

A.B. Freeman
School of Business
Study Abroad & Exchange

Know Before They Go
Fall & Spring 2026-27



Hosted by the Tulane University
Office of Family Programs

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Agenda

- A Few Words
- Tulane Study Abroad Background
- What's next for your student(s)?
- Housing and Booking travel
- Passports and Visas
- Finances
- Academics
- Health & Safety
- Get/Stay Involved





Before we get started

A few words...

Congratulations to your student! And congratulations to you for helping them get to this point where they prepare to embark on an incredible experience.

Your presence in this webinar shows how much you love them and want the best for them.

We hope that having this information allows you to support them and to better understand what they are going through, and what is expected of them.

The learning curve is tremendous for our students. We believe strongly that by supporting them while allowing them to take ownership of this process provides the opportunity for them to take massive strides in maturity, self-reliance, and cultural literacy.

This might mean that sometimes families need to allow a student to make tough choices and navigate tough situations on their own. Understanding when to step in and when to step back is an important role for you as you work through this as family members.





Tulane Study Abroad Background

Tulane Study Abroad Offices

Freeman
Abroad
(Business
Programs)

OSA
NTC Study
Abroad

Business students who want to complete non-business requirements.

NEW: OSA programs pre-approved for business students



Freeman Abroad Program Profiles: Semester

All are direct-enroll (bilateral) exchange programs

- Direct partnerships with top business schools around the world.
- Participants become students at the partner institution in addition to maintaining status as a Tulane student.
- Because they enroll directly with the partner, students are required to participate in the host institution's practices, such as:
 - Enrollment
 - Academic calendar
 - Student organizations
 - Support services
 - Housing (may or may not be offered)



Freeman Abroad Program Profiles: Freeman-Approved OSA Programs

Freeman has approved select study abroad programs offered via the Newcomb Tulane College's (NTC) Office of Study Abroad (OSA) for expanded business course offerings.

Students participating in OSA program must adhere to all OSA and provider requirements.

Freeman Abroad will assist Freeman students on OSA programs with business credit approvals only.

More info on our website here:

<https://freemanabroad.tulane.edu/index.cfm?FuseAction=Programs.ViewProgramAngular&id=32656>.



Freeman Abroad Program Benefits

Tulane's Freeman Abroad programs provide:

- Opportunities to study at top business schools internationally.
- Opportunities to take business classes not available at Tulane.
- Transfer of 12-18 business credits.
- Classes offered in English (most also allow students to study in local language).
- Because students maintain Tulane status, most financial aid and scholarships apply (depending upon terms of individual awards).
- Students also maintain access to full Tulane support such as Crisis24, travel services, advising (our office and academic advising), success coaching, tutoring, counseling, and more.



Freeman Abroad Program Benefits

Tulane's Freeman Abroad does **not**:

