

# Online Orientation Best Practices



Bill Clabby - ISA

Erica Katz - UT

Laura Moix - U. of Arkansas



# Online Orientation Best Practices



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Executive VP - Research & Special Programs

ISA: International Studies Abroad

# Presenters

Bill Clabby: [ISA](#): Int'l Studies Abroad

Erica Katz: University of Texas Austin

Laura Moix: University of Arkansas

# Goals for Session

- View different models
- Understand orientation elements
- Build based on goals of organization
- Learn from our experience and missteps



# ISA in Brief

- 5,000 students abroad per year
- University-based study abroad
- Students from over 300 North American Universities
- Full service offices in Western and Central Europe, North Africa, Latin America
- 68 staff in the U.S.
- 100 full time overseas staff

# Previous Orientation

- Two 50 page orientation brochures
- Health & Safety
- Cultural points
- Visa information
- Official documents
- Housing
- Communication
- Emergency contact information
- Paper forms

# Current Orientation

- Online Orientation for enrolled students
- More content, more media forms
- Student Portal
- Online forms
- Go Green!

# Goals & Objectives for students



- Prepare students personally and academically
- Encourage & inform about learning outcomes
- Consistency & quality of Information
- Easier access to information
- Wider range of media possible
- Ecology: Reduce use of paper



# Goals & Objectives for ISA

- Prepare students for personal and academic changes
- Encourage & inform students about desired learning outcomes
- Timely completion of forms, logistics
- Consistency & Quality of Information
- Easier access to information
- Increase number who read info
- Timely updates
- Ecology: Reduce use of paper
- Less time and expense printing
- More efficient use of staff time

# Goals & Objectives for U.S. Home university



- Prepare students personally and academically
- Encourage & inform students about desired learning outcomes
- Increase number who read info
- Ecology: Reduce use of paper
- More efficient use of staff time

# Ready, Set, GO!

 **International Studies Abroad**  
The World Awaits...™



**Program Orientation** **HOME** **READY** **SET** **GO**

 = STUDENT PODCAST

 download your checklist

**READY**

- Important Documents
- ISA Forms
- Academic Issues
- Health Issues
- Paying for the Program
- Flights

**SET**

- Know the Place
- Safety
- Important Documents
- ISA Forms
- Money
- Communication
- Packing

**GO**

- When You First Arrive
- Your First Two Weeks
- Accommodations
- Maintaining Ties
- Culture
- Important Contact Info
- Cultural Adjustments
- Safety & Health
- Behavior to Avoid
- Budgeting Your Time
- Useful Conversions



**READY (just signed up)**

- Important Documents
- ISA Forms
- Academic Issues
- Health Issues
- Paying for the Program
- Flights

**SET (two months before)**

- Know the Place
- Safety
- Important Documents
- ISA Forms
- Money
- Communication
- Packing

**GO (going away and arrival)**

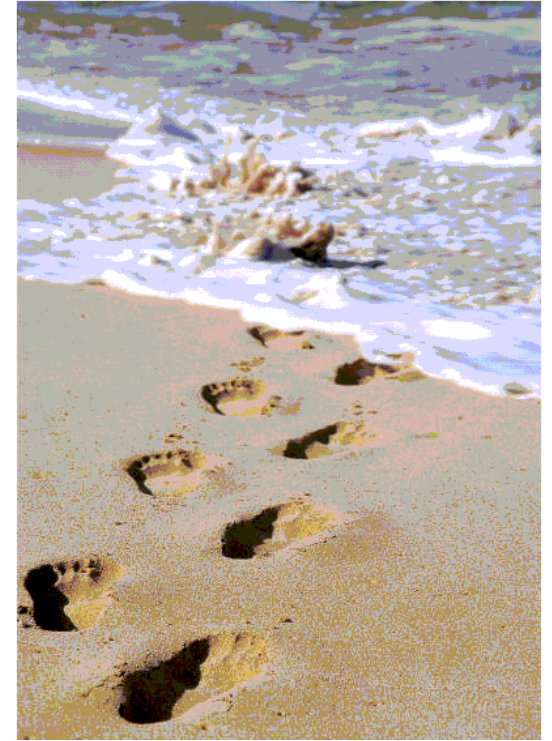
- When You First Arrive
- Your First Two Weeks
- Accommodations
- Maintaining Ties
- Culture
- Important Contact Info
- Cultural Adjustments
- Safety & Health
- Behavior to Avoid
- Budgeting Your Time
- Useful Conversions

# Three Steps

READY: Upon enrollment  
2-4 months before departure

SET: One month before departure

GO: Departure Day - 1st 2 weeks





# Learning Outcomes

- Cultural Awareness
- Engagement with host community
- Foreign Language Acquisition
- Greater maturity, self-awareness
- Academic achievement & integration
- Career definition



# Contents - Ready

## READY (just signed up)

- Important Documents
- ISA Forms
- Academic Issues
- Health Issues
- Paying for the Program
- Flights



# Contents - Set

## SET (two months before)

- Know the Place
- Safety
- Important Documents
- ISA Forms
- Money
- Communication
- Packing



# Contents - Go

## GO (going away and arrival)

- When You First Arrive
- Your First Two Weeks
- Accommodations
- Maintaining Ties
- Culture
- Important Contact Info
- Cultural Adjustments
- Safety & Health
- Behavior to Avoid
- Budgeting Your Time
- Useful Conversions



# Future Assessment

- Measure Number of Unique visits to site
- Use of site after arrival
- Resident Directors - student familiarity with information
- Student evaluations - compare student responses to orientation
- Student awareness of desired learning outcomes



# Study Abroad & International Exchange

Office located at 722 West Maple Street, on the University of Arkansas Campus.



