

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 summer.

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

Accommodations

The students will have the option of staying in our study center or with local host families in Cuernavaca. In an effort to facilitate student contact with people from the Mexican working class, CGEE has relationships with families of modest means. 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. All family members are fully vaccinated against COVID-19.

Safety and Security

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

In regards to COVID-19, CGEE requires full vaccination for all students, staff and homestay families. Strict [health protocols](#) are in place, provisions made for any isolation or quarantine as needed, and regular testing done.

Basic tips on personal safety and health are given on the pre-departure website, 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 numerous 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 weekly on international travel warnings 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.

Over the past 43 years CGEE has coordinated more than 1,500 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 it unsafe to travel there.

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 good doctors and excellent hospitals in Mexico if a situation calls for professional health care.

Again, all faculty and staff are vaccinated against COVID-19. Testing, quarantine/isolation and medical care are provided if needed.

Contact Information

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

24-hour Emergency Cell Phone: 612/817-2830

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

Phone: 612/330-1159

Center for Global Education and Experience Faculty/Staff in Cuernavaca, Mexico

[Dr. Ann Lutterman-Aguilar](#), Site Director

Office Phone in Cuernavaca: 612/605-7230

International On-Call Phone: +52 1 777 499 2379

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

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](#)
- To receive alerts and access local information, go the [GardaWorld](#) Travel Risk Intelligence Portal (TRIP) and [follow the instructions](#) to create an account. *Please note it may take a few days for your account request to be validated.

Pre-existing conditions are covered up to \$25,000 per person, **but treatment must be on an EMERGENCY basis** and not for normal follow ups or prescriptions.

In some 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:
 - [Mexico Country Information](#)
 - [Travel Information](#)
- [CNN 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 [Pre-Departure Website](#)).

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

612-330-1159

gloaled@augsborg.edu