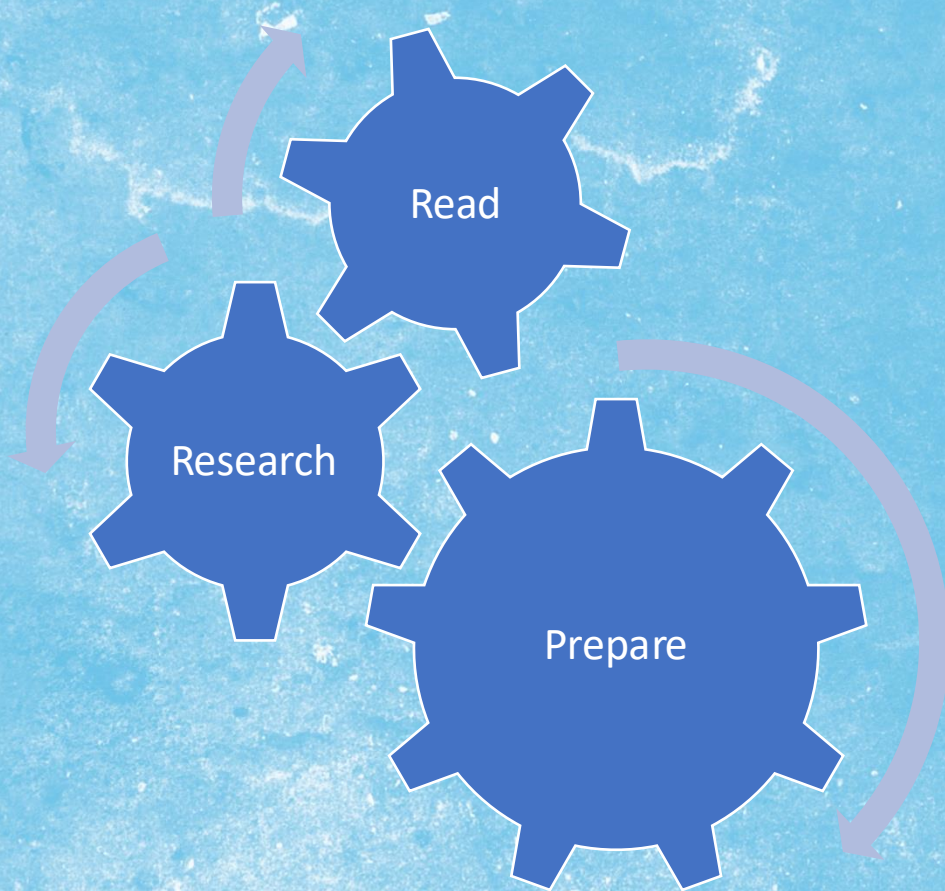
- Apply for housing on behalf of students or assist students in finding housing.
- Enroll students in classes at the host institution.
- Alter foreign transcripts received.
- Intervene with a foreign country or partner institution's policies and/or procedures.





What's next?

What Now?



Your student has been offered placement at a host institution. How do they know what to do next?

Consult their [Freeman Abroad portal](#).



What should students be doing?

- 1. Most have been nominated to their host institutions, and many are working on their secondary application. Each institution's timeline, procedures, and academic calendar is different.**
- 2. All students should be reading, researching, and preparing such things as:**
 - 1. What kind of documents will they need for the secondary application?**
 - 2. What kind of preparations can be made for the student visa application?**
 - 3. What is the host institution's academic and local culture like?**
 - 4. What kind of housing do they need to think about?**
 - 5. How can they connect with other students who have gone on these programs or are here from these institutions now?**
 - 6. Most of this can be found in their Freeman Abroad Portal.**



What is “nomination?”

After students are offered and committed to their placement with Freeman Abroad, we must send the students’ names and information to the partner institution. This is necessary to start the process of sending them as exchange students to the partner institution. This process is called “nomination,” and each partner’s nomination timeline is different.

What is a secondary application?

After students are nominated to our partners, each student must submit whatever information and documentation is required by the partner institution that allows them to enroll there. Some partners require minimal documentation, while some require more detailed information and possibly official transcripts. Each partner is different.



What happens after nomination?

- 1. After your student is nominated to the host institution, they will receive instructions directly from the host for secondary application requirements.**
- 2. Once secondary application is complete, each student should expect to receive official acceptance notification from host institution.**
- 3. Most universities issue an official acceptance letter that the student must then use to apply for their student visa.**
- 4. Each student will receive a login and email address from the host and will be expected to check that email address frequently.**
- 5. Each student must enroll in classes according to the host university's schedules and enrollment policies.**





Housing and Travel

What about housing on-site?

- Many students and parents want to start booking housing and travel right away.
- We suggest you wait until you receive more information from the host institution before completing these arrangements.
- Housing depends heavily upon host institution offerings (consult Freeman Abroad brochure page).

What about subletting New Orleans housing?

- Tulane's Off-Campus Housing portal: <https://housing.tulane.edu/off-campus-housing> (Tulane login)



Booking Travel

Tulane's [Travel Management Policy](#) requires that students book their travel using Tulane's Concur Travel System and/or with World Travel Services (WTS).

