

YouTube to Webinars:

Using Technology During the Pre-Departure Process



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TEXAS A&M
UNIVERSITY





Presenters

- Parul Fernandes – The University of Houston
- Ashlee Flinn – Austin College
- Alice Kloker – The University of Oklahoma
- Denver Miller – Global Student Experience
- Joy Yost – Texas A&M University



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Overview

- Presentation on a variety of levels of technological integration
 - GSE – Provider Model
 - University of Houston – Traditional Model
 - Austin College – Hybrid Model
 - University of Oklahoma – Hybrid Model
 - Texas A&M – Integrated Model
- Q&A session



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Global Student Experience

- Suite of tools tailored for advising students geographically removed from central office
 - Phone Calls & Emails
 - Subject Based Webinars
 - Encouraged Paperless Office
 - Electronic Forms and Handbook
 - Downloadable PDF of GSE Catalog
 - Social Media Outreach



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Global Student Experience

- Webinars: The challenge
 - GSE has several groups of students from a variety of institutions needing information about financial aid, health and safety, credit transfer and pre-departure information.



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Global Student Experience

- Webinars: Our Answer
 - Using Go to Webinar by Citrix, GSE is able to streamline the pre-departure process for large groups of students needing the same information
 - Reduces the need to host live “make up” sessions
 - Able to record and archive sessions
 - Downloadable metrics available from Citrix



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Global Student Experience

Pros

- Inexpensive solution
- Ability to scale the tool based on future needs
- Time saver
- Metrics provided for evaluation purposes
- Students are comfortable and receptive to the technology
- Convenience factor

Cons

- Can only run one webinar at a time
- Cap on the number of attendees
- Students are not always engaged
- Hard to prove how much information was absorbed by the student



Global Student Experience

- Webinars: Going Forward
 - GSE will continue to utilize webinars as another tool in the toolbox
 - Webinars are meant to augment traditional advising rather than replace it

The University of Houston

Parul Fernandes



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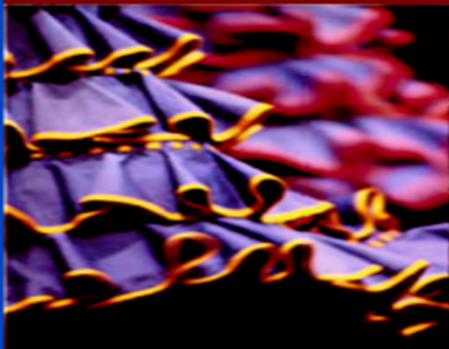


The University of Houston

- Public university located in Houston, TX
- 38,000 students
- 530 students sent abroad per year
- 3 full time staff
- 2 student workers

Office *of* International Studies & Programs

UW



Dream



Discover

- ART
- HISTORY
- CULTURE
- BUSINESS
- LANGUAGE
- ARCHITECTURE



Develop

Cougars Study Abroad



UNIVERSITY OF HOUSTON
Division of Academic Affairs
Office of International Studies and Programs (OISP)

501 E. Cullen Building • Rm. 501F • Houston, TX. 77204-2039
Ph: (713) 743-9167 • Fax: (713) 743-9196

www.uh.edu/academics/intlstu/



The University of Houston

- **PRE-DEPARTURE ORIENTATION**

- **TOTAL STEPS**

- Paper application -----On-line application
- Equivalency Form-----On-line Equivalency Form
- Acceptance letter----- Paper acceptance letter
- Affidavit-----Paper affidavit
- Passport Page copy----- Paper passport page
- Health Form-----Paper health form
- ISIC card----- Paper copy
- State Registration-----Paper confirmation



The University of Houston

- ALL PAPER DOCUMENTS ARE SCANNED AND AVAILABLE ON SHARED DRIVE
- Create the “ shared drive” - via a Folder on your desktop
- Folder is given a name “ International Studies”
- Folder access is given to all in the office
- All scanned documents are available to be viewed by everyone anytime.
- The following slides are a process demo



