



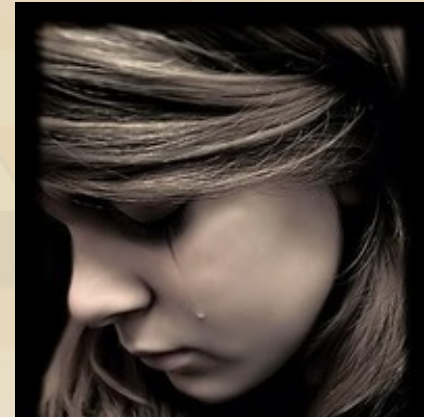
Student Contracts: Reducing Early Returns

**Content taken from the NAYEN Conference
Cancun, Quintana Roo, Mexico - March 08, 2014**

Possible Problem Issues

Factors Affecting Student Exchanges

- Emotional/homesickness
- Behavior
- Financial
- Legal



Discussion vs Contract



....finding that delicate balance....

Purpose of a Contract

Behavior Issues

- Identify (inappropriate) behavior
- Clear communication to student about expectations
- Change behavior
- Potential consequences
- Support Host Family & Host Rotary Club
- Communicate to Overseas Partner & Natural Parents
- Demonstrates “Due Process”

Types of Behavior Issues

School

- Grades/effort
- Attendance
- Conflict

Host Family

- Time on computer/electronic devices
- Inappropriate websites
- Family rules, routines or expectations
- Little or no family interaction
- Language effort

Types of Behavior Issues

Rotary

- Not participating in Rotary events

General

- Unauthorized travel
- 4 D's
 - Drinking
 - Drugs
 - Dating (boyfriend/girlfriend)
 - Driving
- Attitude

Types of Behavior Issues

Legal

- Break the law
- e.g., Shoplifting



The Contract

Formal Document

- After verbal discussions have taken place without improvement → repeat issues
- Multiple issues contributing to a poor exchange relationship
- Serious or significant issues



... Just do it ... write it down!!!

The Contract

4 Step Process

1. Problem identification
2. Expected behavior
3. Timeline for change
4. Consequence

The Contract

Problem Identification

- Focus on 2 to 4 (maximum) concerns
- NOT a “shopping list”
- Clearly state the issue and describe the inappropriate behavior
 - e.g., failing grades in school
 - no effort
 - e.g., excessive time in room
 - not socializing with family
 - e.g., not making friends or getting out of the house



The Contract

Expected Behavior

- Be specific
- Make it measurable if possible → student knows s/he has achieved expectation
 - e.g., spend 1 hour per day on school work
 - e.g., failing grade → passing grade
 - e.g., spend time with host family after dinner
 - e.g., join 1 activity/sport in school or a club or ...

The Contract

Timeline

- Be specific
- Measurable
 - e.g., time on school work → starting immediately
 - e.g., achieve passing grade → by the end of 4 weeks
 - e.g., join 1 activity/sport → within 2 weeks

The Contract

Consequences

- Identify specifically what will happen for various problems in #1
- May include:
 - Loss of privileges
 - Not participating in a RYE weekend event
 - Not participating in a RYE “bus tour”
 - Termination of the exchange

The Contract

Discussion

- Counselor meet with student and review contract and expectations
- Critical student fully understands language → translator if necessary
- Signature to acknowledge agreement

The Contract

Communication

- Copy of Contract to:
 - Student
 - Host District Chair
 - Host Country Contact (if applicable)
 - Overseas/Sponsor District Chair or Country Contact
 - Parents of student

Why the Resistance?

Knowledge

- Clubs do not know where to start
- Lack skills for effective problem solving

Confrontation/Avoidance

- Diminish the problem → it is not as big as we first thought
- We spoke with the student → its okay now

Don't ignore the problem

... write it down!!!



Why Contracts Fail?

Communication

- Clubs do not inform the District Chairs
- Districts do not inform Country Contacts or Overseas District or Natural Parents

Timing

- Wait too long to address problem

- **Little problem** has become a **big problem**



Why Contracts Succeed?

Communication

- Expected behavior is clearly identified
- Consequences are clear if behavior does not change
- Everyone is aware of the concern - especially our Overseas Partner and student's parents

Timing

- Problems addressed promptly
- Little problem stay as little problem

Contract Sample #1

Rotary Youth Exchange Contract between Andrea "*last name*" and the "*name*" Rotary Club

Date: 2017-Nov-23

Background:

Misunderstanding and the possibility for conflict are all part of the exchange process. How problems are handled is often more critical than the problem itself. It is important to resolve issues promptly in order to ensure the success of the exchange and the student's ability to adapt to the culture and host family situation.

