



Dear Students,

Due to CAPA's decision to discontinue its operations in Sydney this semester, UD has no choice but to cancel your spring semester program there as well.

We understand that this decision may disappoint you, and hope you know that it was not taken lightly by CAPA. As you may be aware, the novel (new) coronavirus, known as COVID-19, continues to rapidly evolve. While there is no immediate threat at this time, we know that CAPA took this action now out of an abundance of caution for your safety, well-being and success. The following email outlines UD's responsibilities to you, as well as important actions for you to follow:

1. Please rebook your flight home immediately:

- Contact your travel agency or airline by phone. Be aware that you may be placed on hold and that it may take a number of days for you to change your return flight. Note that, typically, the passenger and/or the credit card holder may make changes to the flight itinerary.
- Avoid rebooking your flight with a stopover in any country rated as [high risk by the CDC](#), as this will require you to impose a 14-day self-quarantine upon your return to the U.S.
- Ask if your agency or airline has a rebooking fee waiver in place for your location. [Several airlines](#) have extended this courtesy to passengers traveling to/from countries affected by COVID-19.
- If your airline does not have a waiver in place, you will initially be responsible for the original penalties and fees, whatever they may be. In addition, if your new standard economy return flight is more expensive than the one you originally booked, you will be charged for the difference at first. In this case, the Institute for Global Studies will reimburse you for these additional costs.
- *We will reimburse the change fee for standard economy flights.*
- In order to receive reimbursement for your standard economy flight, please submit the following to studyabroad@udel.edu by **May 1**: (1) a copy of your original itinerary, (2) paid invoices or statements from the airline or travel agency showing any costs or fees incurred; and (3) a copy of your new itinerary.

Reimbursement will be made to your UD student account after all materials have been reviewed. If you expect that this will cause you financial hardship, please [contact IGS](#).

2. As you prepare to depart, we encourage you to **follow the [CDC's guidelines for staying healthy](#)**.

3. **Continue to monitor your UD email** on a daily basis.

4. **Follow directives of your host institution, CAPA.**

5. **Please contact us upon your return home to the United States** at studyabroad@udel.edu or (302) 831-2852.

6. **Please do not return to the UD campus.** In response to COVID-19, UD students have departed for the semester, and the campus has moved to online learning.

7. CAPA has arranged for online learning for you to complete your coursework and earn your UD credits as planned. Please be patient and wait for information about how coursework will continue online, knowing that your host institution is doing its best to make these arrangements under unusual circumstances.

8. Online learning options may not yet be arranged for internship courses. Please be patient as CAPA works on these arrangements, keeping in mind that communication will be forthcoming, but perhaps not for another week.

9. Likewise, information on a partial refund of your UD program fee will be forthcoming. However, please understand that we are managing multiple program cancelations at this time. Our priority is your safe return to the U.S., and thus refunds may take several weeks or longer to be processed. Because you will be able to complete your coursework online and receive UD credit, UD tuition will not be refunded.

It is natural to experience some anxiety during this time, even if you are feeling physically healthy. Remember that UD's Helpline is available to you 24/7, even while you are abroad: 302-831-1001.

Again, please know that we share your disappointment in the cancelation of your program, and we hope that you will be able to study abroad again at some point during your time at UD. You are a valued member of our community, and we are here to support you. For updates on the University's response to COVID-19, please visit the [UD website](#). Should you have any questions, please do not hesitate to [contact our office](#).

Sincerely,

Lisa Chieffo
Interim Director

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Institute for Global Studies at (302) 831-2852 or go-global@udel.edu.