Emergency Preparedness and Response Guide

Study Abroad Program Leaders

Study Abroad Office
+1 (480) 965-5965
studyabroad@asu.edu
https://studyabroad.asu.edu
or tinyurl.com/ASUAbroad

ASU 24/7 Emergency
+1 (480) 965-3456

HTH Worldwide
+1 (610) 254-8771
www.HTHstudents.com

studyabroad.asu.edu or tinyurl.com/ASUAbroad
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Study Abroad Office Resources

24/7 Emergency Response Line: +1 (480) 965-3456
Collect calls are accepted.

Disciplinary Record Check and Review
In partnership with the Office of Student Rights and Responsibilities (SRR), the ASU Study Abroad Office (SAO) reviews the disciplinary records of all participants.

Student Medical/Health Disclosure & Screening
In partnership with ASU Health Services, all study abroad participants are required to complete a Student Health Questionnaire within their online program application. Students with specific health concerns, along with those visiting locations of concern, will be required to visit the ASU Travel Medicine Clinic to get advice on managing their condition and accessing healthcare in their program destination(s).

Travel Intelligence Information
In partnership with iJET, SAO can provide you, upon request, a detailed Security Brief, Health Brief, or Immunization Brief, specific to the program location(s).

Study Abroad Health and Safety Committee
Representatives from the Office of General Counsel, the Office of the Provost, and Risk Management regularly review study abroad programs in locations of concern, advising SAO on any liability issues related to travel in inherently risky destinations.

Comprehensive Crisis Response Plan
In partnership with various offices across all ASU campuses, SAO is prepared to assist you in responding to any emergencies that arise while the program is in session abroad.
Additional Health, Safety and Security Resources

HTH Worldwide Insurance
24/7 Phone: +1 (610) 254-8771  *Collect calls are accepted
Visit www.HTHstudents.com to search for medical providers in the program location(s), download City Health Profiles or Drug Translation Guides, and watch helpful videos you can share with students.

International Travel Information
U.S. Department of State > www.travel.state.gov
U.S. Centers for Disease Control and Prevention > www.cdc.gov
Overseas Security Advisory Council > www.osac.gov

ASU Resources
ASU Travel Medicine Clinic > https://eoss.asu.edu/health
ASU Counseling Services > https://eoss.asu.edu/counseling
ASU Student Rights & Responsibilities > https://eoss.asu.edu/dos/srr
ASU Campus Police > +1 (480) 965-3456

Addressing Health and Safety Issues

SAO considers the safety of study abroad participants to be our primary concern. There are several steps that you, as one of the individuals most responsible for the health and safety of the program participants, can take to anticipate, mitigate, and respond to emergency incidents that will require your immediate attention.

The following section of the Emergency Preparedness and Response Guide offers guidelines for the steps you should take before, during and after the study abroad program.
Before You Depart

SAO recommends that you check off each of the steps in the following sections, as you complete them.

☐ Attend Faculty Director Orientation
Arizona State University requires that all study abroad program leaders and support staff participate in an emergency preparedness and response training session. Participation will be recorded.

☐ Familiarize Yourself with HTH Insurance
Log in to studyabroad.asu.edu to review the HTH insurance coverage provided to all international travelers (in the Resources section of your application). Access www.HTHstudents.com to become familiar with the helpful resources available to you and the student travelers.

☐ Identify On-Site Contacts & Resources
You may need to rely on local contacts, such as a vendor or service provider, to assist you in responding to emergencies that arise on-site. It is important for you to have at least one person that you can rely on for assistance.

☐ Research On-Site Emergency Services
It is important for you to know the location of the nearest medical facility, the local equivalent of 911, and to have at least a basic understanding of how to navigate the healthcare system on-site.

☐ Develop a Contingency Plan
Previous programs have been interrupted by strikes, natural disasters and political unrest. Research the current situation in the country you are visiting and think of a contingency plan in case the itinerary is interrupted and you have to relocate the program.