- This information is provided to students in their Freeman Abroad portal.
- “Concur” is the online travel booking system accessible via Gibson.
- “World Travel Services” (WTS) is the travel agency service contracted by Tulane.
 - This option is recommended for international flights.
 - WTS tries to reduce or eliminate layovers outside the U.S.
 - WTS also typically offers refundable fares.
- By booking via Concur or WTS, students receive Tulane support in the case of needed evacuation services or ticket changes due to possible on-site emergencies such as a global pandemic, natural disaster, etc.



Booking Travel, cont'd

- **Note: dates of semesters (especially final exams) are subject to change. Some universities do not publish exam schedules until mid-semester. It is not uncommon for some students to have to rebook return flights once they determine when their exams will take place.**
- **If a student cannot book via Concur (i.e. when using points), they must email travel@tulane.edu to request an exception to the travel policy. Assuming the exception is approved, students must enroll themselves in the Crisis24 Emergency Management Service (more info in later slide).**





Passports and Visas

Passports

- **Must be valid for at least 6 months after the study abroad program ends.**
- **If they do not have a passport or need to renew, do so NOW and request expedited service (2-3 weeks).**
- **If the current passport was issued prior to age 16, it is not a renewal application and therefore may take longer than a renewal.**
- **If a student is traveling internationally during the expected visa processing time, they may need a [second U.S. Passport](#). Our office can provide students with basic advice.**



Visas

- **Most countries require a student visa, but some do not. We recommend using the “visa wizard” on many consulate web sites to determine whether a visa is needed, and what type is needed.**
- **Each student must apply for their visa independently.**
- **Requirements and timelines vary depending upon the country and the consulate.**
- **Requirements are usually extremely detailed and students must read instructions very carefully.**
- **Lack of attention to detail may result in visa processing delays and/or rejection of student’s application.**
- **Tulane cannot intervene on behalf of a student. Nor can we request information on updates, and we certainly have no sway with a country’s immigration and/or consular offices.**



Spanish Student Visa Application

- **The Houston Consulate General of Spain has outsourced the Study visa applications to [BLS International Houston](#)**
- **Freeman Abroad offered batch visa service for students going to Spain in the fall.**
 - **57 students participated and we submitted the application materials to BLS on their behalf.**
 - **Once BLS has finished reviewing the applications, they submit them to the Houston Consulate. At that point, it can take up to 8 weeks for the visa to be processed.**
 - **BLS will notify students via SMS (text) when their passport is being shipped back to them.**
- **Some students may opt to apply via the Spanish Consulate under which jurisdiction their home address falls. Each consulate (and each BLS office) can have different requirements and procedures, so students should check the appropriate consulate/BLS website for instructions.**





Finances

Finances

1. Costs paid to Tulane:

- Tuition
- Academic Fee
- Study Abroad Fee

2. Costs not paid to Tulane

- Housing
- Travel
- Passport/visa costs
- Personal expenses
- Local transportation
- Etc.

LOGIN

PROGRAM
SEARCH

Visit <https://freemanabroad.tulane.edu>, browse to your program, and click on “costs” to view estimated costs for specific programs.

EVENTS



Finances, cont'd

- **Billing through Tulane Accounts Receivable and disbursement of scholarships and financial aid occur according to Tulane academic calendar and fee payment deadlines.**
- **Students do not pay tuition to host institution.**
- **Students DO pay all additional expenses directly.**
- **\$500 non-refundable commitment deposit is returned to students' Tulane accounts after the program start date and student attendance on site is confirmed. Should a student not participate in the program, this deposit is forfeited.**





Academics

Academics

Course transfer

- All students enrolled in 12 credit placeholder course at Tulane.
- Study Abroad classes (all 5380/5390 class numbers) may count as general business elective and major elective credits.
- Study Abroad students may not take any core courses (either business core or major core courses).
- Business minor and Certificate classes may NOT be taken abroad
- Non-business classes taken abroad may count towards non-business requirements upon approval by corresponding department.
- All students must submit a learning agreement to Freeman Abroad prior to semester abroad and file any changes to enrollment with the Freeman Abroad office.
- All learning agreements are also reviewed by the students' Business Academic Counselor to ensure academic credit for classes taken abroad.



