YouTube to Webinars:

Using Technology During the Pre-Departure Process

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

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

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

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.

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

Global Student Experience

Pros	Cons
• 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	• 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

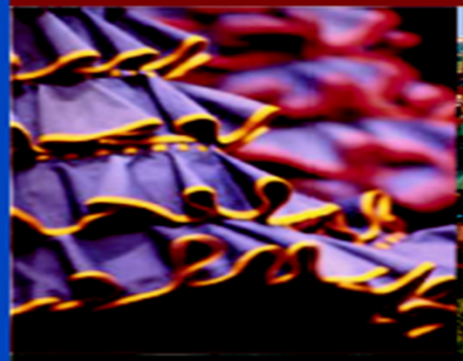
The University of Houston

Parul Fernandes

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



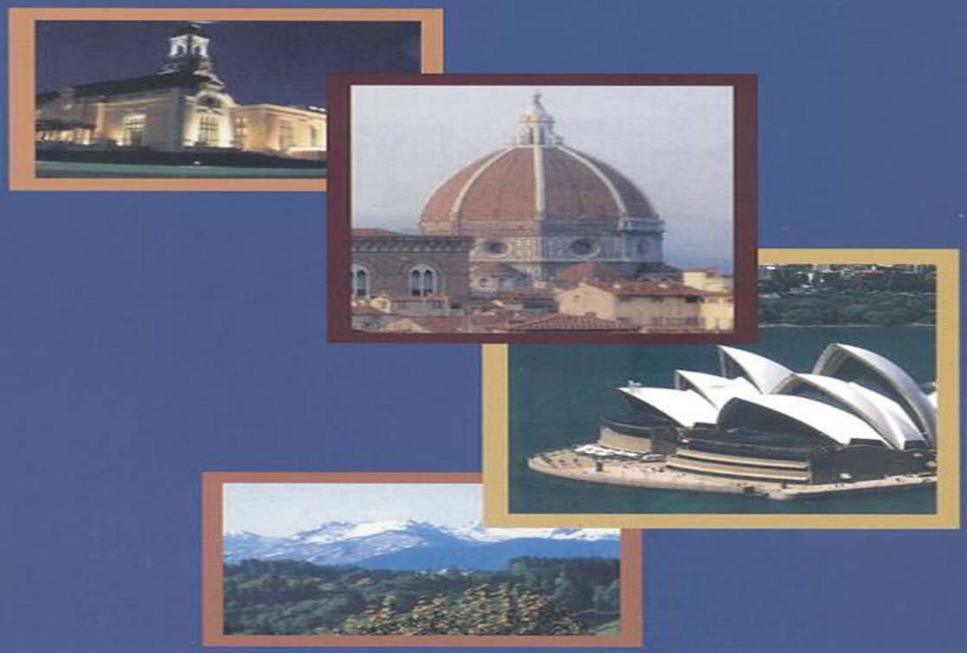
Dream

Discover

ART
HISTORY
CULTURE
BUSINESS
LANGUAGE
ARCHITECTURE

Develop

Cougars Study Abroad



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

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www.uh.edu/academics/intlstu/