☐ Provide Your Contact Info to SAO
It is critical that SAO staff are able to reach you 24/7 while you are abroad. Be sure to provide SAO with multiple avenues to reach you, including your local mobile phone number. You should also provide contact details for at least one emergency contact we can call in the case of an emergency that impacts your well-being.
Review Important Details in Student Applications

- Student Health Questionnaire: *online form completed by the student, disclosing any issues they want you to know*
- Emergency Contacts: *online form*
- ASU Health Services Travel Recommendations: *online form completed by ASU Health Services after Travel Medicine Clinic visit*
- Disciplinary Record Details: *online form completed by SRR for all students with a previous disciplinary incident on file*
- Disciplinary Record Details - Student Statement: *online form completed by all students with a previous disciplinary incident*

Conduct a Pre-Departure Orientation

SAO expects that all Faculty Directed study abroad program leaders will conduct a mandatory, in-person pre-departure orientation session with all students. It is at your discretion when and where to host your orientation session. SAO strongly encourages you to:

- Inform students of program rules and expectations of behavior prior to departure.
- Encourage students to visit ASU Travel Medicine Clinic for questions about continuation of care while abroad. Refrain from offering medical advice about medications, vaccines, or over-the-counter medications.
- Distribute in-country emergency phone numbers.
- Inform students of health, safety, legal, environmental, political, cultural, and religious conditions in host location(s), and potential health and safety risks. Include tips on avoiding risk (e.g. how to carry personal items, how not to stand out).
- Encourage students to register their travel with the U.S. Department of State Smart Traveler Enrollment Program (STEP) [https://step.state.gov/step/](https://step.state.gov/step/).
- Discuss preventable accidents with students, such as traffic patterns, pub and drinking culture, drug laws, unsafe swimming, and the type of things that can happen when walking down a street alone at night in a foreign city.
- Be specific about safe and unsafe behavior such as alcohol consumption, certain types of sexual behavior, and how to dress and behave to avoid unwanted attention.
Contact Your SAO International Coordinator
Please take a moment to check in with your International Coordinator, to confirm that all participants have arrived safely or to report any students who did not arrive on the designated program start date.

Conduct an On-Site Orientation
It is strongly advisable that you conduct a mandatory, in-person orientation with all program participants upon arrival in each program city or country. SAO recommends that you:

- Remind students to check in with their family members.
- Discuss the current political climate, emphasizing the importance to avoid all demonstrations.
- Review any known risks, including transportation risks, parts of the city that are forbidden for your students, or that students are wise to avoid.
- Review the local transportation system in-depth.
- Remind students of the ASU 24/7 emergency contact at +1(480) 965-3456 and the HTH contact at +1 (610) 254-8771.
- Inform students of program rules and expectations of behavior, including the consequences of violating those rules.
- Discuss your expectations and cultural norms regarding the use of alcohol.
- Provide local emergency services number and location of nearest medical facility.
- Distribute your 24/7 contact number.
- Collect all mobile phone numbers of program participants.

Identify a Participant as an Emergency Back-Up
Identify a student program participant on whom you can rely in case you and/or any additional program faculty/support staff are incapacitated during the program. This person may need to act as a liaison with SAO, only in the case of a short-term emergency, and will not be considered your substitute.
Establish an Emergency Response Plan

While you can never predict an emergency, one important step to ensuring an effective response to unforeseen incidents is to develop an emergency response plan for the program. SAO urges you to consider the following steps:

- Secure an alternate emergency contact number (service provider, colleague, etc.).
- Maintain an easily accessible list of student mobile phone numbers, so that you can easily reach all participants.
- Designate a primary and secondary meeting point for all program participants in each program location, in case of an emergency affecting the entire group.
- Establish alternative methods of communication if a physical meeting does not or cannot take place.
- Organize a phone tree.

*If you are the only ASU leader for the program, work with SAO to identify on-site support in advance in case you become ill or injured.