Academics

Enrollment at Host Institution

- **Students must enroll in courses at the host institution.**
- **Enrollment systems, dates, procedures vary widely across the schools, so it is important for each student to be well informed of their host institution's policies, procedures, calendar, and course offerings.**
- **Tulane cannot intervene in the policies, procedures, or academic calendars of our partner institutions.**



Academics

While Abroad

- **Any changes to enrollment must be reported to Freeman Abroad advisors to ensure credit transfer viability. Enrollment at each host institution is unique and your student must follow instructions carefully and pay close attention to deadlines!**
- **Students must maintain full-time enrollment (the equivalent of 12 Tulane credits) minimum.**
- **Students are not allowed to take business classes on a pass/fail (S/U) status.**
- **Academic cultures vary widely and so students should familiarize themselves with the local academic culture before attending. Such things as class format, assessment, teacher-student relationships, dress code, etc. can be a very important part of the learning process and can make a huge difference in the student's success abroad.**





Health and Safety

Health & Safety: Danger?

What we think



What really happens

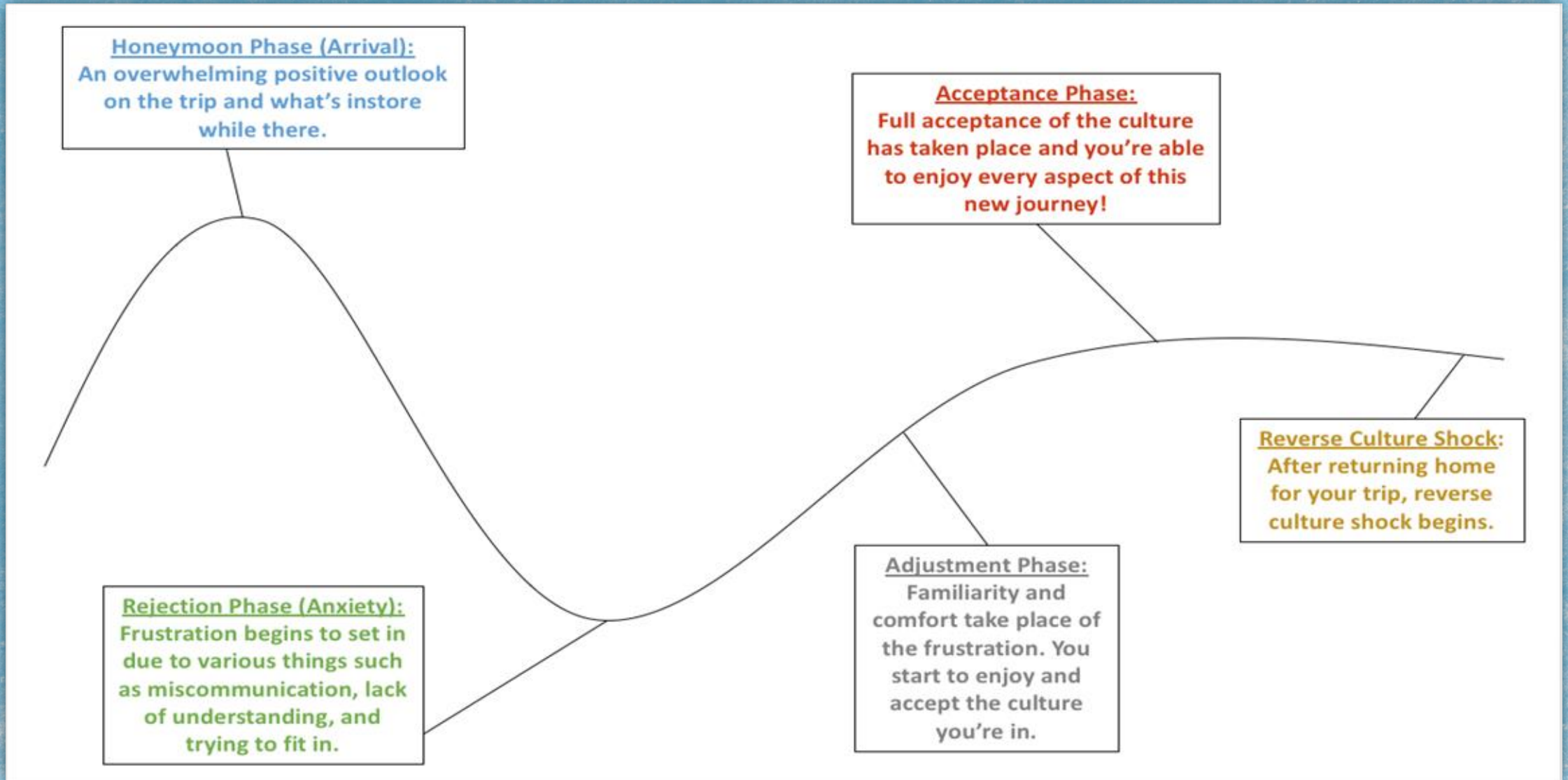


Health & Safety: Anxiety & Stress

- **Even positive stress is stress.**
- **Studying abroad is a once-in-a-lifetime experience. Everyone should be excited for our students. But it is totally normal for them (and for you) to be nervous and oftentimes overwhelmed.**
- **It is important to practice self-care and to be aware of the typical cycles we go through in order to keep things in perspective.**
- **It is often important as family members to decipher our student's status as well and to help them navigate some very complex emotions.**



Health & Safety: Culture Shock



Health & Safety: Anxiety & Stress

- **Mental Health**

- **Is changeable & complex. A lot of us have never struggled with our mental health until we go abroad.**
- **If your student needs assistance with mental health, what can they do?**
 - **#1: ask for help!**
 - **Contact local university staff. Our partners have resources for students.**
 - **For big emergencies (hospitalization, mental health crisis, etc.), contact Crisis24 via the app (info in subsequent slide). Crisis24 provides comprehensive emergency management services and assists Tulane with responding to emergency situations.**