There have been a number of minor issues between Andrea and her host mom, "*first & last name*" which should have been resolved through Andrea's Rotary Counselor, "*first & last name*". This has not been done and it has made the situation worse than it should have been.

Contract Sample #1

Andrea has ***not been doing her homework or completing assignments in school***, resulting in ***poor grades***. Her ***English is good*** and is not a factor in her ability to complete these tasks. She has stated that she does not always understand what they are talking about. However, in oral communication with Andrea, she ***demonstrates a high level of comprehension and fairly large vocabulary***. To compound this further, Andrea arrived with some ***incomplete immunizations***. In her home country she has a homeopathic doctor. This doctor has been advising Andrea's natural family and Andrea not to have any booster shots. This is a ***school requirement***. The school has reached a point of frustration and is ***considering removing her from the rolls***.

Another area of concern is the ***amount of communication Andrea has back home with her parents, relatives and friends***. She spends an ***excessive amount of time on the computer and phone***. Many of the calls are initiated in the sponsoring country by relatives and friends. Andrea has been advised by her host family and counselor that this was causing difficulty. When students continue to spend a lot of time communicating back home in their native language, it delays the further development of language skills here and may result in causing homesickness.

Contract Sample #1

Andrea went through the *Inbound Orientation* in September and was *told how to deal with handling problems*. Specifically, Andrea has *been told to discuss problems first with her host family, followed by her club counselor and then with her district chair*. Both her counselor and the district chair have met with Andrea on several occasions and encouraged her to discuss problems early so the right people in the district can help her solve problems. Despite this, *Andrea consistently by-passes the local Rotary network communicating directly back home to sponsoring country*. This then *results in communication from sponsoring country* - at times dealing with *incomplete or inaccurate information*.

The below concerns are critical issues which can negatively impact on Andrea's success in the exchange program. Action needs to be taken to resolve them.

Contract Sample #1

1. Problem Identification:

- a. **Poor Grades:** Assignments have not been handed in and as a result, Andrea has a **current failing grade of “E”** in xxxxx and xxxxx classes. **“Name” High School may choose to terminate Andrea’s enrollment if she continues to fail due to lack of effort and incomplete work.** Andrea’s ability to understand and speak English is excellent. It is understood that learning specific technical vocabulary (e.g., anatomy terms) is challenging and she has to make the effort.
- b. **Vaccinations:** The **school requires that specific booster shots be received in order to continue attending.** This is a health issue for the whole school population and the lack of immunization by any student puts the rest of the students at risk. **Andrea has refused to have the booster shots**, indicating that her homeopathic doctor has advised her not to have the shots.

Contract Sample #1

1. Problem Identification:

- c. **Communication Back Home:** There have been an *excessive number of phone calls - mostly from home to Andrea*. Often there have been *several calls in one day* by various family members to Andrea. The time of day when the phone calls occur is *sometimes late at night, after the host parents have gone to bed*. Frequent communication back home, either by phone or computer, *delays the development of language*. It *may also cause homesickness*.
- d. **Problem Resolution:** Andrea has been *instructed several times* (e.g., Inbound Orientation - Sept 2017) that if she has *any problems adapting or any conflicts*, she needs to *bring them first to the attention* of her "*Club Name*" Rotary Counselor, "*Counselor's Name*", and then to the District Chairman, Ken Fusco. She has also *been given numbers of two non-Rotarians to call* (as per Rotarian certification guidelines) if she cannot get satisfaction through the normal process. *Andrea has not done this and the problems have become bigger than they should be.*

Contract Sample #1

2. Expected Behavior:

- a. **Poor Grades:** Andrea is to *complete all assignments in her classes*. If she does not understand the material, she is to *seek assistance* from her teachers and, if necessary, extra time to complete the work. She is to *improve her failing grades to a pass* and maintain a passing grade in her other subject areas.
- b. **Vaccinations:** Andrea is to *take one of two steps* to resolve this issue.
- (i) She is to *take the required booster shots* to maintain her eligibility at “**Name**” High School. Or;
 - (ii) She is to *receive a letter (on official letterhead) from a recognized doctor outlining that she is not able to take the booster shots due to health reasons, as she claims*. A letter from her parents is also required: indicating that she is not to have the booster shots, the reasons for refusing the shots and acknowledging that Andrea’s failure to have the shots may result in her loss of eligibility to attend “**Name**” High School.