## University of Arkansas

# On-Line Pre-Departure at University of Arkansas

Presented by Laura Moix  
UA Faculty Led Programs & Exchange  
Coordinator  
Office of Study Abroad  
University of Arkansas

# UA Quick Facts

- Public doctoral granting land-grant university & the flagship campus of the University of Arkansas System
- Serves as the state's major center of liberal and professional education and as Arkansas' main source of theoretical and applied research
- 15,500 UG students; 3,400 Grad students; 400 Law students



# Office of Study Abroad

- Develops and supports study abroad programs for all colleges
- Manages support services for both out-bound and in-bound students
  - All out-bound academic students receive support for prep work (visa, passport, etc) and pre-departure orientation (individual and group meetings)
  - We send out about 600-650 students in a year (approx. 350-375 on UA programs)
  - We provide support services (housing, course registration, pals program, etc.) to all in-bound exchange students (50-80 per year)
  - We advise students applying for scholarships & financial aid, as well as deal with transfer credit issues

# Staffing

- Director
- Two Advisors (UA programs/non UA programs)
- Office Manager
- Secretary
- Volunteers and interns periodically

# Enrollment & Program Trends

- 2000-01 370 students
- 2008-2009 (622 students); 250+ program options with 20+ faculty led programs, organized and managed exclusively by UA

# UA's Rationale for On-Line Orientation

- More students studying abroad and more variety in program options necessitated a more efficient and program specific orientation program
- Limited professional staff available to conduct individual sessions: currently all 20+ Faculty-led programs have at least one pre-departure meeting with STAB Office
- Used to supplement face-to-face group meetings as reference for facts/reminders/etc. to free up time for more culture discussions in meetings together
- Remains accessible & serves as a resource to students throughout their experience abroad (students are only removed from the course after returning)

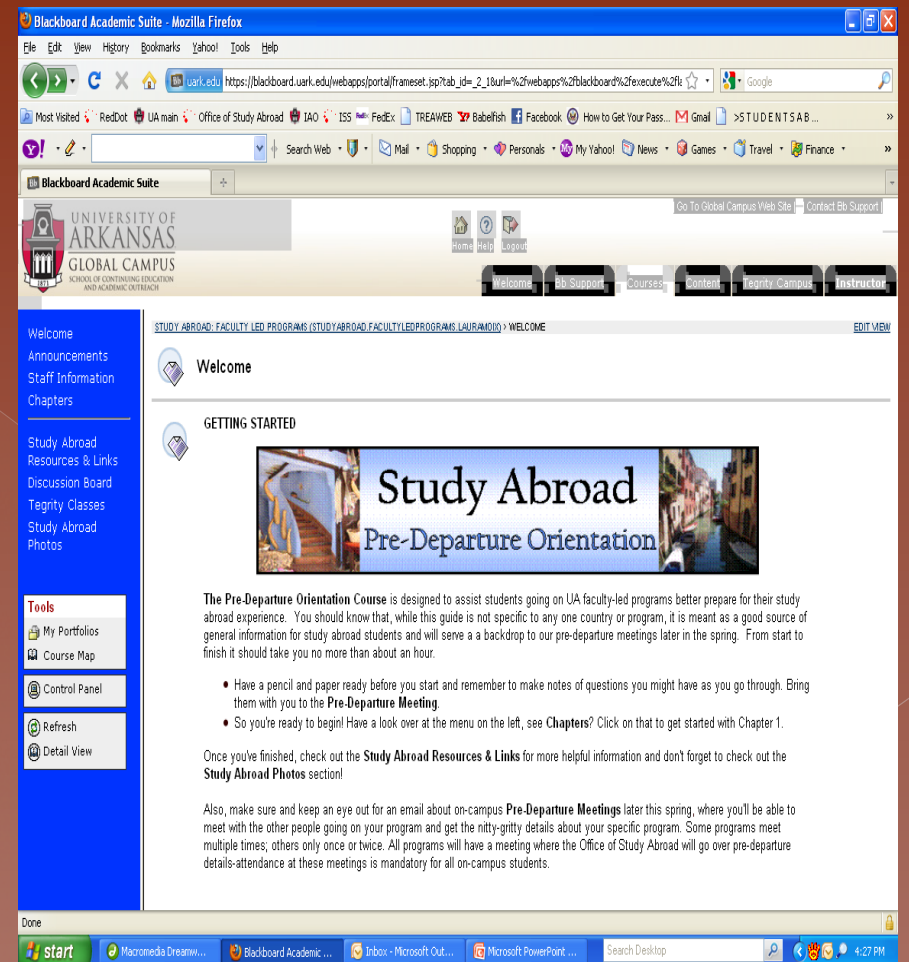
# Online Objectives

- To provide students with comprehensive information about:
  - > Study Abroad Policies and Procedures
  - > Financial Aid/Scholarship process
  - > Credit transfer (if applicable)
  - > Health & Safety
  - > Cultural Adjustment, Academic and Language Learning
- Distribute material through reading, web links, interactive activities and quizzes that students completed all assignments and understood material
- Provide an opportunity for students to ask questions/get feedback from the STAB Office
- Provide a resource for students to refer to throughout their study abroad experience



