

IAP OPERATIONS OVERVIEW 2017-18

The previous year saw the development of a new strategic plan for IAP, focusing on four key areas:

- Access, Diversity, and Inclusion
- New Program and Initiatives
- Cross Campus Partnerships and Communication
- Office Climate and Development

This year, IAP has implemented core strategic working groups for each of those four areas, comprised of all study abroad office staff.

Another core focus of 2017-18 was increasing our collaborations and support of study abroad campus-wide to better serve students and meet compliance needs for the university, culminating with the signing of a cooperation MOU with the Wisconsin School of Business in Summer 2018 and with the College of Engineering at the end of the year.

IAP also successfully completed a 10-year administrative unit review by the International Division, both confirming the quality of the work that IAP performs, as well as making solid recommendations for future development that have been integrated into our strategic plan with continued emphasis on campus-wide communication and development of study abroad as an integral academic endeavor for UW Madison students.

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I. Access, Diversity, and Inclusion

- Created office diversity statement <https://www.studyabroad.wisc.edu/mission.html>
- Identified IAP staff as liaison with core office offices for regular check-ins, including Gender and Sexuality CC, McBurney, Center for Academic Excellence (CAE), Center for Educational Opportunity (CEO), Veterans Services, Athletics, Posse, ISS, Powers Knapp/Chancellors, First Wave
- Provide students with Passport Photo Center at IAP (free of charge), coming on-line in Spring 2019

- Applied for CIEE Passport Caravan to attend IAP Study Abroad Fair
- Researched IAP Loan Program for Participant Pre-departure Costs, coming on-line Spring 2019
- Updated housing information and forms to be more inclusive of students gender identities.]
- Held drop in advising hours in the Center for Academic Excellence and the Center for Educational Opportunity during fall 2017
- Invited Our Wisconsin and McBurney Disability Resource Center staff to IAP staff meetings to better train our staff to work with their offices, respectively
- Hosted, jointly with the Wisconsin School of Business, the Diversity Abroad [Regional Diversity & Inclusive Excellence Workshop](#) July 25, 2018
- Developed UW Transnational Experiences of African Americans in Denmark (one of our first offerings to meet the UW-Madison Ethnic Studies Requirement) and UW Hmong Studies in Thailand Programs, in addition to securing a \$35,000 gift from Scan Design to support participants on the Denmark program
- Provided, in partnership with the Office of Student Financial Aid, a fully-funded 4 week faculty led program to Rio in Summer of 2018 for 15 students with EFC under 12,000. Secured funding from OSFA to offer this opportunity for the same student target group in Summer 2019 to 30 students total in India and Botswana.
- Results include a \$35,000 gift from Scan Design to support the new summer program “UW The Transnational Experiences of African Americans in Denmark” (also one of our first offerings to meet the UW-Madison Ethnic Studies Requirement); and a gift of \$2,500 for each participants on the Year in Freiburg Program for 18-19.

II. New Program and Initiatives

- Conducted staff and peer institution survey of program development processes
- Reorganized the New Program Development vetting form
- Reviewed timeline and processes for new program development
- Reviewed and modified our structures and processes for managing non-approved programs, which will result in more streamlined services for students and reduce staff time and resources.

III. Campus Partnerships & Communication

- Creation of PL Job description clearly outlining roles and expectations of PL
- Aligned Job description with revamped PL Manuals, broken into three manuals with paired down and deliberate information to be given out a relevant times on the program development, preparation and pre-departure processes.
- Collaboration with other HIP (High Impact Practices) offices on campus, resulting in a HIP fair for faculty and two HIP dinners for Honors students.
- Hosted 3 Advisor Series Lunches on the following topics: Going Beyond Awesome, Study Abroad Student Panel: Ask an Alum, Course Equivalent Request Process
- Major Advising Pages were completed for: Biology, Communication Arts, Conservation Biology, Environmental Sciences, Gender and Women’s Studies, Italian, Neurobiology, and Statistics.

IV. Office Climate and Development

- Developed and Implemented Summer staff retreat. Retreat 2018 reviewed how IAP staff interact with academic departments and reviewed departmental priorities and strategies for the coming academic year.
- Implemented Winter and Spring Staff development lunches
- Created IAP resource library for staff

V. Data and Technology

- A new IAP web site launched on September 4, 2018, with new content, layout, design, and functionality
- IAP database Re-Code Study Abroad 2.0 Project: Received approvals and began implementation for the re-coding of the IAP database from .ASP to .NET language, in collaboration with DoIT Web and Mobile Solutions.
- Implemented @studyabroad to @ wisc email migration
- Data Reporting: Developed new content and timeline for Annual IAP Report, School Data Reports, and Department/Major Reports

VI. Program Management

- Program Management: created 61 Program Leader Appointments for Programs
- Revised Program Leader Training from one large group session per semester to offering multiple, small group sessions, to allow for more customization based on interested and interactive dialogue. Held 6 Program Leader
- Updated Program Closure, Suspension, & Cancellation policy and procedure documents
- Created new documents for Family Members and Guests on Site and Individuals Accompanying Programs
- Initiated yearly portfolio reviews with Program Teams to identify issues and opportunities within our current program offerings. Have met twice since launching this review: first to evaluate exchanges and more recently provider programs.
- Updated overall Student Health and Safety Pre-Departure Orientation. Incorporated online options delivered via webinar in addition to in-person session, to ensure full completion rates. Offered 11 in-persons and 5 web-based sessions through Fall and Spring Semester
- Planning and implementation of revisions to our own travel policies and practices, with the University International Travel Committee, in response to the Department of State Travel Warning and Advisory System Revisions.