The University of Houston

Computer > International Studies (\\uhsa1\AcademicAffairs) (Z:) >

Organize | Burn | New folder

Name	Date modified	Type	Size
Contracts - OISP	3/18/2010 11:43 A...	File folder	
Forms	7/5/2011 12:28 PM	File folder	
PDPU	2/17/2011 9:59 AM	File folder	
Scanned Documents	9/14/2011 3:41 PM	File folder	
Scholarships	3/8/2010 2:21 PM	File folder	
test2	12/13/2008 6:42 A...	File folder	
1.pdf	6/8/2010 1:04 PM	Adobe Acrobat D...	2,326 KB
archive.pst	10/21/2011 10:03 ...	Microsoft Office O...	513 KB
Book1.xls	6/14/2010 5:32 PM	Microsoft Office E...	43 KB
J-1 Visa.pdf	3/25/2010 1:02 PM	Adobe Acrobat D...	2,090 KB
Lauren furukawak.pdf	7/8/2010 4:40 PM	Adobe Acrobat D...	410 KB
Ndija Cheavon Makeeba Anderson.pdf	7/8/2010 4:38 PM	Adobe Acrobat D...	408 KB
NR - Students.pdf	10/11/2011 12:43 ...	Adobe Acrobat D...	88 KB
Passport.pdf	6/8/2010 1:07 PM	Adobe Acrobat D...	445 KB
Payment Inquiry Result.docx	9/30/2011 11:17 A...	Microsoft Office ...	14 KB
Personal Data sheet - PDPU.pdf	6/2/2010 10:50 AM	Adobe Acrobat D...	1,336 KB
Standard Contract.pdf	5/18/2010 3:58 PM	Adobe Acrobat D...	1,926 KB



The University of Houston

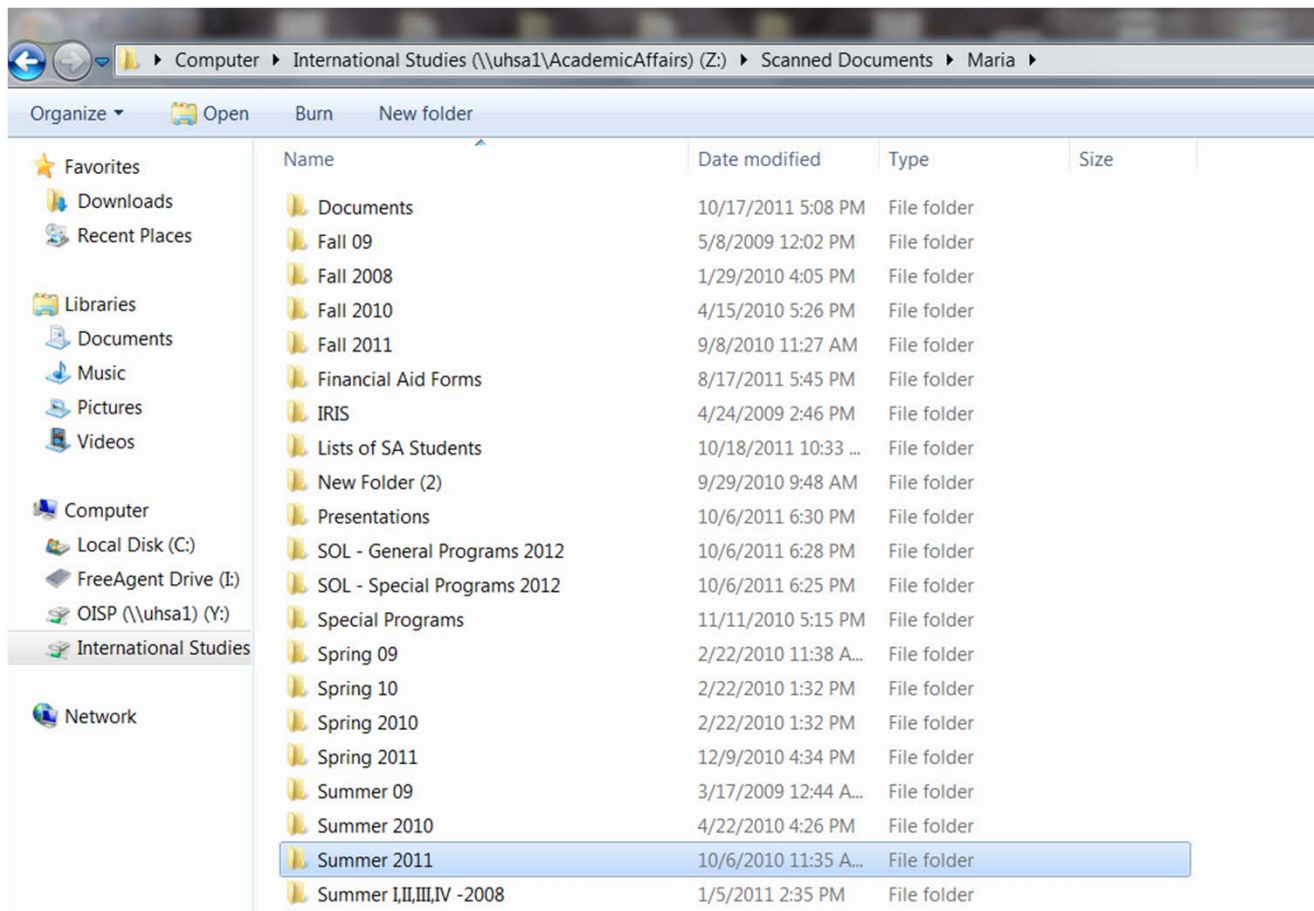
Computer > International Studies (\\uhsa1\AcademicAffairs) (Z:) > Scanned Documents