# Online Structure

- UA students provide Office with their UA email & ID, and STAB office works with Global Campus to enroll them in correct orientation course (based on program type)
- Both versions divided into Chapters
- Students read through topics which have links to essential material
- Students take quizzes (checked by STAB Office)



# Feedback & Records

- Blackboard course viewed as self-help tool
- All students enrolled in blackboard orientation are strongly recommended to complete by pre-departure meeting
- Students who have completed the course previously are waived for a second enrollment
- Students who do not complete blackboard are sent weekly emails until departure
- Inaugural course in preparation for summer 09 UA faculty led courses: 92% completion rate

# Strengths

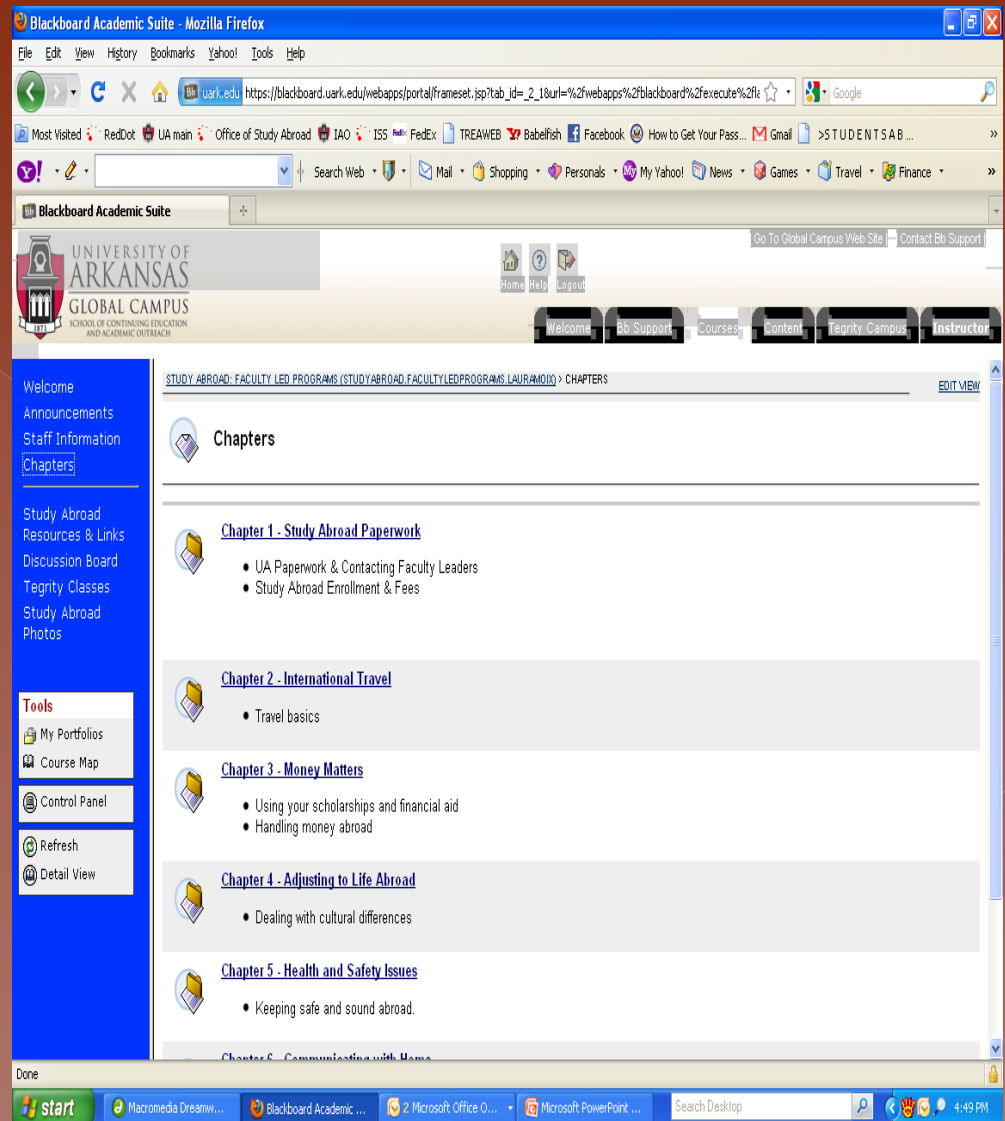
- Quizzes allow STAB Office to highlight areas of importance that might go undigested in solely verbal form (like traditional pre-departure meeting)
- Review of quiz submission allows STAB office to adjust future questions to replace poorly designed questions & re-evaluate areas of emphasis
- Separate courses developed to meet different audiences (Faculty led programs, Recommended Programs currently)
- Ability to expand: separate Exchange program course, course for visiting students, etc.
- Allows students to access any materials/links/etc they may have misplaced/left at home during their time abroad



# Weaknesses

- Current version doesn't contain as much country-specific cultural information as we'd like
- UA Faculty led programs still require face-to-face meetings
- Heavy emphasis on reading & lists, could be supplemented with more videos, photos, interactive activities
- Not as natural for students as social networking sites (like Facebook) for sharing information