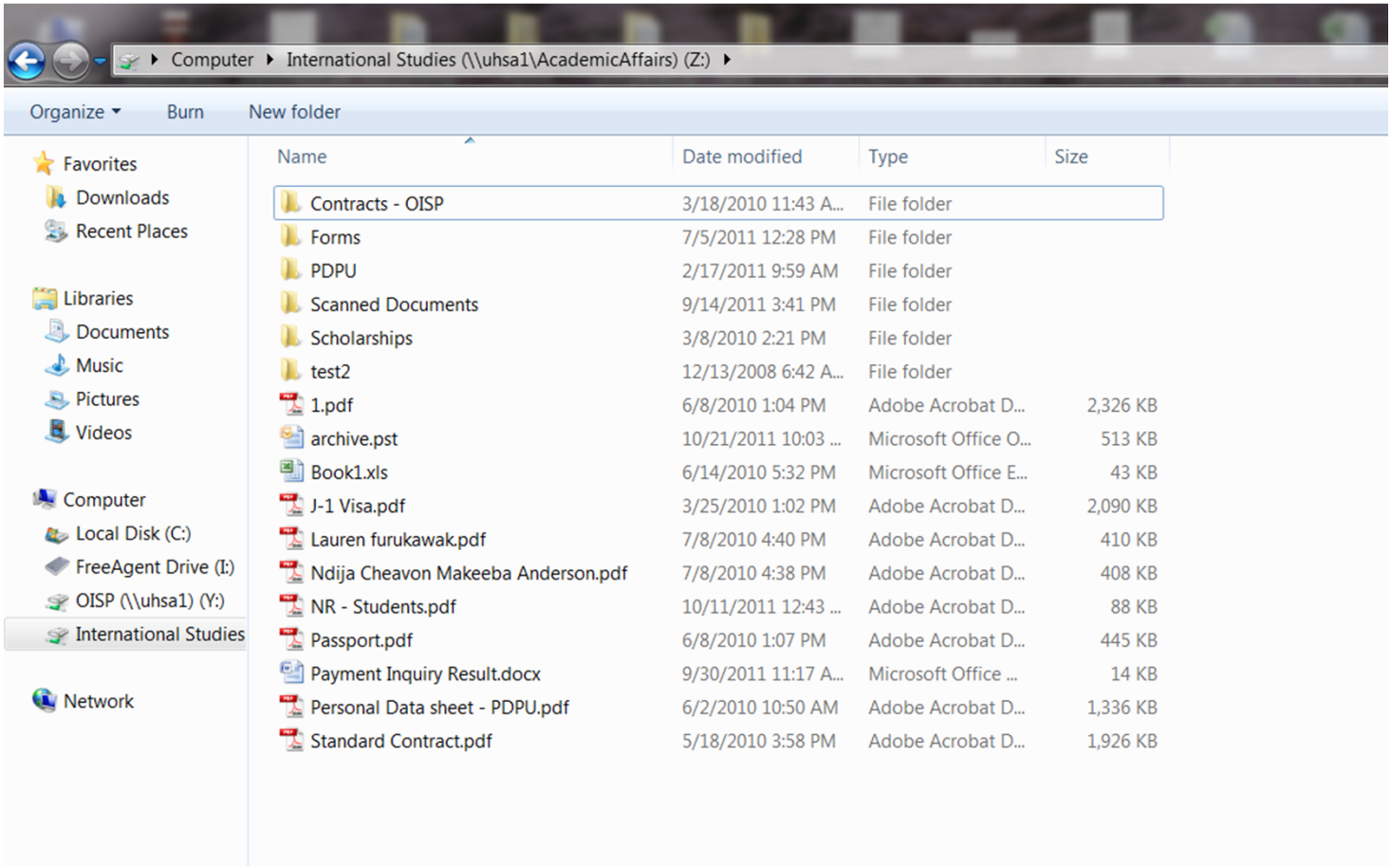
The University of Houston

- 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

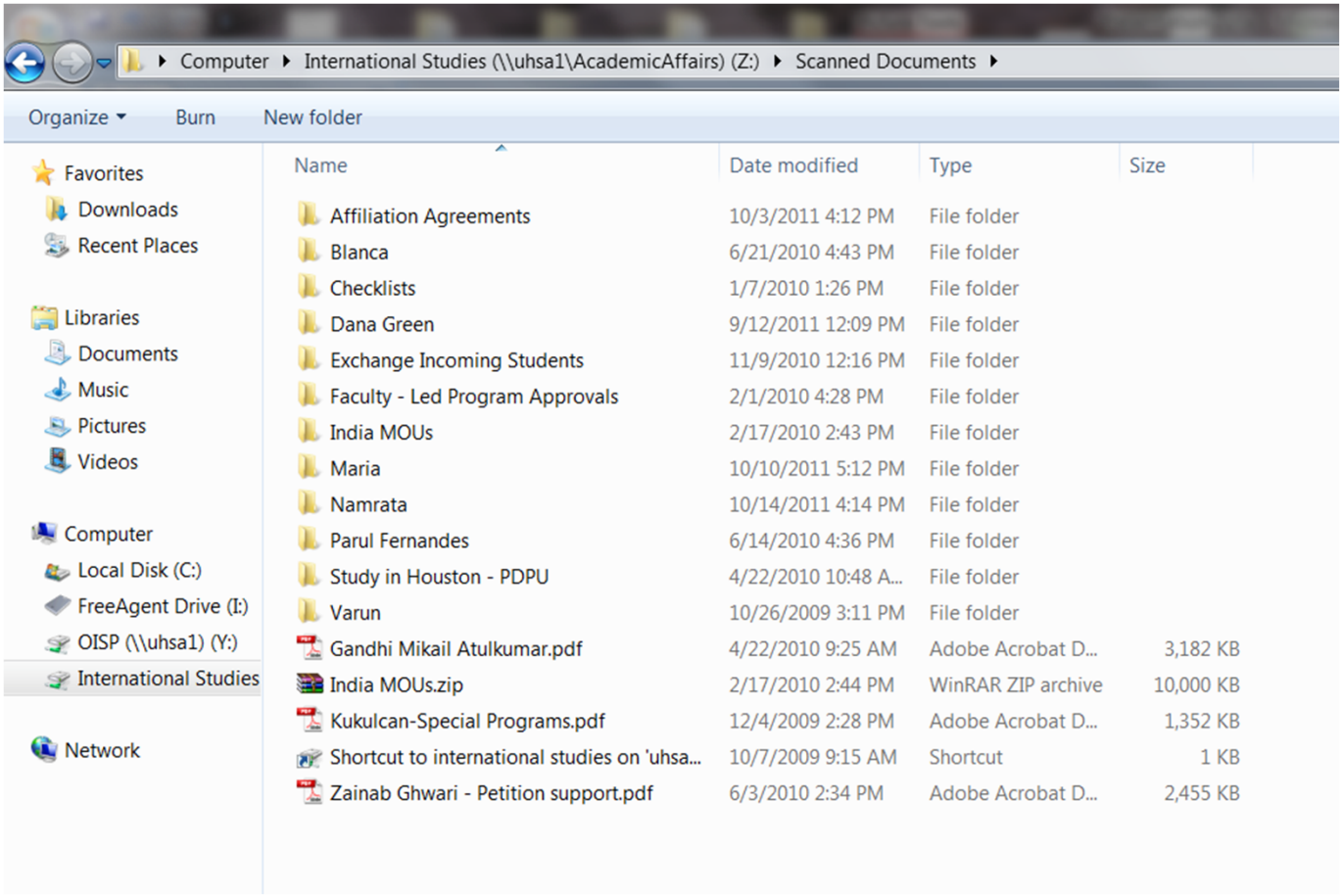
