

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**
 - Sessions
 - Materials
 - Working with Parents
- **Questions**



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

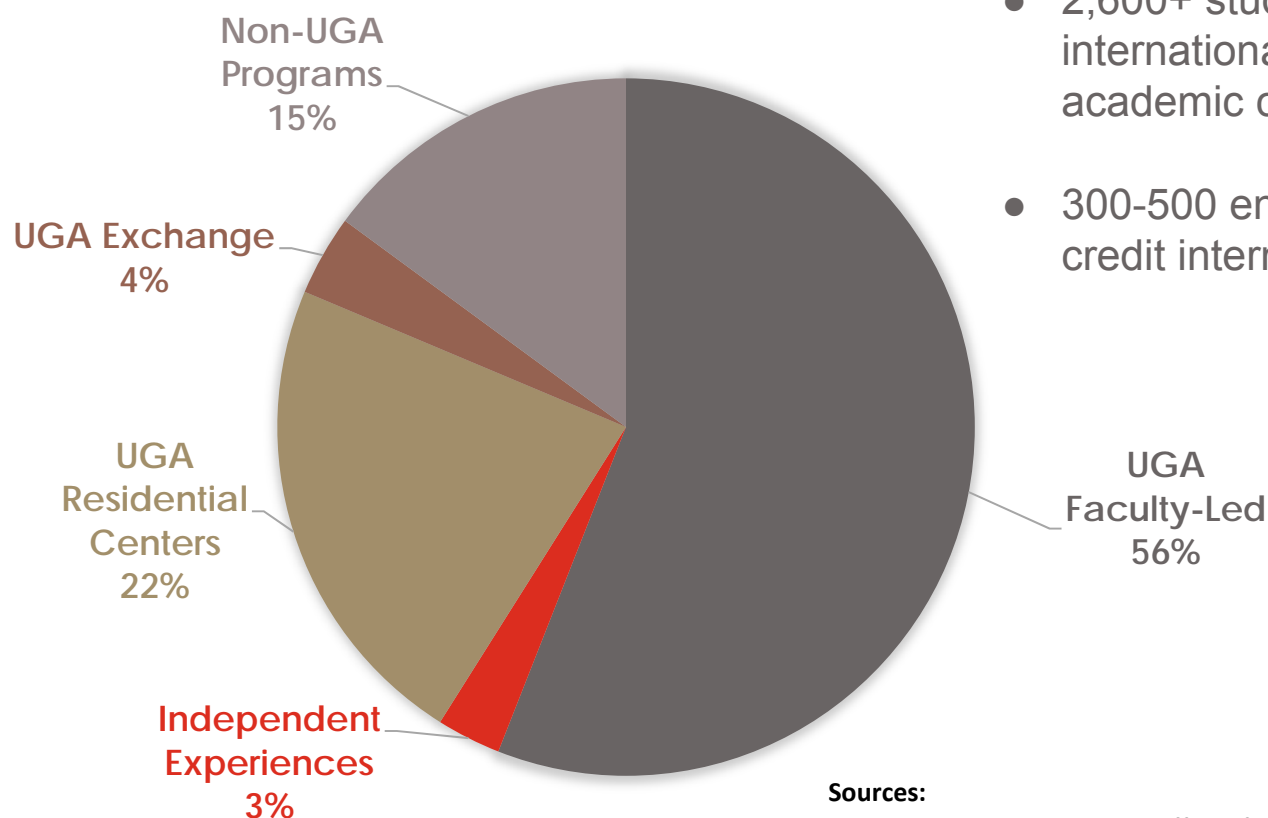
- UGA Faculty-Led (**100+**)
- UGA Exchanges (**57**)
- UGA Residential Centers
 - UGA at Oxford
 - UGA Cortona
 - UGA Costa Rica
- UGA Independent Experience
 - Internships
 - Research
 - Service-Learning
 - Volunteering
- Non-UGA Programs





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:

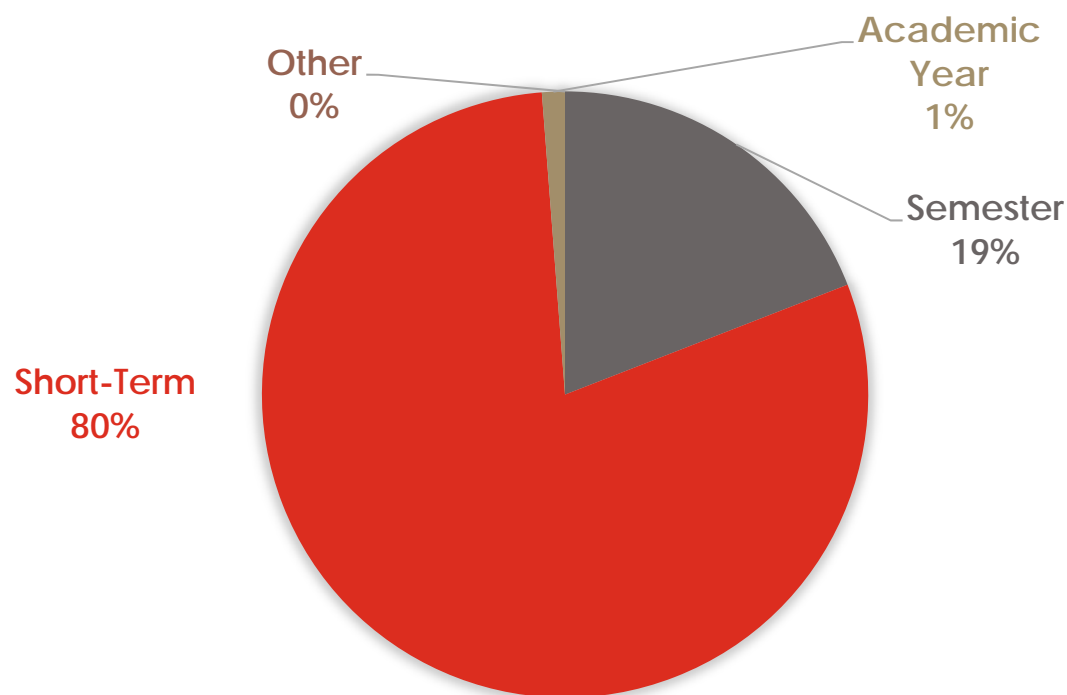
UGA Fact Book. Publication. Office of Institutional Research, University of Georgia. Office of Institutional Research, 2015. Web. 14 Sept. 2016.
Office of International Education GoAbroad Portal Statistics from 2015-2016.