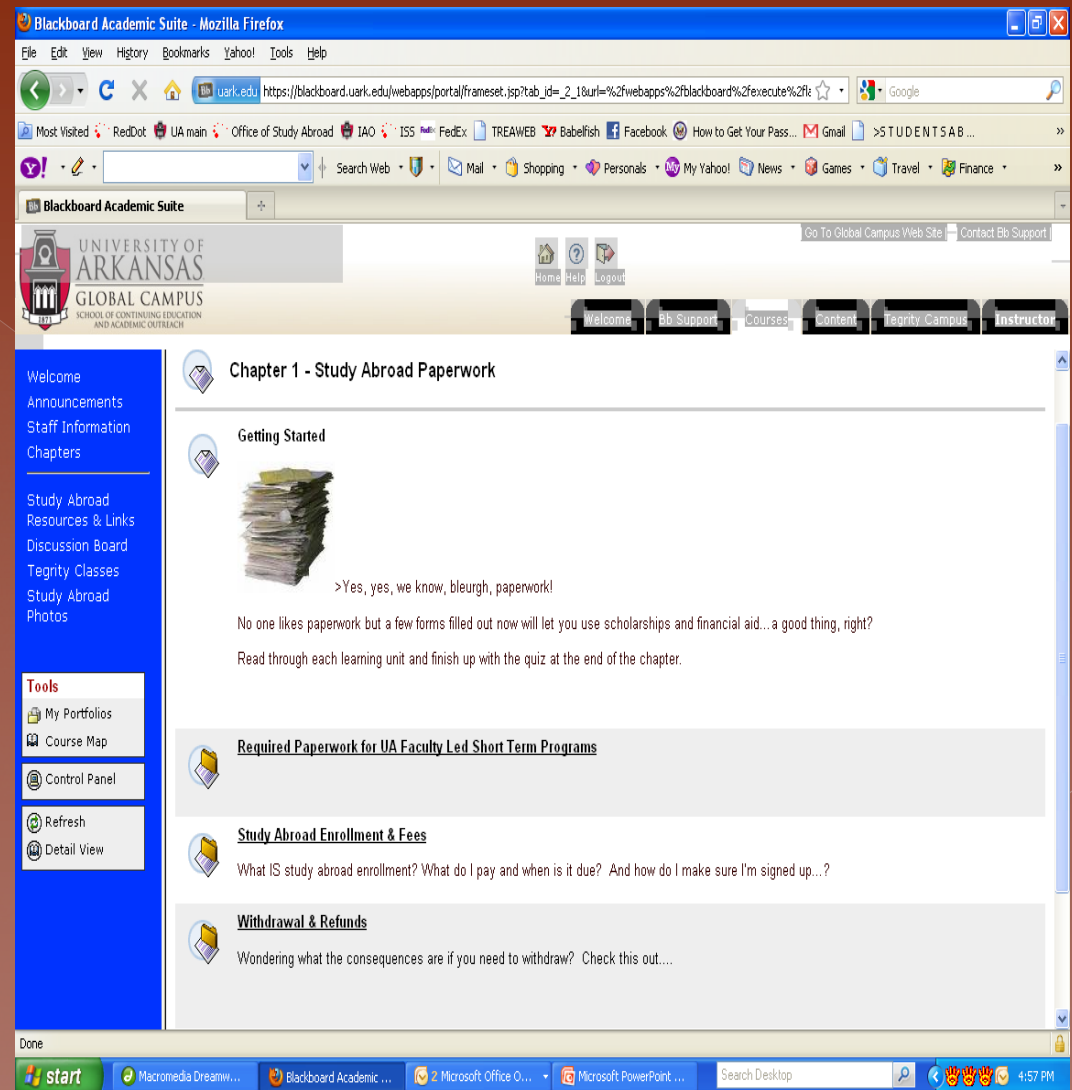
A list of various topics that students should examine and be prepared to answer questions about.



# Sample Pages

## Chapter One: Paperwork

A list of various sub-topics from starting paperwork to acceptance paperwork to fees to withdrawal, etc.



# Sample Pages

## “How Will I get my Money?” Sub-Topic

We use a diagram in addition to the words to help make this process more digestible to students

The screenshot shows a web browser window displaying the Blackboard Academic Suite interface. The page title is "How will I get my money?". Below the title, there is a section titled "Making it Happen" with a link to "ARKANSAS STATUTORY POWER OF ATTORNEY.doc (26.5 kb)". The main content area features a diagram illustrating the refund process. The diagram shows two boxes: "Scholarships Office" on the left and "Student Accounts" on the right. An arrow points from the "Scholarships Office" box to the "Student Accounts" box, with a dollar sign (\$) in the middle of the arrow. Below the diagram, there is a paragraph of text: "The Student Accounts Office looks to see you have anything due on your account and they send the rest to your permanent address in the form of a refund check." At the bottom of the diagram area, there is a box labeled "Student". The left sidebar of the Blackboard interface contains a navigation menu with links such as "Welcome", "Announcements", "Staff Information", "Chapters", "Study Abroad", "Resources & Links", "Discussion Board", "Tegrity Classes", "Study Abroad", and "Photos". The bottom of the browser window shows the Windows taskbar with the Start button and several open applications.

Blackboard Academic Suite - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

uark.edu https://blackboard.uark.edu/webapps/portal/frameset.jsp?tab\_id=\_2\_1&url=%2fwebapps%2fblackboard%2fexecute%2f&...

Most Visited RedDot UA main Office of Study Abroad IAO ISS FedEx TREAWEB Babelfish Facebook How to Get Your Pass... Gmail >STUDENTSAB...

