

## Stage 3: Administering Your Study Abroad Program

<b>Program Promotion</b> .....	1
Creating a Brochure	
Creating a Website	
IC Promotional Opportunities	
Study Abroad Fair	
Information Sessions	
Classroom Visits	
Faculty Meetings	
IC Initial Database	
Direct E-mail	
<b>Program Administration</b> .....	3
The Application Process	
The Admissions Process	
The Orientation Process	
<b>Program Accounting</b> .....	8
MU Travel Card	
Travel Advances	
Cash Advances	
Foreign Travel	
Final Budget Report	
Travel Vouchers	
<b>Registration and Billing</b> .....	11
Working with Cashiers and Registrar	
Reporting Grades	
<b>Re-Entry Process</b> .....	14
Program Evaluation and Re-Entry Programming	
Director's Final Report	

### Stage 3: Appendices

1. **Sample Brochure**
2. **Student Application Form**
3. **Participant Forms Samples**

## Program Promotion

Now that you have set up the basics, it is time to develop a plan for promoting your program. Many different methods and resources may be used to get students' attention.

### Creating a Brochure

An attractive and informative brochure can be the first step toward developing a student's interest in your program. The International Center uses a template to streamline the IC-run program brochures (*please see sample brochure, located in the appendices of this section*). Below is a suggested list of information to provide in your brochures:

What does the program offer?	Can I get financial aid?
What is it like in <destination>?	Am I eligible?
What will I study?	How do I apply?
Where will I live?	Where can I get more information?
Will I get academic credit?	Provide a program cost breakdown.
Can I afford to go?	

*Other often asked questions:*

What is the food like?	How do I take money with me?
How is the weather?	How much money should I take?
What should I wear (pack)?	Will I get to travel?

### Creating a Website

The International Center has made MU program brochures available on the IC website. The IC has also provided links to websites of faculty-led and/or departmental summer programs. The summer program links are available at:

<http://international.missouri.edu/studyabroad/programs/summer/>

Program websites generally contain the same information as the brochure, oftentimes going into more detail, and providing pictures of the program site. Photos of the general area, famous landmarks, classroom settings, and living quarters often attract students. After the first year, posting photos of previous participants can help advertise the program. You should notify the International Center if you would like your program information linked to the IC website.

### International Center Promotional Opportunities

The International Center organizes and participates in several events each year to promote study abroad opportunities. The two main events, which reach the greatest number of students, are the Fall Study Abroad Fair and Winter Study Abroad Fair.

## **Study Abroad Fair**

The Study Abroad Fair is the largest study abroad promotional event of the year. It usually takes place in September during the second or third week of classes. Stotler Lounge is used with tables set up to accommodate booths, displays, and information. Each year the fair attracts more and more potential study abroad participants. In 1998, the first year for the Study Abroad Fair, about 400 students participated. The numbers increased to over 700 at the Fair in September of 2006. As of the Winter Semester of 2008, there will be another Study Abroad Fair held in place of the Information Sessions.

This event is heavily advertised. A mass email is sent to all students, faculty, and staff the week prior to the Fair. Flyers are posted around campus and sent to most departments, and Summer Welcome students receive a special invitation through the mail. This is an event not to be missed when promoting both new and existing programs. Invitations are sent to Faculty Program Directors in the summer before the Fair. If you have not attended the Fair in the past, you should contact the International Center in order to make sure you get an invitation to the Fair.

During the 2007-2008 academic year, the International Center will sponsor a January Study Abroad Fair. This fair will be held solely to promote summer study abroad programs. Please contact the International Center for information about how to participate in this event.

## **Information Sessions**

Information Sessions are a good way to garner program applications. At these meetings you should provide an overview of the program and hand out copies of the program brochures and application instructions. The IC has found sessions between 3:30 – 4:30 pm or 4:00 – 5:00 pm have had the best turnout. Sign-up sheets containing the student's name and e-mail address are useful for follow-up contact with attendees.