Organize Burn New folder

Name	Date modified	Type	Size
Affiliation Agreements	10/3/2011 4:12 PM	File folder	
Blanca	6/21/2010 4:43 PM	File folder	
Checklists	1/7/2010 1:26 PM	File folder	
Dana Green	9/12/2011 12:09 PM	File folder	
Exchange Incoming Students	11/9/2010 12:16 PM	File folder	
Faculty - Led Program Approvals	2/1/2010 4:28 PM	File folder	
India MOUs	2/17/2010 2:43 PM	File folder	
Maria	10/10/2011 5:12 PM	File folder	
Namrata	10/14/2011 4:14 PM	File folder	
Parul Fernandes	6/14/2010 4:36 PM	File folder	
Study in Houston - PDPU	4/22/2010 10:48 A...	File folder	
Varun	10/26/2009 3:11 PM	File folder	
Gandhi Mikail Atulkumar.pdf	4/22/2010 9:25 AM	Adobe Acrobat D...	3,182 KB
India MOUs.zip	2/17/2010 2:44 PM	WinRAR ZIP archive	10,000 KB
Kukulcan-Special Programs.pdf	12/4/2009 2:28 PM	Adobe Acrobat D...	1,352 KB
Shortcut to international studies on 'uhsa...	10/7/2009 9:15 AM	Shortcut	1 KB
Zainab Ghwari - Petition support.pdf	6/3/2010 2:34 PM	Adobe Acrobat D...	2,455 KB

