



COMMUNICATING WITH CIEE

Communication is the key to a successful season. Throughout the season, CIEE will reach out to you and to the students to provide any needed assistance and information. We encourage you to be in touch with us as well.

Communicating with CIEE

You can contact CIEE for assistance at any time, but you should definitely contact us in the following situations:

- Participants do not arrive as expected
- Participants quit before their agreed end date
- You are terminating a participant's employment
- You are having problems with a participant's performance and want to address it before it becomes more serious
- Participants are involved in an accident or are hospitalized
- Students get arrest or are involved in criminal activity
- You have any concerns about any student's health, safety or welfare

CIEE Communicating with Employers

CIEE will contact you throughout the summer when the following situations arise:

- Students haven't registered in SEVIS
- Students don't complete monthly surveys
- Students report an employment issue
- A CIEE staff member will be in the area for a site visit
- When CIEE learns of community events or volunteer opportunities in your community
- When CIEE needs updated copies of the business license or workers compensation policy
- To confirm walk-ins or second job offers

Employers Communicating with Students

Here are some things to keep in mind when communicating with students while they are in the United States:

- Be sure to get the students' in-country contact information and phone number so you can connect with them about their schedule, upcoming events, etc.
- Keep students informed about resources and events in the community before and during their time in the USA. It's always a good idea to share information about excursions to festivals, welcome dinners or sites of interest in the area
- Please pass along messages to students from CIEE about community events, Connect USA events, CIEE site visits, etc.

Students Contacting CIEE

It is important for CIEE to maintain contact with participants during their program.

- Students can call Customer Service at 1-888-COUNCIL 9am to 8pm Monday through Friday
- If students have an emergency after hours or on the weekend, there is an emergency line available as well
- Student can also email contact@ciee.org with questions or concerns

Employers Contacting CIEE

- Call or email your Coordinator/Consultant if you are assigned to one. They are available Monday through Friday from 9am to 5pm. If they are out of the office a backup contact will be listed in their voicemail or email.
- Call our 24/7 Support Line at 1-888-268-6245