If you would like to hold an information session and have it publicized by the International Center, you should arrange the meeting, and provide the International Center with the room number, location, date, and time so we can include it on our web site. You can also develop a flier which the IC can post in our Study Abroad Resource Room.

## **Classroom Visits**

Classroom visits allow the Study Abroad Team to target specific groups of students. For example, to promote an intensive German program, a visit to several German classes could attract applicants. Specific majors, languages, or interest areas can be targeted in certain classroom settings. A brief 5-10 minute presentation about the program, a handout, and leaving contact information with the students and instructor, may yield many interested students.

## **Faculty Meetings**

Faculty and Department meetings are good venues for dispersing information regarding study abroad opportunities. You should request 5-10 minutes to talk about the program in a meeting, provide brochures, and ask those attending if they would be willing to periodically mention the program opportunity in their classrooms. If students are interested, the faculty members should provide information about the program, take down the student's name and e-mail address and forward this information to the program coordinator.

### **IC Initial Database**

The International Center maintains a database of students who have indicated an interest in studying abroad. We are able to search by specific majors, minors, language, and countries of interest. This data is collected from Summer Welcome, the Study Abroad Fair, information sessions, classroom and group presentations, and from students who visit the International Center Resource Room. If you would like us to forward an e-mail message to students meeting specific criteria for your program, please send an e-mail or call the International Center.

### **Direct Email**

Directly e-mailing students is an excellent method of assessing a students' potential interest in a study abroad program. E-mails promoting a program may be targeted toward several different groups. This allows you to concentrate on the students who reply to the e-mail. E-mail lists targeting specific students may be obtained through the International Center, or your academic department. After conducting an information session for students who have expressed interest via e-mail, it is important to maintain contact by sending a follow-up e-mail within the next week.

## **PROGRAM ADMINISTRATION**

### **The Application Process**

Most study abroad programs require students to submit application materials and to meet certain criteria to be eligible to participate in the program. You will need to determine what criteria you think students would need to meet in order to be successful on the program. As a point of reference, the MU International Center requires a minimum GPA of 2.75 for most study abroad programs; however, some more challenging academic programs require a minimum GPA of 3.0. In addition, if a student will be required to take courses taught in a language other than English, the IC requires that the student have completed four or five semesters of college-level language study prior to application.

The Study Abroad Team is glad to make our general application for study abroad available to the MU community. The application consists of a coversheet that asks for basic biographical information, an attestation that students are not currently under a disciplinary sanction from MU, permission for the IC to forward the student's transcript to his/her overseas studies program, the name and contact information for the student's emergency contact, and permission for the IC to

disclose necessary information to this person. Additional application materials include two academic reference forms from MU faculty members who have taught the student, an essay stating the student's academic and personal goals for the program, and a form entitled "Course Proposal for Study Abroad." The Course Proposal for Study Abroad is particularly important due to the fact that the form requires the student to meet with his/her Academic Advisor to gain an understanding his/her MU degree requirements and to determine how courses taken abroad will apply to his/her degree. In addition, if a student will be taking courses offered by a university abroad that are not listed in the MU Schedule of Courses, he/she will need to meet with MU International Admissions to determine course equivalencies. Finally, the student's dean is asked to verify that the student is in good academic and disciplinary standing prior to signing this form.

The IC strongly suggests that you use the IC application cover sheet and Course Proposal for Study Abroad forms, since these forms request essential information regarding the student's emergency contact, academic and disciplinary standing, and require the student to determine how study abroad will fit into his/her MU degree requirements. These forms are reviewed and updated annually, so please see the IC website for the most recent forms: <http://international.missouri.edu/studyabroad/apply/mu.shtml>. Copies of the IC application cover sheet and "Course Proposal for Study Abroad" forms should be sent to the MU Study Abroad Team for our reference (*please see the IC application form in the Appendices for this section*).