Health & Safety: Insurance

- All participants will be automatically enrolled in Tulane's international health insurance policy provided by CHUBB (Master Policy No. **GLM N186660489R**).
- Visit [Tulane Global's International Health Insurance webpage](#) for full details on policy benefits, registration requirements, FAQs, and accessing support while abroad.
- This coverage does not replace students' domestic health insurance plan, such as the TSHIP or the Blue Cross Blue Shield plans.



Health & Safety: Insurance

Coverage	Benefit
Maximum per Covered Accident/Sickness	\$250,000 (unlimited for Spain)
Deductible	\$0
Medical & Security Evacuation	100% of Covered Expenses
Medically Necessary Expenses	100% of Covered Expenses
Pre-Existing Conditions	Treated as any other medical condition

Exclusions and limits exist, such as: **Driving in or on any off-road motorized vehicle not requiring licensing as a motor vehicle or not designed primarily for use on public streets or highways (e.g., mopeds, scooters, e-scooters, e-bikes, etc.)**

Download the [full plan benefit brochure](#) for more information.



**Download 2025 Plan
Benefit Brochure**

(2026 Coverage is the
same as 2025)



Health & Safety: Insurance Card

International Medical Insurance & Emergency Assistance



CHUBB Master Policy Number: GLM N18666o489R

Crisis24

For 24/7 International Emergencies & Medical Assistance (includes payment guarantees, coverage questions & filing claims):



U.S.: (+1) 312-470-3115

Toll Free Abroad: (+1) 844-896-4183



goc@crisis24.com



Download - Crisis24 App

Health Special Risk (HSR)

To File a Claim Requesting Reimbursement:



U.S.: (+1) 866-345-0959



debrablack@hsri.com / gallagher@hsri.com



Mail Claims to: 8400 Bellevue Drive, Ste. 150, Plano, Texas 75024

Gallagher Higher Education Practice

For Eligibility Verification, Medical Coverage, & Benefits Questions:



global@gallagherstudent.com



Download ID Card



Health & Safety: Domestic Insurance

- **All students must maintain domestic health insurance while abroad.**
 - **If they normally have family coverage and complete the T-SHIP waiver, they should complete that as they normally do.**
 - **If they normally purchase T-SHIP, then they should do so as usual.**



Health & Safety: How to Access Medical Care Abroad?