The University of Houston

- 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

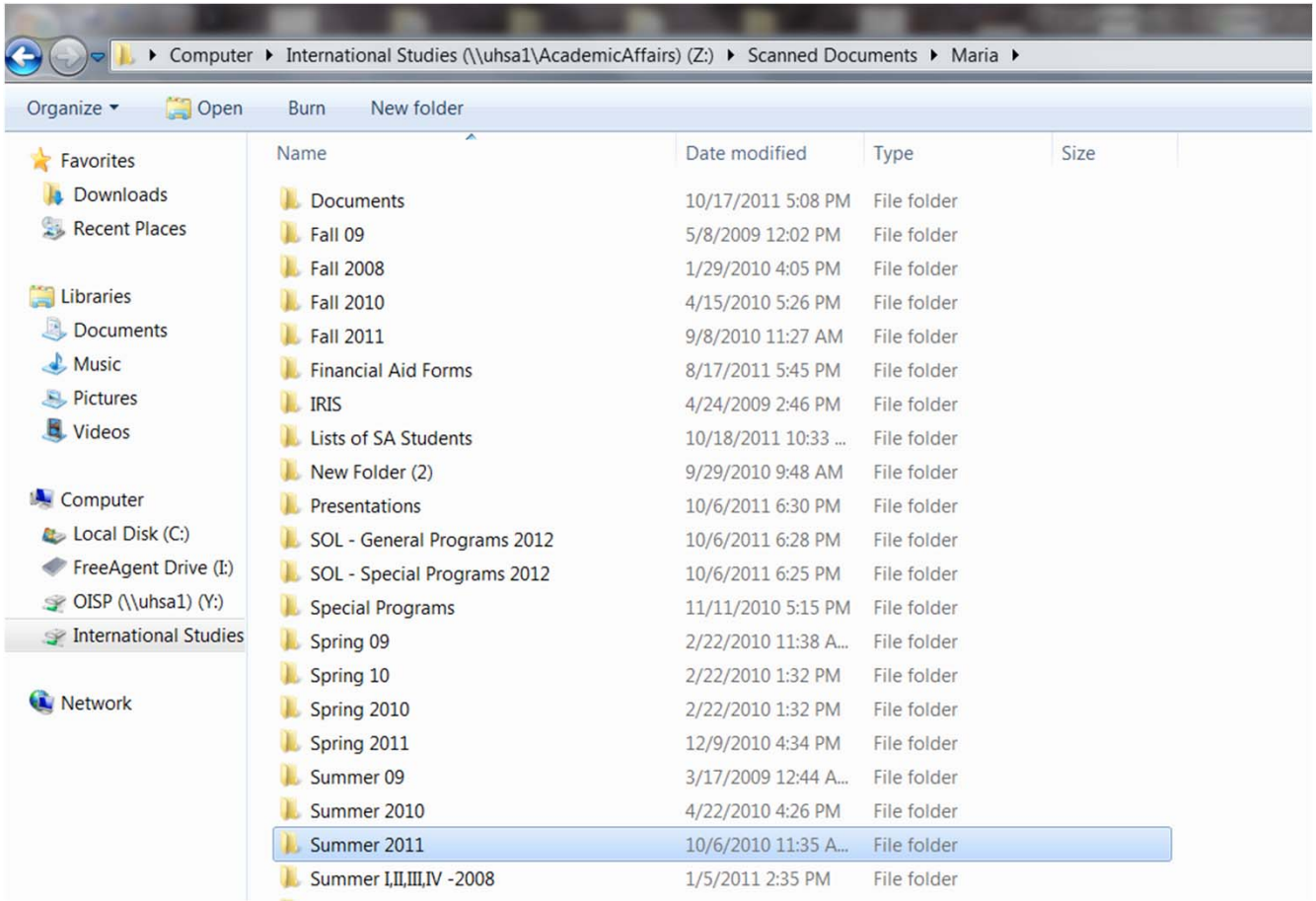
The University of Houston



