

Greetings from the Center for Global Education and Experience at Augsburg University. We are pleased that your student will be a participant in our study abroad program in Mexico this coming semester.

You can find information about the program in the [Student Guide](#). In particular please note the information about communication (telephone numbers, mailing addresses, etc.).

Accommodations

Our study center will be the home base for students for classes and meals throughout the semester. They will also spend 4-6 weeks with host families in Cuernavaca and one week in a rural community outside of Cuernavaca (some students will choose to live with a host family for the entire semester). One student will be placed per home. All of the families that receive students have been carefully chosen by CGEE staff and have participated in orientations and activities, including a health and safety orientation.

Safety and Security

Two concerns that are frequently expressed when it is learned that the students will travel to Mexico are health and safety.

Over the past 44 years CGEE has coordinated more than 1,900 semester and short-term programs around the world for over 20,000 participants, and has therefore gained a great deal of experience traveling in these regions. We would not hesitate to cancel or to re-route any portion of the program if we consider it was unsafe to travel there.

Basic tips on personal safety and health are given on the [Student Guide](#), and more detailed information is provided to students during orientation in Mexico and repeated throughout the program. In addition to the Center for Global Education staff in Cuernavaca, with whom we monitor security issues, there are also consultants and other resource persons in the region with whom we keep in close contact.

We receive regular safety and security reports from the [Overseas Security Advisory Council](#) (OSAC) and we regularly check international travel advisories and public safety announcements, provided by the U.S. Department of State.

Additionally, our medical and emergency services provider, [Educational and Institutional Insurance Administrators, Inc.](#), (EIIA) sends us regular international security reports and provides us with pre-trip resources.

Finally, we register all student groups with the U.S. Department of [State Smart Traveler Enrollment Program \(STEP\)](#). This program provides the following services:

- Important information from the Embassy about safety conditions in the destination country, helping travelers to make informed decisions about their travel plans.
- Assist the U.S. Embassy to contact U.S. citizens abroad in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with travelers in an emergency.

Should we consider it unsafe to travel in a location where we operate, we would not hesitate to cancel or to re-route any portion of the program.

Health Issues

As far as health is concerned, many students will have to endure a bout or two of diarrhea sometime during their stay. To optimize the health of the students while in Mexico, our staff will be instructing the group about safe eating habits and hygiene, as well as what to do during the family stay. In the case of a serious illness, there are excellent doctors and hospitals in Mexico if a situation calls for professional health care.

Contact Information

Center for Global Education and Experience, Augsburg University, Minneapolis, Minnesota:

24-hour Emergency Cell Phone: +1 612-817-2830

WhatsApp, text or call

[Margaret Anderson](#), U.S. Manager

Phone: +1 612-330-1159

Other program staff and e-mails are available in the "Faculty and Staff" section in the Local Information of the [Student Guide](#).

Insurance Information

Medical Insurance: students are covered by Augsburg University's Foreign Travel Abroad insurance. This plan includes travel, accident and sickness coverage.

Company Name: EIIA Scholastic Travel - Starr A&H, Contract #: 16812020

For Emergency Assistance Available 24/7:

- Toll free in the US or Canada: +1 (855) 901-6712
- Collect outside of the US: +1 (240) 330 1551

For more information see below:

- [EIIA Webpage](#)
- [Summary of Benefits](#)
- [FAQ](#)
- [Member Card](#)

Medical coverage covers pre-existing conditions up to \$25,000 per person, but treatment must be on an EMERGENCY basis and not for normal follow ups, prescriptions, or trip interruption insurance.

In most cases, students may be required to pay up-front and file a reimbursement claim, so students should keep all receipts for medical care.

Helpful Websites

- [Center for Global Education and Experience](#)
- U.S. Department of State: Of particular interest:

- [Mexico Country Information](#)
 - [Travel and Living Abroad](#)
 - [Students Abroad](#)
- On-line news sources:
 - [CNN Americas section](#)
 - [Reuters Americas Section](#)
- [Advice for Parents at StudentsAbroad.com](#)

As you may realize, the experience your student is about to have is a very intense and challenging one. Even short trips abroad can stimulate a great deal of reflection about personal values and life directions, and you may notice changes in your student upon return to the U.S. They will likely want to share all of the adventures with you and may, at times, find it difficult to communicate the intensity of the experience. An accepting and open environment will make it easier to share and integrate the experience.

Finally, you may be thinking that this would be a good year to take that trip to Mexico you've always been thinking about. If so, you are most welcome to visit. There are nearby hotels that offer inexpensive, comfortable accommodations (see "Independent Travel" in the Local Information section of the [Student Guide](#)). The best times to visit would be during fall/spring break, or after the program ends.

Please feel free to contact us if you have any questions or concerns:

+1 612-330-1159

globaled@augsborg.edu