### **The Admissions Process**

Once you receive application forms and supporting materials from your students, you will need to review the materials using the criteria that you established. In addition to carefully reading applications, the Study Abroad Team members enlist the help of MU faculty members to interview applicants for study abroad. Through interviewing a candidate, the Study Abroad Advisor and faculty member(s) are able to assess qualities that contribute to a successful study abroad experience that do not always come out on paper, such as flexibility and openness to other cultures. In the case of programs that require proficiency in a second language, an applicant's linguistic abilities can also be tested and recommendations regarding additional language study can be made.

The decision of whether or not to interview students is entirely up to you. A variation includes convening an interview committee only for candidates whose qualifications the faculty member questions, and choosing not to interview candidates who meet application requirements. If you do choose to interview your applicants here are some suggested interview questions:

### **Interview Questions**

The list below is compiled from responses to inquiries posed to study abroad advisors through an e-mail service of NAFSA: Association of International Educators. The items on the list are representative of the types of questions that have been used by program leaders when interviewing potential participants.

1. What is your strongest personality trait? Your weakest?
2. How do you feel about living in someone else's home (country), abiding by their rules and adapting to their customs?
3. Describe a difficult situation in which you have found yourself and what you actively did to get yourself out of it.
4. If you have traveled before, was it alone, with family, with friends? What did you gain from the experience?
5. What have you read about the host country? Where do you get your information about what's going on in the world?
6. What are your expectations of this program (personal and academic)? What do you expect to gain from the program?
7. Describe a time in which you believed you had made an unfavorable first impression with someone and how you worked to move beyond that first impression.
8. How do you react to the unexpected and unforeseen?
9. How can you contribute to the group nature of this program?
10. How would you take responsibility for a positive group impression?
11. What percentage of the time do you expect to study?
12. How do you handle delays, changes, and disappointments?
13. What would you do if you were lost or stranded in a strange place?
14. Do you think your personal values could ever be a problem in adjusting to another culture?
15. What do you think is entailed in adjusting to another culture?
16. Are you prepared to be a changed person?
17. How would you deal with negative criticism of the U.S.?
18. Are you prepared financially for the cost of this program?
19. What qualities and experiences do you have that make you a good candidate for this program?
20. What plans do you have for meeting people in the country you visit?
21. How do you react when you're tired? Can you adjust to sitting ten hours on a bus or train?
22. To what degree are you dependent and independent?
23. Tell me about your family. What influences has your family had on you and your concept of yourself? How do family members feel about your possible participation in this program?
24. What five words would you use to describe yourself? If you could change one thing about yourself, what would it be?
25. If you go abroad, what will you miss most?
26. What courses have you taken to prepare you for this program?

When you determine who is eligible to participate in the program, you will need to create a letter of acceptance into the program (including the date of the IC General Orientation Meeting unless he/she has made alternate arrangements with the IC). Additional information, such as group flight arrangements and dates of program-specific orientation meetings, should also be given out at this time, as well.

### **Participation Packet Forms**

Once you have your program participants selected, the MU International Center will need information about them in order to prepare a series of participation forms which are required of every student who studies abroad. Please send us this information in an Excel sheet, including, at a minimum, the students' names, student numbers, phone numbers, e-mail addresses, local phone number, program location, and emergency contact information. This information should be sent to the Coordinator for Faculty-Led Study Abroad at:

UMCIntCtrFacultyPgms@missouri.edu. The IC staff will upload the students' information into our central database, and prepare a packet of with the following forms for each student.

- Departmental Information Sheet
- Departmental Program Confirmation and Conditions of Participation form
- UM System Assumption of Risk and Release form
- Brochure and enrollment information for mandatory MU Study Abroad Insurance policy
- International Student Identity Card insurance application (ISIC)
- Health Information form
- Medical Preparation for Travel Abroad

We can either have the students pick up the materials from our office, or take them to you to distribute to your students. The students should then turn the forms in by the appropriate deadline directly to the International Center.