The University of Houston



The University of Houston



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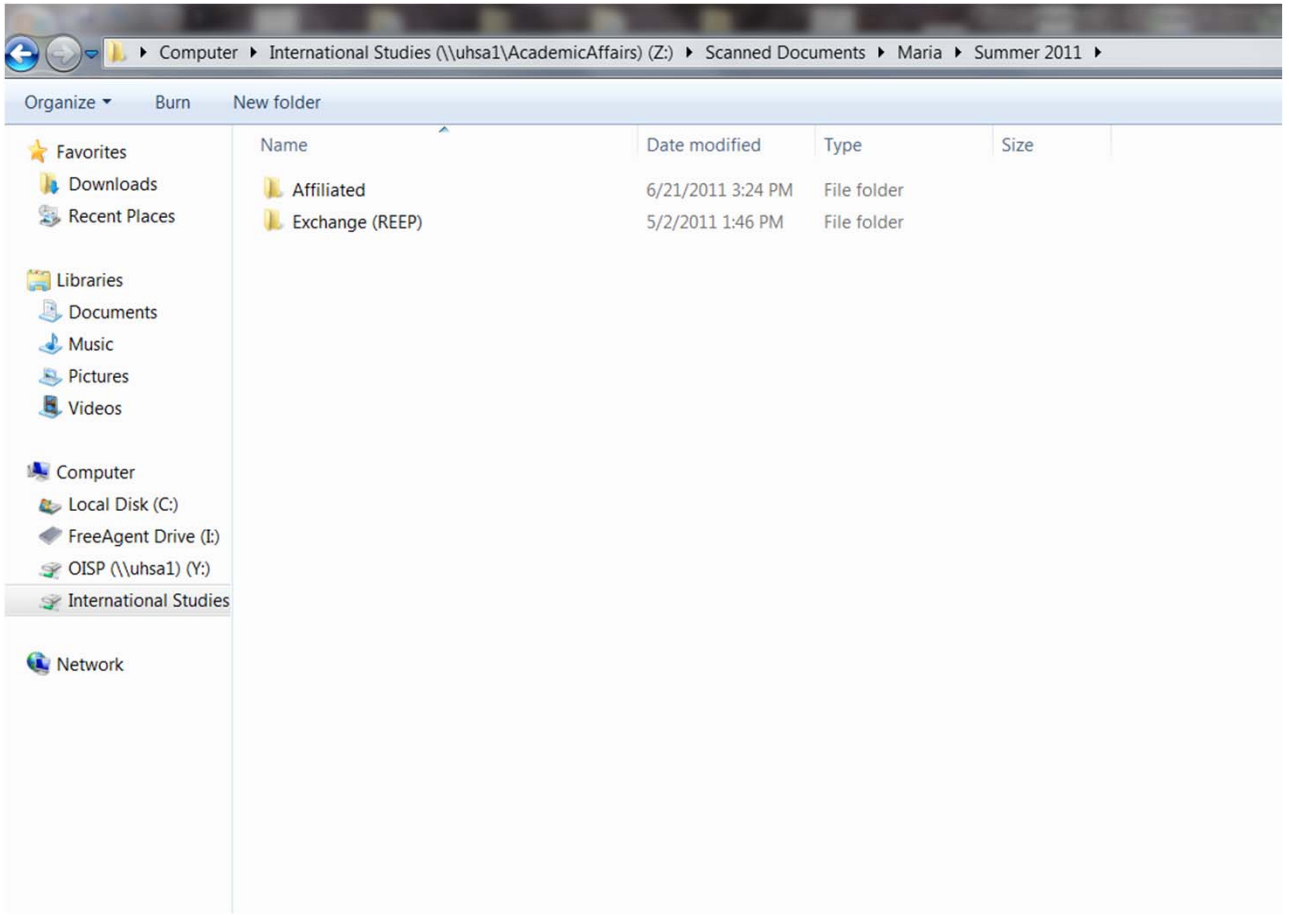

