

IAP OPERATIONS OVERVIEW 2018-19

IAP continued its work in four key areas:

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

In the realm of cross-campus partnerships, collaborations across all study abroad offices has come to fruition, with programs within the Wisconsin School of Business and the College of Engineering working under the new partnership with IAP commencing in Summer 2019.

Program access continues to be a core goal, with \$1,571,166 provided in scholarship funds, from both external and internal sources, towards IAP program participation in Fiscal Year 2019, a 13% increase over the previous year.

Incorporating those partnerships, the expanded funding for students, as well as exciting program growth including Global Gateway and Global Launch described in the previous section has been a core focus of our office this past year, and will continue into the coming years. The specific progress towards our key focus areas, described below, will demonstrate the breadth and depth of our efforts to continuously improve the study abroad experience for our students at UW-Madison.

OPERATIONS REPORT

- I. [Access, Diversity, and Inclusion](#)
- II. [New Program and Initiatives](#)
- III. [Campus Partnerships and Communication](#)
- IV. [Office Climate and Development](#)
- V. [Data and Technology](#)
- VI. [Program Management](#)
- VII. [Advising](#)
- VIII. [Returned Student Services](#)
- IX. [IAP Front Desk/Resource Center](#)
- X. [Financial Matters](#)
- XI. [CALs Study Abroad](#)
- XII. [COE Study Abroad](#)
- XIII. [WSB Study Abroad](#)
- XIV. [Staff Conference Attendance](#)
- XV. [Staff Presentations, Publications, Awards, and External Service](#)

I. Access, Diversity, and Inclusion

- Implemented UW Study Abroad Pre-Departure loan program: <https://studyabroad.wisc.edu/funding/pre-departure-loan/>.

- Selected to host a CIEE Passport Caravan at the Study Abroad Fair on September 18, 2019. CIEE has pledged to cover the cost of 175 passport applications for UW-Madison students. IAP and the International Division have each pledged an additional 25, for a plan to fund up to 225 passport applications.
- Established an [IAP in-office passport photo station](#) to provide students (and faculty and staff) with passport photos free of charge.
- IAP staff liaisons initiated communication and check-ins with campus partners including the Gender and Sexuality Campus Center, McBurney, Center for Academic Excellence (CAE), Center for Educational Opportunity (CEO), Veterans Services, Athletics, Posse, ISS, Powers Knapp/Chancellors, First Wave.
- IAP Study Abroad Advisor Andy Quackenbush served on a [Diversity Abroad Task Force](#) to complete a guide for advisors supporting LGBTQI+ students. The guide will be available to all Diversity Abroad Network institutions in Summer 2019.
- 31% of all IAP participants received a financial award towards their program participation, a 6% increase over the previous year.
- UW Transnational Experiences of African Americans in Denmark and UW Hmong Studies in Thailand both ran for a second time in summer 2019, serving a total of 17 students, with continued support from Scan Design to support participants on the Denmark program.
- [Global Gateway Initiative](#) Expansion: Provided, in partnership with the Office of Student Financial Aid, two fully-funded 4 week faculty led program to India and Botswana, respectively, in Summer of 2019 for 30 students in total with an average EFC under \$5,000. Secured funding from OSFA to offer this opportunity for the same student target group in Summer 2020 for 45 students total in India, Botswana, and Peru. Also secured funding from OSFA to provide ten awards of \$10,000 each year for students with an EFC under \$12,000 attending study abroad and domestic study away programs for a semester or year. Awarded 5 students with an average EFC under \$4,000 attending Fall and Year 2019-20 programs in Sweden, Washington DC, Israel, Greece, Czech Republic.

II. New Program and Initiatives

- Conducted survey regarding departmental sponsorship of study abroad programs, definitions and expectations. Shared recommendations for implementation.
- Reviewed merge meeting processes.

III. Campus Partnerships & Communication

- Finalized the Program Leader Handbooks and posted on-line ([prior to departure](#) and [on-site](#)).
- Participated with other HIP (High Impact Practices) offices in a HIP fair for faculty and a HIP dinners for Honors students.
- [Major Advising Pages](#) (for a current total of 30) were completed for: Computer Science, Math and Special Education
- Commenced integration of WSB and COE offices and programs starting summer 2019.
- Updated trainings, materials and messaging to be inclusive of new partnerships with WSB and COE.

IV. Office Climate and Development

- Developed and Implemented Summer staff retreat 2019, which focused on team building and strengthening relationships among the 4 constituent offices.
- Conducted Office Climate Survey and reviewed recommendations and new opportunities.
- Implemented Winter and Spring Staff development lunches.

V. Data and Technology

- IAP database Re-Code from .ASP to .NET language, Study Abroad 2.0 Project: Work began on re-coding in February 2018. Launch of the re-coded site commenced in March 2019. On-going troubleshooting and remaining coding work continues to the present with an anticipated end of January 2020.
- Implemented redesign of [exchange student website](#), incorporation of WSB and COE into one unified application, and revision of exchange student post-program transcript ordering process.

