

2009-2010

OPERATIONS POLICY AND PROCEDURES MANUAL



The information in this manual is accurate at the time of publication (Winter 2009). Information may be subject to change. The University of California, in accordance with applicable Federal and State law and University Policy, does not discriminate on the basis of race, color, national origin, religion, sex, gender identity, pregnancy¹, physical or mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed-services². The University also prohibits sexual harassment. This nondiscrimination policy covers admission, access, and treatment in University programs and activities. Inquiries regarding the University's student-related nondiscrimination policies may be directed to the campus affirmative action office.

¹Pregnancy includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth.

²Service in the uniformed services includes membership, application for membership, performance of service, application for service, or obligation for service in the uniformed services.

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EAP makes every attempt to accurately represent EAP policies and procedures as established to date. This manual is revised and published annually. The web version of this manual at eap.ucop.edu/staff/manuals may be updated as needed.

EAP ACRONYMS AND ABBREVIATIONS : Refer to [Common EAP Acronyms & Abbreviations](#).

I. COMMUNICATION

1. Disclosure of Student Record Information and Compliance with FERPA

1.1 PRIVACY OF STUDENT INFORMATION

The disclosure of information from student records is governed by the Federal Family Educational Rights and Privacy Act of 1974 (FERPA), provisions of state law relating to public records disclosure, and by University of California policy and procedures implementing these laws. These policies and laws are designed to protect students' rights of privacy, provide safeguards for the confidentiality of their records, and permit their access to their own records as allowed by law.

Most disclosures from student records to outside parties, including parents and spouses, require the student's prior written consent; however, there are instances in which information can be disclosed without this consent, as follows:

1. University officials may require access to the student's records in the course of the performance of their assigned duties
2. In connection with conditions of certain financial aid awards
3. When the campus is complying with a judicial order or subpoena
4. During a health/safety emergency, etc.

For more information, see [UC Policies Applying to Campus Activities, Organizations and Students](#), Section 130.70.

As allowed by law, EAP can release the following categories of personally identifiable information as directory (public) information:

1. Full name of the EAP student
2. E-mail address
3. UC campus
4. Class level
5. EAP program in which student is enrolled
6. Study Center's e-mail address on file with EAP
7. Study Center street address
8. Study Center business telephone number

Given the emphasis placed on safety and security, EAP does not consider an individual student's street address or telephone number abroad as directory information; rather, the street address, telephone number, and e-mail address of the Study Center are defined as directory information.

Disclosure of Student Records

EAP can disclose directory (public) information to third parties, including parents and spouses, without the student's consent or as allowed by law unless he/she has restricted its release.

⇒ See Section 600, **Confidentiality**, of the Director's Manual for the confidentiality policy.

⇒ Students can indicate in MyEAP if they do not give consent to any information—including what is considered by law as "directory information"—to be divulged to third parties, including their parents. Students may request that UOEAP remove the "no" indication by completing the **Authorization to Release Items of Public Information** form.

Preventing Disclosure

Students have the right to have some control over the disclosure of information of their education records. This includes the right to:

1. Restrict disclosure of directory (public) information
2. Authorize EAP to supply third parties with records on the student's behalf

Such restrictions will remain in force until the student changes them. If the student requests that directory information be blocked, the information will not be released to anyone, including parents and spouses, without the student's specific written consent unless as allowed by law.

Confidential Information

Everything in the student's record that is not part of the above list is considered confidential and will not be released without the student's specific and written consent, unless as allowed by law.

To disclose records EAP must:

1. Have the student's consent before disclosing education records that are considered confidential
2. Ensure that the student's consent is in writing, signed, and dated; specifies the records/information to be disclosed; and designates the recipients

University of California encourages students to give consent for UC officials to release information to parents/spouses but if the student want EAP to share non-directory information (talk to parents/spouse) about specific information regarding his/her participation in the program with his/her parents/spouse, the student must submit a specific signed authorization.

Even if a student denies release of their directory information, that has no effect on the FERPA exception that allows the University to release information in a health or safety emergency. Regardless of whether a student has blocked release of directory information, the University can release information in response to a health or safety emergency exception (presumably to the emergency contact listed on the form).

Similarly, a student's decision to block the release of their directory information has no effect on EAP's ability to internally share information pursuant to a "legitimate educational interest" exception.

EAP Release of Student Information to a Third Party Authorization Form

If an inquiry about a student crosses the bounds of what is considered "directory information" (e.g., asking for the student's GPA, housing choice, etc.), privacy laws prohibit responding without the student's specific written consent. This applies to all students, including those who have not blocked the release of directory (public) information, as listed above, to their parents/guardians/spouse inquiring on their behalf. The student must complete the [Release of Student Information to a Third Party Authorization](#) form. If the student cannot access to the writeable PDF or Word form, he/she can send a fax (or an e-mail if he/she sends e-mail from an e-mail address on file with EAP) with the same information. UC treats all students as adults whether they are financially dependent or not, and UC treats parents like any member

of the public in terms of what information UC officials can share with them. If a parent insists on talking about non-directory information for a student who has not requested a higher level of confidentiality, tell the parent that to comply with FERPA and other privacy laws, EAP cannot discuss such confidential information until EAP has a specific written consent from the student. When in doubt, check with UOEAP's Principal Policy Analyst. Without such consent, EAP faculty and staff can only talk about generic program details and are limited to sharing only directory information.

2. Communicating with Parents

As parental involvement in student affairs appears to have increased significantly in recent years, it is important to keep FERPA, California state laws, and UCOP and EAP policies in mind. Because students are the clients, parents should be requested to have students directly contact EAP. EAP staff cannot disclose information (even to parents) unless specific written consent is obtained or there is a health and safety emergency as allowed by FERPA. If a parent insists, explain what FERPA is and that it is intended to protect the privacy of EAP students. You can also explain that if the student gives specific consent, we can share information with the parent.

3. E-mail Communication Policy

- 3.1 Refer to the [E-mail Policy for Messages Containing Information on Specific Students](#).
- 3.2 Refer to Out-of-Office E-mail Automated Responses and Voicemail Messages Guidelines.
- 3.3 Communications should not reference other students in any identifiable way. In mass e-mails to students, include the students' e-mail addresses only in the Bcc line.

4. Correspondence with Study Centers

With EAP locations in 32 countries worldwide, knowledge sharing, efficient communication protocols, and collaboration between the on-site and U.S. teams are critical for successful EAP operations. Academic and Operations Specialists in the Regional Teams at UOEAP serve as liaisons between Campus EAP Offices and Study Centers. This helps EAP to 1) coordinate activities and the sharing of accurate information among different constituents, 2) limit EAP's legal exposure by providing one consistent and centralized forum for the exchange of information, 3) enable consistent action and follow-through, as necessary and appropriate, by UOEAP staff and 4) provide updates of new information, policies, and procedures. All communication among the Study Centers and the campuses that involves discussion or interpretation of policy and procedures, or decisions involving policies and procedures, must be routed through UOEAP. This communication approach provides a timely and consistent response.

Communications concerning the application of a student's EAP course work to UC campus departmental or college requirements, or UC course registration upon return to the home campus may be directed to the appropriate campus staff without routing through UOEAP. See EAP's [Contact Information](#) web page. It is recommended that the relevant Academic Specialist be copied on these communications, as it is helpful for staff at UO to know how EAP coursework is applied at the campuses.

II. ENROLLMENT MANAGEMENT

Projected capacity is based on an analysis of several factors including enrollment patterns, system-wide demand, contractual agreements, reciprocity balance, program costs, and attrition rates. UOEAP produces an initial spreadsheet that reflects the capacity for each program. This enrollment spreadsheet is divided into two categories: 1) Programs with Absolute Caps and 2) Programs with Working Caps. Within the Working Caps category are programs without caps, which appear as OPEN.

Regional Directors and Operations Specialists assign final campus-by-campus enrollment recruitment numbers for each program. In order to minimize the need for alternates, Regional Directors and Operations Specialists take into account historical rates of predeparture attrition when establishing the recruitment numbers. The final enrollment recruitment numbers are guaranteed spaces, and each campus can plan according to its assigned number of spaces.

1. Programs with Absolute Caps

Regional Directors and Operations Specialists identify programs for which there are absolute participation caps. For these programs, the capacity reflects the number in the contractual agreements with the partner institution or provider. There may be other limiting factors outside UOEAP's control, such as the availability of housing or cost of a program. These caps cannot be exceeded.

2. Programs with Working Caps

Regional Directors and Operations Specialists review programs that do not have absolute caps and assign spaces on a campus-by-campus basis. For this set of programs, the capacity is a working number and may exceed what is in the contractual agreement. Any of the programs in this category may be assigned a total number of spaces in excess of capacity due to predeparture attrition. Because it is a working cap, this number may change as recruitment and attrition occur.

Programs that are designated as Open do not have enrollment limitations (or the limitations are extremely high). Campuses are encouraged to enroll as many students as possible for these programs.