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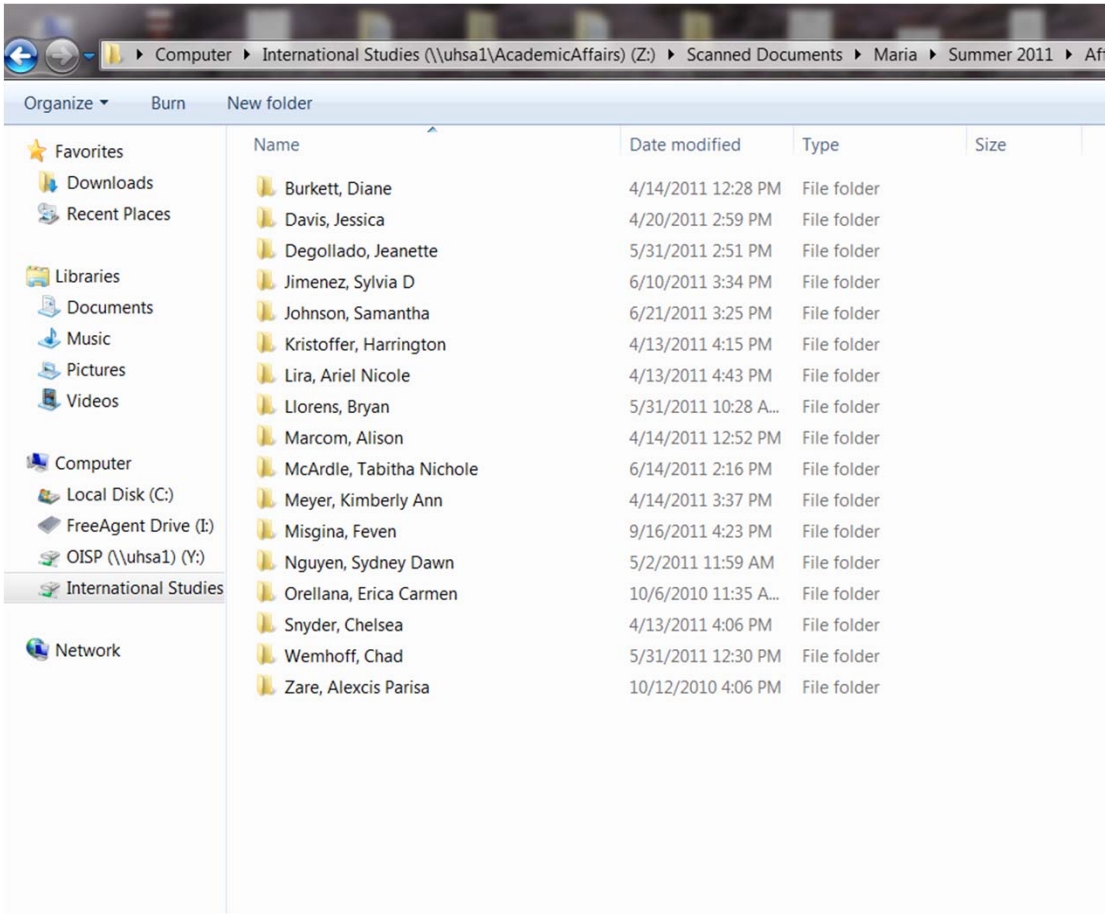

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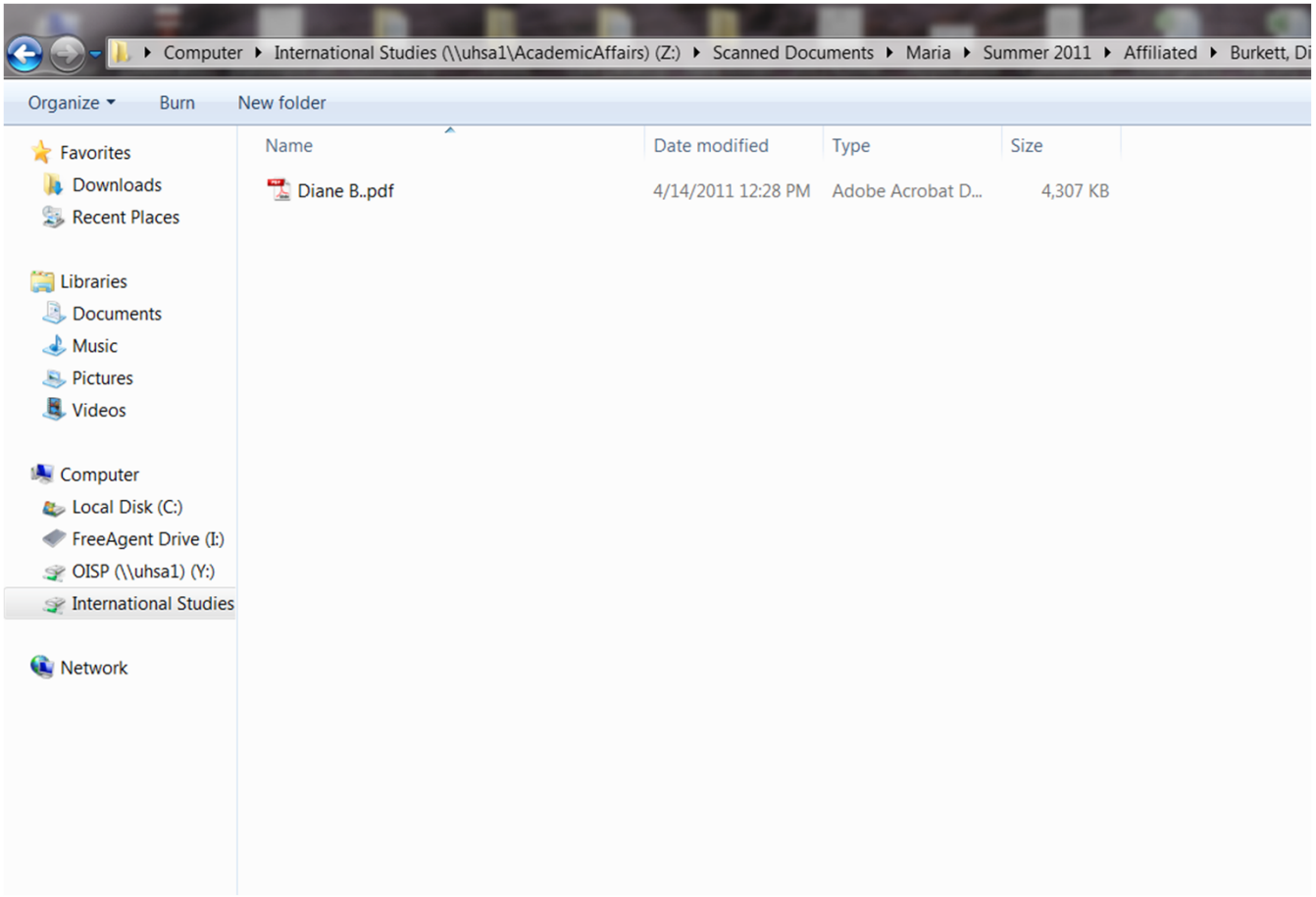