Education Abroad at UGA

2015 – 2016 Academic Year

PROGRAM DURATION



Sources:

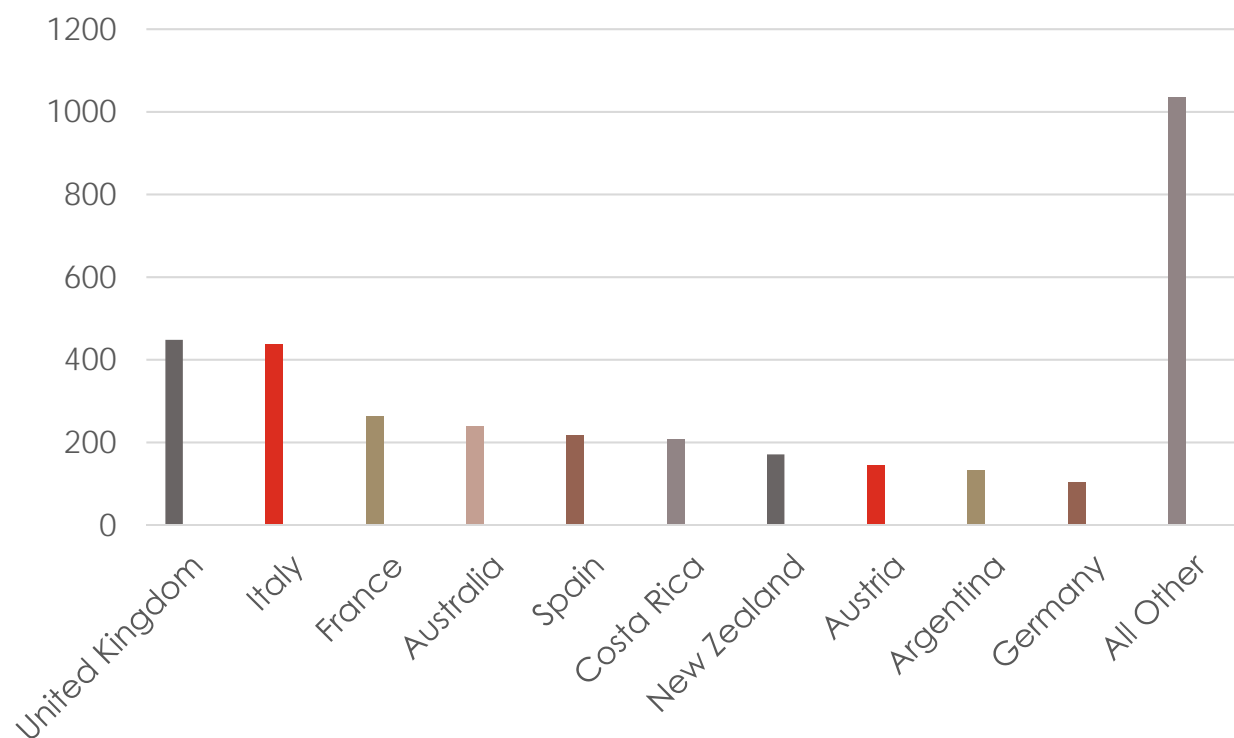
UGA Fact Book. Publication. Office of Institutional Research, University of Georgia. Office of Institutional Research, 2015. Web. 14 Sept. 2016.
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Education Abroad at UGA

2015 – 2016 Academic Year

PARTICIPATION IN EA BY TOP COUNTRIES



Sources:

UGA Fact Book. Publication. Office of Institutional Research, University of Georgia. Office of Institutional Research, 2015. Web. 14 Sept. 2016.
Office of International Education GoAbroad Portal Statistics from 2015-2016.



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


Emergency Contacts
UGA Police: 001 (706) 542-2200
Local emergency #s: _____
Local U.S. Embassy or Consulate: _____
<http://www.usembassy.gov>

In an Emergency
1. Ensure Participant Safety
For a minor incident, contact the nearest U.S. Embassy or Consulate.
2. Notify External Emergency Services
• Local Emergency #s: _____
• Local U.S. Embassy or Consulate: _____
• Insurance - AXA Assistance: 001 (312) 935-1703 (collect calls are accepted)
• Faculty/staff emergency travel assistance: 001 (617) 428-8603
• Faculty/staff international health insurance BlueCard Worldwide: 001 (804) 673-1177

UGA-based Support Services
Education Abroad: 001 (706) 542-2900
Counseling: 001 (706) 542-2273
My Information While Abroad: 001 (706) 542-1162

3. Call UGA Police, 24/7/365
001 (706) 542-2200 Int'l Insurance
4. Document the incident with a photo and a written report.

**TRAVEL SAFETY:
GO BEYOND THE ARCH**
Resource Guide for Students Going Abroad


The University of Georgia



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?