3. Filling Guaranteed Spaces

If campuses exceed or do not anticipate filling their guaranteed spaces for any program (either Programs with Absolute Caps or Programs with Working Caps), they should contact the Operations Specialist during the application period. Any unfilled spaces may be reallocated to another campus. Notwithstanding the steps to minimize the need for alternates, if campuses foresee having more qualified applicants than their guaranteed spaces, they are encouraged to identify qualified alternates and inform their Operations Specialist as early as possible. Once the total numbers are known, Operations Specialists will reallocate any unfilled spaces. Prior to the UOEAP application deadlines, campuses can replace their campus-specific withdrawals with their campus-specific alternates. In some cases, if the Operations Specialist is notified in time that a campus may go over its guaranteed numbers, the Regional Director may be able to negotiate an increased capacity. Refer to Alternates in Chapter IV, Section 2 for more information about alternates.

III. EAP APPLICATION

1. Eligibility: Who May Apply

Eligibility requirements vary by program and are indicated in UOEAP program pamphlets, the [Selection Grid](#), and on the EAP website.

For graduate students, refer to Section 2.3 in this chapter.

The eligibility of foreign nationals applying to EAP varies depending upon host country or partner institution restrictions. Address specific questions to the Operations Specialist.

2. How to Apply

The EAP application is available online through MyEAP. Students should follow instructions from their Campus EAP Office to access the application.

Once students have submitted the application and supporting documents, the Campus EAP Advisor will then change each student's status to "Campus Review" before determining which students are "Selected" in MyEAP. The Campus EAP Advisor forwards the required number of hard copies of each application to UOEAP for the "Selected" students. Applications must be received at UOEAP by the specified deadlines. UOEAP application deadlines are published on [UOEAP's staff website](#).

2.1 APPLICATIONS FOR CONCURRENT PROGRAMS

Students may apply to, and be evaluated for, more than one concurrent program by their Campus EAP Office. However, by the time the application is due to UOEAP by the Campus EAP Office, the student must choose to be selected for only one program, and only one application may be "selected" in MyEAP and forwarded to UOEAP on the student's behalf.

Exceptions due to extenuating circumstances (e.g., a suspended program) will be announced by UOEAP.

2.2 DEFERRALS

A request for "deferrals" or "switching" from one program to another is not allowed. Students who cannot participate in their original program and want to go on a subsequent program or switch programs must officially withdraw from their current program and then re-apply to the other program. The Campus EAP Advisor will be responsible for sending a new application to UOEAP. The Campus EAP Advisor should verify with the Operations Specialist whether any materials from the original application can be used for the new application.

2.3 GRADUATE STUDENTS

Due to the special considerations involved in graduate student participation in EAP, the final admission decision for all graduate applications, including any conditions or applicable limitations, rests with UOEAP and the Study Center or partner institution.

First-year graduate students may not participate in EAP. They must complete one year at UC before going on EAP. Exceptions may be considered upon departmental request if there is a cogent academic reason.

➤ Students should be warned against applying for U.S. citizenship before or during their participation in EAP.

Graduate students are required to complete and submit the [Graduate Preliminary Inquiry Form](#) to their Campus EAP Office before completing the online application. Graduate students also have special materials to complete and submit with their online applications.

The Graduate Preliminary Inquiry Form is not required for Language & Culture programs and other programs that have predetermined course work.

Generally, programs will require graduate students to attend classes and fulfill the same requirements as undergraduate students.

3. Application Documents

All applications should be complete.

3.1 SELECTION FORM

A selection form must be submitted for each student regardless of whether or not a hard copy application is required. The Campus EAP Advisor must complete the selection screen in MyEAP, print out the selection form in "Portrait" format, and attach a copy to the original student application and to each copy. Depending on the program, accurate and informative selection forms significantly assist UOEAP and/or Study Center staff to refer each student to the appropriate partner institution, especially in the case of program over-subscription. All fields must be complete.

For programs where a hard-copy application is not required by UOEAP, a Selection Form must be attached to other required forms and documents.

UC, Transfer, and Averaged Transfer plus UC GPAs

When entering the cumulative GPA into MyEAP, the Campus EAP Advisor should choose the correct type of GPA from the drop-down box in MyEAP.

University-Level Language Equivalency

The Campus EAP Advisor must indicate in MyEAP a student's language level in the language of the program at the time of application and by the time of departure. It should be expressed in UC quarter or semester equivalency terms using the drop-down menu (e.g., 9 quarters of French or 6 semesters of Japanese). In the event that a student will have no language knowledge by the time of departure, this section should still be filled out accordingly (i.e., 0 quarters/semesters).

The cumulative language GPA must be entered in MyEAP if a student has completed at least a term of language study at UC or at a community or junior college.

In the event that the language was not acquired through UC course work, the Campus EAP Advisor must also specify how it was acquired by checking all applicable boxes (i.e., Native Language, CC classes, etc.) in MyEAP.

For programs that do not have a language requirement, an existing host country language GPA will not be used in consideration for acceptance, but should still be entered in MyEAP along with the language level for reference by the Study Center. The information may be needed for possible language study abroad.

III. APPLICATION

Brazil (PUC-Rio): Using the drop-down menu, indicate either Portuguese or Spanish if less than one full year of Portuguese, indicate Spanish in addition to any Portuguese.

Conditions

Cumulative GPA and Language GPA conditions no longer exist. For 2.85 GPA programs, the Campus Faculty Director may give an exceptional waiver at the time of application only. The Campus EAP Advisor will mark the waiver in the conditional section of MyEAP and in the comments section write, "Waived by CFD, letter attached." The waiver letter from the CFD must be attached to the EAP application when it is sent to UOEAP.

If the student is conditional for reasons other than GPA, details of conditions should be entered in the appropriate condition section using the drop-down menu. Additional information should also be entered in the comment box. If the condition is a course prerequisite, the title of the course must be written in the comment box.

See full description below.

Condition	Active	By Term	By Year	Cleared by	Action	User	Comment
GPA	<input type="checkbox"/>	Fall	2009	Waived by campus			Waived by CFD, letter
LGPA	<input type="checkbox"/>	Fall	2009	Waived by campus			Waived by CFD, letter
UC Admission	<input checked="" type="checkbox"/>	Fall	2009	Student met condition			Student was admitted
Course Prerequisite	<input checked="" type="checkbox"/>	Fall	2009	-- Select --			Student is currently ta
Other	<input checked="" type="checkbox"/>	Fall	2009	-- Select --			Student is a freshman

- GPA - There are no GPA conditions.**
There may be the exceptional GPA waiver at time of application only for 2.85 programs, still noted in MyEAP in the GPA condition section.
- Language GPA - There are no LGPA conditions.**
There may be the exceptional LGPA waiver at time of application only for 2.85 programs, still noted in MyEAP in the LGPA condition section.
- UC Admission** - can still be used by campuses, however it is not referred to by Ops.
- Course Prerequisites** - are marked as conditional. Course titles must be named for these pro-grams. If desired, campuses may track language requirements here.
- Other** – campuses may use as desired, such as to track freshmen, no GPA, etc.

**GPA and LGPA waivers are marked as conditions, but immediately cleared with "Waived by CFD, letter attached" written in the comments field, before application is sent to UO.*

***All conditions must be described clearly in the comments section.*

Partner Institution Preference

For some programs, students must note partner institution choices in the online application. The Campus EAP Advisor must verify that each student enters the correct number of choices in the online application. If a student fails to enter the minimum number of choices required, the student must enter additional choices online before the Campus EAP Advisor submits the application to UOEAP.

Ranking and Alternates

If the student is an alternate, the Campus EAP Advisor must check the alternate box and enter the rank of the alternate. If selectees (not alternates) need to be ranked, complete the ranking box, but do not check the alternate box.

Selection Notes

Specific programs require comments from the Campus EAP Advisor and/or the selection committee. Such programs will have a red reminder message at the top of the Selection Notes section as follows: Selection notes are required for this program. Comments should be entered in the Selection Note section for such programs. (See [Chapter IV, Section 1.4.](#))

If the Campus Faculty Director waives the GPA requirements at the time of application, this should be entered into the notes section of the selection screen in MyEAP and should clearly indicate that the GPA requirements were waived.

3.2 TRANSCRIPTS OF PRIOR ACADEMIC WORK

All EAP applications require a transcript. All transcripts must include the printed (not hand-written) name of the student and institution.

UC Transcripts

For most programs, UC transcripts submitted with the EAP application do not need to be official. If a transcript is printed from the Internet, it must have the university and campus name, student name, and must resemble the format of the official transcript.

Programs that require official UC transcripts are noted on the application instructions or in the UOEAP Participation Forms and Instructions.

UC SANTA CRUZ NARRATIVE EVALUATIONS

UCSC narrative evaluations must not be converted into GPA equivalencies for *any* purpose, including evaluation, either officially or unofficially.