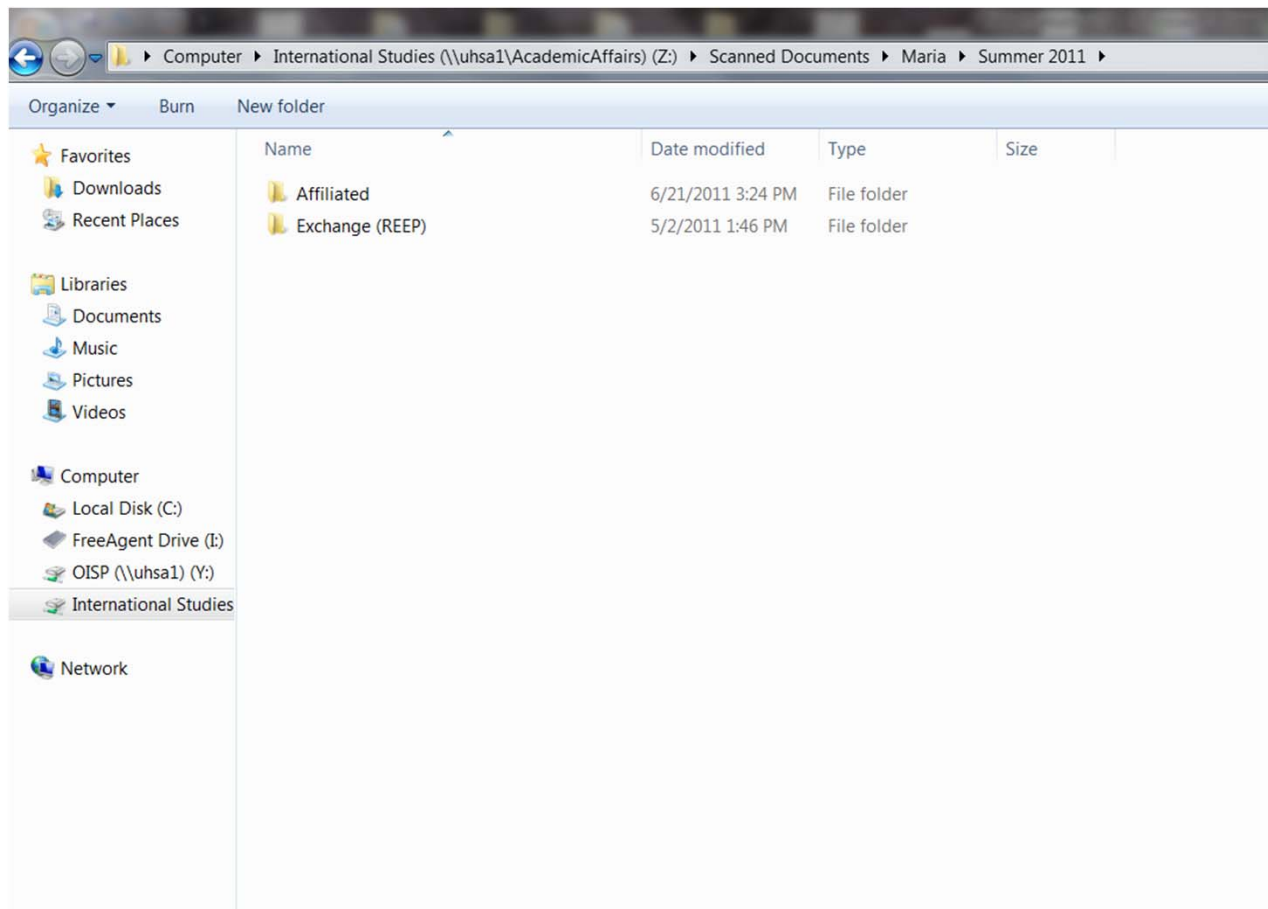


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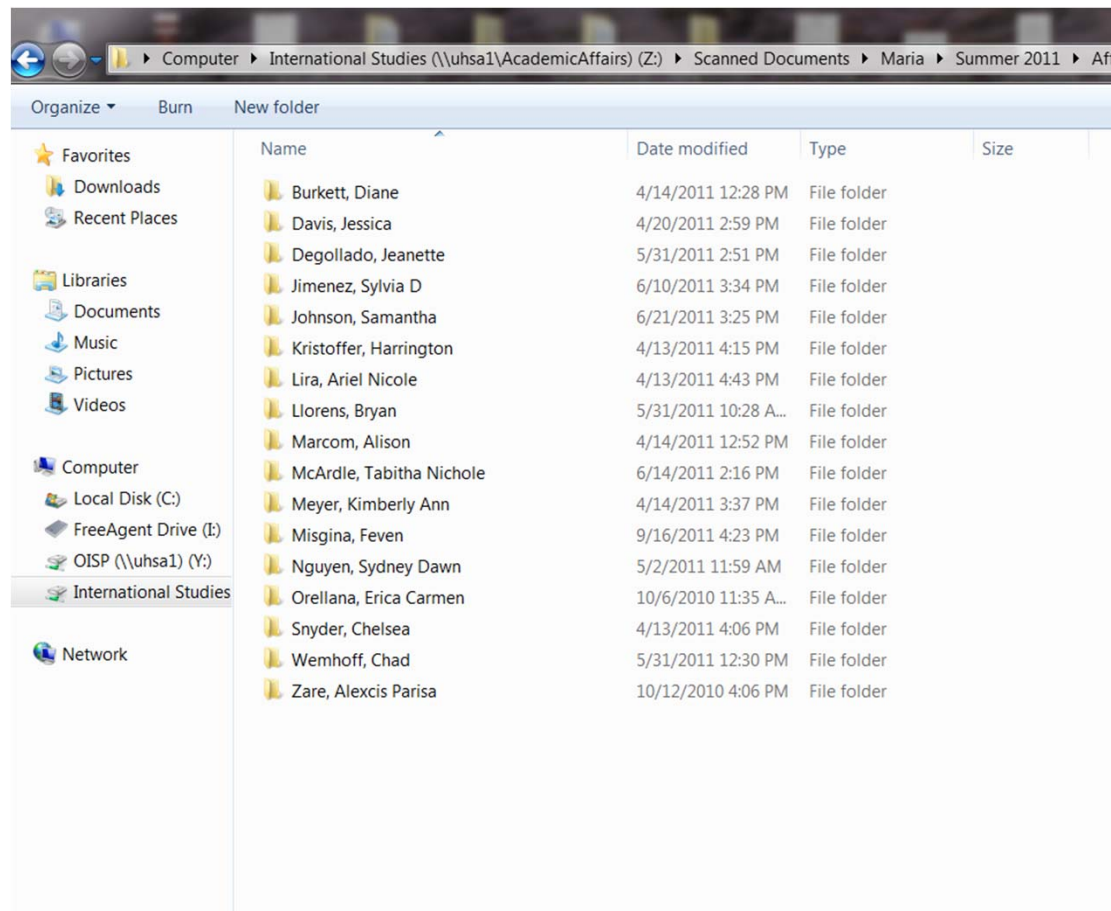


