Study Abroad

2013-2014

"Program Leader Fundamentals"

The Plan

- University Policy
- Process Overview
- Withdrawals
- Pre-departure Orientation
- Marketing
- Effective Programs
- Student Expectations
- Return
- Challenges
- Program Leader Expectations
- OIS Expectations
- Future

Current Policy

2-902 Study Abroad Programs

The UCF Office of International Studies is responsible for the administration and overall management of UCF study abroad programs and must approve all study abroad programs prior to travel abroad. The Office of International Studies shall establish procedures relating to the safety and welfare of the students, faculty members, and staff members; uniform compliance with applicable laws; consistency with UCF policies and regulations; and furtherance of the UCF mission and goals.
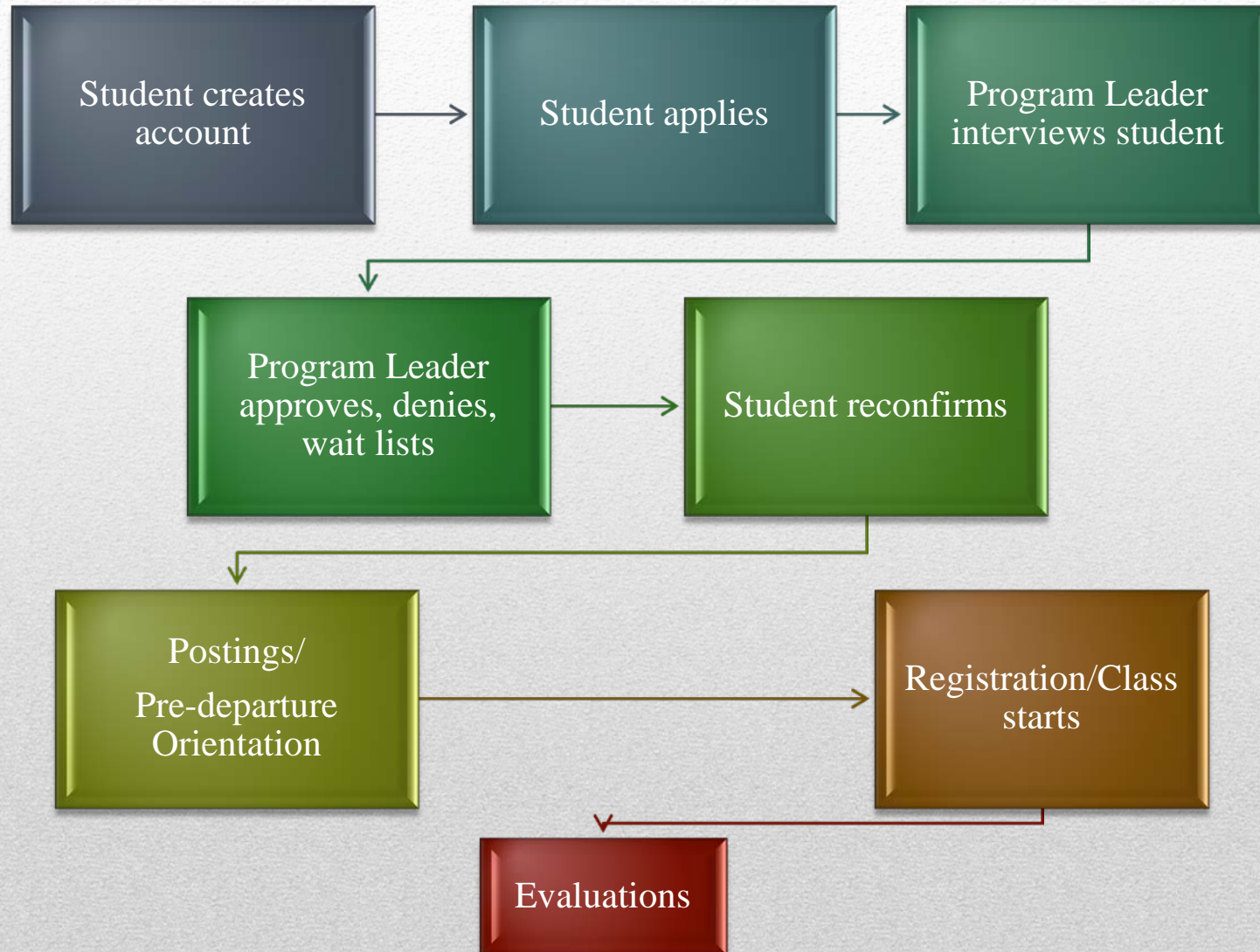
UCF Policy 2.902
http://policies.ucf.edu
September 21, 2011