Via the **Crisis24 App Hotline** (more info in later slide), which includes direct access to Tulane's designated hotline, location-specific health, safety, and security information and advice, the

Tulane Chubb Policy Number (GLM N186660489R), and

Crisis24 contact details for 24/7 support.

-OR-

Contact Crisis24 via Phone: U.S.: (+1) 312-470-3115 / Toll Free

Abroad: (+1) 844-896-4183 (or) Email: goc@crisis24.com



Health & Safety: What Can You Do?

- **Begin researching on-site support services available to students.**
- **Research local conditions that may impact health.**
- **Encourage your student to report any and all Goldman Center accommodations to their host university when submitting their secondary application. Most of our partners do provide similar accommodations, although not all are required by law to do so.**
- **Plan a method to stay in touch with healthcare providers – therapists, PCPs, specialists, etc.**
- **Research medication laws for host country**



Safety & Security: Emergency Response

- **While Abroad:**
 - **Stay aware of world news.**
 - **Practice situational awareness.**
 - **Monitor self care.**
 - **Remember culture shock and adjustment waves and try to recognize when it's time to work through something and when it's time to ask for help.**
- **Tulane resources are available to students while abroad**
 - **These include: The Well, Title IX and campus climate survey, Goldman, Student Support Services, Freeman Abroad**



Safety & Security: Emergency Response

- **Before they go:**
 - **Crisis 24 – automatic for students booking via Tulane**
 - **Download Crisis24 Horizons app. Easy to use hotline, crisis signal, and local emergency numbers**
 - **Travel.state.gov for destination information**
 - **Country and locally specific information**
 - **Travel advisories**
 - **Helpful information for U.S. Travelers**
- **Once all trip details are known**
 - **Enroll in STEP: Smart Traveler Enrollment Program through U.S. Dept. of State**





Crisis24

When students book travel via Concur and/or WTS, they are automatically enrolled in [Crisis24](#), an international emergency assistance program that provides 24/7 medical, security and emotional assistance to Tulane travelers while they are abroad.

Crisis24 can support TU travelers abroad in many ways, including:

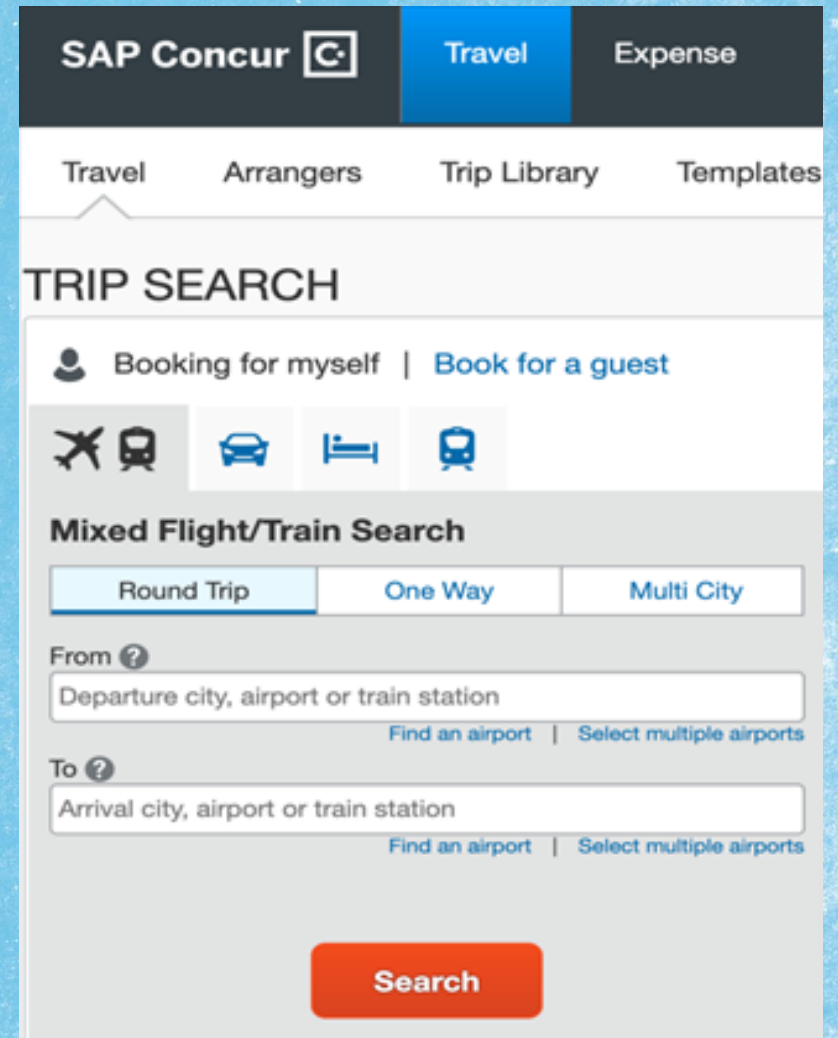
- Providing pre-travel, location-specific information, alerts, and advice via the [Crisis24 application](#).
- Locating and scheduling appointments with medical providers abroad.
- Replacing prescription medication while abroad.
- Providing medical and/or security advice or emergency assistance abroad.
- Emergency and Urgent Medical Assistance (Physical & Mental Health).
- Inpatient & Outpatient Case Management.
- Medical Evacuation and Repatriation.
- Natural Disaster, Political or Military Situation Evacuation.

