RISK MANAGEMENT IN STUDY ABROAD

Pre-Departure Orientation

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Outline

● Education Abroad at UGA

● Pre-Departure Orientation
  ● UGA Exchange Programs
  ● UGA Faculty-Led & Residential Centers
  ● Non-UGA Programs
  ● Online

● Considerations
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  ● Materials
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Education Abroad at UGA

**Staffing**

- **Education Abroad**
  - 7 full-time, professional staff
    - Director, 4 advisors, Terra Dotta Coordinator
- **Residential Centers**
  - Administration Staff
  - In-country Staff
- **Program Directors & Leaders**
- **Risk Management Board**
  - 20 members from across campus
  - EA, Legal Affairs, Student Affairs, Medical & Mental Health, Faculty, etc.
Education Abroad at UGA

- UGA Faculty-Led (100+)
- UGA Exchanges (57)
- UGA Residential Centers
  - UGA at Oxford
  - UGA Cortona
  - UGA Costa Rica
- UGA Independent Experience
  - Internships
  - Research
  - Service-Learning
  - Volunteering
- Non-UGA Programs
Education Abroad at UGA

2015 – 2016 Academic Year

- 2,600+ students participated in international activities for academic credit
- 300-500 engaged in not-for-credit international activities

Sources:
Education Abroad at UGA
2015 – 2016 Academic Year

PROGRAM DURATION

- Short-Term: 80%
- Semester: 19%
- Academic Year: 1%
- Other: 0%

Sources:
Education Abroad at UGA
2015 – 2016 Academic Year

PARTICIPATION IN EA BY TOP COUNTRIES

Sources:
Pre-Departure Orientation

*Universal Content for All Programs*

- Mandatory session
- Information on CISI and STEP enrollment
- Updating individual itineraries in GoAbroad Portal
- Online Incident Report
- Distribution of Travel Safety Books & Emergency Content Cards
- Suggested content included in Risk Management Training Manual
- PowerPoint template provided to Program Leaders
Pre-Departure Orientation

*UGA Exchange Programs*

Two orientations:

1. General Exchange Orientation
   - 3 hours long, held on a Wednesday evening – offered once per semester
   - Informational format with discussion
   - Small groups discussion based on locations
   - Facilitated by UGA Exchange advisor, participation from current exchange students and returned students
   - Topics Covered: Travel documents, transfer credit, fees & financial aid, packing, communication, health & safety, legal issues, political matters, academic issues, etc.
   - Make-up: 3 meetings available to complete requirement
Pre-Departure Orientation

UGA Exchange Programs

2. Cross-Cultural Orientation

- 4 hours long, held once on a Saturday morning – offered once per semester
- Interactive, small groups for activities
- Students write a letter to themselves
- Facilitated by UGA Exchange advisor
- Topics Covered: Culture shock, intercultural communication, adjusting to a new environment, coping skills, external vs. internal aspects of culture, perceptions of U.S.
- Make-up: Online activity & quiz
Pre-Departure Orientation

**UGA Faculty-Led & Residential Centers**

- Program specific
- Session dates required at time of annual program review
- Format determined by Program Directors
  - One large orientation prior to departure
  - Several small meetings
  - In-country orientation(s)
- Participation of faculty, staff, TA/GAs, former students

**Residential Centers:**
- Array of in-country activities (e.g., fire drills, cultural housing meetings, sessions with local police)
Pre-Departure Orientation

Non-UGA Programs

- One general offering for orientation, two options:
  1. One large session
  2. Three topic-specific sessions as an orientation series
     - Week 1: Health & Safety
     - Week 2: What to Know Before You Go
     - Week 3: Culture Shock

- Engagement activities
  - Returned student panel
  - Small groups based on destinations
  - Hopes/fears poll discussion

- Recorded online version for make-up, with quiz
Pre-Departure Orientation

*Online*

- All programs
- 10 modules of Learning Content
  - Preparations for Departure
  - Academic Matters
  - Financial Matters
  - Healthcare
  - Legal Matters
  - Safety
  - LGBTQ Issues
  - Women’s Issues
  - Culture
  - UGA International Health & Travel Insurance Policy
- 5 Health & Safety videos
- Quiz with large bank of questions
Considerations

Sessions

- Mandatory nature – tracking attendance, make-up options
- In-person and online
- Accessibility and convenience
- Early date-setting
- Relevancy of information communicated (different session types)
- Emphasis on student engagement
  - Activities
  - Returned student participation
  - Faculty/GA involvement
Considerations

**Materials**

- Mostly paperless completion of materials
  - Student information collected through GoAbroad Portal
  - Policies communicated through Signature Documents and Learning Content
- Student and faculty emergency contact cards distributed by OIE
- Travel safety booklets (in conjunction with the Office of Emergency Preparedness) distributed by OIE to students and faculty
- Detailed program itinerary and destination details emailed to students ~30 days prior to departure by OIE
Considerations

Working with Parents

- Invited to most orientations; some do attend
- Currently updating a digital resources document for parents
- Draft program-specific emergency protocol for parents
- Students are encouraged to share their program itinerary and destination details with parents/guardians
- Families able to submit an online incident report in the event of an emergency with student
- OIE = central communication point
  - General email – goabroad@uga.edu
  - Triaging phone calls
Questions?