Non-UC Transcripts

Community college or junior college transcripts are not required except in the following cases:

- For a recent or next term transfer student from a community/ junior college to UC where there is no UC course work or grades
- For any student with more than two semesters or three quarters of transfer credit
- For a transfer student who had a very difficult initial academic transition to UC (e.g., low GPA or changed major)
- For a student whose Campus EAP Advisor is computing a transfer or GPA average in MyEAP

Official non-UC transcripts are required for the following programs:

- Egypt (American University in Cairo)
- France (Sciences Po)
- Germany (Humboldt University)
- Ireland (immersion)
- Japan (all programs)
- Netherlands (all programs)
- UK (immersion)

3.3 LANGUAGE EVALUATION FORM

Students applying to certain programs may be required to submit a written language evaluation. Note that the language being evaluated is the program language. The language evaluation cannot be used to replace or offset language course prerequisites.

When Language Evaluations Are Required

- When the partner institution/program requires the evaluation, details are provided in the UOEAP Participation Forms and Instructions.
- When a student has had no formal record of a completed language level (such as native speakers or high school learners whose university equivalent has not been verified by a UC campus authority).

When Language Evaluations Are Not Required

With the exception of the above conditions:

- Students who have previously taken UC language courses for letter grades or P/NP (in the language of the program that they are attending)
- Transfer students who have language courses with grades recorded from another tertiary institution (in the language of the program that they are attending)
- Students who have received formal recognition of AP credit at their UC campus (in the language of the program that they are attending)
- Students who have received recognition of high school equivalencies at their UC campus (if formally recognized for placement into UC at campus language levels, in the language of the program that they are attending)
- If English is the language of instruction of the program

3.4 DEPARTMENTAL AND COLLEGE PRE-APPROVAL TO EXTEND FORM

If a [Departmental and College Pre-Approval to Extend](#) form (DPA) is required in the EAP online application instructions, it must be submitted with the EAP application. The Campus EAP Advisor should check that the appropriate departmental and student signatures are included. If the DPA is approved, the Campus EAP Advisor should indicate this in MyEAP. For some programs, revised DPAs may be submitted at any time up to 30 days before departure. When submitting a revised DPA, the Campus EAP Advisor must include the original DPA and as many copies as there are copies of the application. A complete listing of DPA options is provided in Chapter VIII. A separate DPA is required for different extension options.

3.5 PASSPORT COPIES

Some programs require submission of a photocopy of a valid passport with the EAP application or at a later time (see EAP online application instructions or UOEAP Participation Forms and Instructions). All students must have a passport valid for the entire period of their proposed stay abroad plus 3-18 months depending on the program. Those students who do not have a valid passport should apply for a passport (or renew an expired passport) before completing the EAP online application. Students who do not have a copy of their valid passport by the deadline specified by the Operations Specialist may be withdrawn from the program.

3.6 ILP EXEMPTION REQUEST

Some programs require all participants to attend an intensive language program (ILP). The ILP offers language instruction that meets most UC students' academic needs, including those with advanced language skills, and provides cultural experience as well as assimilation with the group. However, students with proven native fluency in a university-level academic context and thorough cultural understanding may request an ILP Exemption by submitting the [ILP Exemption Request](#) form, which will be reviewed by the Study Center Director and any other appropriate parties (such as the partner institution language department) for approval or denial. Further documentation may be requested.

3.7 WAIVER

In exceptional circumstances, for programs that allow a waiver, the Campus Faculty Director must indicate the waiver in a letter included with the EAP application.

The Campus EAP Advisor must enter the waiver on the Selection page in MyEAP. In the adjacent condition comment box write "Waived by CFD, letter attached."

3.8 SUPPLEMENTAL FORMS

Some partner institutions require additional materials to be submitted at time of EAP application. In such cases, the original documents are required. Supplemental forms may include, but are not limited to, the following items:

- Statement of Purpose
- Letter of Recommendation
- Academic Planning Form or Proposed Course List
- Passport photos

4. Missing Documents

If a student does not submit all required documents at time of application, the Campus EAP Advisor must note any missing documents in MyEAP. The Campus EAP Advisor is responsible for follow-up, collection, and submission of missing items to UOEAP.

5. Late Applications

Depending on various factors (e.g., visa processing, partner institution deadlines, etc.), late applications may be permitted for some programs on a space-available basis. There also may be limitations on the choice of partner institutions. If a Campus EAP Advisor knows in advance that an application cannot be completed before the UOEAP deadline, or if the Campus EAP Advisor is aware that a student intends to apply after the UOEAP application deadline has passed, the Campus EAP Advisor must consult with the Operations Specialist about the individual application. If it is agreed that a late application can be submitted it must be complete. If an application arrives late without prior agreement with the Operations Specialist, it may be returned to the Campus EAP Office.

IV. SELECTION

EAP selection policies and processes on each campus should result in the selection of students who will derive both specific academic and overall educational benefits from studying in another country. The selection process should strive to include rather than exclude students. It should be a proactive and interactive process in which the Campus EAP Advisors and faculty members guide and challenge students, and help shape their predeparture preparatory activities to ensure success in new academic structures and living environments abroad.

The Campus EAP Advisor is responsible for the initial selection of students to participate in EAP. For a complete listing of selection criteria by program, refer to the [EAP Selection Grid](#).

Graduate student selection and admission is contingent on the feasibility of the proposed course of study and approval as noted in the Graduate Study Agreement (GSAG).

1. Selection Criteria

1.1 ACADEMIC

Freshman Applications

Incoming freshmen do not normally have a college GPA when they apply for a program. The GPA should be entered as 0.00.

Grades from UC Extension

Grades from UC Extension cannot be factored into the cumulative GPA. For purpose of admission to the University of California, credit earned in University Extension x100, x200, and a limited number of x300 series courses is accepted toward degree requirements like credit transferred from another institution. Grade point earned is counted only for the purpose of admission. See the [UC Extension website](#) for details.

Course Requirements

For some programs, students must complete non-language prerequisite courses. Refer to the Selection Grid and the UOEAP website for details. If there is a question about whether particular UC courses fulfill EAP program requirements or course prerequisites, the EAP Campus Faculty Director should make the decision. In some cases, the EAP Campus Faculty Director may want to seek advice from relevant departments or faculty, particularly in fields that lie outside the EAP Campus Faculty Director's area of expertise.

GPA Requirements

With the possible exception of transfer students, the GPA calculations used to establish the eligibility of applicants for participation in particular programs are based on each student's UC GPA. For UO policy on calculating GPAs for transfer students, see Section 1.1f, Transfer GPA, in this chapter.

Students selected for EAP must meet program-specific GPA requirements. See the [EAP Selection Grid](#) for details.

a. Explanation and Rationale for Minimum GPA Requirements

Because of the requests and requirements of partner institutions and EAP's desire to maintain high academic standards and quality, all EAP programs have minimum cumulative GPA requirements and, in some cases, minimum cumulative language GPA requirements.

Most EAP programs have a minimum GPA requirement of 2.85, although a few have higher GPA requirements and a number of programs have a minimum GPA requirement of 2.5. A few programs have a minimum requirement of "good academic standing" as determined by each campus.

b. Definitions and Processes for Minimum GPA Waivers

- Student GPAs cannot be rounded up (e.g., 2.846 to 2.85) when determining if GPA requirements are met.
- Because the minimum cumulative (and/or language) GPA requirement has been lowered for most programs at time of application, beginning in 2009–2010, conditional applications will not be accepted. Only in a few exceptional cases, the Campus Faculty Director may waive GPA requirements at the time of application.
- If a student's GPA falls below the minimum GPA requirement for the program anytime before departure, the Operations Specialist should be notified immediately in writing and the student will be withdrawn from the program. No exceptions.
- **UK and Ireland Year and Short-term Immersion Programs:** Regardless of a student's GPA, the partner institution reserves the right to determine which applications to review.

c. Monitoring and Notification of GPA Requirements

Campus EAP Advisors are responsible for ensuring that all students, including those who receive minimum GPA waivers, continue to meet the requirements of their programs. If a student receives a waiver for a program, and the GPA falls below the waiver GPA at any time before departure, the Operations Specialist should be notified in writing immediately and the student withdrawn from the program.

The Campus EAP Advisor is responsible for checking all predeparture GPAs and notifying UOEAP of any problems.

d. Transfer GPA

NOTE: To change quarter units to semester units divide the number of quarter units by 1.5.

To change semester units to quarter units multiply the semester units by 1.5. Campus Faculty Directors decide for their respective campuses whether to average transfer GPAs with UC GPAs. If transfer GPAs are to be averaged in by a given campus, they must be considered in the same way for all students, even if the student's UC GPA meets the program's requirement. Transfer

GPA's may not be used selectively to advantage or disadvantage individual students.

At the time of application, transfer GPA's may not be averaged into the student's overall GPA if the student has completed one academic year at UC (i.e., 2 semesters or 3 quarters) or more. When clearing a student's GPA condition prior to departure, the transfer GPA may not be used if the student has subsequently completed one academic year at UC (i.e., 2 semesters or 3 quarters) or more.

