

SPARTAN PATHWAYS TRAVEL Host Handbook



ABOUT THE SPARTAN PATHWAYS TRAVEL PROGRAM

The MSU Alumni Office (MSUAO) advances Michigan State University by building pride and strategically fostering meaningful engagement of Spartans through connection, service and investment.

As part of this mission, the Spartan Pathways Travel program provides fellowship, education and enjoyment for alumni, their families and friends. It offers an opportunity to share with travelers the current interests of the university and thereby build and strengthen alumni loyalty and support for the university. Our group travel programs are also a significant source of development referrals and create revenue necessary for the operating and programming expenses of the MSUAO.

Alumni group travel has evolved into a series of diverse international and domestic programs providing unique travel opportunities designed to serve alumni and friends of all backgrounds. Our commitment is to ensure that our tours are of the highest quality and that the performance of our hosts is beyond reproach. This handbook is intended to assist you in that role.

CONTACT INFORMATION

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QUESTIONS

Regina Cross has 25 years of experience directing the Spartan Pathways Travel program. Her knowledge is vast and it's a good bet there's no question she hasn't already been asked, no travel issue that she hasn't already tackled and if she doesn't have the answer, she has the resources to find it. She is well-known and highly regarded by tour operators and her colleagues across the country. Please lean on her in every aspect to ensure your hosting experience is professionally and personally rewarding.

I. DEFINITIONS

Spartan Pathways Travel Program Director: Regina Cross

Host: MSU faculty, staff or student selected to represent MSU on a tour.

Tour Operator: A business that manages the logistics and operation of a tour.

Tour Director: An individual who executes and manages a group tour for a tour operator.

Traveler: Alumni, faculty, staff, students and friends of MSU who have registered for a tour.

II. HOSTING POLICY

- A. The opportunity to send a host is based on meeting the minimum number of paid travelers as specified by the tour operator. If a host is earned, the MSUAO has the discretion to select the host based on a number of factors.
 1. When possible, MSU faculty members are identified who could add value to the tour based on their areas of expertise and the destination/tour characteristics.
- B. Those selected as hosts must be in good standing with the MSUAO and have demonstrated the characteristics and qualifications and understand the responsibilities as stated in this hosting handbook.
- C. In some instances, a hosting opportunity may, unfortunately, be rescinded if the number of paid travelers falls below the minimum number specified by the tour operator.

III. THE ROLE OF HOST

A. Ambassador for MSU

As host and official representative of MSU, hosts are the standard by which the university will be both appreciated and judged. The host's role as "goodwill ambassador" reflects directly upon MSU. Hosts are expected to be accessible, positive, generous, congenial and helpful. Hosts should be prepared to discuss current events at the university including information on MSU's outreach and international programs.

While hosts are not responsible for the logistics or operation of the tour, they oversee the overall impression of the tour and are, by extension, vital in maintaining the quality of all MSUAO and University Advancement programs.

Taking the above into account, hosts are a working employee throughout the duration of the tour and this responsibility must be taken seriously.

B. Host Characteristics

Characteristics of a successful host include:

- Outgoing personality and hospitable – a friendly, confident host who is welcoming and approachable sets a positive, upbeat tone for the tour.
- Sense of humor – a host's easy sense of humor is critical for helping travelers relax and for maintaining perspective at difficult moments.
- Calm demeanor – a host must strive to remain calm even during crisis, which fosters confidence. Keep small problems behind the scenes, but don't downplay serious situations.
- Good listener and fair-minded – in relations with travelers, a host must be fair and never play favorites. Hosts should be a good listener and pick up on hints or problems and be ever sensitive to group dynamics. Travelers need to know that hosts are watching and that they have every individual's needs equally in mind.
- Hard worker and team player – the host must be hard-working, willing to be on call 24 hours a day for the duration of the tour, a cooperative team player in every respect and able to put the needs of travelers ahead of their own needs.