Contract Sample #1

2. Expected Behavior:

c. **Communication Back Home:** There have been an **excessive number of phone calls**. Andrea is to **restrict her phone calls to once per week**.

d. **Problem Resolution:** When there are problems or conflicts, Andrea is to:

- “**1st** bring them to the attention of her “**Club Name**” **Rotary Counselor**, “**Counselor’s Name**”;
- **then** to the **District Chairman**, Ken Fusco
- If she cannot get satisfaction through the normal process **then** she is to contact **one of the two non-Rotarians** (as per Rotarian certification guidelines)

Contract Sample #1

3. Timeline:

- a. **Poor Grades:** Starting *immediately*, all assignments and homework need to be completed and handed in, by the teacher assigned due date or as agreed to by the teacher. Andrea needs to achieve *passing grades* in the xxx and yyy *by the end of December 2017*.
- b. **Vaccinations:** Andrea is to resolve this issue immediately.
- c. **Communication Back Home:** Immediately
- d. **Problem Resolution:** Immediately

Contract Sample #1

4. Potential Consequences for Non-Compliance:

Failure to make an effort in your classes by participating, handing work in on time and by receiving passing grades ***will result in loss of privileges***, such as participation at Rotary Youth Exchange events, and ***may result your being sent home***.

Failure to resolve the problem related to ***vaccinations will result in your being sent home***.

Failure to address the resolve the communication and problem resolution concerns will result in ***loss of privileges***, such as participation at Rotary Youth Exchange events, and ***may result your being sent home***.

Contract Sample #1

By signing below, you are indicating that you understand all the above and that you have had time to discuss it.

Signed _____ Date

Witnessed by _____ Date

(xxxx xxxx - RYE Counselor, xxx Rotary Club)

cc. Ken Fusco (D5470 RYE Chairman)
xxxxx xxxxx (Country Contact for *Sponsoring Country*)

xxxx xxxxx (D Foreign RYE Chairman)
xxxx & ssssss yyyyyy (Parents of Andrea)

Contract Samples

RYE Dxxxx

YOUTH EXCHANGE PROGRAM
STUDENT: Student Name
SPONSOR: COUNTRY DXXXX

STUDENT CONTRACT: 2006-2007

HOST: COUNTRY DXXXX
Revised: 2008-Mon-dd

Rotary Youth Exchange Contract between Andrea xxxxx and the xxxx Rotary Club

Date: 2006-Oct-23

Background:

Misunderstanding and the possibility for conflict are all part of the exchange process. How problems are handle is often more critical than the problem itself. It is important to resolve issues promptly in order to ensure the success of the exchange and the student's ability to adapt to the culture and host family situation.

There have been a number of minor issues between Andrea and her host mom, xxxx xxx which should have been resolved through Andrea's Rotary Counselor, Counselor's Name. This has not been done and it has made the situation worse than it should have been.

Andrea has not been doing her homework or completing assignments in school, resulting in poor grades. Her English is good and is not a factor in her ability to complete these tasks. She has stated that she does not always understand what they are talking about however, in oral communication with Andrea, she demonstrates a high level of comprehension and fairly large vocabulary. To compound this further, Andrea arrived with some incomplete immunizations. In her home country she has a homeopathic doctor. This doctor has been advising Andrea's natural family and Andrea not to have any booster shots. This is a school requirement. The school has reached a point of frustration and is considering removing her from the rolls.

Another area of concern is the amount of communication Andrea has back home with her parents, relatives and friends. She spends an excessive amount of time on the computer and phone. Many of the calls are initiated in the sponsoring country by relatives and friends. Andrea has been advised by her host family and counselor that this was causing difficulty. When students continue to spend a lot of time communicating back home in their native language, it delays the further development of language skills here and may result in causing homesickness.

Andrea went through the Inbound Orientation in September and was told how to deal with handling problems. Specifically, Andrea has been told to discuss problems first with her host family, followed by her club counselor and then with her district chair. Both her counselor and the district chair have met with Andrea on several occasions and encouraged her to discuss problems early so the right people in the district can help her solve problems. Despite this, Andrea consistently by-passes the local Rotary network communicating directly back home to sponsoring country. This then results in communication from sponsoring country – at times dealing with incomplete or inaccurate information.

RYE Dxxxx

YOUTH EXCHANGE PROGRAM
STUDENT: Student Name
SPONSOR: COUNTRY DXXXX

STUDENT CONTRACT: 2006-2007

HOST: COUNTRY DXXXX
Revised: 2008-Mon-dd

The below concerns are critical issues which can negatively impact on Andrea's success in the exchange program. Action needs to be taken to resolve them.