Search Web Mail Shopping Personals My Yahoo! News Games Travel Finance

Blackboard Academic Suite

UNIVERSITY OF ARKANSAS GLOBAL CAMPUS SCHOOL OF CONTINUING EDUCATION AND ACADEMIC OUTREACH

Home Help Logout

Welcome Bb Support Courses Content Tegrity Campus Instructor

Go to Global Campus Web Site Contact Bb Support

How will I get my money?

**Making it Happen**  
[ARKANSAS STATUTORY POWER OF ATTORNEY.doc \(26.5 kb\)](#)

At the start of the semester or session you are going abroad, if you have filled out all the correct paperwork, the Scholarships Office or the Financial Aid office will apply your funds to your student account.

**Scholarships Office**

**Student Accounts**

→ \$ →

The Student Accounts Office looks to see you have anything due on your account and they send the rest to your permanent address in the form of a refund check.

**Student**

Done

start Macromedia Dreamw... Blackboard Academic ... 2 Microsoft Office O... Microsoft PowerPoint ... Search Desktop 5:00 PM

# Samples

## Health & Safety Quiz

Basic Personal Health and Health Resources

The screenshot shows a web browser window displaying a Blackboard Academic Suite quiz. The quiz is titled "Preview Assessment: Health and Safety Quiz". The interface includes a header with the Blackboard logo and the quiz title. Below the header, there is a section for "Name" (Health and Safety Quiz) and "Instructions". The instructions state: "Multiple Attempts This Test allows multiple attempts." and "Force Completion This Test can be saved and resumed later." Below the instructions, there is a section for "Question Completion Status:". The quiz contains four questions, each worth 10 points. Question 1 asks: "Which substance is most useful in warding off jetlag?" with options: Caffeine, Alcohol, and Water. Question 2 asks: "It is always a good idea to disclose physical and mental health issues to your study abroad program." with options: True and False. Question 3 asks: "To register with the U.S. Embassy in your host country, go to [https://\\_\\_\\_\\_\\_.state.gov/](\"https://_____.state.gov/\")" with a text input field. Question 4 asks: "Who, in the Pat Walker Health Center, can you talk to about prescription medications and/or immunizations in preparation for going abroad?" with option: A. A mental health counselor. The bottom of the browser window shows the Windows taskbar with the Start button and several open applications: Macromedia Dreamweaver, Preview Assessment, Microsoft Office Word, and Microsoft PowerPoint. The system clock shows 4:51 PM.

Preview Assessment: Health and Safety Quiz - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

uark.edu [https://blackboard.uark.edu/webapps/assessment/take/launch.jsp?course\\_assessment\\_id=\\_7462\\_1&course\\_id=\\_2083\\_1&](https://blackboard.uark.edu/webapps/assessment/take/launch.jsp?course_assessment_id=_7462_1&course_id=_2083_1&) Google

Most Visited RedDot UA main Office of Study Abroad IAO ISS FedEx TREAWE Babelish Facebook How to Get Your Pass... Gmail >STUDENTSAB...

Search Web Mail Shopping Personals My Yahoo! News Games Travel Finance

Blackboard Academic Suite Preview Assessment: Health and Safety Quiz

**Name** Health and Safety Quiz

**Instructions**

**Multiple Attempts** This Test allows multiple attempts.

**Force Completion** This Test can be saved and resumed later.

**Question Completion Status:**

**Question 1** 10 points Save

Which substance is most useful in warding off jetlag?

☐ Caffeine

☐ Alcohol

☐ Water

**Question 2** 10 points Save

It is always a good idea to disclose physical and mental health issues to your study abroad program.

☐ True

☐ False

**Question 3** 10 points Save

To register with the U.S. Embassy in your host country, go to [https://\\_\\_\\_\\_\\_.state.gov/](https://_____.state.gov/)

**Question 4** 10 points Save

Who, in the Pat Walker Health Center, can you talk to about prescription medications and/or immunizations in preparation for going abroad?

☐ A. A mental health counselor

Transferring data from blackboard.uark.edu...

start Macromedia Dreamweaver Preview Assessment: Microsoft Office Word Microsoft PowerPoint Search Desktop 4:51 PM



# Samples

## Resources & Links Tab

Extra resources for government links, cultural links, overseas communication, section for women, section for disabled students, etc.

The screenshot displays the Blackboard Academic Suite interface in a Mozilla Firefox browser window. The address bar shows the URL: [https://blackboard.uark.edu/webapps/portal/frameset.jsp?tab\\_id=\\_2\\_1&url=https://webapps%2fblackboard%2fexecute%2f%2f](https://blackboard.uark.edu/webapps/portal/frameset.jsp?tab_id=_2_1&url=https://webapps%2fblackboard%2fexecute%2f%2f). The page header includes the University of Arkansas Global Campus logo and navigation links like Home, Help, and Logout. A sidebar on the left lists various tabs: Welcome, Announcements, Staff Information, Chapters, Study Abroad Resources & Links (selected), Discussion Board, Tegrity Classes, Study Abroad Photos, and Tools. The main content area is titled 'STUDY ABROAD: FACULTY LED PROGRAMS (STUDYABROAD.FACULTYLEDPROGRAMS.LAURAM010) > STUDY ABROAD RESOURCES & LINKS'. It features a section 'We've compiled a list of helpful links and resources to help prepare you for your summer abroad!' followed by 'US Governmental Websites: Embassies, Visas, Information and Immunizations'. This section includes links for finding U.S. embassies, visa information, CIA Factbook, and CDC travel information. Below this is a 'Culture Tips and Etiquette Advice' section with links to 'Kwintessential' and 'Her Own Way: Advice for the Woman Traveller'.