### **The Orientation Process**

With the students selected, it is time to begin the process of orienting students for their upcoming experience abroad. Conducting a thorough orientation is critical to minimizing possible risk to your students and the program. The following topics should be an integral part of the program orientation process:

Health issues: Topics to cover should include some basic background about the medical system, pharmaceutical, general health services offered at your destination, advice on obtaining personal health items before departure (e.g. over the counter medications); and precautionary medications or inoculations which need to be obtained. The majority of this information is available through the HTH Worldwide insurance web site, which is offered to students who sign up for the optional study abroad group insurance policy: [hthstudents.com](http://hthstudents.com). Our office can also provide you with printed materials from this web site upon request. In addition, you should provide information about alcohol and substance abuse laws in the country or countries the program will be visiting, particularly in cases when these laws differ from those of the U.S.

Consular Information Sheets and Travel Advisories: issued by the U.S. State Department or other agencies concerning the regions the program will be visiting should be reviewed in orientation and their implications explained.

- Please see <http://www.travel.state.gov>;
- U.K. Foreign and Commonwealth Office site at <http://www.fco.gov.uk/travel>
- Centers for Disease Control and Prevention issue advisories related to health issues on their site at <http://www.cdc.gov/travel/index.htm>

- Security Issues: Basic tips on travel and personal security while on the program (transportation safety, local crime, etc.) should be outlined;
- Emergency Response Procedures: Basic instructions on how to respond to an emergency situation; you should find out whether there is a member of the group with basic CPR training and you should also know of any medical conditions of your participants which may require special attention or foreknowledge. Students should know how to contact you and how to obtain assistance in case of an emergency (medical, police, etc.).

The IC provides a minimum of two required orientation sessions: a three- to four-hour IC General Orientation for Study Abroad and a two- to three-hour Site-Specific orientation for each program we manage. As indicated earlier, the IC strongly encourages all Faculty Program Leaders to require students participating in their programs to attend the IC General Orientation Session. If you decide to run separate orientation sessions, you will need to obtain information on topics that must be covered during orientation from the IC.

IC General Orientation Meeting: The IC Study Abroad Team holds a General Orientation for Study Abroad each semester. Students are encouraged to invite their parents to this meeting. Topics covered included Safety Issues in Study Abroad; Health Issues in Study Abroad; Cross-Cultural Adjustment; Administrative Issues such as registration for courses the semester that students return to MU and Travel Safety Tips (please see the enclosed “Study Abroad Orientation Manual”).

Site-Specific Orientation: This session provides the opportunity to re-enforce information presented in the General Orientation meeting, and to provide information specific to the program on which students are participating. The Study Abroad Team has created an Orientation Handbook for each of the programs we manage, and we would be happy to share these documents with you for when you develop your own program handbook.

Topics covered in the **Orientation Handbook** could include:

- Flight and arrival information
- Getting acquainted with the host country (health, safety and security issues)
- Course registration
- Places to study, visit, shop, go out and dine out
- Housing and Meals
- Weather conditions and appropriate clothing and outer wear
- Financial Information (including banking and the best way to bring money from home)
- Police or Consulate Registration (if applicable)
- Health care, hospitals and emergency procedures
- Phones, Internet access, and postal services
- Miscellaneous necessities

Orientation handbooks may be based on your knowledge of the host county and/or may be started during site evaluation visits, and almost always benefit from additional information from students and/or colleagues familiar with the host country. In addition, during the Site-Specific Orientation meeting, you will need to reinforce the importance for students to obtain passports

that will be valid for six (6) months beyond the end date of the program, and to outline procedures for obtaining student visas for the host country. Many Faculty Program Directors work with a travel agency to organize group flights for program participants.

You will need to determine how many Site-Specific sessions you will plan for participants and then notify the participants regarding the time and location of these sessions. In addition, you must determine who to invite to these sessions, i.e., study abroad returnees, exchange students, other faculty members with expertise in the country where the program will be located, other local experts, travel agents, etc. The MU Study Abroad Team is always willing to assist faculty members in designing Site-Specific orientation sessions.