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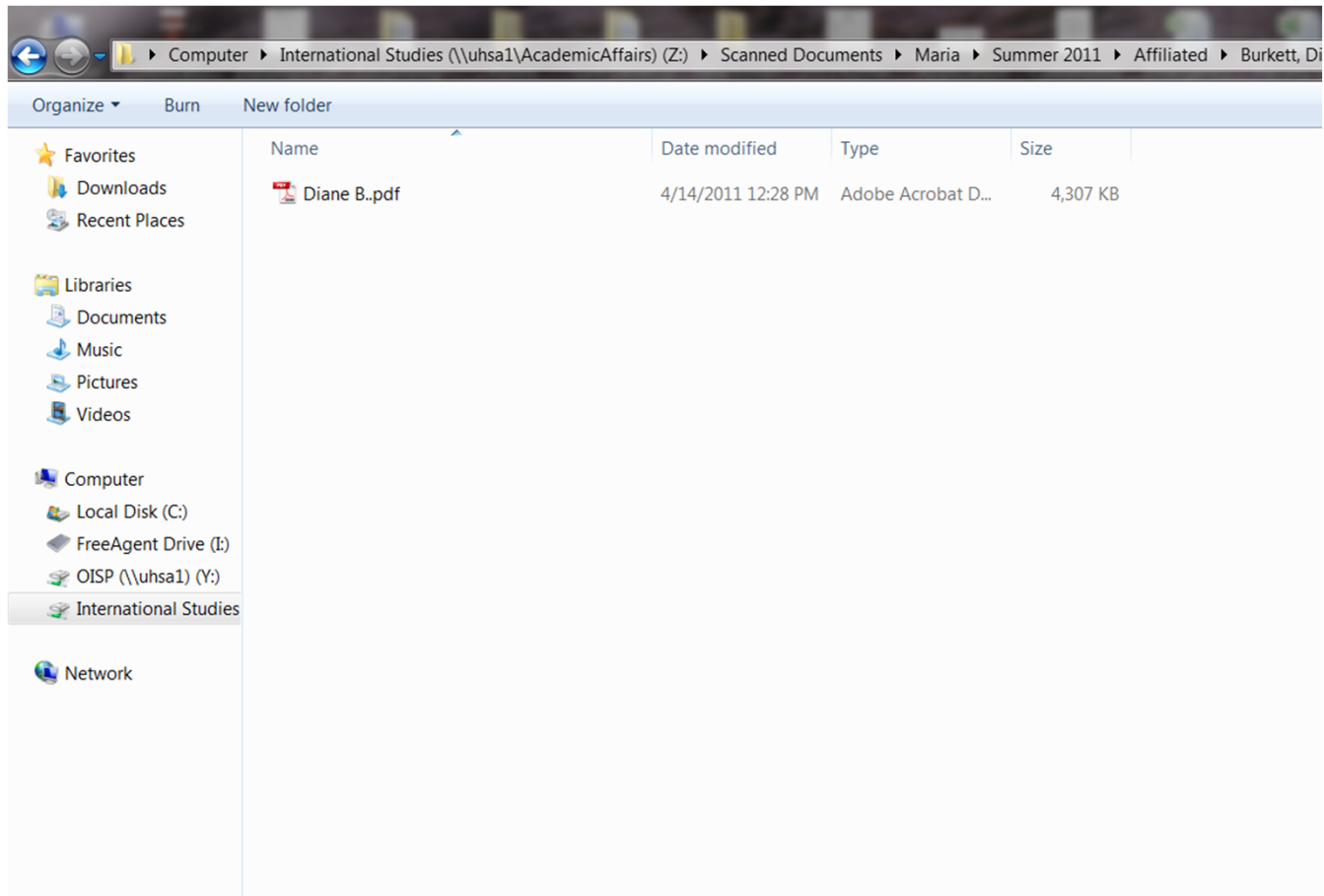


The University of Houston







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The University of Houston

OISP Study Abroad Application Page 1 of 1


UNIVERSITY of HOUSTON
Office of International Studies and Programs


APPLICATION FOR STUDY ABROAD

[Click here](#) to edit the application [Print](#) [Signout](#)

A. Students Personal Information

Full Name: Mr.Abe Xyz		Today's Date: 10/21/2011
Student-ID#: 0123456		Date of Birth: 07/26/2000
Current Mailing Address: xyz, --Please Select--		
Permanent Mailing Address:		
Home Ph#: abc	Cell Ph#:	Work Ph#:
Email Address: abc@sdfs.com		Application Start Date: 10/21/2011

B. Academic Information

UH College: C.T. Bauer College of Business	Major: abc
Minor: abc	Electives:
Classification: Fr	GPA: 2.5
Semester Hours: 8	Degree Anticipated: Ph.D.
Academic Advisor: abc	Expected Graduation: 2012

C. Program Information

Program type: Faculty Led Program	Country: India
Semester and Year: Summer-1 2012	Applied for Scholarship & Financial Aid: No
OISP Scholarships : IEFS	U.S Citizen/Permanent Resident: Yes
Valid Passport : Yes	Ref: OISP Advisor- Ms. Maria Saldana

10/21/2011



The University of Houston

- Pre-departure orientation: individual face to face
- Pre-departure orientation: groups divided by regions
- By regions or by providers
 - Materials are distributed on:
 - SAFETY
 - COUNTRY FACT- sheets
 - TALK on Culture
 - TALK on safety-self defense
 - TALK on Careers-skills



The University of Houston

- Re-entry Requirements
 - Send us a post card!
- Forms:
 - Essay- scanned document
 - Evaluation Form-scanned document
 - Meeting with Advisor- Program problems
 - Meeting with Director- Tangible outcomes
 - Transcript
 - Transfer of grades-Iris system- Registration
- Student contacted via email, Facebook for future activities
- Exploring Studio Abroad