Blackboard Academic Suite - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

Most Visited RedDot UA main Office of Study Abroad JAO ISS FedEx TREAWEB Babelfish Facebook How to Get Your Pass... Gmail >STUDENTSAB...

Search Web Mail Shopping Personals My Yahoo! News Games Travel Finance

Blackboard Academic Suite

Go To Global Campus Web Site Contact Bb Support

Home Help Logout

Welcome Bb Support Courses Content Tegrity Campus Instructor

STUDY ABROAD: FACULTY LED PROGRAMS (STUDYABROAD.FACULTYLEDPROGRAMS.LAURAM010) > STUDY ABROAD RESOURCES & LINKS EDIT VIEW

Study Abroad Resources & Links

We've compiled a list of helpful links and resources to help prepare you for your summer abroad!

US Governmental Websites: Embassies, Visas, Information and Immunizations

Locate a U.S. embassy anywhere in the world, report a lost or stolen passport, travel warnings and advisories, emergencies abroad, traveling tips, register with U.S. Embassy: <http://studentsabroad.state.gov/html-site/SmartTravel.html>

Visa & Embassy Information: [www.embassy.org](http://www.embassy.org) & <http://embassyworld.com/>

CIA Factbook [www.cia.gov/cia/publications/factbook/index.html](http://www.cia.gov/cia/publications/factbook/index.html)

Find information for study abroad students, regarding disease risks, traveller's vaccinations, food and water safety, etc. at the Center for Disease Control: <http://www.cdc.gov/travel/contentStudyAbroad.aspx>

Culture Tips and Etiquette Advice

Kwintessential

This site provides general information about different countries, including information on the society and culture, etiquette, customs, and business etiquette: <http://www.kwintessential.co.uk/resources/country-profiles.html>

Her Own Way: Advice for the Woman Traveller

This guide provides helpful hints for women travellers including information about accommodation, dress sense, business, and personal etiquette.

Done

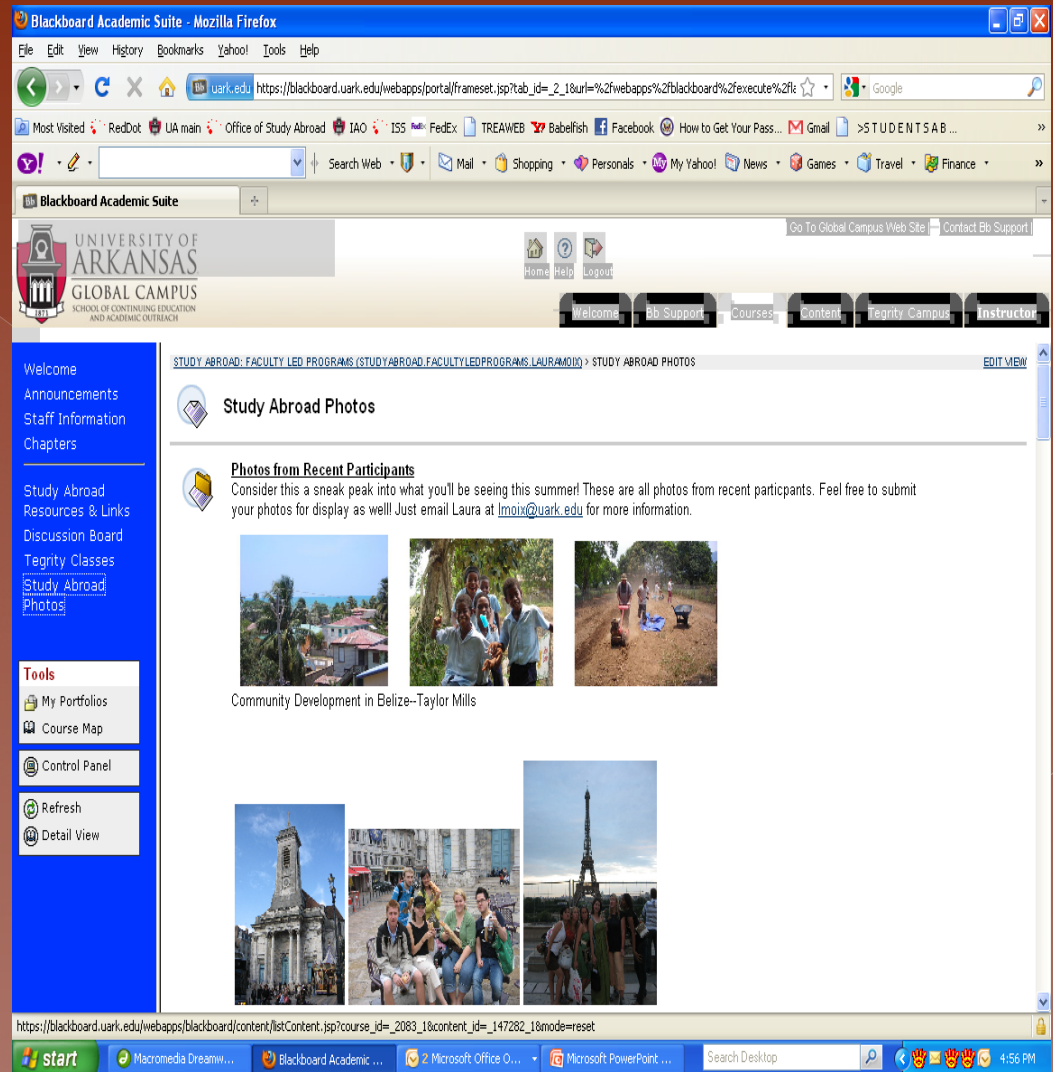
start Macromedia Dreamw... Blackboard Academic ... 2 Microsoft Office O... Microsoft PowerPoint ... Search Desktop 4:54 PM