C. Host Qualifications

- Must have good communication and organizational skills.
- Understand how to engage alumni and friends.
- A thorough knowledge and understanding of MSU, and, if an employee of University Advancement, the MSUAO and its programs and practices, and University Advancement.
- Must be able to interact with authority with the tour operator, airline, hotel, food service and other vendors on behalf of the travelers. (Hosts are not responsible for the operation or the logistical details of running the tour.)
- Must be able to provide crisis management services.
- Must understand their role as an ambassador for MSU and that hosting a tour is part of their job, not a vacation, and a responsibility that must be taken seriously.
- Must have a valid passport – valid for six months after completion of the tour.
- If a host has traveled previously, they must have received excellent host reviews.

D. Host Responsibilities

Hosts must work with the Spartan Pathways Travel program director on all aspects of the tour, regardless of how seasoned the host may be as a traveler, hosting other tours, advice from other hosts, or who the host may know in the travel industry. This will ensure that all details are handled appropriately and that the program director is kept in the loop.

Additionally, hosts agree to adhere to the terms as specified in this host handbook in regard to pre-tour planning and preparation, tour duties and responsibilities, tour emergency procedures and post-tour responsibilities.

Failure to fulfill the above terms may result in the host not being considered for future hosting opportunities.

IV. PRE-TOUR PLANNING AND PREPARATION

A. Host Cost and Travel Expenses

The tour cost will be covered for the host. The tour package that the host receives is the group package and is based on a minimum number of people that sign up for the tour. The package includes scheduled economy group airfare, accommodations, most meals and excursions. Each tour is unique and specific inclusions and exclusions will be reviewed with the host.

Hosts are not financially compensated for their service.

Travel policies as set forth in the [MSU Manual of Business Procedures](#) apply to all who travel on official MSU business, regardless of funding source. Hosts should expect to pay out of pocket for any expenses incurred that are not included in the initial tour package. Expenses that are in accordance with the MSU Manual of Business Procedures will be reimbursed at the conclusion of the tour when the travel expense report is submitted.

Examples of expenses that may be reimbursed:

- If meals are not included in the tour, the Spartan Pathways Travel program will reimburse accordingly.
- Incidentals will be covered based on the purpose, cost of the item(s) and only if receipts are provided.
- Business telephone calls will be reimbursed only upon prior approval from the Spartan Pathways Travel program director. In the event of an emergency, calls to the Spartan Pathways Travel program director/MSUAO will be reimbursed.

Examples of expenses that will not be reimbursed:

- Additional expenses for entertaining travelers.
- Personal items such as medicine, clothing and souvenirs.
- Payment of optional excursions or personal items for other travelers is not permitted.
- Personal telephone calls, texts and emails.
- Any additional expenses associated with combining personal travel with the tour.
- Flight arrangements outside of the scheduled group flights will not be covered and will be at the host's own expense. Hosting a tour is a highly visible assignment and many travelers are very savvy and aware that the cost of sending a host is included in the cost of the tour, therefore flying first/business class is discouraged as this gives the impression that travelers are paying for first/business class seating for the host.

MSU procurement, travel and/or event cards must not be used for any expenses.

Any questions should be directed to the Spartan Pathways Travel program director, ideally prior to expenditure.

B. Tour Registration

In most cases, registration for the host must be completed at least 90 days prior to the departure of the trip. As soon as an assignment as host has been determined, the host must complete a tour registration form and return it to the Spartan Pathways Travel program director. When completing the form, the host should indicate that they are the MSU host and include the address where travel documents should be sent. The host should save a copy of this form.

Hosts must work with the Spartan Pathways Travel program director on all aspects of the tour and interactions with the tour operator and/or affiliated service providers. Hosts should not contact the tour operator and/or affiliated service providers for any arrangements, e.g., a different room on the ship, etc., on their own. This will ensure that all details are handled appropriately and that the program director is kept in the loop.

Hosts understand that since this is part of their work responsibilities, they should be as flexible as possible in working with the Spartan Pathways Travel program director and/or the tour operator on arrangements.