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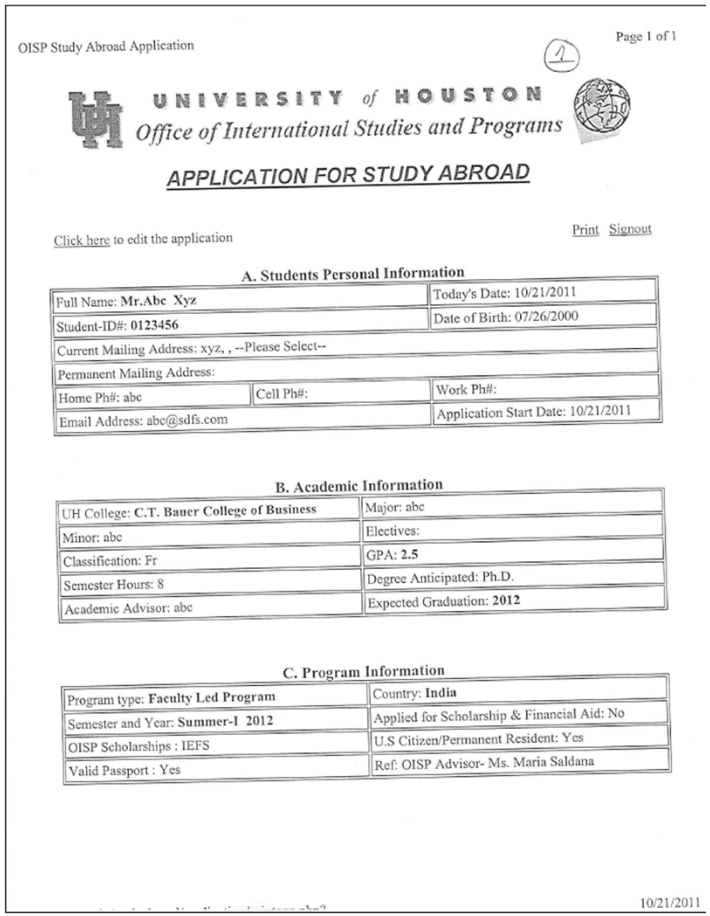


OISP Study Abroad Application

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.Abc 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-I 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