Only the transfer GPA used by UC to admit the student should be considered. The transfer GPA and transfer units are normally accessible from the UC campus registrar—with the understanding that this data is already adjusted from the semester to the quarter system. The formula below will be applied to this data, with two additional complications:

1. Some of the transfer units may be AP units, which come with no GPA attached, so these units must be subtracted before applying the formula.
2. Some of the transfer credits may be from other UC campuses, in which case they might occur twice in the student's record (in the advanced standing box and in the UC GPA), so this duplication must be eliminated.

When using a transfer GPA, the Campus EAP Advisor should select "UC + Transfer GPA" or "Transfer GPA" as appropriate in MyEAP.

For students with both a transfer GPA and a UC GPA, use this formula:

Formula: $(A \times B) \text{ plus } (C \times D) \text{ divided by } (B + D)$.

A = transfer GPA

B = transfer units

C = UC GPA

D = UC units

For example, suppose that A = 3.2, B = 96, C = 2.7, D = 28: $(3.2 \times 96) + (2.7 \times 28) / (96 + 28) = 3.08$ cumulative transfer + UC GPA

The formula for averaging transfer and UC GPA's assumes that a UC registrar has already calculated an appropriate weighting of quarter units and semester units so it does not distinguish between quarter and semester units. If a transfer GPA in semester units has not been previously adjusted to quarter units, then applying the formula will somewhat undervalue the semester units. In the example given, the difference is .04 grade points: 3.08 instead of 3.12.

1.2 CLASS STANDING

Class standing for EAP participation refers to class standing at the time of departure, not at the time of application. As with GPAs, Campus EAP Offices should monitor unit progress for each applicant from the time of application to the time of departure.

Minimum Units Earned Before Departure

The Campus Faculty Director may choose to waive the minimum unit total required for a student with adequate AP units or a student who requires units be waived, unless prohibited by the partner institution for participation in a specific EAP program. Exceptions may be granted in a few cases, after consultation with the Operations Specialist. Each UC campus establishes the minimum number of units required for sophomore and junior standing.

Comparison Chart: Minimum Unit Level Total for Class Standing

Campus	Sophomore Quarter Units	Junior Quarter Units
UCB	45 (30 semester units)	90 (60 semester units)
UCD	45	90
UCI	45	90
UCLA	45	90
UCM	45 (30 semester units)	90 (60 semester units)
UCR	45	90
UCSB	40	84
UCSC	45	90
UCSD	45	84

Programs Allowing Sophomore Participation

In general, students must achieve at least junior standing before departure. However, EAP has developed options for sophomores as well. Refer to the [EAP website](#) for details.

1.3 SPECIAL PROGRAM REQUIREMENTS

Costa Rica: Tropical Biology and Conservation, Monteverde Institute

This program provides UC biology majors a unique opportunity to spend 10 weeks outdoors getting hands-on field experience. Students must be prepared for a physically demanding program. The program is highly competitive and designed as a major-specific course of study. All applicants must have completed a minimum of one year of biology, including one quarter of upper-division organismal biology. A course in statistics is strongly recommended. Some background in Spanish is useful, though not required.

France: Political Science, Sciences Po

Sciences Po is a demanding program. Sciences Po also has the power to reject UC students for participation in the program. All students wishing to study in the French Track at Sciences Po must have a high level of French language ability and be able to interact without additional

language assistance in classes with other international students. Course work is rigorous and there will be no allowances for students with inferior language skills.

Students at Sciences Po are not allowed to take courses outside the international program. Political science students who wish to take courses outside their field should be encouraged to participate in programs at one of the political science institutes in Lyon, Grenoble, or Bordeaux.

Hong Kong: Business, Engineering, and Science, Hong Kong University of Science and Technology

The programs at HKUST are intended for undergraduates advanced in these respective fields of study, not for students starting out in one of these fields. Students should be prepared to take lower-level courses if their academic background does not meet the prerequisites for upper-division courses. Grading is comparable to UC, and EAP students must have a 3.0 UC GPA at the time of application and maintained through departure. Because HKUST offers a three-year degree program with fairly heavy course loads, UC students may find their colleagues at HKUST to be more advanced in their course work. Students should be prepared to work diligently and to follow HKUST academic procedures (e.g., recognition of the add/drop period). EAP students are expected to take a majority of their courses in their major.

Netherlands: Business and Economics, Maastricht University

This program at Maastricht is intended for *advanced* undergraduates or graduates in business and/or economics. Students must be prepared for the problem-based pedagogy at Maastricht, which is similar to graduate-level seminars at UC.

Other considerations for this program:

- For business and economics, prospective students must possess a very strong background in quantitative analysis and micro/macro econometrics. Students should have already completed all preparatory course work in economic theory and principles.
- Students need to understand the seminar-style, problem-based learning methods and program expectations for independent reading and study. There are very few lectures by professors to supplement the group projects. Learning objectives are designed by the groups of students themselves, guided by tutors, and overseen by the professors.
- Final exams cover information contained in independent readings, not from class participation and group work. The final exam, if failed, may represent 100 percent of the final grade. Especially for the fall programs, EAP students do not have the same opportunities to re-take exams that are available to students living in the Netherlands. They must be prepared to do well on their exams the first time.
- Students must select their program of study by the end of June for the following fall, using course schedules available online. It is extremely important that these courses be carefully selected because it is very difficult to make changes after the students arrive in the Netherlands.

1.4 PERSONAL CHARACTERISTICS

Students selected for EAP should demonstrate maturity, independence, good judgment, and resourcefulness. They should be receptive to other values and customs and able to work with minimal supervision without syllabi, or regular tests, and often with limited library resources and computer access. Students must be able to adapt to different educational environments and maintain flexibility in the face of adversity or challenge.

Special Considerations

The following special considerations are important for campuses to note when selecting students for the listed countries:

Egypt

Adjustment to the Egyptian culture can be particularly challenging for UC students, and maturity and awareness of personal responsibility are necessary attributes. Gender issues present problems if female students are not prepared for the local environment. Security of American students in Egypt and throughout the region requires cognizance of potential threats to personal safety and a willingness to follow regulations and guidelines set forth by the Study Center, the U.S. Department of State, and the partner institution.

Ghana

There are a number of health, safety, and academic issues requiring special attention in Ghana. Realistic and self-motivated study and personal goals are very important for student success. Students need to be willing to understand, accept, and adhere to local recommendations and advice to ensure their good health, safety, and well-being. Personal maturity, the ability to adapt to extreme living conditions in a developing country, and academic tolerance and flexibility are all critical attributes for positive integration with this community and environment. African American students often require special advising to get a realistic view of how they may be received by locals in Ghana.

India

Adjustment to the Indian culture and environment is usually an enormous challenge for UC students. Maturity and awareness of personal responsibility are necessary attributes. Troublesome gender issues and their immediate impact on female students are hard realities. To minimize health and safety threats particular to India, students must exhibit a willingness to follow regulations and guidelines set forth by the Study Center and the U.S. Department of State.

Israel

Maturity and seriousness of academic purpose are required of applicants to the Israel program. Students must be willing to live in on-campus dormitories, to avoid travel to specified areas inside and outside Jerusalem, and to follow all safety and security regulations and guidelines established by EAP, the partner institution, and the U.S. Department of State. Suicide bombs, rocket attacks, and other fatal terrorist activities occur within Israel; applicants must be able to show that they will accept restrictions.

Russia

Although study in Russia provides an unparalleled opportunity for students of Russian language, literature, history, art, and politics, it is critical that students are advised that crime against foreigners can be a problem in major Russian cities, such as Moscow and St. Petersburg. According to the U.S. Department of State, reports of violence against racial and ethnic minorities appear to be increasing, especially involving people of African and Asian origin, or who are perceived, because of their complexion, as coming from the Caucasus or the Middle East. Students are advised to exercise caution in certain areas due to the potential for racial harassment, avoid large crowds, and be prepared for harassment by police authorities.

South Africa

Health and safety issues, especially related to HIV, crime, and motor traffic, mandate students to have a mature and sober approach to their programs and a willingness to be guided by the locals who are charged with their well-being. Realistic personal goals and seriousness of academic purpose are extremely important in these programs. There is a risk to the success of any given cohort and to the program itself when students exhibit behavioral problems.

Vietnam

The program operates under delicate political realities that constrain the usual freedom of action and expression to which UC students are accustomed. The program depends partly on UC to design and execute its core curriculum with additional course work at HANU. Students must be advised about their limited study options. Realistic academic and personal goals within this context are very important to the success of individual students and to the integrity of the program. There is a risk to the success of any given cohort and to the program itself when students have behavioral problems. Health and safety risks, especially those related to traffic, are also present.

2. Alternates

2.1 DESIGNATING ALTERNATES

In certain instances, it is necessary for Campus EAP Advisors to name and rank alternates. If a campus has more qualified students than the number of places allotted to them for a particular program, the excess selectees should be designated and ranked as alternates in MyEAP.