Austin College

Ashlee Flinn



Austin College

- Private Liberal Arts College (Sherman, TX)
- Approx. 1,300 students
- 70% of students study abroad
- Center for Global Learning
 - 4 Staff Members
 - 6 Student Workers



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Austin College

- Communication
 - Meetings
 - Outreach to students via Facebook
 - Emails
 - Phone Calls



Austin College

- Pre-Departure Sessions:
 - Site-Specific
 - Health & Safety (Developed & Developing)
 - Post-Graduate Fellowships
 - Identity
 - GS201
 - Presidential Send Off

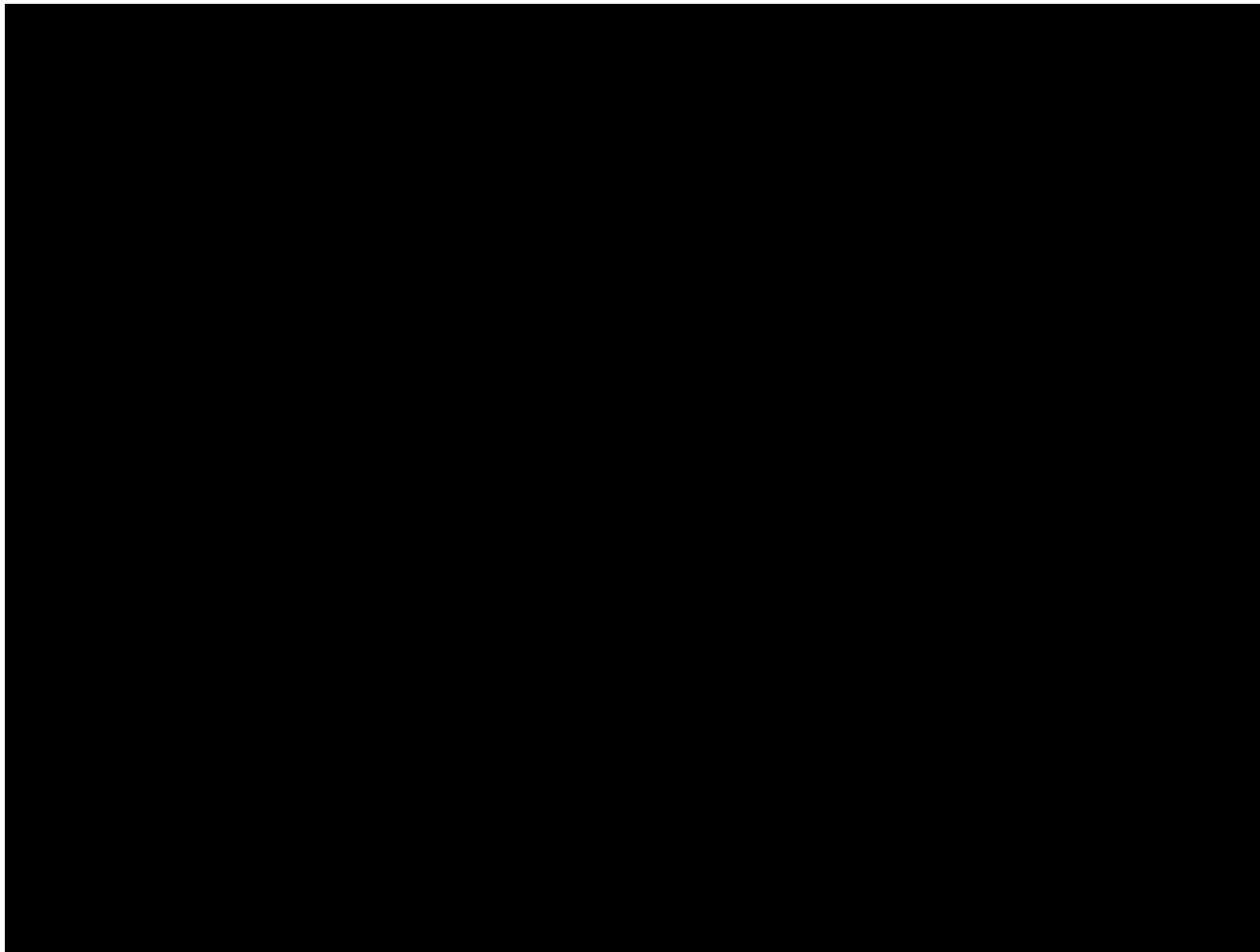


Austin College

- GS201
 - A full credit Austin College course
 - Students contract to engage in a set of cross-cultural activities on an ongoing basis, and report concurrently on their experiences
 - Causes them to reflect & take on an outside perspective
 - Uses technology to engage students in reflective learning



Austin College





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Austin College

- Digital Stories
 - Pre-Departure
 - Digital Storytelling Workshop
 - Website, Previews, and Providers