## Program Accounting

Managing finances for the study abroad program can pose unique challenges. You will need to work in conjunction with the appropriate administrative unit (i.e., your department, college/school, or the International Center) to develop an overall budget for the program costs. (*See the “**Budget Worksheet**” in the Appendices of this section.*) Once the budget is established, you need to determine the methods of payment you will use to cover on-site program costs. The information in this section will discuss some of the budgeting, billing, and payment issues related to study abroad programming.

There are several models of program accounting, and several ways of handling large payments for overseas program expenses. Much of how this works, though, will depend on who you are working with to manage the overseas arrangements, such as student and faculty housing, classroom space, and program excursions.

The easiest way to pay program expenses is to limit the organizations you work with to make all of the overseas arrangements. Some faculty will work with a local university, some will work with a U.S.-based travel agency, and others will work with a study abroad program service provider. With only one organization making all the arrangements and making the local payments behalf of the program, you will only need to arrange for one lump sum for the majority of the program costs. Once on site, then you will only need to have some discretionary funds for tips, special events, emergencies, or other unexpected program costs. When working with one organization or institution, you will need to have a contract or an International Memorandum of Understanding (IMOU) in place before you can arrange for any payments (*see Sample IMOU in the Appendices of this section*). Once the contract or IMOU is signed and valid, the program service providers must provide you with an original invoice for the program costs.

Some faculty members choose to work with several service providers or to make the local arrangements themselves. In this case, you will need to cover program costs on-site by requesting a cash advance prior to departure or by using an MU corporate travel card. Sometimes this option can reduce the cost of the program for the students, since you are not paying administrative fees to the overseas service provider. However, this option requires a lot

of work on your part and/or on the part of administrative staff you have available to assist you. Whichever option you choose, you will need to work closely with your fiscal officer to ensure adherence to MU accounting policies.

As with any travel abroad, you must follow University and campus policies set out in the Business Policy and Procedure Manual. Although this handbook does not establish policy, it has been reviewed and approved by senior campus management and division fiscal officers as appropriate guidance. The full text of the manual is available on-line at <http://mubsweb.missouri.edu/bppm/>.

It is important to note that, according to the UM Business Policy Manual, the University of Missouri is authorized to make payments to MU Employees, and universities/organizations for educational services provided for MU students. The UM Business Policy Manual does not provide means for making payments directly to individuals who are not MU employees, who may provide educational services as a part of the MU study abroad program. It is crucial that you keep copies of original receipts to submit to your fiscal officer upon return to MU to justify that the expenses were valid and related to the program. If it is not possible to obtain original receipts for program-related expenses, you must keep a log listing all expenses and ask the person providing the service to sign this log. MU will hold you financially responsible for all charges for which you do not have original receipts or log entries. You will also be responsible for all expenses that are not integrally related to the educational aspects of the MU program.

Finally, it is important that you have access to additional funds to be utilized in case of emergency. You may want to consider requiring that program participants bring a fixed sum of money for medical emergencies. For example, the School for International Training (SIT), one of the largest providers of overseas studies programs for U.S. students, requires all student participants to bring an extra \$500 U.S. as an “Emergency Medical” fund. Another possibility would be for you to obtain an MU Travel Card.

### **MU Travel Card**

Full-time MU employees who travel on University business are eligible to apply for a JP Morgan Chase MasterCard. This corporate travel card may be used in lieu of personal funds or credit cards to pay business-related travel expenses. This card can also be used to obtain travel cash advances. Information and the application for the MU Travel Card are available at: <http://web.missouri.edu/~mutravel/>.

The application for the MU Travel Card will need to be signed by the fiscal officer in your department, college/school, or in the International Center.

### **Travel Advances**

If you are paying out for large expenses abroad, you may request a travel advance through the MU Office of Cashiers for these expenses; you must work with your department’s fiscal office to make these arrangements by filling out a Travel Voucher. On the voucher, you will need to estimate the overseas expenses you will be required to pay for in cash, and explain why they

cannot be paid for with a credit card or through a direct billing arrangement. You must provide information to clearly show the business purpose of the travel expenses and documentation to support the expenses claimed. Upon approval, the Travel Advance will be paid to the MU employee listed on the voucher.