Not all programs allow for alternates. For capped or impacted programs, UOEAP may limit the number of alternates. The number of alternates will be based on the historical rate of attrition for the program. The Campus EAP Advisor should consult with the Operations Specialist regarding the number of alternates. Based on this discussion, the Campus EAP Advisor limits the number of alternates accordingly.

2.2 SELECTING ALTERNATES

After the UOEAP application deadline, several factors must be considered when filling places that have become available due to predeparture withdrawals. One consideration, but not the decisive factor, will be the availability of a fully qualified alternate from the same campus where the withdrawal occurred. The Operations Specialist will make final decisions balancing campus and specific program needs. In some cases, the Operations Specialist may need to consult with the Study Center Director.

2.3 NON-PLACEMENT OF ALTERNATES

No EAP fees will be charged if an alternate cannot be placed in a program and subsequently must be withdrawn from EAP. The Operations Specialist will notify the Campus EAP Advisor that the student was not placed and must be withdrawn in MyEAP. The Campus EAP Advisor is responsible for informing the student.

For some programs, alternates are required to pay certain non-recoverable fees (e.g., visa application fees, housing deposit, partner institution registration) while they remain in alternate status.

2.4 WITHDRAWAL OF ALTERNATES

If an alternate withdraws after the EAP withdrawal deadline, but before the placement process is complete, the withdrawal fee is not charged. The Campus EAP Advisor should add a note in MyEAP to ensure that the student will not be charged the \$300 EAP withdrawal fee.

2.5 STATUS CHANGE NOTIFICATION

The Operations Specialist updates MyEAP when the status of an alternate changes and notifies the Campus EAP Advisor when alternates become selectees or cannot be placed. The Campus EAP Advisor notifies the student about any status changes and updates MyEAP if a student withdraws.

3. Selection Notification to Student

The Campus EAP Advisor is responsible for sending written notification of selection results to each student. The letters must refer to any required predeparture courses, readings, orientations, assignment of alternate status, or exceptional waiver of GPA.

V. PLACEMENT PROCEDURES

1. Selection

The Campus EAP Advisor selects applicants for EAP.

2. Application Review

A student's application may be reviewed by numerous entities, including the Campus EAP Office, Operations Specialist, Regional Director (RD), Study Center Director (SCD) or Liaison Officer, partner institution faculty or admissions office, third-party providers, consortia.

3. MyEAP Placement Definitions

3.1 REFERRED TO PARTNER INSTITUTION

Referral denotes the forwarding of a student's application to a specific partner institution for review and an acceptance decision. See [Referral Procedures](#) in Section 6 of this chapter.

3.2 ACCEPTED BY PARTNER INSTITUTION

Not currently in use; definition to be determined later.

3.3 PLACED FINAL

Placed final denotes that the student has received a final admission decision from the partner institution or Campus EAP Office depending on the program. See the [Selection Grid](#). See Section 5 in this chapter for details on placement procedures.

4. Non-Refundable Deposit

Once the student status is changed to "Placed Final" in MyEAP, an e-mail message will be sent to the student notifying them of the Non-Refundable Deposit. This \$200.00 Non-Refundable Deposit must be paid within a deadline of two weeks after the e-mail is sent. If a student is withdrawn by the two-week deadline, the fee will not be assessed. Students on financial aid must also make this payment.

The e-mail message will explain that the Non-Refundable Deposit holds the student's place on the program roster. Students who do not pay the Non-Refundable Deposit by the deadline may be withdrawn from the program if there are alternates to replace them.

The Non-Refundable Deposit is applied to the EAP student account as part of the total program cost. This is not an additional fee; however, it is non-refundable if a student withdraws after the initial two-week period.

*For 2009-10 the Non-Refundable Deposit has been limited to the following programs:

Bahia Fall	(Brazil, L&C, UC Center Bahia)
Monteverde	(Costa Rica, Tropical Biology, Monteverde Institute)
Paris Fall	(France, French & European Studies, UC Center Paris)
Paris Summer	(France, L&C, UC Center Paris)
Rome	(Italy, UC Center Rome)

5. General Acceptance Information

An Acceptance Letter and/or a To Whom it May Concern Letter may be used for visa or residence permit applications and as student status proof for customs agents abroad. An Acceptance Letter will be sent to the student, except in the following cases:

- Australia (Marine Biology and Terrestrial Ecology, University of Queensland)
- Costa Rica (Tropical Biology and Conservation, Monteverde Institute)
- Germany
- Ghana
- Mexico (Language and Society, UC Center Morelia; Field Research, UC Center Mexico City; Mexico-U.S. Comparative, UC Center Mexico City)
- Russia

6. Partner Institution Preference

Students in certain programs must note partner institution choices on their online application. These choices will appear on the Selection Form. Placements are based primarily on academic fit. Other information such as geographical preferences, financial considerations, proximity of relatives, etc., cannot always be taken into consideration.

UOEAP cannot guarantee placement according to student preference. For this reason, some programs require that a specific minimum number of university preferences be listed. Campus EAP Advisors should make sure that students enter the minimum number of choices required for a specific program before forwarding the applications to UOEAP.

7. Referral Procedures

Referral procedures vary considerably by program. Regardless of procedure, the partner institution always reserves the right to deny admission.

VI. PREDEPARTURE POLICIES

1. Maintaining Eligibility for Participation

UOEAP provides detailed eligibility requirements for each program in the [Selection Grid](#). A student's failure to fulfill these requirements may result in disqualification from the program. The Campus EAP Office is responsible for monitoring the academic progress of all students and for informing both the student and UOEAP immediately of any problems.

In addition to the information on the Selection Grid, the following should be considered:

1.1 UC ENROLLMENT DURING APPLICATION AND THROUGH DEPARTURE

The expectation is that students are enrolled at UC during the EAP application period. Some campuses may make exceptions for transfer students and for students "sitting out" a term. If a student is not present on a UC campus, the student must appoint an acting agent to obtain and forward to the student predeparture materials from the Campus EAP Office.

Transfer Student from Non-UC to UC

UCD, UCI, UCR and UCSB allow transfer students to participate in EAP without first spending a quarter on the campus. UCSD evaluates these situations on a case-by-case basis. Each UC campus determines its policy on participation regarding UC transfer students.

Intercampus Transfer to Another UC

- The student's original UC campus notifies the Campus EAP Advisor at the campus receiving the transfer student, and the UOEAP Operations Specialist sends the student's file, EAP application, and all related paperwork to the student's transfer UC Campus EAP Office.
- The student's transfer UC campus determines campus eligibility requirements and enters the student in MyEAP if the student is eligible. Depending on the timing of the transfer, the transfer UC campus may handle health clearance, orientation, or other predeparture processes.
- The student's transfer UC campus informs the UOEAP Operations Specialist once the student is officially accepted and provides the quarter when transfer will be effective, or notifies the Operations Specialist if the student is ineligible for EAP based on campus regulations.
- The Operations Specialist updates the partner institution and others as necessary.
- The student's record is updated in MyEAP.

See the EAP [General Information Guide](#) for additional information.

Campus Leave of Absence

For information about campus leave of absence policy for students who will be "sitting out" a term or more before departure, and those who will not be returning directly to their home UC campus upon completion of EAP, see the EAP [General Information Guide](#).

1.2 MINIMUM ACADEMIC LOAD AND REQUESTS FOR EXCEPTIONS

See Section 335.01, [Course Load](#), in the EAP Director's Manual for both overall and country-specific policies on the minimum academic load required of students while on EAP.

Students with a learning or physical disability who have a recommendation for a reduced unit load from their campus Disabled Students Office (DSO) should meet with a departmental or college advisor before departure to request approval to take a deficit study load while on EAP.

Any request for a deficit study load approved by a departmental or college advisor must be forwarded to the UOEAP Academic Specialist.

1.3 ACADEMIC PROBATION

Students on academic probation may be permitted to participate in EAP. The minimum required GPA may not be waived down to a lower standard for students on academic probation.

If Probation Occurs Before Selection

Students on academic probation but with a cumulative GPA fulfilling the minimum GPA requirement can file a written petition to participate in EAP for consideration and approval by the Campus Faculty Director. The Campus EAP Office will review each petition and carefully evaluate all students on academic probation, often through an interview or personal meeting, to assess the suitability of the applicants for participation in EAP.

If Probation Occurs After Selection

The students must file a written petition to be considered for participation immediately upon notification of academic probation and prior to departure; students on academic probation will not be permitted to participate in EAP until such a petition has been filed and approved by the Campus Faculty Director (UCIE/CCD approved on February 25, 2005).

2. Graduation from UC

Students cannot graduate while on EAP. Students who expect to graduate upon completion of EAP or after only a single quarter or semester after returning from EAP must be alerted that the time it takes for UOEAP to obtain grades, or for the UC campus to record student grades earned on EAP, may delay graduation. To file for graduation from abroad students must contact their individual UC academic advisor.