The University of Oklahoma

Alice Kloker



The University of Oklahoma

- 25000 total students
- 800+ students going abroad for credit per year
- 5 full time staff
 - 1 Director
 - 3 Advisors
 - 1 Coordinator



The University of Oklahoma

What we are doing now:

- All OU students going abroad for academic credit must complete an Education Abroad approved pre-departure orientation
- The standard EA PDO is now a series of learning videos hosted on YouTube and deployed via StudioAbroad
- EA advisees also complete on online quiz



The University of Oklahoma

What we are doing now:

- Series of 10 chapters and a total of 15 videos, each between 5 and 10 minutes long
- Content publically available on the OU College of International Studies YouTube channel
- Closed Captioning using overstream.net
- A single quiz in StudioAbroad covers all required PDO video content



The University of Oklahoma

Pre-Departure Orientation Video Series

Education Abroad has created a series of videos to help students prepare for their study abroad experience. Please access the links below to watch the videos, each of which are about 10 minutes long. Contact your college's international program coordinator or faculty sponsor if you have any questions. If you are having trouble watching the videos from these links, try searching for the pre-departure orientation videos on the [OU International Programs Center YouTube Channel](#).

- [Money Matters](#)
- [Travel](#)
- [Cultural Adjustment](#)
- [Safety, Security and Conduct](#)
- [Insurance and Emergencies](#)
- [Academics and Study Abroad](#). *Note: not all content in this chapter will necessarily apply to your college-led program. Please contact your faculty leader or college coordinator if you have questions about receiving academic credit for your program abroad.*
- [Technology and Communications](#)
- [Packing Dos and Don'ts: Part 1](#)
- [Packing Dos and Don'ts: Part 2](#)
- [Packing: Tips from Students](#)
- [Financial Aid](#)
- [Health Abroad: Getting Ready](#)
- [Sexual Health Abroad, Part 1](#)
- [Sexual Health Abroad, Part 2](#)
- [Sexual Assault Prevention](#)



The University of Oklahoma

How we decided to go this route:

- Challenge of getting hundreds of students in same room and keeping them all engaged
- We were bringing in someone to film the whole 3 hour orientation, and then having students watch DVD of us lecturing as a “make-up” assignment
- Why not just put DVD online?



The University of Oklahoma

What is working well for us:

- We can refer parents and administrators to the YouTube site
- Study Abroad advisers can devote more time to work with small groups for specific program and destination pre-departure orientations
- Students have access to watch videos multiple times, everyone gets same information



The University of Oklahoma

What's not working well for us:

- We have a new team, new staff members
- Video quality (especially sounds quality) not consistent
- Not all students watch videos all the way through (we can tell by the time stamps)
- The quiz is too easy (and is sometimes taken before the videos are watched)



The University of Oklahoma

Where do we see our office going:

- Making a new series of videos to be ready for summer 2012 outgoing students (must launch by first week of March)
- Fine tuning videos to maximize modular value of videos for different audiences
- Leverage existing online resources, e.g. TerraDotta community library

Texas A&M University

Joy Yost



Texas A&M University

- Large Public University
- 48,000 Students
- Approx. 2,850 studied abroad last year
- Study Abroad Programs Office
 - 12 Full-time Staff
 - 2 Part-time Graduate Assistants
 - 5 Student Workers



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Texas A&M University

Why?

- Challenging to ensure ALL students show up for an in-person orientation
- Consistency of material across programs
- Capability to add/modify information depending on program-type



Texas A&M University

- In person pre-departure sessions
- Studio Abroad Software
 - Online Orientation
 - Web videos covering a variety of topics
- Blogs, Photos, and Video
- Electronic Handbook available on website and through the studio abroad student portal
- Emails and Phone Calls



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Texas A&M University

In Person Pre-Departure Sessions

- 1-2 sessions depending on program type and service level
 - Faculty-Led
 - Transfer Credit
 - Reciprocal Exchange
- Sessions may include the following topics
 - Logistics
 - Travel Documents
 - Financial Issues
 - Administrative Paperwork
 - Cultural Tidbits & Trivia
 - Health & Safety
 - Emergency Assistance
 - Academics (registration/credit)
 - Culture Shock
 - Student Panel




Texas A&M University

Studio Abroad Software

- Online Orientation
 - Application Phase
 - Pre-Departure Phase
 - While Abroad Phase
 - Returnee Phase
 - Assessment
- Web videos from HTH embedded in the orientation
- Online Assessments

Staying Healthy & Being Safe Abroad

Yost, Joy (A&M Germany Biosciences Semester, Spring, 2012)

 Review the information below.

Then click "Mark as Read" at the bottom of this page. Once all orientation items have been completed please complete the Pre-Departure Phase quiz in the Assessment section.