Process

Overview

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┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│ Student creates │ ───► │ Student applies │ ───► │ Program Leader  │
│    account      │      │                 │      │ interviews      │
│                 │      │                 │      │ student         │
└─────────────────┘      └─────────────────┘      └─────────────────┘
                                                             │
        ┌─────────────────┐      ┌─────────────────┐        │
        │ Program Leader  │ ───► │ Student         │  ◄─────┘
        │ approves,       │      │ reconfirms      │
        │ denies,         │      │                 │
        │ wait lists      │      │                 │
        └─────────────────┘      └─────────────────┘
                 │
    ┌─────────────────┐                    ┌─────────────────┐
    │ Postings/       │ ─────────────────► │ Registration/   │
    │ Pre-departure   │                    │ Class starts    │
    │ Orientation     │                    │                 │
    └─────────────────┘                    └─────────────────┘
                         ┌─────────────┐           │
                         │ Evaluations │  ◄────────┘
                         └─────────────┘
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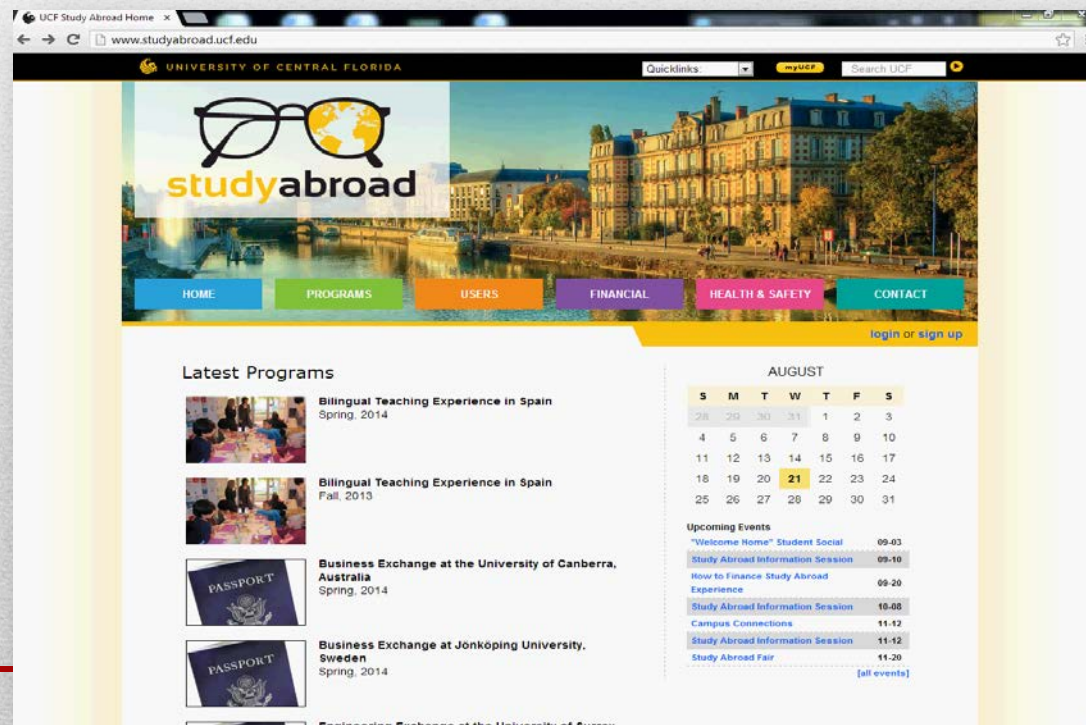
Process

Approval

- Interview Student
- Log into Study Abroad Dashboard
- Click "Approve" to the right of students name
- Select appropriate choices from drop-down windows
- If wait-list then do not select anything else.
- Reconfirmation of approved students is taken on first-come-first-served basis

