

A close-up photograph of a person's face, primarily blue, with a world map overlay. The map shows continents in shades of brown, orange, and green, and oceans in blue. The person has green eyes and is looking directly at the camera. The text "Enhance your student's FUTURES through study abroad" is overlaid on the left side of the image.

Enhance your
student's
FUTURES
through study
abroad



It's All About Customer Service





Know Your Product

- OSU Regents recognize the need to fully prepare our students to participate in the global society of the 21st Century and to foster understanding of and the respect of cultural differences – 100% participation in international experience for all graduating OSU students by 2020.





Know Your Client

□ Student makeup

- Personalities, academic and financial issues, family
- Skills in problem solving, critical thinking, tolerance, leadership
- Expectations of study abroad experience
- Travel experience





Votre attention s'il vous plaît!

- Attend all interest/program meetings – even if lead by faculty – be partner and a liaison
 - Begin open dialogue; dispel fallacies
 - Program requirements
 - Group discussions of paperwork
 - \$\$\$\$, Packing, Cell phones
 - Travel warnings, Safety
 - Passport





Für die Studenten

□ Finish paperwork together

- Code of Conduct, Medical Release, Enrollment, Next-of-kin, Disabilities, Insurance
- Passport (copies)
- State Department Registration
- HES emergency card
- \$\$\$\$\$



Für die Studenten (cont.)

- Scholarships
- Issues, fears, nerves, parents
 - ▣ Intercultural Communication
 - Language card
 - Maps, Google searches
 - Photos, Utube
 - Senses
 - Stereotypes, Debates
 - Safety



From the Faculty

□ Simpatico

▣ At least 4 meetings before trip

- Class in spring semester

▣ Syllabus

- Expectations
- Pre-trip assignment
- Teams
- Journal
 - Student expectations





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