Staying Healthy & Being Safe Abroad

International Health Insurance
The Study Abroad Programs Office highly recommends that all students traveling overseas have sufficient health insurance coverage while abroad. International health insurance will provide you with the necessary coverage should you need medical attention. For more information on International Health Insurance please see the Study Abroad website at <http://studyabroad.tamu.edu/?go=insurance>.


Health Guidelines

- Make sure you are up-to-date with all vaccinations, both routine and destination specific and routine medical/dental visits.
- Inform your faculty member, program provider, and/or the Study Abroad Programs Office of all medical conditions. The online medical consent form within students' Texas A&M program applications gathers this information.
- Prepare a small travel health kit that includes a pain reliever, stomach medication, vitamins, hand sanitizer, insect repellent, sunscreen, toilet paper/tissues, or other supplies relevant to your destination.
- Bring an ample supply of other necessities such as contact lenses, contact solutions, glasses, or other products as necessary. (Remember you cannot carry-on any liquids or gels over 3.4 oz)
- Check with your overseas medical insurance provider (CISI for Texas A&M program participants) or the local embassy to ensure that your prescription medication is legal in the destination country.
- Make sure that you have enough supply of prescription medication to last your entire stay abroad.
- Carry prescription medications in original containers accompanied by a doctor's note.

* To view these videos with closed captioning please click on the **YouTube logo** in the bottom right hand corner of the video. Once the video is loaded in YouTube you can click on the **CC button** on the menu bar beneath the video and select the **Transcribe Audio** option. Click **OK** to begin transcription.

For tips on traveling with prescription drugs, view the below video:

Health and Safety Abroad: Prescription Drugs



Health and Safety Abroad: Prescription Drugs



Texas A&M University

Studio Abroad Software

Required Orientation Information	
Click the following to view, read, and mark these pre-departure information items as having been read.	
Title	Received
Financing Your Faculty Led Program	<input type="checkbox"/>
Health Preparations	<input type="checkbox"/>
Policies and Procedures	<input type="checkbox"/>
Recommendations for students with disabilities, medical conditions and/or dietary restrictions.	<input type="checkbox"/>
Travel Documents	<input type="checkbox"/>
Communication While Abroad	<input type="checkbox"/>
Culture Shock	<input type="checkbox"/>
Staying Healthy & Being Safe Abroad	<input type="checkbox"/>
Travel Resources	<input type="checkbox"/>

Assessments	
Click the following to view and complete the following online assessments	
Title	Received
Application Phase Orientation Quiz	<input type="checkbox"/>
Pre-Departure Phase Orientation Quiz	<input type="checkbox"/>







Texas A&M University

Blogs, Photos, and Videos

- Aggie Experiences: written by students who are currently studying abroad
 - Pre-approved by a study abroad advisor
 - Representatives by geographic area
- Flickr
 - Photos posted from previous student experiences
 - Photo contest submissions
- Student Video Contest
 - In Progress

Currently Abroad

**Please note: all student entries are opinions of the students and NOT of Texas A&M University Study Abroad Programs Office.*

 <p>Europe</p>	<p>Kristen Klepac in Italy at the Santa Chiara Center (Faculty Led)</p>
 <p>Latin America</p>	<p>Brittany Dorazio in Ecuador at the Universidad San Francisco de Quito (REEP)</p>
 <p>South Pacific</p>	<p><i>none at this time</i></p>
 <p>Asia</p>	<p>Maggie Hsu in Cina with CIEE (Transfer Credit)</p>



Texas A&M University



Study Abroad Handbook

- Electronic
 - General version available on Study Abroad website
 - Program specific version uploaded to student document center in StudioAbroad
- Hard Copy
 - Printed on a per program request in black and white.



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Texas A&M University

Benefits

- Consistent information to all students
- Information deployed at different phases throughout the application and pre-departure process
- Advisors can spend more time on program specific information at the in-person orientation(s)
- Students can return to review the information at any time.
- Online orientation appeals to a different learning style.
- Overlap between online and in-person information



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Texas A&M University

Challenges

- Hard to know if students are actually reading all the information or watching the videos
- Balance between enough information to be useful, but not too much information that students won't read/view videos
- Need to find a way to evaluate the usefulness to students



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Texas A&M University

Future

- Review and update information each summer
- Make orientations more visually appealing
- Develop our own student videos (students talking to students)
- May replace HTH videos



Question and Answer Period

- We welcome questions on topics such as
 - Cost
 - Time invested
 - Method of implementation
 - Measurability of the impact of technology
 - Pitfalls



Recap

- Technology is meant to augment traditional advising, not replace it
- Most technology is scalable and can be adapted to fit your office
- Utilize talented young people inside your office
 - Student Workers
 - Generation Y and millennial generation
- Reaching outside your office:
 - Media and art departments
 - Computer science departments



Contact Information

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 - Kloker@OU.edu
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- **Joy Yost**
 - Texas A&M University
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Thank you