The host should check with the Spartan Pathways Travel program director to see if a passport or visa is necessary for travel to the destination or destinations. For all international tours, a passport must be valid for six months after the return date of the tour.

A passport is necessary if traveling to and from Canada. A REAL ID-compliant document is required to board a plane for domestic travel. If a host's driver's license or state ID card is not REAL ID-compliant, the host may show another form of acceptable documentation, such as a valid U.S. passport or passport card.

For tours that include excursions, e.g., a cruise with shore excursions, the host will work with the Spartan Pathways Travel program director to choose excursions that are most relevant.

C. Guests

For some tours, a host may be eligible to bring a guest. This is based on a number of factors including tour capacity and space availability. If a guest is permissible:

- Guest must be at least 18 years of age.
- Hosts should appropriately educate guests about the duties and expectations of the host.
 - Guests must be supportive of the host role and not distract the host.
 - Guests are expected to take part in all activities associated with the tour.
 - Guests are expected to represent MSU in the same manner as the host.
- Guest cost is not covered by the MSUAO.
- The cost to bring a guest varies by tour, but it is often the price of the group package. This does not include expenses such as travel insurance, vaccinations, gratuities, incidentals, personal items.

Potential hosts should not assume that a guest can be accommodated on the tour and should contact the Spartan Pathways Travel program director to discuss this and, if permissible, the associated cost.

D. Time Out of the Office and Compensatory Time

Hosts are expected to inform their supervisor/director of their anticipated time out of the office and work with their supervisor/director to manage the impact/determine what's expected during this time. Because the host is considered to be working while on tour, it's not expected that the host take vacation, personal or personal observance time; however, the host should be sure to clear and confirm this with their supervisor/director.

Hosts who are contractually eligible for overtime pay will be offered compensatory time for hours worked in excess of forty hours per week while serving as a host. Hosts should work with the Spartan Pathways Travel program director if they're eligible.

E. Travel Authorization

As outlined in the MSU Manual of Business Procedures, a travel authorization must be completed in Concur for approval prior to departure. The purpose of this authorization is to provide evidence that the host is on university business and it may be critical in the event of an insurance claim, worker's compensation claim or other litigation and to submit expenses for reimbursement upon return. The Spartan Pathways Travel program may be able to provide assistance completing the travel authorization and the expense report upon return.

F. MSU Global Travel Registry and OIHS

MSU employees traveling internationally are required to register with the global travel registry through the [Office of International Health & Safety \(OIHS\)](#). Registration is an essential tool to promote the health and safety of MSU travelers abroad and activates MSU-provided international health insurance, evacuation, repatriation insurance, facilitates the university's emergency support services and provides hosts with important pre-departure information. The Spartan Pathways Travel program director will submit the registration for the host.

In case of emergency, OIHS is available 24/7 to assist the host while travelling internationally.

- Emergency assistance information: oihs.isp.msu.edu/emergency-assistance
- MSU 24/7 International Emergency Line: +1-517-353-3784.

G. MSU Employee Travel Insurance

Hosts will be covered by comprehensive international health insurance and will have access to 24/7 medical and security assistance through International SOS (ISOS), a leading international medical and security assistance company. Hosts should review MSU's [full international health insurance policy](#). A [Summary of Benefits](#) is also available.

The benefits include:

- Dedicated 24/7 phone line for urgent and non-urgent medical and security advice during pre-departure planning or while traveling: +1-215-942-8478.
- 26 Global Assistance Centers and a network of over 84,000 vetted medical, dental, security, and transport service providers internationally.
- Robust medical and security evacuation.
- Mental health and emotional support services.
- A [travel health and safety web portal](#) and [free phone app](#) are available to review travel health and safety information about the destination, generate a Certificate of Assistance, receive alerts while traveling, and connect with International SOS if the host needs assistance abroad.

Coverage is available for a maximum of 365 consecutive days.