After You Return

There are a number of steps you will need to take upon return to ASU. This section focuses on those steps relevant to any emergencies or incidents that occurred during the program.

- Document all incidents that occurred abroad and submit a report of each incident not already reported to SAO.
- Make a list of resources used during incidents and emergencies for use by others in the future.
- If you have developed any medical symptoms while abroad (including fatigue, cough, fevers, rash etc.) we recommend that you see the physicians at the ASU Travel Medicine Clinic before attending classes. This is both for your protection and the protection of the broader ASU Community.
- Follow up with affected students as necessary.
- Debrief with SAO on any outstanding issues related to incidents abroad.
Responding to Emergencies Abroad

SAO will keep you informed of any travel warnings, U.S. Department of State public announcements, worldwide cautions, or situations of note while you are away. Please regularly check your email if internet is readily available. In the case of any imminent health and safety concerns, SAO will also contact you by phone.

In case of an emergency, you should be on-call 24 hours a day until the emergency is resolved. SAO is responsible for coordinating the University’s management of emergencies affecting participants on ASU study abroad programs. As a leader of an ASU study abroad program, you are expected to follow the procedures outlined in the following pages and to inform the program participants about these procedures during on-site orientation.

Be advised that during an on-going emergency, it is important to keep SAO informed on a regular basis.

**You may reach SAO**

- **By telephone:** +1 (480) 965-5965
- **By fax:** +1 (480) 965-4026
- **By email:** studyabroad@asu.edu
- **24/7 emergency:** +1 (480) 965-3456

**SAO defines an emergency as:** A serious injury or illness can be defined as one requiring hospitalization of a participant or faculty member, or one that makes it impossible for the participant or faculty member to continue the program.

An emergency may also be (but is not limited to) a situation involving a criminal act against or by one or more participants in the program; an act or threat of terrorism that poses a threat to the security of the program participants; a natural disaster; an act of war; or other event causing or threatening harm to one or more participants in the program.
A *perceived emergency* results from events that are not immediately threatening to the health or safety of program participants or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

**Important Steps for All Emergencies Abroad**

While every emergency or incident abroad is unique, there are several steps that you should anticipate taking in response to every emergency that impacts a student enrolled in the program.

- Take care of the student by doing whatever is necessary.
- Seek appropriate medical care. Contact HTH Insurance at +1 (610) 254-8771 to coordinate care and payment. You should never pay any care provider on behalf of a student.
- Follow the situation-specific protocol outlined for each scenario listed on the following pages.
- Contact or respond to directions of local authorities. It may be helpful to have a host country native or other local contact assist you in interacting with local authorities.
- Communicate with SAO as early and often as possible.
- Protect the student’s right to privacy. Urge other participants to avoid discussing the emergency on social media.
- Do not call parents without participant’s permission.
- Do not speak with members of the media.
- Document all details of the incident/emergency, as best as possible.
- Save incident report/crisis summary in your ASU online study abroad application at studyabroad.asu.edu.
- Determine what debriefing/follow-up is required.

Remember that SAO is prepared to assist you in responding to any emergency situation that arises while you are abroad with a group of ASU students. Please be sure to contact SAO as soon as prudent after any emergency situation involving one or more members of the group.
Information Gathering and Documentation
In an emergency situation, the faculty director will most likely be the first person notified. It is important to begin a careful process of gathering and reporting information, including the following:

- Describe the imminent risk.
- Describe current status of affected participant(s): location, physical conditions, etc.
- Describe urgent need or expected response.
- Describe what monitoring/assistance affected participant(s) is receiving (police, medical, counseling, etc.).
- Describe what impact this incident has on other participants.
- Identify who will remain with other participants, if the impacted student needs your priority attention.
- Report on others who may have already been notified of the incident (students, parents, local police, media, etc.).

Be sure to contact SAO as soon as feasible to report all details and to receive further guidance.