At the end of the program, you will need to complete a Travel Expense Voucher and submit itemized receipts for any purchases over \$75 and for all lodging costs. If you have spent less than the amount you received for your travel advance, you will have to pay the balance back to the University. If you spent more than what was provided in the travel advance, you will receive reimbursement for these expenses. The Travel Expense Voucher (UM form 11) must be signed by the employee and approved by the administrative official responsible for the funds from which the expenses are being paid.

Whether you owe money back or are eligible for reimbursement, you are responsible for completing the Travel Expense Voucher and submitting it with all appropriate receipts within 60 days following the end of the study abroad program. Reimbursements submitted more than 60 days after the end of the trip are considered taxable by the IRS and must be processed through the Payroll system.

### **Cash Advances**

If you only need a small amount of cash for minor expenditures, you may want to forgo getting a Travel Advance, and get a cash advance using your MU Travel Card. Usually you will be allowed to withdraw up to 10% of the card credit limit each month, so, for example, if your maximum is \$5000, you will be able to withdraw \$500 a month on the card. Please note that you will be charged a cash advance fees for this service. Fees for cash advances through your corporate card are reimbursable so long as the cash advances are used for official University travel. The amount allowed for monthly cash advances may be increased in consultation with the appropriate MU fiscal officer.

The University receives a monthly report from the corporate card vendor documenting the cash advances received by employees. Therefore, it is not necessary to attach a receipt for the cash advance fee.

### **Foreign Travel**

Vouchers that include foreign travel must be submitted in U.S. currency. Each receipt must be identified, translated, and converted to U.S. currency.

All expense amounts must be converted to U.S. currency and the conversion rate used identified on the voucher or on the receipts. The conversion rate can be per day or an average during the period of foreign travel.

### **Final Budget Report**

Upon completion of the program, you should do a final budget report in order to provide a full analysis of both the income and the expenses for the program. Income is generated from the program fees collected from each student. Expenses should include all of the direct costs associated with running the program that were paid out of the program fees. This document will help you to plan for the future by showing you where you under- or overestimated costs, so you can make adjustments for later programs.

## **Registration and Billing**

### **Working with Other MU Administrative Units**

Assuring that students are correctly registered for the appropriate course while studying abroad is important for several reasons. First, and perhaps most obvious, is the simple necessity for students to receive academic credit for their participation in a study abroad program. Second, registration provides a means to collect program fees through a student's MU account, with special fees being attached to a specific and unique class number. Finally, the amount of credit a student will receive, the billing for and the overall cost of the program all have direct implications for whether or not, and the extent to which, a student may be able to use institutional and/or federal financial aid. The process of registering students for study abroad, therefore, requires coordination with several offices on campus:

- **Office of the University Registrar** – With the assistance of the Office of the University Registrar, students can enroll themselves in study abroad sections, or students can be enrolled in batches on MyZou.
- **Office of Cashiers** – The Office of Cashiers sets up the appropriate billing transaction codes for a study abroad course, based on the information provided by the program administrator.
- **Office of Student Financial Aid** – The Office of Student Financial Aid processes student aid in accordance with the various limitations from the funding organization. For example, for students to be able to use most MU institutional aid (such as the Bright Flight and the Curators Scholarships), students must be billed for a full-time load of MU Educational Fees. Financial Aid has two designated Financial Aid Advisors who handle study abroad students. Any questions related to study abroad and the financing that may or may not be available to a student should be directed to these advisors.

### **Steps for Setting up Registration and Billing**

1. *The first step of the registration process is to set-up a class number for each course offered for the appropriate number of credit hours on MyZou.* As previously mentioned, through the process of developing a new study abroad program the Faculty Director should consider and establish the appropriate course structure for the program. This requires having the course listed

in the course schedule, either as an entirely new course, and therefore going through established MU curriculum approval processes, or as a separate section of an existing course.