The host should contact OIHS at oihs@msu.edu or 517-884-2174 for questions and the MSU membership number.

H. MSU Travel Clinic

The Travel Clinic provides MSU faculty/staff with a comprehensive and cost-effective way to receive travel counseling, as well as appropriate vaccinations and medications. For hosts that are MSU employees and are traveling on behalf of the MSUAO to a destination that requires vaccinations or medications, the cost will be covered by the MSUAO. Contact the Spartan Pathways Travel program director for the proper account number to charge. Vaccines that are recommended but not required will not be reimbursed.

I. Pre-Tour Meeting and Tour Kit

Four – eight weeks prior to departure, the Spartan Pathways Travel program director will arrange an in-person meeting to review the tour and answer any questions the host may have. This meeting is required.

Hosts will receive a tour kit which will include the Spartan flag (the flag must be returned at the conclusion of the tour), notecards, table decorations, giveaway items and other miscellaneous items. Hosts should be sure to leave room in their luggage to accommodate the tour kit.

All travelers have the option to choose several program-related gifts, e.g., a sling bag, umbrella, phone lanyard, etc., and they receive these prior to the tour. With this in mind, outside of the items provided by the MSUAO, we do not suggest that hosts bring additional giveaways for travelers – often, these giveaways are left behind at the end of the tour (and complete for valuable space in the host’s luggage) and they also create a misperception that the MSUAO has sizeable financial resources. The host may opt to send a traveler a small gift upon return.

J. Host Bio, Photo and Introduction

As part of the tour registration, the Spartan Pathways Travel program director will request a brief bio and headshot. This will be provided to the tour operator and the onsite tour director.

The MSUAO generates a book for specific individual Spartan Pathways tours and has partnered with BrightCrowd, a third-party vendor, to provide the online platform for these tour books. These books are intended to serve as a comprehensive compendium of the tour. Approximately eight - 12 weeks prior to the tour, the host and all travelers will receive an invitation from the Spartan Pathways Travel program director to create a page in a tour book. All hosts must complete a page and include a photo (after the page creation, the MSUAO will edit the host name to include “MSU Host”). Each book is composed of pages, and each page represents a traveler on the tour. This book is a nice way to see who's coming, learn a little about each other and facilitate connections before, during and after the tour, as well as serve as a photo album of the tour.

Approximately two - four weeks prior to the tour, the Spartan Pathways Travel program mails all travelers a pre-departure package with some information well as their travel gifts. The tour operator will also send a package that includes final details and, in most cases, name tags. At this same time, hosts should also send an email of introduction with brief biographical information to all travelers. A reference to the BrightCrowd tour book should also be included to serve as a reminder to those who haven’t completed theirs yet. A telephone call to travelers is also appropriate. The Spartan Pathways Travel program director will provide contact information, and sample email/letter copy if requested.

K. Know the Travelers

The Spartan Pathways Travel program director will provide the host with a Host Tour Information Report approximately eight - ten weeks prior to departure. This report includes information such as email, address, graduation year, college major, donor activity and previous traveler status. Information related to their giving to MSU must be kept confidential.

If a traveler has a giving history to MSU and is assigned a prospect manager in Ascend, the host should reach out to the prospect manager prior to departure to garner any important information regarding the traveler.

Prior to departure, hosts should familiarize themselves with the travelers utilizing the BrightCrowd tour book (if the traveler has created a page) and the Host Tour Information Report and continue to use these resources during the tour.

L. Know the Tour Itinerary

The host should familiarize themselves with the tour itinerary including locations, arrival and departure times, as well as any excursions, special events, dinners, etc. The host is not responsible for the logistics or the operation of the tour, but familiarity of the itinerary will be appreciated by the travelers. Take advantage of any reading materials and/or maps provided by the tour operator. Basic knowledge of the cities on the itinerary is essential as well as currency regulations and customs/border procedures of each country.