Process

Reconfirmation/ Withdrawal

- Once a student is approved they must reconfirm
- A reconfirmed student is obligated to a $150 non-refundable deposit and is committing to the entire program cost
- No advertised "withdrawal deadline"
- OIS will exercise due diligence to minimize withdrawn student cost
- Withdrawals must be submitted in writing via email by the student to OIS
- Official withdrawal requests <u>can not</u> be made to the Program Leader

| Reconfirmation | Withdrawal ! | Withdrawal !! | Withdrawal !!! |

Funds are being committed

| $150 | $150 +$$ | $150 +$$$ | $150 +$$$$ |

Process

Student Payments

- 2 payments ($1000 and Balance)
- 2 deadlines (Feb. & March - Summer)
- 30 days after deadline = hold on students account
- Student payment does not always precede vendor payments

Process

Pre-departure Orientation

- Online-
    - Takes approx. 3 hours
    - Through Webcourses@ucf
    - 4 required modules (Goal Setting, Culture, Safety, Incident Management)
    - Emergency Safety Plan (ESP)

- In-Person-
    - 2 hours
    - Develop group dynamic & practice module content
    - Scenarios
    - Expectations & logistics

Process

Marketing

- All programs will be treated equally
- All programs will have a table at the Study Abroad Fair (Nov. 20, 2013)
- All programs will have a program website at studyabroad.ucf.edu
- All approved programs will have:
  - A number of printed flyers for distribution
  - A digital version of the flyer
  - A digital flyer formatted for standard display on closed circuit monitors
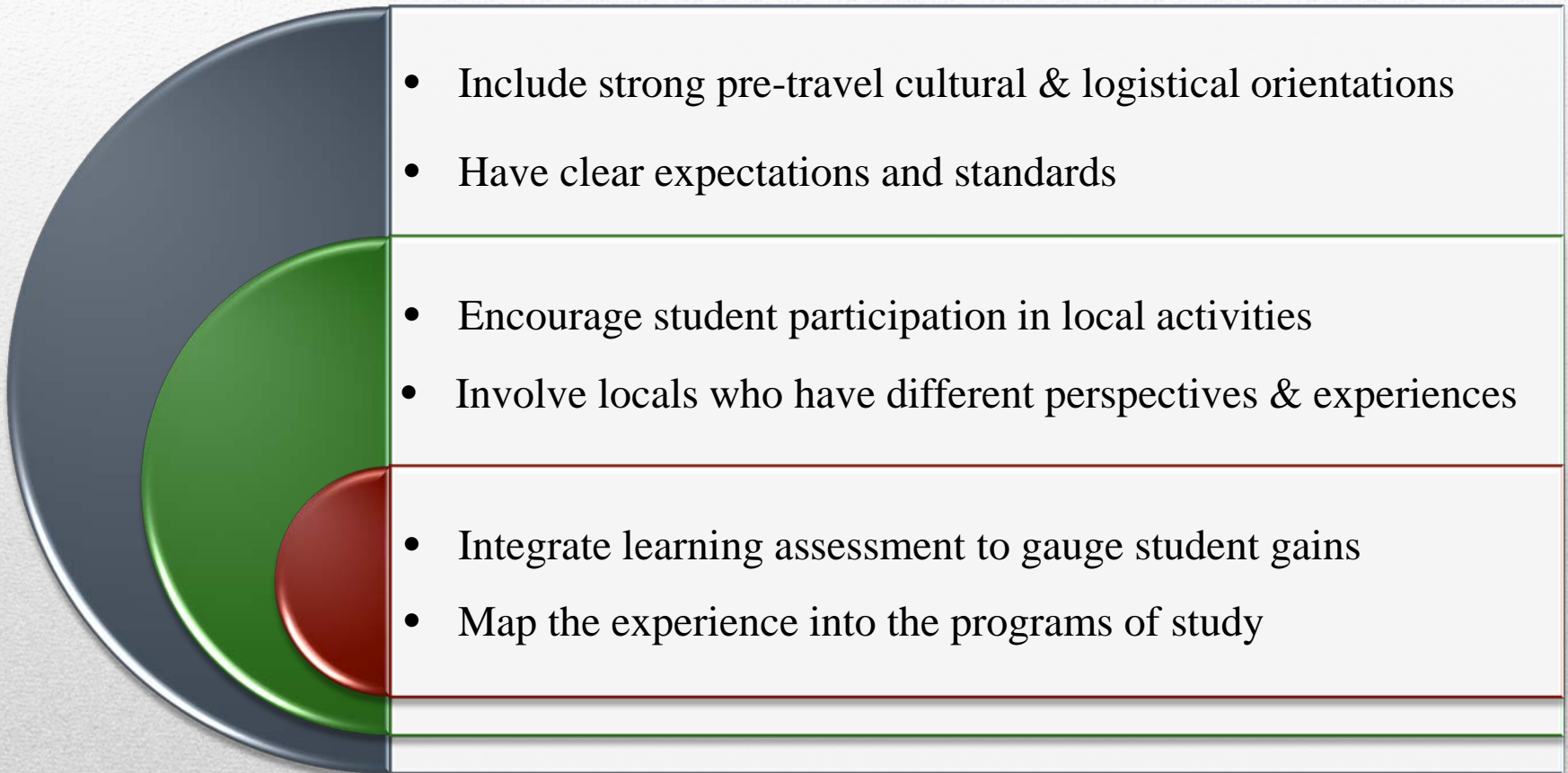
Process