VII. Advising

- IAP had 594 advising appointments with professional staff in the fall and 308 advising appointments with professional advising staff in the spring.
- Created an intake form, so students could indicate why they had come in for advising. The top reasons given were: Academics, Application, Housing, Funding, and Program Comparisons.
- Started online appointment scheduling for appointments.
- Implemented a follow-up survey for students after appointments
- Revised Credit/No Credit policy and extended the length of course equivalent requests to 6 years.

VIII. Returned Student Services

- Continued Badgers Beyond Abroad returnee newsletter and Returned Student Profiles.
- Hosted two Global Café events with assistance from PA team.
- Hosted International Trivia Night
- Updated section of IAP's website for Returned Students

IX. IAP Front Desk/Resource Center

- 2017-18 Statistics (*does not include student who drop off/collect materials or ask one question*)
 - Walk-ins: 896
 - Appointments: 842
 - Other: 30
 - Total: 1,768

The busiest months for student traffic at the front desk were September (20%), October (19%), November, February, and April (each at 12%)

- Supported 20 student works: 12 Peer advisors, and 8 student marketing coordinators
- Through the Red Gym Space Assessment Study Group, identified new space on the first floor of the Red Gym to serve as the new IAP Resource Center, scheduled for opening in 2020

X. Financial Matters

- Successful transition to new Common Scholarship Application (CSA), AcademicWorks
- Given access to voucher upload tools which creates efficiencies for both IAP and Accounts Payable.

XI. CALS Study Abroad

- CALS Study Abroad and Internship Scholarships awarded 2017-2018: \$50,000 (average award of \$1500)
- Hosted partner meetings
 - Obihiro University of Agriculture and Veterinary Medicine
 - Ecole Supérieure d'Agriculture International Food, Culture and Agriculture Exchange (Angers, France)
 - ISARA Lyon Summer School Agroecology Exchange
- Internships cultivated in partnership with International Internship Program (IIP): Ghana (2) and Guatemala (3)
- Additional full-time summer research locations added: Mae Fah Luang University, Thailand and Francis Crick Institute – London (SCORE program)
- Outreach activity to CALS and campus groups
 - Fall 2017 CALS Study Abroad Open House
 - Fall 2017 CALS New Student Orientation (100+ students visited study abroad table)
 - CALS Study Abroad presentation and activity in CALS Freshman Seminar (2 classes total, 90 students)
 - Women in Science and Engineering (WISE)
 - Minorities in Agriculture, Natural Resources, & Related Sciences (MANRRS)
 - Transitional Advising and Outreach Students – presentation to prospective students
 - Dairy Science classroom presentation and returned student panel
 - All Campus Leadership Conference - CALS Study Abroad staff presentation
 - Spring 2018 CALS Study Abroad Open House
 - UW Admissions counselors (CALS Academic Affairs Asst. Dean included study abroad slide in presentation to UW Admissions)
 - CALS QuickStart: CALS Study abroad online module for 100 incoming CALS students
 - CALS QuickStart: In-person presentation by study abroad staff and moderated returned student panel
- CALS study abroad peer advisor walk-ins: 50 students (50% increase over prior year)
- Professional staff advising appointments: 88 in total

XII. Staff Conference Attendance

- EAIE conference attendance (CALs)
- UW-Madison Office of Undergraduate Advising Annual Conference (CALs)
- Regional Diversity & Inclusive Excellence Workshop (CALs)
- CALs Food Security and Global Development Symposium (CALs)
- IIE Summit
- CET RD GRAS
- APAIE
- UW-Madison Advising Conference
- IES Conference
- Forum Annual Conference
- NAFSA Region V
- NAFSA Annual Conference
- CEIA Annual Conference

XIII. Staff Presentations, Publications, Awards, and External Service

- *In With the Old, In With the New: How Successful Partnerships Can Refresh and Revitalize Historic Programs* (Nikki Davis, at IIE Summit)
- *Low Income to High Impact: Innovative Funding Models to Increase Access to Study Abroad* (Nikki Davis, at IIE Summit)
- *Empowering Global Leadership through Re-Entry Programming* (Joanna Poinsette, at NAFSA Region V)
- IAP Adviser Series Lunch: *Course Equivalent Process* (Kristin Calkins and Joanna Poinsette)
- IAP Adviser Series Lunch: *Going Beyond Awesome* (Andy Quackenbush)
- *Using Technology to Build Campus Partnerships* (Kate Hamoonga, at CIEE Conference Austin)
- *Dealing with Unauthorized Providers* (Lindsay Heiser Barger, Big Ten Academic Alliance Webinar)
- Parent & Family Program Study Abroad Webchat (Jessa Boche)
- Forum Best Practices Laboratory *"Maximizing Potential: Training Student Employees"* (Jessa Boche)
- Washington Program Consortium Meeting Panelist (Bola Olaniyan)
- Forum State of the Field Report 2017 Contributor (Matt Geisler)
- CET National Advisory Council Member (Dan Gold)
- External Reviewer, University of Hawaii – Manoa International Programs (Dan Gold)
- NAFSA Trainer Corps Preparation Planning Team Member (Susan Lochner Atkinson)
- *Trainer Corps Inductee Workshop and Enhancement Workshop* (Susan Lochner Atkinson at Annual NAFSA Conference)
- Diversity Abroad Conference Planning Committee Member (Susan Lochner Atkinson)
- *Connecting campus to the K-12 Community* (Susan Lochner Atkinson at Diversity Abroad Conference)
- UW-Madison Campus Administrative Improvement Award (Suzy Speth)