

Faculty led Program Agreements



SERVICE LEVEL MATRIX

Study Abroad Programs Office

The purpose of the matrix is to summarize the different levels of service (limited and standard) the Study Abroad Programs Office offers. This is not an exhaustive list.

SERVICES		Limited	Standard
Marketing & Student Recruitment	Webpage and brochure designs and printing		X
	Featuring on website and SAPO search engine	X	X
	Program representation at study abroad events and general presentations	X	X
	Assistance with program promotion in the college		X
	Walk-in student advising	X	X
Program Development & Coordination	Facilitate Coordinating Board approval of student abroad courses	X	X
	Provide faculty briefing prior to departure	X	X
	Assist in facilitation of arrangements for students in need of special accommodations	X	X
	Set up program listing and applications in SAPO portal	X	X
	Screen and approve students in consultation with faculty	X	X
	Assist with itinerary development and logistical arrangements		X
	Create, maintain program budget		X
	Route vendor contracts for payment approvals		X
	Process invoices and liaise with Academic Affairs Business Office		X
	Facilitate faculty travel arrangements		X
	Liaise with Student Business Services		X
	Liaise with Office of Scholarships & Financial Aid		X
	Liaise with Office of Admissions and Office of the Registrar	X	X
	Post program charges and monitor students' accounts		X
Post-program evaluations and debrief with faculty leader		X	
Orientations & Student Advising	Assist walk-in students with questions and application	X	X
	Inform walk-in students of funding options	X	X
	Provide sessions on funding: "Money Talks"	X	X
	Deliver ONE orientation on Health and Safety for Limited Service (optional)	X	
	Deliver TWO orientations (program specific and Health/Safety)		X
	Facilitate group visas and flight information for students		X
Emergency & Health	Enroll students and faculty in CISI International Insurance	X	X
	Serve as a central point-of-contact in case of emergency	X	X
	Collect and distribute emergency and contact information		X
	Assist faculty with emergency and risk assessments	X	X
	Monitor country safety with government agencies	X	X
	Register the group with the US Department of State		X