submit my application, but before I confirm my participation in the Program.	N/A
After I confirm my participation in the Program, but on or before May 1.	\$500 CLI Program Fee Deposit Any non-recoverable fees already charged to me, or funds encumbered on my behalf, <b><u>up to the full Program Fee</u></b>
After the Program official Begins	Full Program Fee

It may take a significant amount of time for CLI to identify all non-recoverable costs; a refund amount may not be determined or posted to my ASU student account for up to 30 days after I withdraw from the Program.

Withdrawing from Classes

After withdrawing from the Program, it is my responsibility to withdraw from all courses associated with the Program in order to avoid any tuition charges and/or to prevent failing grade(s) being issued, subject to the terms of the [ASU course withdrawal policy](#).

Financial Aid and Scholarships

If I am a Financial Aid or Scholarship recipient, I acknowledge that it is my sole responsibility to contact Financial Aid and Scholarship Services immediately upon my withdrawal from the Program, as withdrawal may affect my Financial Aid package.

**Program Cancellation**

If the Program is cancelled, CLI will notify me by email.

Fee Refund Schedule

**CLI is not able to guarantee, and DOES NOT guarantee, that any portion of the fees owed to or submitted to CLI will be removed or refunded if the Program is cancelled.** *The amount I owe to CLI for my cancelled Program depends on a number of variables, including the timing of Program cancellation, the reason(s) for Program cancellation and the amount of non-recoverable costs already paid on my behalf.*

Force-Majeure Cancellation

If the program is cancelled due to circumstances beyond the control of ASU, regardless of whether such circumstances were foreseeable (including, but not limited to, pandemic, mass health issues or disease, border closures or other government-imposed travel restrictions, quarantine restrictions,

lockdowns, strikes or labor difficulties, civil tumult, natural disasters, war, terrorism, etc.), I understand that I may not be entitled to a refund of any CLI fees. In such cases, if CLI has paid or encumbered funds on my behalf at the time of Program cancellation, CLI cannot return those funds to me unless and until the third party to which CLI has paid or encumbered such funds reimburses CLI or releases CLI from the financial obligation. In all cases, CLI will make every reasonable effort to reduce my financial liability as much as possible.

In cases where the Program is cancelled due to circumstances beyond the control of ASU, I further understand that I will be subject to the following refund schedule:

If the Program is cancelled:	I must pay:
Before I confirm my participation in the Program	N/A
After I confirm my participation in the Program, but before the Program officially begins	Any non-recoverable fees already charged to me, or funds encumbered on my behalf, <b><u>up to the full Program Fee</u></b>
After the Program officially begins	Any non-recoverable fees already charged to me, or funds encumbered on my behalf, <b><u>up to the full Program Fee</u></b>

IF ASU CANCELS THE PROGRAM FOR REASONS OTHER THAN FORCE MAJEURE

If ASU cancels the Program before the Program’s official start date due to circumstances that are within the control of ASU (i.e., not a force majeure cancellation, which is addressed above), I will receive a full refund of all CLI fees I have already paid. If the Program is cancelled after it officially begins, I understand that I may not be entitled to a refund of any of those CLI fees.

Refund schedule:

If the Program is cancelled:	I must pay:
Before the Program officially begins	N/A
After the Program officially begins	Any non-recoverable fees already charged to me, or funds encumbered on my behalf, <b><u>up to the full Program Fee</u></b>

It may take a significant amount of time for CLI to identify all non-recoverable costs; a refund amount may not be determined or posted to my ASU student account for up to 30 days after the cancellation of the Program.

If the Program is cancelled for any reason, I understand and agree that CLI will not be responsible for any personal expenses or losses incurred as a result of Program cancellation (e.g., flights, excursions, etc.).

### Withdrawing from Classes

If the Program is cancelled, it is my responsibility to withdraw from all courses associated with the Program in order to avoid any tuition charges and/or to prevent failing grade(s) being issued, subject to the terms of the [ASU course withdrawal policy](#).

I understand that any request for a tuition refund must be submitted directly to the ASU Tuition Payment Office in accordance with established ASU policies.

### Financial Aid and Scholarships

If I am a Financial Aid or Scholarship recipient, I acknowledge that CLI will notify Financial Aid and Scholarship Services on my behalf, as Program cancellation may affect my Financial Aid package.

## **Medical and Compassionate Withdrawal**

I may request and be considered for a medical or compassionate withdrawal from the Program in extraordinary cases in which a serious illness, injury or other specific significant event prevents me from participating or continuing in the Program. All such requests are subject to the terms and conditions outlined in the [ASU Registrars Procedure for Medical and Compassionate Withdrawal](#).