



Leading Travel Programs – What to Expect

Activity	Description
Program Recruitment	Successful programs have program leaders who aggressively recruit applicants. While the CGE provides some support for recruitment and marketing, these activities are predominantly the responsibility of program leaders
Financial Management	With the help of the Center for Global Engagement, program leaders create and manage the program budget.
Reviewing Applications	Program leaders review student applications and coordinate with the Center for Global Engagement to approve participants.
Teaching and Academic Coordination (Travel Study Courses)	Program directors serve as the instructor of record for all courses and coordinate the academic components of the program. Program leaders teach the coursework offered on the program. As the academic content of the program includes field trips and excursions, program leaders attend all program related activities so as to enhance the learning of student participants.
Cultural Integration	One of the key learning outcomes of learning abroad is to increase global/intercultural competency in students. Program leaders integrate cultural themes and immersive activities into the academic and/or social component of the program to ensure that students have an authentic, valuable cultural experience abroad. Critical to this element of the program is direct interaction with local residents and post-activity reflections so that students can process their experience and recognize how experiences impact their personal, professional, and academic lives.
Logistical Coordination	Program leaders coordinate the logistical aspects of the program including housing, excursions, onsite transportation, and guest speakers. In most cases, the Center for Global Engagement recommends identifying a partner institution or organization in the host country to assist program leaders with this aspect of the program. Contact the Center for Global Engagement for suggestions.
Emergency Response	Program leaders provide 24/7 emergency support during the program. The Center for Global Engagement will provide pre-departure training to prepare program leaders for this aspect of the program.
Pre-departure and Onsite Orientations	The Center for Global Engagement provides general, online orientation for all students. This online orientation is mandatory for all students. <i>All program leaders are required to hold at least one (1) group orientation meeting before departure and one (1) onsite orientation meeting after arrival.</i> Program leaders who are actively engaged in pre-departure orientation programs tend to have more successful academic programs with fewer disciplinary problems abroad. In program-specific pre-departure orientation meetings, program leaders prepare students academically, culturally, and logistically for the host country. See pre-departure folder in MS Teams for more information.

Post-program Reflection	The student experience doesn't end when the program is finished! Many students are eager to continue their learning upon returning to campus. Program leaders provide informal advice, mentoring, and reflection for program participants after the program is over.
Assessment	Program leaders are expected to complete a final report and evaluation of their program once the program has run.

Program Leader Responsibilities

The Center for Global Engagement offers support, guidance, and resources throughout the entirety of your international experience (planning, execution, and evaluation). It is important to understand your responsibilities as a program leader to lead an effective and efficient program. If you have any questions or concerns please feel free to contact the CGE staff listed below:

Kirsten Sheppard, Director of Global Engagement

Overarching responsibilities

- Understand the culture in which the program is conducted, and design a program that incorporates essential elements of the local culture and environment into the academic content of the program.
- Plan ahead for potential risks and communicate risks and plans to students.
- Agree to serve as 24/7 contact person in the event of an emergency or urgent situation that may arise abroad.
- Conduct pre-departure student orientations and attend leader orientation.
- Explain your role and responsibilities, and your assistant's, if applicable, to students.
- Explain program requirements to students.
- Deliver the academic portion of the program and report grades upon completion of the program. (credit bearing)
- Maintain current contact information for campus support offices and on-site resources.
- Adhere to standards of professional conduct, acting prudently and reasonably.
- Explain cultural and behavioral requirements of foreign venue, reminding students that they are perceived as representatives of MC and of the United States.
- Ensure that contact hour minimums are met, the itinerary is followed, and the course objectives and learning outcomes are achieved.
- Exercise caution before engaging the services of local travel/tour operators, or a local transportation company or a driver. Do not make adjustments to the itinerary, modes of transport, or formal program activities without consulting CGE. Err on the side of caution when your students' safety is at stake. Know what to do in case of an emergency. Develop an emergency action plan. Keep the health forms for each student with you on-site to effectively deal with individual health emergencies.
- Complete and submit Incident Report Form(s), as needed.
- Perform appropriate investigation/follow up concerning behavior issues and complaints.
- Keep CGE informed of student status changes, such as disenrollment, probation, major illness, accidents, and protracted absence.
- Within 30 days of returning, account for all expenditures by turning in all receipts for your Travel Expense Report to the CGE Study Abroad office.
- After the program has ended, meet with CIE staff to review program experience.