Always use the tour director as a prime source of information and work closely with the tour director and/or local guides who are experts on local regulations, customs, etc.

V. TOUR DUTIES AND RESPONSIBILITIES

A. Know the Travelers

Prior to departure, hosts should familiarize themselves with the travelers utilizing the BrightCrowd tour book (if the traveler has created a page) and the Host Tour Information Report. Hosts should continue to use these resources during the tour.

Quite often, the tour shares a departure with other universities or non-profit organizations that may also have hosts. If a host(s) does not accompany other group(s), the MSUAO host may be viewed as the host for the entire group. Treat all travelers as if they are MSUAO travelers.

B. At the Airport

The host should arrive at the departure airport three hours in advance of an international departure and at least two hours prior to a domestic departure. Be aware of the security procedures required by the Transportation Security Administration (TSA) and know all permitted and prohibited items allowed for airline travel prior to arrival at the airport. For additional information regarding permitted items, review the TSA website at www.tsa.gov.

The travelers' flight arrangements will be provided to the host prior to departure. Due to different flights, the host may not meet travelers until they arrive at the gate, during flight connections, or at the hotel or cruise ship. In most cases, name tags will be sent to each traveler in the pre-departure package sent from the tour operator. The host should wear the name tag provided or their staff name tag and introduce themselves as the MSU host.

Waiting for flights can be very long and stressful, so hosts should be prepared. Keeping a positive attitude will help others do so also. Try to promote conviviality among travelers as soon as possible. If there are flight delays/difficulties, enlist the help of airline personnel. If luggage does not arrive, assist travelers in filing lost baggage reports immediately so the airline can institute a search and make delivery arrangements. Take note of the airport assistant's name, position and phone number. If luggage is damaged, file a claim before leaving the airport.

C. At the Hotel/on the Ship

Upon arrival, hosts should not be the first to receive their key or go to their room. Instead, the host should see to it that all travelers are accommodated. Obtain a rooming list of travelers, which is available from the tour director, if possible. Become familiar with the services of each hotel or cruise ship and the layout. Typically, the tour operator will have a hospitality desk located in the lobby with hours of operation. Make sure each traveler knows where the hospitality desk is located.

D. Interaction with Travelers

As the host, the objective is equal time for all travelers and the avoidance of perceived favoritism. Some tips include:

- Maintain high visibility and be available to travelers as much as possible.
- Try to attend all included excursions.
- Arrive 10-15 minutes early for all scheduled events.
- Vary eating or small group companions and get to know each traveler.
- Invite everyone to join you for shopping, dining, strolling, etc.
- Make sure all travelers are attended to first before taking care of yourself.
- Keep travelers informed of any schedule changes.
- Make introductions among travelers and encourage interaction among them.
- Don't be an idle bystander and be mindful of opportunities to improve every traveler's experience.
- Whenever possible, initiate conversations about MSU, positive experiences of family involvement with MSU, etc. and make notes using the host contact forms.

The Spartan Pathways Travel program director will provide the host with a variety of cards, e.g., welcome, thank you, share your photos, special occasion, etc. The host is responsible for writing and delivering these cards to travelers during the tour.

E. Check in with Spartan Pathways Travel

Three – four days into the tour, the host must check in with the Spartan Pathways Travel program director via email to let them know how the tour is progressing. This does not have to be a detailed account, rather just an assurance.

Unfortunately, some tours experience a hiccup or two along the way, e.g., bad weather prevents the cruise ship from docking several days in a row/no shore excursion. If the host senses that travelers may be a bit disgruntled, or the host hears this from travelers directly, the host should contact the Spartan Pathways Travel program director. The tour operator is typically working to address this, but we may consider additional action.

F. Photos

Taking photos during the tour is one of the host's responsibilities and these photos visually document the tour. Photos should include the MSU reception, the entire group with the Spartan flag and candid photos of travelers. Additionally, photos of sites and locations visited during the tour should be taken.