3. Campus Predeparture Orientations

Students are required to attend a predeparture orientation.

The Campus EAP Office organizes each predeparture orientation and is responsible for verifying student participation. UOEAP provides informational resources on the [EAP Shared Resource Library](#) and may provide regional staff assistance if requested by the campus.

4. Partner Institution Tuition

EAP student registration and education fees are paid to The Regents of the University of California only—not to the partner institution. However, in rare cases when a partner institution will not waive its own tuition fees for an EAP student, University Counsel has indicated that UOEAP may collect the tuition from the student or the student may pay the partner institution directly.

5. Students with Dependents

A dependent, as defined by UOEAP's insurance carrier, is a spouse, registered same-sex domestic partner, or child. Students who wish to be accompanied by one or more dependents are required to:

- Complete a [Dependent Packet](#)
- Purchase the mandatory EAP Insurance Plan for their dependents

Not all programs are appropriate for dependents, such as programs with mandatory private homestays, mandatory dormitory housing, or short-term field research programs. A list of inappropriate programs is attached to the Dependent Packet and is updated each year.

Questions regarding a certain program should be discussed with the Operations Specialist after reviewing the list of where dependents cannot accompany participants.

5.1 APPROVAL

Students must complete the Dependent Packet as early as possible. The packet is then forwarded to the Study Center for final approval. This process must be completed well in advance of the start of the program to ensure that, if approved, dependents are able to participate in arrival or orientation activities, in an intensive language program, or in subsequent Study Center-arranged activities during the program. Students should pay UOEAP in advance for their dependent's participation in these activities. In some cases students pay the Study Center directly after arrival.

5.2 LOGISTICAL ARRANGEMENTS

It is each student's responsibility to make all logistical arrangements for their dependents, including visa, transportation, housing, child care, schooling, etc. Students with dependents are advised to arrive in the host country early to secure housing and child care, and to make other arrangements well in advance of the start of the program. In some countries, the Study Center may be able to provide information about housing, child care, and schooling, but the Study Center is not responsible to seek or reserve any options. Refer to the EAP [General Information Guide](#) for more details.

6. Health and Safety

Some campuses have an electronic health clearance process.

6.1 CONFIDENTIAL HEALTH HISTORY AND HEALTH CLEARANCE

Each student is required to complete the Confidential Health History form. The student's Confidential Health History must be shared with the UC Student Health Services (SHS) or a private physician before the Health Clearance can be completed. One copy of the Confidential Health History should be retained by the health care practitioner completing the Health Clearance. Students should keep one copy of the Confidential Health History with their passport so it is available in case of a medical emergency.

6.2 EAP HEALTH CLEARANCE

All students are required to undergo a health clearance through their UC SHS or a private physician. Students going to **Ghana, India, or South Africa** are required to complete their health clearance at SHS. Students must send two copies of the completed Health Clearance to UOEAP at least 60 days before departure. Students going to **Chile** are required to complete their health clearance within 30 days of their visa application, so copies may be sent to UOEAP up to 30 days before departure.

6.3 TRAVEL MEDICINE (CLINIC) CERTIFICATION

Campus Student Health Services and UOEAP require students in certain programs to obtain specialized travel health advisory information in order to participate. This must be obtained from the campus SHS or Campus Travel Clinic. All students must schedule a travel advisory appointment in advance of anticipated departure. For students participating in back-to-back EAP programs (e.g., Spain fall and South Africa spring), when the second program requires a Travel Clinic, the travel consult must be scheduled and completed before departure from the U.S.

For a list of countries that require a travel medicine appointment, refer to the [Travel Medicine \(Clinic\) Certification](#) form.

UOEAP provides to the Student Health Services and Campus EAP Offices:

- An Annual Health Update including sample host country and partner institution medical forms (normally distributed by UOEAP in January)

More useful health information may be found in the following sites:

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [International Travel and Health](#), by the World Health Organization (WHO)
- [MDTravelHealth](#)

UOEAP also provides a Malaria Prophylaxis Participation Agreement to students in programs where a malaria prophylaxis is required by the partner institution.

7. Students with Disabilities

Refer to the [EAP website](#) for procedures for accommodating students with disabilities. Although campuses use different designators for their offices of students with disabilities, DSO (Disability Services Office) will be the designator that is used in this manual.

To determine what special accommodations might be possible abroad, the Campus Disability Office Specialist will assess the student's request for special accommodations. One or more of the following people may need to work together to determine if special accommodations are available abroad:

- Interested student
- Campus EAP Advisor
- UOEAP Operations Specialist
- UOEAP Principal Policy Analyst
- UOEAP Study Center Finance Accountant
- UOEAP Student Finance Analyst
- UOEAP Academic Specialist
- Study Center
- Appropriate partner institution offices

Because it takes time to communicate with staff abroad and determine if requested accommodations are feasible, it is imperative for students to plan ahead. Therefore, students with disabilities or other chronic systemic conditions should be encouraged to disclose their disability needs to campus EAP staff as early as possible. Lack of adequate advance notice of special requirements may affect the Study Center's or partner institution's ability to give timely consideration to a student's needs and cause unnecessary problems for the student. It is important to note that the level of accommodations (especially technical adaptations) can vary greatly among countries and even within countries.

7.1 STEPS TO FOLLOW WHEN A STUDENT DISCLOSES A DISABILITY

A student may choose to identify him or herself as a person with a disability to the Campus EAP Advisor during the recruitment process or later and signal that he/she may require modifications or special accommodations while abroad.

- It is advisable for students to research several programs and/or countries that meet their academic interests, because different locations abroad will have different levels of accessibility and support. Students who disclose needs at the last minute, or who require accommodations that are not available in the host location, may be advised to postpone participation or consider another site.
- Students contact the Campus EAP Advisor and the DSO to indicate that they are applying to study abroad and would like to request special accommodations while abroad.
-

VI. PREDEPARTURE POLICIES

- The Campus EAP Advisor should notify the Operations Specialist via confidential e-mail immediately after selection or student's self-disclosure (if after selection) to report the student's name, intended program, and requested accommodations so the Operations Specialist can begin general and tentative consultation with the Study Center. Note that the student's name is not disclosed to the partner institution until UOEAP receives the DSO letter and the student has been accepted by the partner institution.
- It is important for the student to meet with a disability services professional early in the planning process to determine what accommodations are needed. The student must request a letter or e-mail from the DSO indicating that the student has documentation on file at the appropriate office and that the DSO supports a request for accommodations. The letter must also include the student's name, intended EAP program, necessary accommodations, whether the accommodations will be funded or not, and, if funded, how much funding will be provided and who will be paying for such accommodations. The DSO letter is needed to confirm the necessary accommodations with the partner institution. Depending on the campus, the DSO may be able to determine or advise about funding for accommodations. Each student must secure funding in advance to cover any costs associated with accommodations. If DSO is not funding the necessary accommodations, the student should be prepared to bring adequate funds abroad to cover the cost of accommodations. The UOEAP Participation Forms and Instructions include additional information.
- Depending on the campus, DSO shares correspondence with the Campus EAP Advisor or directly with UOEAP. Depending on the campus, the student is encouraged to obtain a copy of this letter for record keeping. The Campus EAP Advisor or DSO informs the student that the student is responsible for all costs incurred if accommodations are not funded by DSO.
- The Principal Policy Analyst receives correspondence from DSO, confirms receipt of correspondence, and shares it with the Operations Specialist, Study Center Finance Accountant, and Student Finance Analyst. If the Operations Specialist receives the letter first, a copy will be shared with the Principal Policy Analyst.
- The Operations Specialist forwards correspondence to the Study Center, asking staff to investigate the availability of requested accommodations and degree of support services available at the host location, including specific cost estimates of requested special accommodations.
- The Study Center responds to the Operations Specialist indicating what accommodations and support services can be provided, and at what cost.
- The Operations Specialist will review the response and relay information to the Principal Policy Analyst (for centralized record keeping and future statistical reports), Study Center Finance Accountant, Student Finance Analyst, and Campus EAP Office (the Disability Liaison or Campus EAP Advisor in charge of specific program).

VI. PREDEPARTURE POLICIES

- The Operations Specialist, Study Center, Campus EAP Advisor, DSO liaison, and student maintain communication regarding special accommodations, as necessary.
- If the campus DSO is funding accommodations, the DSO will coordinate payment of funding for special accommodations, if appropriate, with the Student Finance Analyst before a student's departure.
- Once abroad, the student is responsible for conveying information about any problems or need for future arrangements to the Study Center and Operations Specialist.

7.2 CONFIDENTIALITY

An individual's disability and medical information must be kept strictly confidential. Information about the condition (if provided) and accommodations requested should be shared only with those who need to know (campus EAP staff, UOEAP staff, and Study Center staff, etc.). Share only necessary information. Often a description of symptoms is sufficient (as opposed to revealing a diagnosis). E-mail protocol prohibits the student's name in the subject line. See the [UOEAP E-mail Policy](#) for more information.

