

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 Southern Africa this coming semester.

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

Accommodations

While in South Africa, students will stay together in guest houses and hotels. In Namibia, there will be one-week homestay in the city of Windhoek, and one week with a family in rural northern Namibia, but for most of the semester they will live in our study center. A significant number of class sessions are conducted in the study center as well. We have well-experienced staff in Windhoek who will provide excellent leadership and care during the program.

Safety and Security

Two concerns that are frequently expressed when it is learned that the students will travel to Namibia and the Republic of South Africa are health and safety. Please be assured that the safety of our program participants is of the highest priority, and we monitor the situation in southern Africa even carefully. Basic tips on personal safety and health are provided on the [Student Guide](#), and more detailed information is provided to students during orientation in Namibia. Additionally, we keep a very close watch on the situation in Southern Africa. The Center for Global Education and Experience has permanent staff, consultants, and other resource persons in the region with whom we keep in close contact.

We also receive regular safety and security reports from the [Overseas Security Advisory Council \(OSAC\)](#) and we check international travel warnings and public safety announcements, provided by the U.S. Department of State on a weekly basis.

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.

We would not hesitate to cancel or to re-route any portion of the program if we it unsafe to travel there.

Health Issues

As far as health is concerned, it is not uncommon for a long-term visitor to have a bout or two of diarrhea sometime during the stay. This is more likely to occur in rural areas than in the capital. Reasonable precautions in eating and drinking can minimize the occurrence of this discomfort. Our staff will instruct the students about safe eating.

In the case of a more serious illness, there are excellent doctors and hospitals in Namibia and South Africa if a situation calls for professional health care.

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.

Contact Information

The following resources may prove helpful:

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: +1 612-330-1685

Contact information for other faculty and staff can be found in the [Student Guide](#).

Helpful Websites/Resources

- [Center for Global Education and Experience](#)
- U.S. Department of State: Of particular interest:
 - [Countries and Regions](#)
 - [Travel and Living Abroad](#)
- [The Namibian](#) (Namibian newspaper)
- [Mail and Guardian](#) (South African newspaper)
- [CNN World News - Africa](#)
- [Advice for Parents at StudentsAbroad.com](#)

The experience your student is about to have is a very intense and challenging one. For many students, the study abroad experience stimulates a great deal of reflection about personal values and life directions, and you may notice some changes upon their return home. Your student will likely want to share all 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.

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

+1 612-330-1159

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