The Spartan Pathways Travel program director will provide the host with a tour kit which will include the Spartan flag (the flag must be returned at the conclusion of the tour). Display the flag whenever possible for decoration, photo opportunities, etc. Attempt to photograph the group at some time during the tour in front of scenic backdrops or locations. The tour director can often make these arrangements, however, it may be necessary for the host to facilitate this.

The BrightCrowd tour book is intended to serve as comprehensive compendium of the tour, including photos. Within a day or two of the start of the tour, the host must begin posting their photos in the BrightCrowd book and continue to do so on a regular basis throughout the tour. The host should strongly encourage all travelers to add their photos. The MSUAO has cards that promote sharing photos as well as basic directions to do so and these should be provided to travelers during the MSUAO reception and other occasions.

We do not encourage creating a social media or other group, e.g., WhatsApp, for travelers to post and share photos.

G. Social Media Posts

During the tour, the host can post photos on their social media using the hashtag #SpartanPathways. The MSUAO communications team may repost the photos on the MSU Alumni Office social media sites.

H. Utilize the Tour Director

Upon arrival at the airport or at the hotel upon check-in, the host will meet the onsite tour director. Establish an immediate relationship with the tour director and check in daily with them to discuss arrangements and any issues that may arise. Keep travelers informed of any schedule changes.

Often, travelers will approach the host rather than the tour director with questions or concerns. If this occurs, be sure it's communicated immediately to the tour director. For complaints, assure the traveler that it will be addressed. Depending on the circumstances, the host may find it useful to document each situation as it occurs.

I. Lost Documents

If a traveler loses their travel documents or other important materials or if they're stolen, the host should contact the tour director who will undertake the following:

- Passport. Contact the American Embassy and/or accompany the traveler to the American Embassy.
- Airline Tickets. Telephone the U.S. tour operator for assistance in locating e-ticket numbers. They will also assist in rescheduling flights if necessary.
- Credit Cards. Report lost credit cards immediately by calling the bank(s) that issued the card(s).

The host should assist the tour director if requested. For lost passports, it may be necessary for the host to accompany the traveler to the American Embassy. If so, the host should take their passport with them. By showing their American passport, the host can complete an affidavit stating how long they've known the traveler, enabling the embassy to issue a new, permanent passport. Keep all receipts for expenses.

J. Receptions

Receptions are important in establishing rapport. The host should assert themselves and be sure that introductions are made and that everyone feels welcome. Make travelers aware of the details for any MSU reception.

In many cases, prior to departure, the Spartan Pathways Travel program director will work with the tour operator to arrange an MSU reception for travelers.

- The host should confirm details with the tour director upon arrival.
- The host will be provided invitations which should be distributed to all travelers the evening before the reception. The host may have to complete the invitations with the reception details.
- In most cases, payment for the event will be billed to the MSUAO and will be handled behind-the-scenes.

The Spartan Pathways Travel program director will provide the host with a tour kit which will include the Spartan flag (the flag must be returned at the conclusion of the tour). Display the flag whenever possible for decoration, photo opportunities, etc.

K. Entertaining/Food and Beverages for Travelers

Food and beverage for travelers above and beyond any reception will be reimbursed only with prior approval from the Spartan Pathways Travel program director.

L. Gratuities

- Gratuities vary according to the type of tour.
- The tour operator typically provides tipping guidelines in the pre-departure information.
- In regard to local guides, motor coach drivers, etc., details are typically outlined by the tour director during the tour. If the tour director does not make it clear to the host or other travelers, speak with the tour director.
- Tipping is usually at the discretion of each traveler.

M. Traveler Contact Forms

Traveler Contact forms should be completed to the best of the host's ability for each traveler/couple. These forms are used to report information to University Advancement regarding the potential for traveler engagement with MSU. A Traveler Contact Form template will be made available to the host.