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

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

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

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

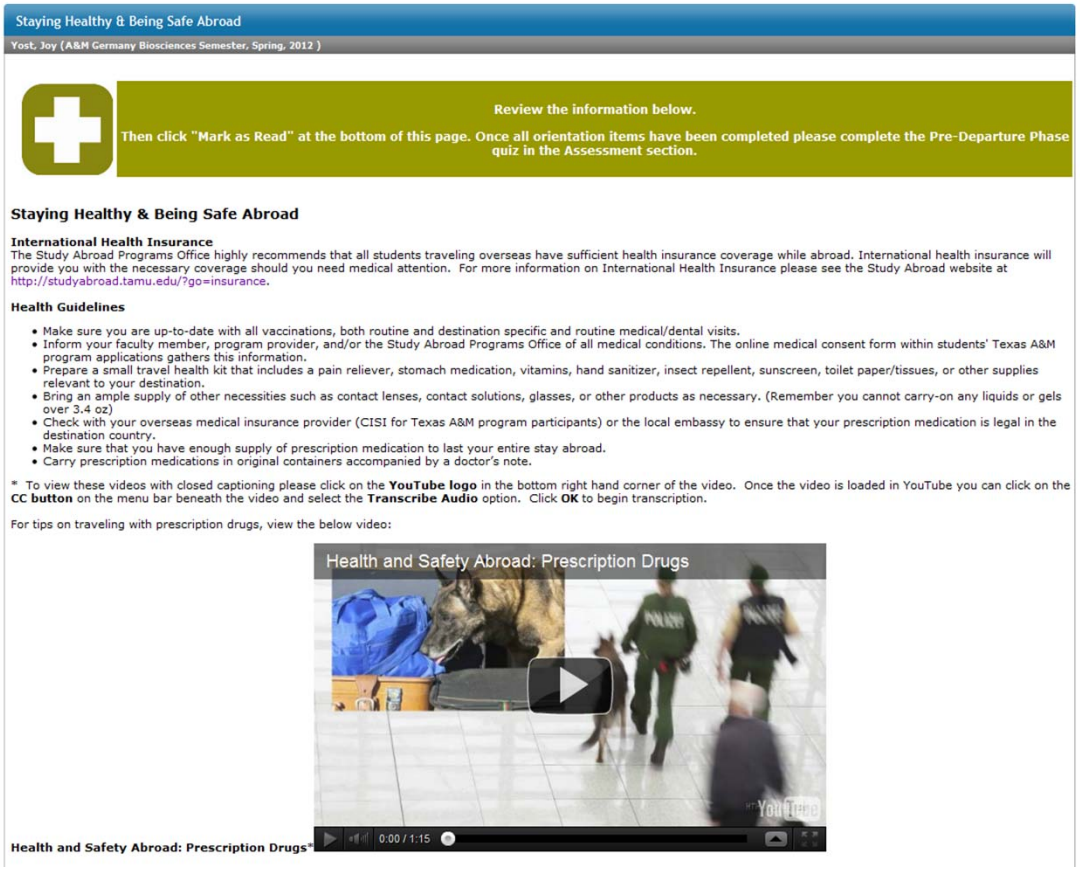
Texas A&M University

Studio Abroad Software

- Online Orientation
  - Application Phase
  - Pre-Departure Phase
  - While Abroad Phase
  - Returnee Phase
  - Assessment

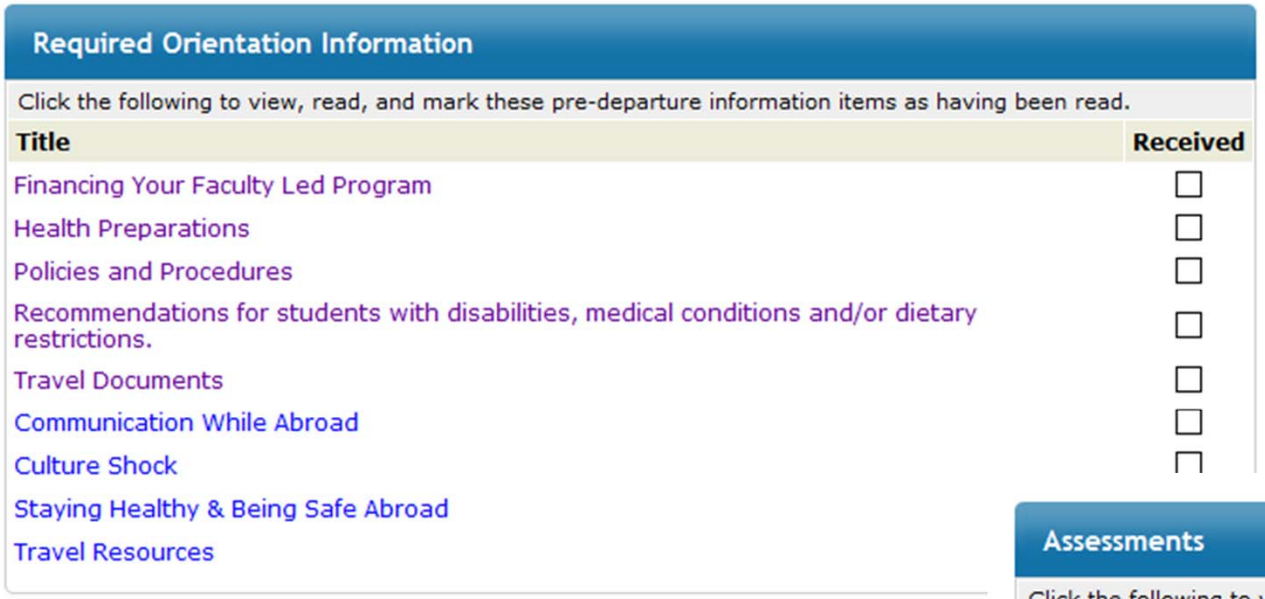
- Web videos from HTH embedded in the orientation