Marketing

- Program Leaders are encouraged to use these materials to advertise individual programs

- Any additional promotional materials must be consistent with OIS materials

- Materials will be developed after a signed initial budget is received

- Print materials will be available at the fair

Visit Classrooms

Talk about your program

Targeted Emails

Distribute Flyers

Department Newsletters

Program

Effective programs

- Include strong pre-travel cultural & logistical orientations
- Have clear expectations and standards

- Encourage student participation in local activities
- Involve locals who have different perspectives & experiences

- Integrate learning assessment to gauge student gains
- Map the experience into the programs of study

http://www.forumea.org/documents/ForumEA-StandardsGoodPractice2011-4thEdition.pdf

Program

Student Expectations

- Program Leaders will respond to questions throughout the process
- Program Leaders will be familiar with logistical information (hotels, transportation, etc)
- Day x Day Itinerary
- Pre-departure meetings will be held
- Students will be put in touch with one another
- A clear syllabus is provided early
- Program Leader is comfortable/ familiar with the destination
- They get everything they are paying for and are not paying for instructor "perks"
- U.S. standards of living (A.C., internet access, seat on a train…)

Return

- All receipts for approved in-country purchases must be received within 10 days of purchase

- Student evaluations open 1 week before a program ends and remain open 2 weeks after

- Debrief meeting

- Closing Memo

- "Welcome Home" & "Program Leader Social"

Challenges

- Meeting minimums
- Bringing prepared students
- Keeping costs low
- Managing student expectations
- Balancing cultural excursions & free time
- "Cliques"
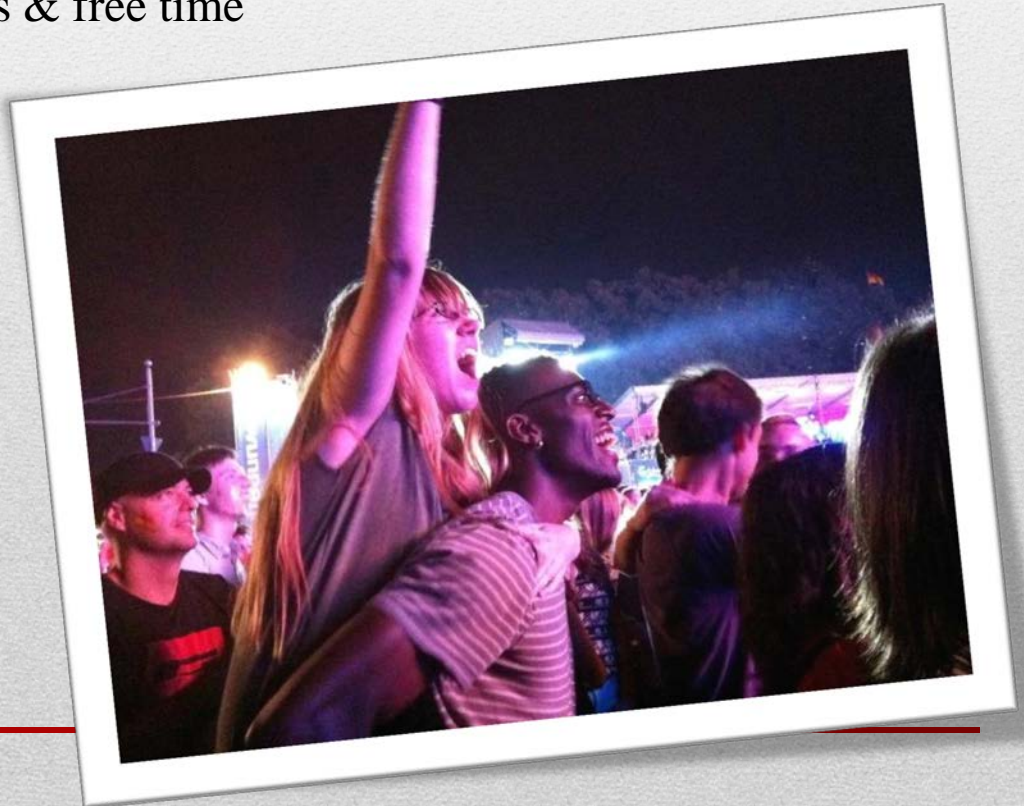
Expectations