1. Problem Identification:

- a. **Poor Grades:** Assignments have not been handed in and as a result, Andrea has a current failing grade of "E" in xxxxx and xxxxx classes. xxxxx High School may choose to terminate Andrea's enrolment if she continues to fail due to lack of effort and incomplete work. Andrea's ability to understand and speak English is excellent. It is understood that learning specific technical vocabulary (e.g., anatomy terms) is challenging and she has to make the effort.
- b. **Inoculations:** The school requires that specific booster shots be received in order to continue attending. This is a health issue for the whole school population and the lack of immunization by any student puts the rest of the students at risk. Andrea has refused to have the booster shots, indicating that her homeopathic doctor has advised her not to have the shots.
- c. **Communication Back Home:** There have been an excessive number of phone calls – mostly from home to Andrea. Often there have been several calls in one day by various family members to Andrea. The time of day when the phone calls occur is sometimes late at night, after the host parents have gone to bed. Frequent communication back home, either by phone or computer, delays the development of language. It may also cause homesickness.
- d. **Problem Resolution:** Andrea has been instructed several times (e.g., Inbound Orientation –Sept 2006) that if she has any problems adapting or any conflicts, she needs to bring them first to the attention of her xxxx Rotary Counselor, Counselor's Name, and then to the District Chairman, Terrance McNaughton. She has also been given numbers of two non-Rotarians to call (as per Rotarian certification guidelines) if she cannot get satisfaction through the normal process. Andrea has not done this and the problems have become bigger than they should be.

2. Expected Behaviour:

- a. **Poor Grades:** Andrea is to complete all assignments in her classes. If she does not understand the material, she is to seek assistance from her teachers and, if necessary, extra time to complete the work. She is to improve her failing grades to a pass and maintain a passing grade in her other subject areas.
- b. **Inoculations:** Andrea is to take one of two steps to resolve this issue.
 - (i) She is to take the required booster shots to maintain her eligibility at xxxx High School. Or
 - (ii) She is to receive a letter (on official letterhead) from a recognized doctor outlining that she is not able to take the booster shots due to health reasons, as she claims. A letter from her parents is also required: indicating that she is not to have the booster

Contract Samples

RYE Dxxxx

YOUTH EXCHANGE PROGRAM
STUDENT: **Student Name**
SPONSOR: **COUNTRY DXXXX**

STUDENT CONTRACT: 2006-2007

HOST: **COUNTRY DXXXX**
Revised: 2008-Mon-dd

shots, the reasons for refusing the shots and acknowledging that Andrea's failure to have the shots may result in her loss of eligibility to attend xxx High School.

- c. **Communication Back Home:** There have been an excessive number of phone calls – mostly from home to Andrea. Often there have been several calls in one day by various family members to Andrea. Frequent communication back home, either by phone or computer, delays the development of language. It may also cause homesickness.
- d. **Problem Resolution:** Andrea has been instructed several times (e.g., Inbound Orientation –Sept 2006) that if she has any problems adapting or any conflicts, she needs to bring them first to the attention of her xxx Rotary Counselor, **Counselor's Name**, and then to the District Chairman, Terrance McNaughton. She has also been given numbers of two non-Rotarians to call (as per Rotarian certification guidelines) if she cannot get satisfaction through the normal process. Andrea has not done this and the problems have become bigger than they should be.

3. Timeline:

- a. **Poor Grades:** Starting immediately, all assignments and homework need to be completed and handed in, by the teacher assigned due date or as agreed to by the teacher. Andrea needs to achieve passing grades in the xxx and yyy by the end of November 2006.
- b. **Inoculations:** Andrea is to resolve this issue immediately.
- c. **Communication Back Home:** Immediately
- d. **Problem Resolution:** Immediately

RYE Dxxxx

YOUTH EXCHANGE PROGRAM
STUDENT: **Student Name**
SPONSOR: **COUNTRY DXXXX**

STUDENT CONTRACT: 2006-2007

HOST: **COUNTRY DXXXX**
Revised: 2008-Mon-dd

4. Potential Consequences for Non-Compliance:

Failure to make an effort in your classes by participating, handing work in on time and by receiving passing grades will result in loss of privileges, such as participation at Rotary Youth Exchange events, and may result your being sent home.

Failure to resolve the problem related to Inoculations will result in your being sent home.

Failure to address the resolve the communication and problem resolution concerns will result in loss of privileges, such as participation at Rotary Youth Exchange events, and may result your being sent home.

By signing below, you are indicating that you understand all the above and that you have had time to discuss it.

Signed _____ Date _____

Witnessed by _____ Date _____
(xxxx xxxx – RYE Counselor, xxx Rotary Club)

cc. P.Terrance McNaughton (D6380 Chairman)
xxxxx xxxxx (Ohio-Erie Country Contact for *Sponsoring Country*)

xxxx xxxxx (D1111 RYE Chairman)
xxxx & ssssss yyyyyy (Parents of Andrea)