# Sample Pages

## Study Abroad Photos

A few photos from each program to highlight the programs & “show real students” as a way to help students visualize themselves on a program





University of Texas Austin



# Online Orientations

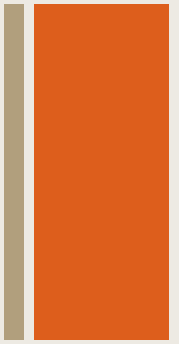
University of Texas at Austin

Erica Finazzo Katz  
Program Coordinator  
UT Austin Study Abroad Office  
[erica@austin.utexas.edu](mailto:erica@austin.utexas.edu)

10/27/09

# + UT Austin Quick Facts

- Public university, flagship of University of Texas System
- Student population: 50,000
  - 39,000 undergraduate students
  - 11,000 graduate students
- 16 colleges/schools
- 2,500 faculty
- 14,000 staff members



# + UT Study Abroad Office Overview

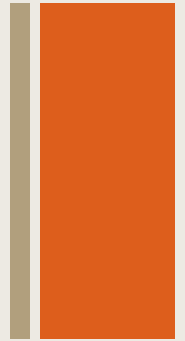
- 2007-2008 study abroad students: 2342 total
  - 307 exchange
  - 680 affiliated
  - 1187 faculty-led
  - 168 other (includes independent study & research)
- SAO manages all outbound students with varying level of support
- SAO staff of 18, includes 7 full-time advisors and 5 faculty-led program coordinators

# + UT Study Abroad Trends





# + UT Study Abroad Orientations from Past to Present

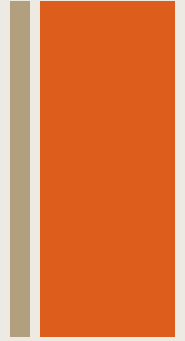


- Past system
  - Mandatory in-person orientation for ALL students
  - Printed packet of forms and orientation materials
  - Cultural training component included
- About 5 years ago, resource limitations prompted a change to the current system
  - Online application portal and document tracking
  - Online pre-departure orientations
  - In-person orientations also offered

# + Goals and Objectives for Online Orientation

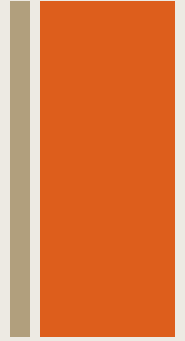
- Maximize SAO resources without compromising effectiveness of pre-departure orientation
- Provide consistent and accurate information in a format that is accessible and convenient
- Communicate expectations and responsibilities before departure, while abroad, and upon return
- Track completion through portal and ensure basic comprehension with quiz

# + Current Online Orientation



- Who uses it?
  - Exchange programs
  - Affiliate programs
  - SAO-administered faculty-led programs
  - Other (college-based) faculty-led programs
- How does it work?
  - Available online after acceptance
  - Must be completed by final paperwork deadline (about 3 months before departure)
  - Must pass quiz in order to finish

# + Online Orientation Content



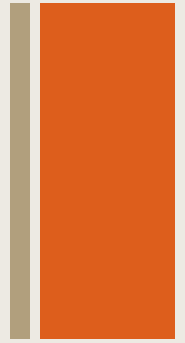
## ■ Required Online Content

- Varies slightly by program type
- Registration, credit, and grades
- Withdrawal and refund policy
- Health and safety
- Money matters
- Passport, visa, and travel tips
- Financial aid

## ■ Optional Online Content

- Link to “What’s Up With Culture”

# + Online Orientation Quiz



- Approximately 20 questions (exact number varies according to program type)
- True/False and multiple choice
- Auto-corrects question by question
- Questions focus on a basic understanding of the main points of the required portion of the orientation
- No tracking or quiz for cultural information

# + Additional Orientation Content

- Country-specific info is not covered online
- Cultural component is not required
- Depending on program type, students get this content from different sources
  - Faculty-led pre-departure sessions or seminars
  - Affiliate and exchange partners
  - SAO offers in-person country-specific orientations at least 1-2 times per semester
  - One-on-one advising



# + Portal Pre-departure Menu

THE UNIVERSITY OF TEXAS AT AUSTIN

UT DIRECT

Study Abroad | My Home | My Grad School | My Bookmarks | My Finances | My Job | Edit Tabs

YOU HAVE 1 MESSAGE(S)

SEARCH | UT HOME | SITEMAP | UTDIRECT HELP | LOGOFF

NAVIGATION MENU

[Return to Start](#)  
[Study Abroad Office](#)  
[SAB Programs Search](#)  
[Funding Information](#)  
[Health & Safety](#)

UT Direct » Academics » Study Abroad

bookmark

## Accepted Menu

**Student Name:** SPEED'E, TEST R. JR.  
**Program:** IBERIAN ARCHAEOLOGY PROGRAM:  
**Starting Semester:** Summer , 2009

**Notice:** Your disciplinary clearance from the UT Dean of Students Office has been received.

CONGRATULATIONS on your acceptance to IBERIAN ARCHAEOLOGY PROGRAM:!! There are many things to be done before you leave to ensure a successful program. This section will guide you through the **required** additional documents and meetings that **must** be completed/attended before your final participation is confirmed.