Of Program Leader

- Interview applicants
- Take an active roll in program promotion
- Attend student pre-departure orientations
- Attend Program Leader orientation / training
- Be accessible to students prior to departure
- Plan, teach and uphold the academic integrity of the course(s)
- Check that all students are registered for course
- Accompany students on planned excursions
- Notify appropriate offices of incidents abroad
- Encourage students to complete program evaluations
- Complete the Program Leader Evaluation after your program

Expectations

Of OIS

- Develop the official webpage and promotional materials
- Create the budget and coordinate logistical needs
- Work directly with all vendors and institutional partners
- Coordinate all payments to vendors
- Post and collect student fees
- Coordinate the OIS Health & Safety pre-departure orientation
- Collect and process student documents and information
- Acquire insurance for students and Program Leader
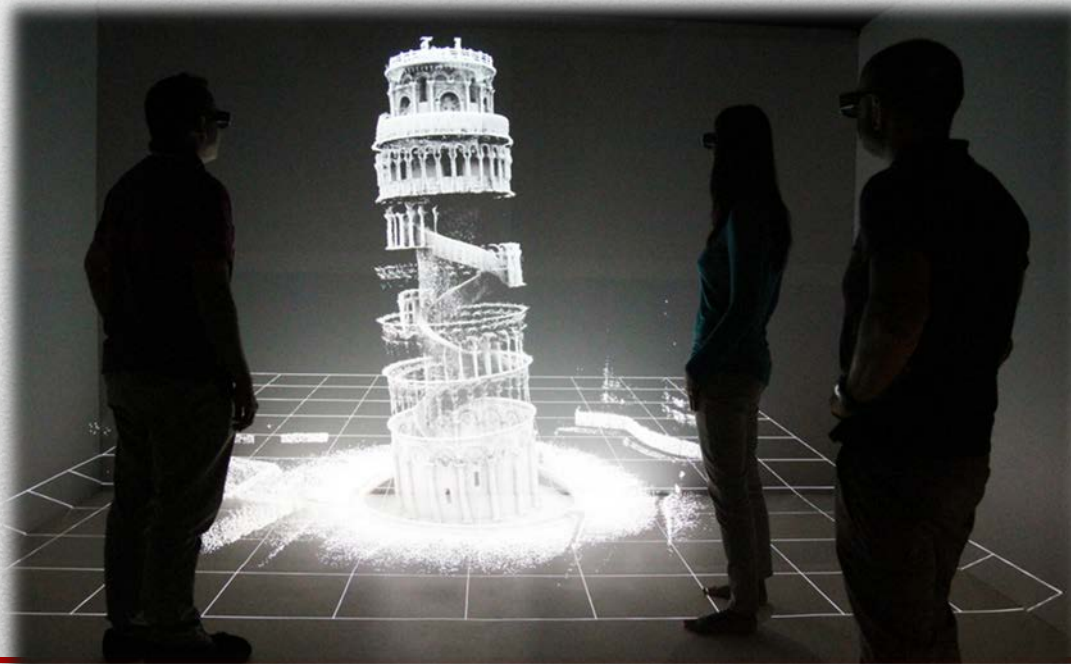- Provide emergency support if needed

Important Dates

- Study Abroad Fair- Oct.
- Spring Application Deadline- Nov
- Spring Reconfirmation Deadline- Dec.
- Summer Application Deadline- Feb.
- Summer Reconfirmation Deadline- Feb.

Future

- Program proposals will be due much earlier (May)
- New Study Abroad "system" (Terra Dotta)
- Use of more vendors = higher program costs
- More time to market program
- Earlier Study Abroad Fair

Questions