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www.HTHstudents.com
Incident-Specific Scenarios

Disciplinary Incident

Actions to Take in a Disciplinary Emergency

1) Ensure safety and care of other program participants.

2) Document the following:
   - Details of the incident(s)
   - Has the student made any threats or assaulted anyone?
   - Details of on-site response
   - Current location of participant
   - Is there any pending legal action that would prevent return of participant to the US?

3) Determine if the student has sufficient funds for change in housing/ plane ticket dates if dismissed from program.

4) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

5) Request that other program participants refrain from discussing the incident on social media until family can be notified.

6) Determine if on-site counseling is available for other program participants.

Actions to Take if Incident is NOT an Emergency

1) Ensure safety and care of other program participants.

2) Document the following:
   - Details of the incident(s)
   - Details of on-site response

3) Complete an Incident Report online through your study abroad application at studyabroad.asu.edu, or on paper. If completing an Incident Report offline, be sure to submit your Incident Report to the appropriate SAO International Coordinator.
Participant Has Fallen Ill or Been Injured

Actions to Take in a Medical Emergency

1) Ensure the participant’s safety.
2) Contact local emergency services, if necessary.
3) Contact HTH Insurance for information on nearest medical facility.
4) Get the participant any immediately necessary medical treatment.
5) Document the following:
   - Contact information of participant’s current location
   - Medical treatment the participant has received
   - Contact information of attending physician
   - Contact details of the medical facility where participant has received/is receiving medical treatment
   - What is the diagnosis? The prescribed treatment?
6) If participant is conscious, have him/her call parents. If participant is unconscious, do not call parents directly.
7) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.
8) Ensure safety and care of other program participants.
9) Request that other program participants refrain from discussing the incident on social media until family can be notified.

Actions to Take if Condition is NOT an Emergency

1) Ensure the participant’s safety.
2) Contact HTH Insurance for information on nearest medical facility.
3) Help the participant get any required medical treatment.
4) Urge the participant to call his/her parents or guardians.
5) Complete an Incident Report online through your study abroad application at studyabroad.asu.edu, or on paper. If completing a hard copy, submit it to your SAO International Coordinator.
Participant Has Been Arrested

Actions to Take After a Student Has Been Arrested

1) Determine the location of the participant.

2) Visit the participant to ascertain detainee conditions, if possible.

3) Document the following:
   - Agency that made the arrest and filed the charges
   - Names, addresses and phone numbers of arresting authorities
   - Description of the charges against the student
   - Description of the student’s side of the story
   - Were other ASU participants involved in the incident?
   - Case number, if applicable
   - Rights that have been granted to the detainee
   - Is participant entitled to a phone call?
   - Has the student spoken with his/her family?

4) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

5) Notify the nearest US Embassy.
   - If calling, ask to speak with Post 1 (the Marine on duty)

6) Contact Overseas Citizen Services at +1 (202) 501-4444.

7) Ensure safety and care of other program participants.

8) Request that other program participants refrain from discussing the incident on social media until family can be notified.

Assistance for Incarcerated US Citizens Abroad
travel.state.gov/content/passports/english/emergencies/arrest.html
Participant is Experiencing Mental Stress or Mental Illness

Actions to Take in a Mental Health Emergency

1) Ensure the participant’s safety.

2) Contact HTH Insurance for information on nearest medical and counseling facilities.

3) Help the participant get any necessary medical treatment.

4) Document the following:
   - Any observations of the student’s current mental state
   - Contact information of participant’s current location
   - Medical treatment the participant has received
   - Contact information of attending physician
   - Contact details of the medical facility where participant has received medical treatment

5) Ensure safety and care of other program participants.

6) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

Actions to Take if Situation is NOT an Emergency

1) Talk to the student in private. Listen carefully. Show concern and interest. Repeat back the essence of what the student has told you. Avoid criticizing or sounding judgmental. Suggest visiting a counseling center and discuss this further with the student. If the student resists help and you are still worried, contact a counseling center to discuss your concerns.

2) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456

3) If you consider the situation to be an emergency, call the local emergency services number, stay with the student, and follow the emergency action steps above.
Spotting a Student in Distress

Being outside one’s culture and comfort zone, even for a short period of time, can be disorienting and emotionally challenging. As a study abroad program leader, it is important that you be sensitive to the program participants’ mental and emotional health needs and concerns. The ability to recognize signs of serious emotional distress and to have the courage to acknowledge concerns directly are often later noted by students as the most significant factors in their problem resolution.

Academic Indicators
- Negative change in performance
- Continual seeking of special accommodations
- Essays or creative work that indicates extremes of hopelessness, social isolation, rage or despair

Physical Indicators
- Deterioration of physical appearance
- Coming to class bleary-eyed, hung over, or smelling of alcohol
- Excessive fatigue
- Visual changes in weight

Personal/Interpersonal Indicators
- Tearfulness
- Increased isolation
- Confusion, indecisiveness
- Change in sleep patterns – insomnia, sleeping too much
- Direct statements indicating distress, family problems, or other difficulties
- Disordered eating – bingeing, purging, restricting, over-exercising
- A hunch or gut-level reaction that something is wrong

Safety/Risk Indicators
- Written or verbal statement of finality or suicidal tone
- Giving away of prized possessions
- History of suicidal thoughts or attempts
- Self-injuries or self-destructive behaviors

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Participant Has Been a Victim of Sexual Violence (Including Harassment)

Actions to Take in an Emergency

1) Ensure the participant’s safety.

2) Ensure the safety and care of other program participants.

3) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.
   - Notify ASU of incident and discuss next steps.
   - If there are allegations against another student/employee, or an ASU vendor, discuss next steps related to program continuation and/or interim measures.

4) Ask the participant if they would like you to coordinate any of the following:
   - Contact local emergency services and/or law enforcement.
   - Contact HTH Insurance for information on nearest medical and/or counseling facilities.
   - Get the participant any required medical treatment, including STD testing.

5) Document the following:
   - Contact information of participant’s current location.
   - Details of the incident.
   - Medical treatment (if any) the participant has received.
   - Contact details of the medical facility where participant has received/is receiving medical treatment.

6) Determine if participant is interested in returning to the US.

7) Request that other program participants refrain from discussing the incident on social media until family can be notified.

Assistance for American Victims of Crime Abroad
travel.state.gov/content/passports/english/emergencies/victims.html
Actions to Take if Situation is NOT an Emergency

1) Ensure participant’s safety.

2) Collect the details of the incident.

3) Notify student, “Depending on what you are going to tell me, I may need to take action. Knowing this, do you still want to tell me?”

4) Contact HTH Insurance for information on nearest medical and counseling facilities.

5) Determine if participant is interested in returning to the US.

6) Document the following:
   - Contact information of participant’s current location
   - Medical treatment the participant has received
   - Contact information of attending physician
   - Contact details of the medical facility where participant has received/is receiving medical treatment
   - Details of the incident

7) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

8) Ensure safety and care of other program participants.

Participant Has Been the Victim of a Crime

Actions to Take When a Participant is a Victim

1) Ensure the participant’s safety.

2) Contact appropriate local law enforcement.

3) Ensure safety and care of other program participants.
4) Document the following:
   - Contact information of participant’s current location
   - Medical treatment the participant has received
   - Contact information of attending physician
   - Contact details of the medical facility where participant has received/is receiving medical treatment
   - Details of the incident

5) Notify the nearest US Embassy. If calling, ask to speak with Post 1 (the Marine on duty).

6) Determine if participant is interested in returning to the US.

7) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

8) Request that other program participants refrain from discussing the incident on social media until family can be notified.

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**Assistance for American Victims of Crime Abroad**

[travel.state.gov/content/passports/english/emergencies/victims.html](travel.state.gov/content/passports/english/emergencies/victims.html)

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**Participant is Missing**

**Actions to Take When a Participant is Missing**

1) Talk to other program participants to determine when student was last seen, where, and with whom.