Only students who are participating on the study abroad program should be able to register in the course that is being taught abroad. For example, if your department will be offering the same course on campus the semester you are taking a group overseas, you should have separate sections for the two options. In doing so, your course will be assigned a unique class number to which you can attach any additional program fees that may be required. Students can be assigned permission numbers to ensure that only participants enroll in the special sections.

2. *Once you have a class number for your course(s), you will need to work with the Office of Cashiers to set up the billing for the program.* The Office of Cashiers will need to know whether or not students are to be billed for regular MU Educational Fees, what additional program fees should be attached to the course, and the accounts to which these fees should be applied.

*Example 1:* The MU Summer in Italy program allows students to earn credit for MU’s 6-hour Italian I course by attending a four-week intensive language program at the University in Bergamo, Italy. The fee charged by the language school in Bergamo is \$1000 per student. The billing for the program could be set up as follows:

<b><i>Italian I</i></b>		\$1,363.80
reference		
#123456	Educational Fees @ \$227.30/hour for 6 credit hours	
	Instructional Computing Fee @ \$11.30/hour for 6 credits	\$67.80
	Study Abroad Administrative Fee	\$75.00
<b>Total</b>		<b>\$1,506.60</b>

In this example both the educational fees and the study abroad fee are attached to reference #123456.

Departments can make a request to the MU Budget Office to receive 80% of the Educational Fees paid by students for use in covering program costs. You should contact Tim Rooney to find out how to make this request, and what the timeline would be for getting approval.

Using the Italy program above as an example, your department would be able to collect \$1091.04 for each student, which would cover the overseas institution’s educational charges, and leave a little extra for other program-related expenses. In the Italy program, students are responsible for paying the cost of room and board directly to their host family, and must purchase their airline ticket directly from a designated travel agent. However, if your program will cover the housing and/or arranging and paying for a group flight, you will need to charge a program fee to collect the remaining expenses from each student.

*Example 2:* The MU Summer in Mexico program allows students to earn 6 hours of credit by attending classes for five weeks in Cuernavaca. Students register in two of the three classes available through the program, for a total of 6 hours of credit. This program is organized and run by an overseas language institute which then invoices MU a program fee of about \$2,000 per student. This fee covers the cost of providing instruction, room and board with a host family, several group excursions, and on-site administrative support for the students. The billing for the program, therefore, could be set up as follows:

<b>Spanish 2100</b> reference #123457	Educational Fees @ \$227.30/hour for 3 credit hours	\$681.90
<b>Spanish 3400</b> reference #123458	Educational Fees @ \$227.80/hour for 3 credit hours	\$681.90
	Instructional Computing Fee @ \$11.30/hour for 6 credits	\$67.800
	Program Fee	\$1000.00
	Study Abroad Administrative Fee	\$75.00
<b>Total</b>		<b>\$3,093.80</b>

Again, you can make a request to the MU Budget Office to receive 80% of the Educational Fees paid by students for use in covering program costs. In this example, your department would be able to collect \$1091.04 for each student, which is not enough to cover the overseas institution’s educational charges. Therefore, we have added a program fee of \$1,000 to cover the remaining 908.96, as well as to leave a little extra funding for unexpected expenses.

3. *Once you have reviewed applications and accepted participants into the program, you will need to provide the necessary consent to allow the students to enroll. If you choose to register students all at once, as a “batch” be sure that you have a list that includes the students’ names, MU student numbers, the class number(s) in which each student should be registered. Then each student can be manually enrolled on MyZou, provided that the Faculty Director has appropriate MyZou access. Another option is to create permission numbers for each student participant on MyZou, then provide the participant with the class number and permission number so that they may enroll themselves. MyZou allows for all registration to be monitored ensuring that permission numbers are used and students successfully enroll. In either case, if a student withdraws from the program, updates will have to be made on MyZou. Lastly, it is helpful to provide a list to Cashier’s and Financial Aid for their reference.*

