

# HELPING THE CLAM LET GO OF THE PEARL: PARTNERING WITH PARENTS OF STUDY ABROAD PARTICIPANTS

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# PARENTS OF MILLENNIAL STUDENTS

“I remembered what you said about not calling too much or being a helicopter parent, and I agree completely. That’s why I’m only calling her once a day. This lack of communication is really hard to handle.”

*Parent of a participant in LSU in the French Alps 2009*



# WHY PARENTS WORRY SO MUCH

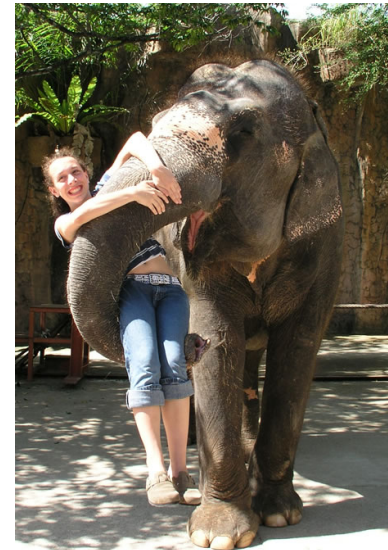
- ◉ Loss of control
- ◉ Fear of the unknown
- ◉ Preconceived notions/inaccuracies
- ◉ Media portrayal
- ◉ Prior experience with university bureaucracy





# WHAT PARENTS NEED TO KNOW

- ◉ Practical reasons for studying abroad
- ◉ Payment and registration procedures
- ◉ Health, safety, and emergency procedures on program
- ◉ How/when to contact students directly
- ◉ Who to contact in an emergency
- ◉ Re-entry preparation



# INTERACTING WITH PARENTS: NEWSLETTER/EMAIL LIST/FLYER

- ◉ Does your university have a parents' newsletter?
- ◉ Monthly? Quarterly? Yearly?
- ◉ Focused on parents of future travelers? Current travelers? Past travelers?



# INTERACTING WITH PARENTS: WEBSITE FOR PARENTS



## ○ Pros

- Convenience
- Compile a lot of information that parents can access
- Recruiting tool

## ○ Cons

- One-way communication
- Additional page to keep updated
- How do parents know it's there?

# INTERACTING WITH PARENTS: ATTENDING STUDENT ORIENTATION

## ○ Pros

- Two-way communication
- Fitting parents into an already scheduled meeting
- Parents can see how students/faculty interact

## ○ Cons

- Can parents/students speak freely?
- Weekend/evening meeting
- May veer away from specific information for students to general information for parents



# INTERACTING WITH PARENTS: PARENTS' ORIENTATION

- ◉ Introduction
  - Who's who in APA
  - How summer programs work
- ◉ Before Departure
  - Fees & Tuition
  - Courses & Registration
  - Passports & Travel Documents
  - Health & Safety
- ◉ On-Site
  - Culture Shock
    - What is culture shock?
    - How do I know if it's culture shock or a bigger problem?
    - What do I say?
  - Risk Management
  - FERPA (Family Educational Right to Privacy Act)
- ◉ After Students Return
  - Grades & Final Assessments
  - Reverse Culture Shock
    - What is it?
    - How do I know if it's reverse culture shock or a bigger problem?
    - What do I say?
- ◉ Q/A and Conclusions





# PARENTS AND SITE VISITS

- ◉ Always? Never? Sometimes?
- ◉ Special consideration: language immersion
- ◉ Liability and responsibility
- ◉ Formal policy?



# QUESTIONS?