N. Difficult Travelers

Occasionally, there may be a difficult traveler - a person with an overly boisterous personality, who regularly keeps tour members waiting, or a chronic complainer. These travelers must be dealt with tactfully to avoid jeopardizing the overall tour experience for other travelers. Often a little extra attention and TLC will do the job. Treat them with respect, listen to their complaints and always remain calm and have a sense of humor.

VI. EMERGENCY PROCEDURES

A. Precautions

Upon arrival, establish an immediate relationship with the tour director and review all emergency procedures and health services available to travelers.

B. Procedures in Case of Injury, Illness or Death

The host should be available to assist the tour director with any or all of the following:

- Call on a physician in the group, if there is one.
- Apply necessary first aid, resuscitation, etc. if qualified.
- Accompany traveler to medical facility.
- Contact traveler's Emergency Contact.
- Should death occur:
 - After notifying the next of kin, call the American Embassy or Consul and make arrangements to ship the body.
 - Inventory and pack effects and make arrangements to ship to home address.
 - The tour operator collects emergency contact and next of kin information. The tour director should have copies of this information.

The host must also contact the Spartan Pathways Travel program director as soon as the situation permits.

C. Travel Select Insurance Contact Information

If a traveler purchased insurance from Travel Insurance Select, the provider recommended by the MSUAO, and they have an emergency or need to make a claim, the traveler should have documentation from the insurance company.

Travel Insurance Select 24-Hour Worldwide Assistance Center

For emergency assistance while on tour or to report a claim:

- USA & Canada: 1-866-346-1803
- International: 1-715-342-3541

If the traveler does not have documentation, the host may contact Spartan Pathways Travel program director to determine if the traveler provided the MSUAO with the policy number.

The host must also contact the Spartan Pathways Travel program director as soon as the situation permits.

VII. POST-TOUR WRAP UP

A. Thank You Follow-up Email

The host must send a thank you email to each traveler within one week after the tour concludes. Try to make this personal, mentioning anecdotes about the trip, MSU, family, etc. Encourage travelers to upload their photos to the BrightCrowd tour book and remind them that this will serve as a memento of the tour. Include follow-up information that provides travelers with options how they can continue their involvement with MSU.

Travelers will receive an email from the MSUAO to complete an online survey of the tour.

B. Photos and Post-Tour Note Card

Within one week after the tour concludes, the host must finalize posting their photos in the BrightCrowd tour book. Using tour photos, the Spartan Pathways Travel program director will produce a notecard to be sent to all travelers.

C. Return Tour Kit

Within one week after the tour concludes, the host must return the tour kit to the Spartan Pathways Travel program director.

D. Tour Report

Within two weeks after the tour concludes, the host must submit a tour report to the Spartan Pathways Travel program director that includes the following:

- Summary of overall success and any issues.
- Tour operator's performance - was everything as advertised, was pre-departure information adequate, was the tour schedule well-planned, etc.
- Performance of tour director and local guides - were they knowledgeable/competent, courteous, prompt, etc.
- Feedback on accommodations, excursions, restaurants, services, etc.
- Any specific traveler comments/feedback?
- What can the tour operator do to improve performance for future tours?
- What can the MSUAO do to improve performance and satisfaction for future tours?
- Suggestions which may be helpful to future tour hosts?

E. Tour Expenses

Within two weeks after the tour concludes, a travel expense report must be submitted in Concur. The Spartan Pathways Travel program director can provide assistance completing the travel expense report. Hosts who plan to complete the expense report on their own, should send a copy to the Spartan Pathways Travel program director before submitting the report in Concur.

F. Traveler Contact Forms and Contact Reports

- For MSU faculty, staff or students who do not have access to Ascend, within one month after the tour concludes, submit a Traveler Contact Form for each traveler/couple to the Spartan Pathways Travel program director, who will enter a contact report in Ascend.
- For MSU staff who have access to Ascend, within one month after the tour concludes:
 - Enter a contact report in Ascend for each traveler/couple.
 - Submit a Traveler Contact Form for traveler/couple to the Spartan Pathways Travel program director.