*Example of a list provided to the Cashiers and Financial Aid:*

**MU Summer in Mexico Participants  
2008**

<b>Last Name</b>	<b>First Name</b>	<b>Student #</b>	<b>Spanish 2100</b> class #12345	<b>Spanish 3150</b> class #12346	<b>Spanish 3400</b> class #12347
Smith	John	12345678	X		X
Jones	Grace	10123456		X	X
Taylor	James	10234567		X	X
Hanson	Sally	10345678	X		X

**Note: All courses are worth 3 credit hours.**

### **Collecting and Posting Grades**

When your program ends, you will need to enter the student grades into MyZou by the appropriate deadlines for grade submissions.

## **Re-Entry Process**

### **Program Evaluation and Re-Entry Activities**

The study abroad experience does not end with the return flight to the United States. While we will often take great pains to ensure that students are fully prepared for the culture shock they will experience upon arriving in another country, we may neglect to prepare them for the reverse culture shock that they may feel when returning to the United States. Mixed with the joy of reuniting with family and friends, the pleasure of eating a favorite meal, and the delight in sleeping in one's own bed again, often comes the unsettling realization that everything is somehow different than it was before. Students may be taken off guard by the discovery that they have to renegotiate their place in a world they thought they knew so well. They may find, for example, their hometown just to be a little smaller, their family to be a little less tolerant, and their career plans to be a little less certain than they were before studying abroad. It is therefore extremely important to organize and encourage participation in re-entry activities that will help students process and apply their experiences abroad. Successful re-entry programming not only facilitates the students' transition back into their lives at home, but also furthers the broader goal of internationalizing the MU campus and community.

At the end of each semester, the IC Study Abroad Team sends e-mails with information on re-entry cultural adjustment to each study abroad participant. The e-mails includes links to the IC on-line program evaluation form, information on re-entry culture shock, an on-line form listing opportunities at MU, such as becoming a Peer Advisor, volunteering at the annual Study Abroad Fair, and other activities which give students an outlet for their new knowledge and perspectives, a reminder to submit entries to the IC photo and essay contests, and an invitation for the "Welcome Back Reception" that is organized by the IC. In addition, the IC Study Abroad advisors organize individual and group debriefing sessions for study abroad returnees.

Post-Program Debriefing: Upon return to Missouri, or perhaps on one of the last days of the program itself, you should conduct a “de-briefing” session to allow students to reflect upon and evaluate the study abroad program. Although a group discussion could be one valuable component of such a session, it is also important to provide students with the opportunity to express the opinions in writing, through anonymous evaluations.

International Center Activities: Because the International Center has a list of your students in our database, they will be invited to participate in the full range of regularly scheduled re-entry activities for study abroad alumni. The IC activities for returning study abroad students include:

- *Welcome Home Reception.* Twice a year the International Center holds a reception to welcome home students just back from a study abroad program and also newly arrived international exchange students from the sites where MU students have studied who are making MU their “home” for the next semester or academic year. Students are encouraged to bring and share their photographs and stories of their experience abroad.
- *Photo Contest.* Every year the International Center sponsors a Study Abroad Photo Contest. Winning entries receive cash prizes and may be featured in promotional materials for study abroad.
- *Paid and Volunteer Positions at the International Center.* The Study Abroad Resource Room is staffed almost entirely by a combination of paid and volunteer peer advisors. These past study abroad participants receive full training from the Study Abroad Team on how to help other students begin their search for a study abroad program. Being a member of the International Center “Volunteer Corps” not only provides students with something valuable to put on their resumes, but also puts them in touch with other students who share a common interest.

In addition to the IC-sponsored activities, you may want to develop your own programming and events for students who have participated in your programs.

### **Director’s Final Report**

Finally, it is important that you conduct and record a thorough evaluation of the program, which should describe both the things that worked very well, as well as the things that did not. Final reports are particularly valuable to programs that rotate faculty directors from year to year, so that lessons learned can be put to good use by future program leaders.