- Online Assessments



Texas A&M University

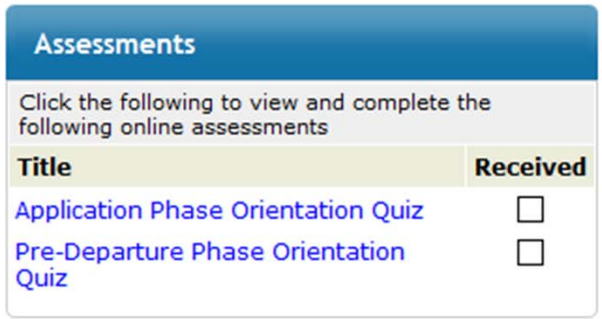
Studio Abroad Software



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	☐
Health Preparations	☐
Policies and Procedures	☐
Recommendations for students with disabilities, medical conditions and/or dietary restrictions.	☐
Travel Documents	☐
Communication While Abroad	☐
Culture Shock	☐
Staying Healthy & Being Safe Abroad	
Travel Resources	



Assessments

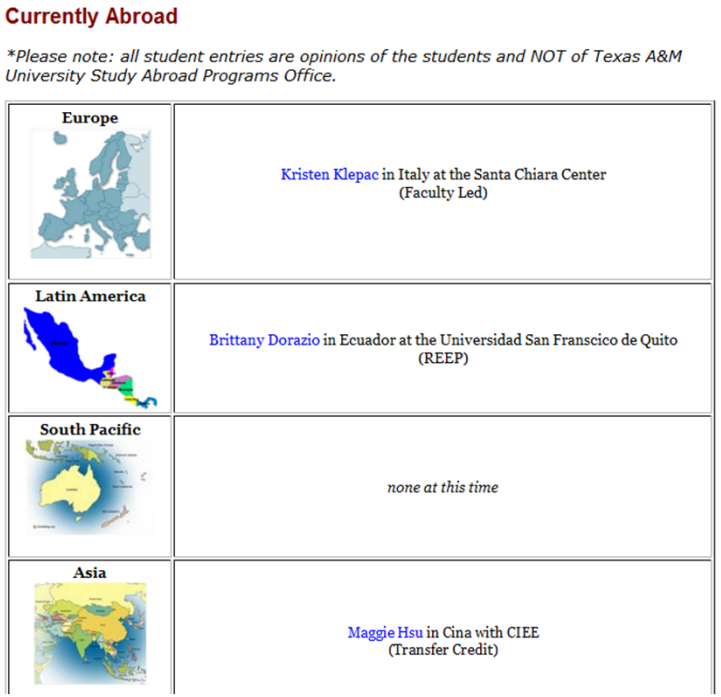
Click the following to view and complete the following online assessments

Title	Received
Application Phase Orientation Quiz	☐
Pre-Departure Phase Orientation Quiz	☐

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

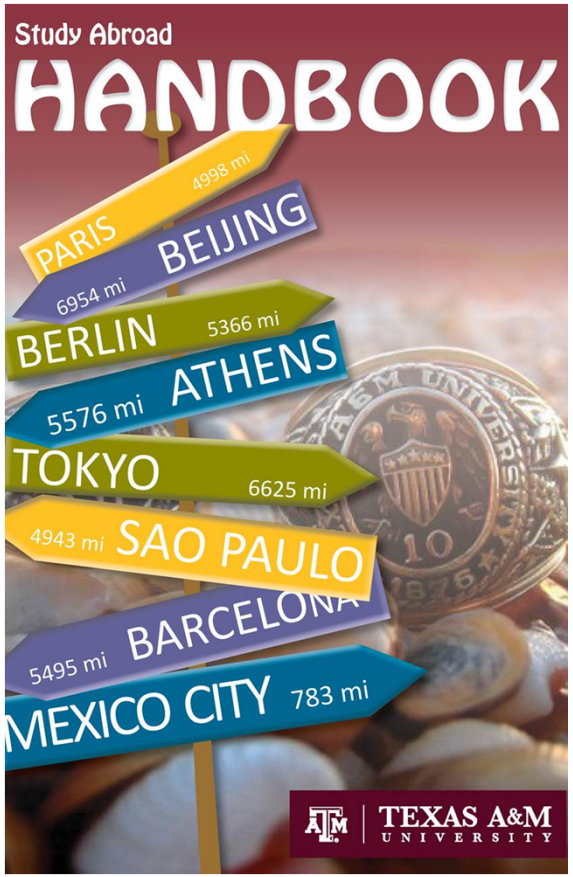


Currently Abroad

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

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

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.

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

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

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

- Ashlee Flinn
  - Austin College
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- Denver Miller
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  - Denver@GSEAbroad.com
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- Parul Fernandes
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AUSTIN
COLLEGE

GLOBAL
STUDENT
EXPERIENCE

TEXAS A&M
UNIVERSITY

Thank you