Pre-departure

- **Proposal:** complete the online proposal.
- **Course Creation:** Work with your department/division to determine what course designation(s) that your program may count for.
- **Recruiting:** Recruiting students is essential for a successful program.
- **Student Selection:** Faculty must review all student application materials. These are available online at <https://maryvillecollege.via-trm.com/>. (CGE will provide access once programs are approved). Program Leaders should work collaboratively with the CGE to evaluate student documentation, including confidential health forms, physician statements, and judicial records.
- **Pre-Departure Orientation:** All programs must complete a pre-departure orientation prior to departing the United States. The Center for Global Engagement will offer general pre-departure information by webinar, and leaders are expected to provide country and program-specific orientations.
- **Program Logistics:**
 - Finalize your program logistics: verify reservations, negotiate final prices and secure resources (airfare, housing, food, tickets, transportation, activities, etc.).
 - Finalize your spending plan and travel advance (if needed); make any needed adjustments based on enrollment, final logistics, etc.
 - Work with the CGE to finalize contracts
 - Confirm your travel arrangements.
- **Travel Medical Insurance:** Provide the CGE any necessary information to enroll in travel medical insurance and trip interruption insurance.
- **Via Travel Plan:** complete your Travel Plan in the Via-TRM portal.
- **Register your travel** with the [U.S. State Department STEP program](#).
- **Program Finance & Budgeting:** Program leaders are responsible for completing all necessary documentation involved with their program's finance and budgeting.

While Abroad

- Act as primary resource for student inquiries and problems.
- Act as the initial responder to logistical, medical, behavioral, and other crises.
- Oversee all program logistics.
- **Student Well-Being:** It is the program leader's responsibility to monitor student health and safety while abroad. Unfortunately, unplanned events can occur. Program Leaders should ensure that all students receive adequate medical attention if needed abroad. It is the program leader's responsibility to know and understand how to access MC's insurance and 24/7 response provider, CIEE/iNext and the services that they provide.
- **Budget Management:** Program Leaders are responsible for remaining within budget limits. All program deficits will be reviewed with the Center for Global Engagement and the business office upon completion of your program. It is imperative that receipts for all purchases and payments must be kept for reconciliation. If receipts are unattainable, expenses can be recorded on a log sheet.
- **Troubleshooting:** Unfortunately, sometimes unexpected events happen during international travel. These can be as common as flight delays or as rare as government shutdowns. We ask that in these situations faculty keep CGE informed, but actively work to create alternate plans if issues arise. CGE will be in contact if specific information is required.

- **Student Behavior:** Students are expected to abide by the MC IPC Code of Conduct & MC Covenant at all times. Students are also expected to abide by the laws of their host country. Please use your best judgment and discretion when dealing with behavioral issues abroad; if the behavior becomes disruptive to the group, or presents a health and safety concern you may work with the CGE to return the student to the United States immediately. In the event that a student is returned home, the CGE Judicial Board will be contacted.
- **Keeping MC Informed:** While you're abroad we ask that you keep us informed and aware of any issues that may arise. Please use your discretion to evaluate the urgency of any issue, and use email for non-urgent issues. We require that you provide us with a method of contact so that we can reach you while you are abroad.
- **[Academic] Teaching Course Abroad**
- **[Non-Academic] Delivering program-related content abroad (e.g. practices, games, performances)**

Post-Program

- **Re-entry Meeting with Students:** Please connect at least one time post program with your group to reflect on the overall experience and encourage students to complete the online student evaluation.
- **Follow-Up Meeting:** Once your program has concluded we will schedule a meeting to review and discuss your program. This will include any student issues that arose, lessons learned, and future programming possibilities.
- **Financial Reconciliation:** All receipts and documentation are due no later than 15 days after your program.
- **Final Report & Evaluation:** After your return, we will email you a link to complete a final report and online evaluation of your program, from start to finish. This will include your insights of the entire program process, and your feedback will be used to reevaluate processes and procedures, as well as to demonstrate success stories to the college community.
- **Review student evaluations** (administered by the CGE)