VII. PREDEPARTURE REQUIREMENTS

1. Required Documents

Students must submit required documents by the specified deadlines or the student may be withdrawn from EAP.

The Operations Specialist will e-mail students the link to the UOEAP Participation Forms and Instructions.

See [Participation Forms and Instructions Procedures for Operations Specialists, Program Advisors, and Campus EAP Advisors](#).

1.1 SUMMER AND WINTER VACATIONS

If the campuses are on summer or winter vacation, materials will be sent directly to the students. If the student has indicated he or she will be physically present on campus or near campus, arrangements can be made for the student to pick up materials from the Campus EAP Office. The Operations Specialist will inform the student when the information will be sent and when it can be picked up and will notify the Campus EAP Advisor that the student will pick up materials there. The Campus EAP Advisor has no responsibility to contact students during the campus vacation periods.

1.2 DISQUALIFICATION FOR NON-COMPLIANCE CONCERNING REQUIRED DOCUMENTS

It is the Campus EAP Advisor's responsibility to ensure that all students understand that a student may be disqualified from participation for failure to submit required documents by a specific deadline. The following are required of all participants:

- Completed EAP application and all supporting documents, including transcripts (for both EAP and the partner institution)
- Passport valid during the entire program and for 3–18 months after the program ends, depending upon the program
- Student Agreement, completed and signed
- Waiver of Liability, completed and signed
- Authorization for Medical or Surgical Consultation/Treatment, signed
- The Health Clearance for Students Planning to Study Abroad form must be completed and signed by a UC physician or health practitioner or the student's private physician (depending on student's program)

1.3 OTHER DOCUMENTS

Depending on the country or program, other documents and clearances may be required. The following includes a sampling of other possible requirements:

- Travel Clinic certification, completed and signed by UC Travel Clinic Health Advisor
- Student visa or entry clearance, issued by the host country's consulate; proof of financial resources and medical insurance are often criteria for a visa or entry clearance; a valid passport is always needed
- Predeparture police clearance and police registration after arrival

VII. PREDEPARTURE REQUIREMENTS

- Partner institution application, course registration, housing questionnaire, or other forms as required
- Health exam, medical tests, HIV test, chest x-ray, immunizations, malaria prophylaxis, etc., required by the consulate for issuance of visa or by the partner institution for admission
- Photographs (quantity and quality of photos required vary significantly, depending upon the partner institution and/or host country's consulate)

A student may be disqualified from participation by the host country or the partner institution for failure to obtain or complete required items.

VIII. WITHDRAWAL

A predeparture withdrawal is any withdrawal prior to the Official Start Date of the program. A post-departure withdrawal is any withdrawal after the Official Start Date of the program. For detailed information about the post-departure withdrawal process, refer to the Directors' Manual, Section 370.00, [Voluntary Withdrawal after Enrollment](#).

The withdrawal deadlines are listed in multiple resources, including in the [Student Agreement](#) to EAP and the [EAP staff website](#).

1. Predeparture Withdrawal

The student notifies the Campus EAP Advisor in writing about the withdrawal. The Campus EAP Advisor immediately enters the withdrawal in MyEAP, including the effective date and any relevant additional information. The Operations Specialist notifies the Study Center, partner institution, or other entity as needed.

1.1 DOCUMENTATION AND NOTIFICATION

A student's written statement of withdrawal may take several forms. The statement can be an e-mail, letter, or fax from the student; or a form completed by the student. If the written statement is a letter, fax, or form, it must include a date and signature. If it is an e-mail directly from the student, a signature is not needed.

The Campus EAP Office retains withdrawal documentation. After the withdrawal deadline, withdrawal documentation can be requested of the campus when needed. Documentation may be needed to waive a withdrawal fee. The Campus EAP Advisor or Operations Specialist can submit a fee waiver request. All fee waiver requests go directly to the UOEAP Finance unit. Refer to Section 2, [Financial Considerations](#), in this chapter.

Non-EAP Organizations and Service Providers

Due to severe financial penalties imposed by non-EAP organizations, the Campus EAP Advisor should obtain a withdrawal statement from the student and notify the Operations Specialists immediately. When the statement is received from the Campus EAP Office, the Operations Specialist will immediately notify the non-EAP organization and the UOEAP Finance unit. If received directly from the student, the Operations Specialist will immediately notify the non-EAP organization with a copy to the Campus EAP Advisor.

1.2 EFFECTIVE DATE

The effective date of the withdrawal will be the date of the initial written withdrawal notification from the student (regardless if sent to the Campus EAP Office or UOEAP).

Non-EAP Organizations and Service Providers

The effective date of withdrawal is based on the date the Operations Specialist reports the withdrawal to the organization. This is regardless of when the student notified the Campus EAP Advisor or Operations Specialist.

2. Financial Considerations

2.1 FEES AND PENALTIES

If a student withdraws after the program's official withdrawal deadline, the student's EAP account will be assessed the \$300 withdrawal fee as well as any additional penalties, including unrecoverable program expenses and fees assessed by a partner institution or third-party service provider abroad, according to deadlines established by those organizations. If students have submitted the initial payment of \$450, they will be refunded the difference, if any. If they have not yet submitted the initial \$450 payment, they will owe \$300 as well as any additional penalties.

A student who withdraws before departure will be invoiced by UOEAP taking into account EAP withdrawal fees, third-party provider withdrawal fees, housing provider cancelation fees, program fees, unrecoverable costs, and financial aid revisions that may occur due to the withdrawal. There may be unrecoverable costs for all programs regardless if offered through a third-party provider. The date of withdrawal is the key component of this process. The Finance unit needs an accurate date of withdrawal to appropriately coordinate student billing, financial aid adjustments, funding of Study Centers, and payments to partner institutions and other service providers. Additionally, the campus Financial Aid Office must be informed by UOEAP within seven days of the student's notification of intent to withdraw.

Non-EAP Organizations and Service Providers

Non-EAP fees and penalties can be substantial, from hundreds to thousands of dollars. EAP cannot unilaterally mandate waiver of penalties imposed by other organizations. Penalties and unrecoverable costs are determined based on the date UOEAP notifies the organization of a student's withdrawal. They do *not* use the date the student actually withdrew or the date of the student's written notification. It is essential that the Campus EAP Advisor enter the student's withdrawal in MyEAP as soon as possible.

3. Withdrawal Policy for Students who do not Follow Standard Withdrawal Procedures

3.1 WHEN A STUDENT CONTACTS UOEAP ABOUT WITHDRAWING

- If notified by a student of an intended withdrawal the Operations Specialist will tell the student to notify the Campus EAP Office in writing about the withdrawal.
- The Operations Specialist will relay the information via e-mail to the Campus EAP Advisor.
- The Operations Specialist will not follow up or make inquiries to the campus about the status of the withdrawal for five business days.
- If the student has not contacted the Campus EAP Advisor by the fifth business day, the Campus EAP Advisor should enter the student as withdrawn in MyEAP, using the reason originally provided to the Operations Specialist.
- The Operations Specialist will not notify the Study Center or partner institution until the Campus EAP Advisor enters the withdrawal in MyEAP (exceptions made for non-EAP providers).

3.2 WHEN A STUDENT HAS TO BE ADMINISTRATIVELY WITHDRAWN

An administrative withdrawal is one that is not initiated by the student. It is applicable in a number of situations, such as:

- The student does not respond to communications.
- The student fails to meet deadlines or provide required materials.
- The Campus EAP Office determines that the student is not a suitable candidate for EAP.

In case of administrative withdrawal, no documentation or signature is needed from the student.

- If the Campus EAP Advisor determines a student should be administratively withdrawn, the Campus EAP Advisor will notify the Operations Specialist, inform the student, enter the withdrawal in MyEAP, and maintain a copy of the notification.
- If the student does not follow required guidelines and timelines as set by UOEAP, the Operations Specialist will contact the Campus EAP Advisor via e-mail. If it is jointly determined to administratively withdraw the student, the Campus EAP Advisor will inform the student, enter the withdrawal in MyEAP, and maintain a copy of the notification.

3.3 EXTENSION WITHDRAWAL

An extension withdrawal occurs when a student cancels an approved Request for Final Approval or Petition to Extend.

Program Has Begun

If a student cancels an approved Request for Final Approval (RFA) or a submitted Petition to Extend and the program has already begun (i.e., a student extending from fall semester to a year program), a Petition to Withdraw is required and will be considered a post-departure withdrawal.

In this case, the student must pay the UOEAP withdrawal fee and unrecoverable costs if the RFA or Petition to Extend is canceled after the submission deadline as indicated on the form.

Program Has Not Begun

If a student cancels an approved RFA or submitted Petition to Extend where the program has not yet begun (i.e., a student extending to a separate program), a Petition to Withdraw is not required and the cancelation will be considered a predeparture withdrawal.