**All items listed below must be completed by:**

- April 1 - Summer and Fall programs
- December 1 - Spring programs

Please complete the Orientation Modules below prior to beginning the Required Forms.

### Orientation Modules

|                     |                               |
|---------------------|-------------------------------|
| Orientation Modules | <a href="#">See Next Page</a> |
|---------------------|-------------------------------|

### Required Forms

The following forms can be done in any order.  
However, once you have submitted a form, you will not be able to retrieve it.  
Please do not rush to complete a particular form. If you do not have the needed information, log off and come back when prepared.

|                                     |                                   |
|-------------------------------------|-----------------------------------|
| Student Information Sheet           | <a href="#">Do it now</a>         |
| Release & Indemnification Agreement | <a href="#">Do it now</a>         |
| Emergency Medical Authorization     | <a href="#">Do it now</a>         |
| Health Insurance Form               | <a href="#">Do it now</a>         |
| ISIC Information                    | <a href="#">Do it now</a>         |
| Health Clearance Instructions       | <a href="#">View Instructions</a> |
| Flight & Passport Information       | <a href="#">Do it now</a>         |
| Online Financial Aid Counseling     | <a href="#">Access Pending</a>    |
| Copv of Budoet Submitted to OSFS    | Not submitted                     |

Done

utdirect.utexas.edu

# +Orientation Sample Page

Registration Program Fees Withdrawals Financial Aid Credit Graduation **Passport** Visa Travel ISIC SOS Health Insurance Health Money Forms



## Preparing to travel abroad - Passport

If you don't currently have a valid passport, apply for one immediately. The normal processing time is 6 weeks, although you can pay extra to have it expedited in 2 weeks.

Applications and instructions may be found on the [U.S. State Department web page](#), at any major post office or [SAO](#).

You must have a passport before applying for a visa.

Make three copies of the first page of your passport: one for [SAO](#), one for yourself and one to leave with your stateside contact.

If you lose your passport while abroad, take the copy to the nearest American Embassy and a new passport can be created from the photocopy.

It is additionally important that that at least one family member has a valid passport of their own prior to your departure in the case of an emergency.

# + Orientation Quiz Sample

THE UNIVERSITY OF TEXAS AT AUSTIN

YOU HAVE 1 MESSAGE(S)

UT DIRECT

SEARCH | UT HOME | SITEMAP | UTDIRECT HELP | LOGOFF

Study Abroad

My Home

My Grad School

My Bookmarks

My Finances

My Job

Edit Tabs


NAVIGATION MENU

[Return to Start](#)  
[Study Abroad Office](#)  
[SAB Programs Search](#)  
[Funding Information](#)  
[Health & Safety](#)

UT Direct » Academics » Study Abroad

bookmark

Pre-Departure Orientation Quiz



Next question:

7. You must have a passport before applying for a visa.

☐ True

☐ False

Submit My Response

Return to top of page

Logoff

Comments to: [Study Abroad Advisor](#)  
[Study Abroad Office](#)

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Last updated: September 10 , 2008

[Web Privacy Policy](#) | [Accessibility](#)

# + Lessons Learned

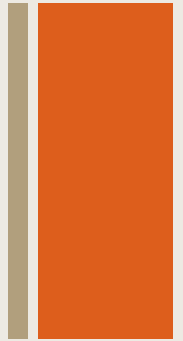
- Online orientation is effective! Since our orientation went online:
  - No increase in preventable incidents abroad
  - No lack of preparedness expressed by students, faculty or partners abroad
  - SAO staff was concerned about students losing a sense of community before departure, however:
    - Student feedback does not reflect this
    - Participation in re-entry events has not decreased
- Valuable capacity-building tool

# + Strengths of Online Orientation

- More convenient for students and staff
- Easy to track completion online
- Quiz tests basic comprehension of content
- Tailored to program type (i.e. exchange, faculty-led)
- Students have access to it before departure, while abroad, and upon return
- Ensures consistency of information given
- Makes use of existing web resources through links



# Weaknesses of Online Orientation

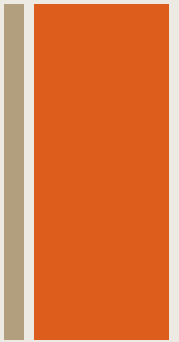


- Large amount of content makes it text-heavy
- Some learning styles are at a disadvantage
- Not a substitute for face-to-face advising (Q&A)
- Difficult to ensure full comprehension through quiz
- Timing of information may not be ideal
- Often duplicates information given elsewhere
- Maintaining multiple versions allows for more customization, but is administratively difficult



# + Future Plans

- Refine and update content and format
  - Easier to navigate, access later, and print out
  - Make format more interactive, less text-heavy
  - Change system so that it is easier to update content
- Add cultural content to required section
  - Culture shock
  - Re-entry
- Consider altering orientation schedule to give “chunks” of info as needed
  - Pro: Makes information more relevant & meaningful
  - Con: Multiple phases require more oversight





# Questions?

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