<https://global.tulane.edu/crisis24-travel-emergency>



Crisis24 – How to Enroll?

After booking Tulane-related travel through **Concur/World Travel Services**, **faculty, students and staff** traveling outside of the United States are ***automatically enrolled*** in Crisis24's international travel safety program.



The screenshot displays the SAP Concur Travel interface. At the top, there are tabs for 'SAP Concur', 'Travel', and 'Expense'. Below this, there are navigation links for 'Travel', 'Arrangers', 'Trip Library', and 'Templates'. The main section is titled 'TRIP SEARCH'. It includes a user selection dropdown set to 'Booking for myself' with a link to 'Book for a guest'. There are four icons representing different travel modes: airplane, car, hotel, and train. Below these is a 'Mixed Flight/Train Search' section with three tabs: 'Round Trip', 'One Way', and 'Multi City'. The 'From' field is labeled 'Departure city, airport or train station' and has a 'Find an airport' link and a 'Select multiple airports' link. The 'To' field is labeled 'Arrival city, airport or train station' and also has a 'Find an airport' link and a 'Select multiple airports' link. A red 'Search' button is located at the bottom right of the search area.



Crisis24 – Students Download The App



- Students must download the Crisis24 Mobile App from their preferred app store.
- Tulane login required to access the features:
 - **Local Emergency Contacts:** Displays and dials emergency services in your current location (fire, police, EMS)
 - **Call 24-hour Hotline:** Connects you with Tulane's global assistance hotline number.
 - **Send Safety Check-in:** Confirms your location and safety during travel OR to communicate your safety during a dynamic security event (i.e. terrorist attack, tornado, tsunami, shooting).
 - **Send Crisis Signal:** Use this button if you need immediate assistance and cannot speak on the phone. Defer to the Hotline button if you can speak on the phone.
 - **Device Settings:**
 - Enable location services (set to Always for best user experience)
 - Enable push notifications
 - **Intelligence & Alerts:**
 - Update your settings to get intelligence and alerts for your destination(s).





Get/stay Involved

While Abroad

- **Students will meet other exchange students from around the world!**
 - *This is anecdotally one of the most impactful results of studying abroad that our students report back to us!*
- **They can also join student groups or participate in social events at the host institution.**



While Abroad



Here is a video with great advice for students preparing to study abroad.



Back at Tulane

Incoming exchange students are treasured members of our campus community, providing not only social interaction for students and having their own study abroad experiences, but also valuable insights to academic work and classroom discussions.

- Study abroad students (future and returnee) can connect with the exchange students and “internationally minded” fellow Tulanians.
- Join Global Guides!
- Attend weekly [Global Café](#).



Did you know? Freeman alone typically hosts over 100 international exchange students every semester!

A.B. Freeman School of Business

Study Abroad & Exchange

Web: freemanabroad.tulane.edu

Email: freemanabroad@tulane.edu



Thank you!