2) Contact the participant through several means:
   - Email
   - Mobile phone
   - Phone number of last known location
   - Visit participant’s accommodation

3) If you have documented participants’ plans for weekend travel or free time, contact lodging location student provided.

4) Notify local emergency services as soon as is prudent.
5) Notify the nearest US Embassy. If calling, ask to speak with Post 1 (the Marine on duty).

6) Document the following:
   - Date/Time/Location participant was last seen
   - Known plans for travel or to be absent

7) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

8) Ensure safety and care of other program participants.

9) Request that other program participants refrain from discussing the incident on social media until family can be notified.

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**Assistance for American Citizens Missing Abroad**

[travel.state.gov/content/passports/english/emergencies/missing.html](travel.state.gov/content/passports/english/emergencies/missing.html)

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**Political, Natural or Man-Made Disaster**

**Actions to Take in a Disaster Situation**

1) Determine the location of every participant.

2) Meet at designated meeting point as soon as possible.

3) Determine current physical and psychological condition of affected participants.

5) Contact HTH Worldwide insurance for information on evacuation options, if necessary.

4) Contact local authorities.

6) Notify the nearest US Embassy.
   - If calling, ask to speak with Post 1 (the Marine on duty)

7) Determine proximity of the event(s) to all program participants.

8) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.
9) Determine the imminent risk to participants if they remain where they are.

10) Determine if, and for how long, adequate and secure housing will be available.

11) Determine if adequate food, water and medical attention is available.

12) Document the following:

- Imminent risks to participants
- Availability of food, water, medical attention, housing
- Advice from US Embassy
- Travel restrictions imposed by host country
- Curfew imposed by host country

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Participant Has Been Taken Hostage

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Actions to Take in a Hostage Situation

1) Notify the nearest US Embassy. If calling, ask to speak with Post 1 (the Marine on duty).

2) Notify appropriate local law enforcement.

3) Document the following:

- Details of contact person at US Embassy, including title and contact number
- US Embassy advice, including recommended actions
- Any contact made by kidnappers
- Negotiation support available on site
- Contact information of local law enforcement officer providing assistance

4) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.

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5) Ensure safety and care of other program participants.
6) Determine if on-site counseling is available for other program participants.
7) Request that other program participants refrain from discussing the incident on social media until family can be notified.

**Participant Has Died**

**Actions to Take if a Participant Dies**

1) Contact SAO at +1 (480) 965-5965 or 24/7 at +1 (480) 965-3456.
2) Contact the nearest U.S. Embassy. If calling, ask to speak with Post 1 (the Marine on duty).
3) Contact HTH Worldwide insurance to begin the process of repatriation of remains.
4) Document the following:
   - Time, location and manner of the death
   - Current location of the remains
   - Whether an autopsy is required
   - If the Embassy of the deceased has been informed of the death
   - If the next of kin has been contacted
5) Meet with all program participants (as a group or individually) to ensure their safety and care.
6) Request that other program participants refrain from discussing the incident on social media until family can be notified.
7) Determine if on-site counseling is available for other program participants.
8) Gather belongings of deceased participant for repatriation.

**Assistance for Death of American Citizens Abroad**

[travel.state.gov/content/passports/english/abroad/events-and-records/death.html]
This document benefits greatly from similar protocols established by the Michigan State University Office of Study Abroad, the Purdue University Office of Programs for Study Abroad, the Ohio State University Office of International Affairs, the University of Iowa Study Abroad Office, and the University of Minnesota Learning Abroad Center.
Contact Information

ASU 24/7 Emergency
+1 (480) 965-3456

HTH Worldwide
+1 (610) 254-8771
www.HTHstudents.com

Overseas Citizens Services
From within the U.S.
+1 (888) 407-4747
From outside the U.S.
+1 (202) 501-4444

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