In this case, the student must pay the UOEAP withdrawal fee and unrecoverable costs if the RFA or Petition to Extend is canceled after the program withdrawal deadline

IX. EXTENSION PROCEDURES

Refer to Section 440 of the Director's Manual, [Requests for Extension of Program Participation](#).

1. Departmental and College Pre-Approval to Extend

In an effort to facilitate and expedite extension requests, UOEAP provides a Departmental and College Pre-Approval to Extend (DPA) form to be completed by the student and the student's departmental or college advisor before departure. UOEAP requests that the DPA be submitted with a student's EAP application. For some programs, a revised DPA may be submitted at any time up to 30 days before departure; contact the Operations Specialist. The student must also complete the proposed academic planning section included in the DPA.

Applicable programs and instructions are noted on the EAP Online Application Instructions. A complete listing of extension options is also provided below. If a program is not listed, a pre-approved extension is not possible.

1. Australia: Immersion Spring Semester to Year
2. Barbados: Fall Semester to Year
3. Brazil: Rio Spring Semester to Year
4. Brazil: Rio Fall Semester to Rio Spring Semester
5. Brazil: Bahia Spring to Rio Fall Semester
6. Brazil: Bahia Fall to Rio Spring Semester or Year
7. Canada: Fall Semester to Year
8. Chile: Santiago Fall Semester to Spring Semester
9. Chile: Santiago Spring Semester to Year
10. China: All options except BNU Elementary program to PKU Year
11. Costa Rica: University of Costa Rica Spring Semester to Summer Internship
12. Denmark: Summer Language and Culture to Fall Semester
13. Denmark: Summer Language and Culture to Year
14. Denmark: Fall Semester to Year
15. France: Bordeaux Immersion Fall Semester to Year
16. France: Bordeaux Fall Language and Culture Semester to Spring Immersion Semester
17. France: Grenoble Immersion Fall Semester to Year
18. France: Grenoble Science and Engineering Fall Semester to Year
19. France: Lyon Immersion Fall Semester to Year
20. France: Lyon Fall Language and Culture Semester to Spring Immersion Semester
21. France: Paris UC Center Summer to Paris UC Center Fall
22. France: Paris UC Center Fall Semester to Bordeaux Immersion Spring
23. Germany: Berlin BEST Fall Semester to BEST Spring Semester
24. Germany: Berlin Fall Semester to Year
25. Germany: Göttingen Fall Semester to Year
26. Germany: Göttingen Advanced Spring to Fall
27. Germany: Göttingen Advanced Spring to Year

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28. Germany: Potsdam Language and Culture Spring Semester to Göttingen Fall Semester
29. Germany: Potsdam Language and Culture Spring Semester to Göttingen Year
30. Ghana: All options
31. Hong Kong: All options
32. Hungary: Fall Semester to Year
33. India: Fall Semester to Delhi Year (Delhi only, special conditions apply)
34. Italy: Bocconi Fall Semester to Year
35. Italy: Padova Fall Semester to Year
36. Italy: Siena Fall Semester to Bocconi Spring Semester
37. Italy: Siena Fall Semester to Padova Spring Semester
38. Italy: Siena Fall Semester to Siena Spring Semester
39. Italy: Rome Fall Semester to Rome Spring Semester
40. Italy: Rome Fall Semester to Siena Spring Semester
41. Japan: All options
42. Korea: All options
43. Mexico: Fall Field Research Program to UNAM Spring Semester
44. Mexico: UNAM Fall Semester to Spring Field Research Program
45. Mexico: UNAM Fall Semester to Year
46. Netherlands: Fall Semester to Year (all NL programs)
47. New Zealand: Immersion Spring Semester to Year
48. Singapore: All options
49. South Africa: Spring to Year
50. Spain: Carlos III Fall Hispanic Studies to Spring Immersion
51. Spain: Madrid Complutense Fall to Year
52. Spain: Córdoba Fall Semester to Carlos III Spring Hispanic Studies
53. Spain: Cordoba Fall Semester to Granada Spring Semester
54. Spain: Granada Fall Semester to Year
55. Sweden: Summer Language and Culture to Fall Semester
56. Sweden: Summer Language and Culture to Year
57. Sweden: Fall Semester to Year
58. Taiwan: All options
59. Thailand: All options
60. Turkey: Fall Semester to Year
61. United Kingdom: East Anglia Fall Semester to East Anglia Year
62. United Kingdom: Glasgow Fall Semester to Glasgow Year
63. United Kingdom: Kent Fall Semester to Kent Year
64. United Kingdom: Manchester Fall Semester to Manchester Year
65. United Kingdom: Warwick Fall Quarter to Warwick Year
66. United Kingdom: Edinburgh Science/ Engineering Fall Semester to Edinburgh Year

2. Request for Final Approval to Extend (RFA)

Students must complete a Request for Final Approval Form (RFA) to obtain approval from the SCD or Liaison Officer and UOEAP for an extension before the indicated deadlines. Extension requests will only be considered after all new selectees and alternates who originally applied for the same program have been placed. The processing time for a DPA/Request for Approval (RFA) is significantly shorter than for the Petition to Extend.

2.1 LANGUAGE AND CULTURE PROGRAMS OR SUMMER-ONLY PROGRAM EXTENSION TO TERM OR YEAR

For EAP purposes, “extension” from language and culture or summer-only programs means continued participation in the same country or program. Because partner institution or host country requirements differ, extension requirements will vary depending upon the program. Contact the Operations Specialist for details.

3. Petition to Extend

Students may request to extend participation after starting the program in which they are already enrolled if such a program is appropriate. In those cases where students have not submitted an approved DPA, students must complete the Petition to Extend form, which may take the UC campus three to six weeks to process. Some programs will not allow a Petition to Extend to be used, usually because of visa limitations (e.g., France or Spain, where only pre-approved DPAs will be considered) or limited space availability.

Students who request to extend their participation must meet the minimum selection requirements for the program to which they want to extend.

4. Extending from a lower Minimum GPA Program to a Program with a Higher Minimum GPA

Student submits RFA/Petition to Extend to Study Center Director or Liaison Officer for approval. Based on their knowledge of the academic program to which the student is requesting extension and on the student’s academic and behavioral performance to date, the Study Center Director may recommend approval of the extension.

The GPA is based on the cumulative GPA the student had before departing on the first program. Students can use the first program to enhance their class standing and language level. Students cannot use the first program to enhance their cumulative GPA.

X. POST-DEPARTURE POLICIES AND PROCEDURES

1. Program Evaluations

The UOEAP Research Unit sends e-mails to students requesting them to fill out evaluations online; notices are also sent to Study Center Directors and Liaison Officers to encourage students to fill out evaluations.

2. UOEAP and Regents Emergency Loans

Refer to the Director's Manual, Section 820, [Financial Aid Eligibility/Student Loans](#).

3. Voluntary, Administrative, and Emergency Withdrawals

Refer to the Director's Manual, Section 370, [Withdrawal from EAP](#), and Section 815, [Withdrawal from EAP—Student Fee Account](#).

4. Preparation for Return

Refer to the policy in the Director's Manual, Section 435, [Preparation for Return](#).

5. Returnees

UOEAP values the contribution that returnees can make to the success of EAP. However, care should be taken to carefully select returnees with well-rounded experiences for advising potential applicants. Campus staff should encourage returnees to participate in campus EAP recruitment, selection committees, and orientations. Returnees can advise selected applicants about the minutiae of daily life abroad in order to allay applicants' concerns.

6. Substance Abuse

Refer to the [Substance Abuse Policy](#) on the EAP website.

7. Emergencies and Fatalities Abroad

UOEAP provides instructions in the [Director's Manual](#) and the SC Emergency Preparedness Handbook for responding to crises abroad, whether individual, national, or natural. University Counsel at the Office of the General Counsel has indicated that according to a FERPA exception, EAP may release the names of EAP students to U.S. embassies or consulates when the information is necessary to protect the health or safety of the students.

Refer to the Director's Manual, Sections 420.05, [Emergency Medical Treatment](#); 420.10, [Student Fatalities](#); 430.00, [Student Emergencies](#); 260.00, [Study Center Crises](#); 260.02, [Communication Tree](#); and 605.05, [Communicating During an Emergency](#).

8. Student Payment Policy

Refer to the [Student Agreement](#), Section 7 and the [Director's Manual](#), Chapter 5.

XI. ADDITIONAL RESOURCES

Additional resources are available at eap.ucop.edu

- CAD Minutes
- CCD Minutes
- Country Pamphlets
- Discipline Pamphlets
- EAP Annual Conference Minutes
- EAP Enrollment Statistics
- Operations/Campus Conference Call Minutes
- EAP Program Guides
- EAP *General Information Guide*
- Study Center Annual Reports
- Study Center Director's Manual
- Study Center Director's Academic Manual
- SSRs
- Trip Reports
- UCIE Minutes
- UCIE Program Reviews
- UOEAP Management Council Minutes

Other documents used in the development of the policies enumerated in this manual are available from UOEAP.