VI. Program Management

- Created 62 Program Leader (PL) Appointments for Programs.
- Based on success of the previous year's model, held 5 PL training sessions with groups ranging from 10-15 PLs on average. Smaller sessions continue to allow for more dialogue, customized information and PL interaction.
- Initiated program evaluation reviews with full program teams to ensure program quality and assess areas that may need to be addressed or improved upon for the future.
- Continued to offer in-person as well as online Health and Safety Pre-Departure Orientations holding a total of 12 orientations (6 in-person and 6 via online webinar).

VII. Advising

- IAP had 669 advising appointments with professional staff in the fall and 446 advising appointments with professional staff in the spring (24% increase over the previous Academic Year). In addition, we had 108 advising appointments with professional staff in the summer.
- Transitioned to the Starfish scheduling system for all appointments with IAP staff.
- Follow-up surveys from advising appointments: 98% of students recommend study abroad advising and 100% of students responded that all of their questions were answered in the advising appointments.
- Launched [new Study Abroad Handbook](#).

VIII. Returned Student Services

- Continued *Badgers Beyond Abroad* returnee newsletter and Returned Student Profiles.
- Hosted two Global Café events in collaboration with ISS.
- Sponsored student participation in the Lessons from Abroad returned student conference in Chicago.
- Realigned our International Trivia Night with International Education Week in November.

IX. IAP Front Desk/Resource Center

- 2018-19 Statistics (*does not include student who drop off/collect materials or ask one question*)
 - Walk-ins: 890
 - Appointments: 880
 - Other: 37
 - Total: 1,777

The busiest months for student traffic at the front desk were September (22%), October (18%), November, February, and April (each at 12%).

- Supported student workers: 10 Peer advisors, and 12 student marketing coordinators.
- Continued planning on first floor space in the Red Gym to serve as the new IAP Resource Center, scheduled for opening in 2020.

X. Financial Matters

- Passed purchasing card audits without findings.
- Passed annual Accounting Services Voucher Upload for fiscal year 2018-19 audit without findings
- Collaborated with interim Bursar to update and automate IAP's billing process.
- Successful onboarding of WSB and CoE financials into IAP processes.

XI. CALS Study Abroad

- CALS Study Abroad and Internship Scholarships awarded (2018-2019): \$58,996 (average award of \$1,180).
- Secured the Brody Epstein Scholarship for Plant Sciences students.
- Hosted partner meetings:
 - Institut National d'Etudes Superieures Agronomiques de Montpellier (Montpellier, France)
 - Ecole Superieure d'Agriculture International Food, Culture and Agriculture Exchange (Angers, France)
 - Obihiro University of Agriculture and Veterinary Medicine
- Site Visit: Microbiology and Public Health Program in Northern Thailand.
- Outreach activity to CALS and campus groups:
 - Fall 2018 CALS Study Abroad Open House (Grow Global)
 - Fall 2018 CALS New Student Orientation
 - Fall 2018 Global Health Field Course Fair
 - Fall 2018 SCORE/SUPER G Research Symposium
 - CALS Freshman Seminar study abroad presentation and student panel (2 classes, 90 students)
 - Association of Women in Agriculture (AWA)
 - Women in Science and Engineering (WISE)
 - Minorities in Agriculture, Natural Resources, & Related Sciences (MANRRS)
 - Dairy Science classroom presentation
 - Spring 2019 CALS Study Abroad Open House
 - Your UW Days
 - Admitted Students Day
 - CALS QuickStart
 - CALS SOAR Peer Advisor Training
 - World Food Prize
- Classroom presentations: 12
- CALS study abroad peer advisor walk-ins: 69
- Professional staff advising appointments: 102

XII. COE Study Abroad

- 309 appointments (not including walk-ins).
- 57 outreach events (classroom/presentations, orientations, info sessions).
- Site visits: Ireland, Belgium and China.
- Attended Executive Committee meeting of the Global Engineering Education Exchange.

XIII. WSB Study Abroad

- Revamped group advising and outreach initiatives to better prepare students for the application process.
- WSB study abroad staff supports and advises students. The total number of documented advising engagements for 2018-2019 was 757.
 - Appointments with professional advisors: 267
 - Drop-in peer advisor engagements: 378
 - Attendance at group advising events: 87
- Enhanced engagement of Business students and visiting exchange students with new “buddy program” activities.
- Over \$70,000 in WSB business study abroad scholarship awarded (average award ~\$2,275).

XIV. Staff Conference Attendance

- Native American Center for Health Professions & Office of Multicultural Affairs Open House (CALs)
- Fall 2018 CALs Global Reception (CALs)
- CALs Global Spring Symposium (CALs)
- Global Health Spring Symposium (CALs)
- WAIE Online Conversation about short-term faculty led programs (CALs)
- Diversity Abroad Community Discussion (CALs)
- Facilitating by Heart, UW-Madison Continuing Studies (CALs)
- Wisconsin Association of International Educators Annual Conference
- NAFSA: Association of International Educators Annual Conference
- UW-Madison Diversity Forum
- UW Madison Annual Advising Conference
- Midwest Financial Aid Conference
- Diversity Abroad
- Forum on Education Abroad Annual Conference
- SIT STEM Advisor Workshop
- Australian International Education Conference
- IES Abroad Annual Conference
- UW-Madison Teaching and Learning Symposium
- IFSA Annual Conference
- SXSW Conference
- UW-Madison Women in Leadership
- Big10 International Marketing & Communication Conference
- CIEE Annual Conference
- Language Flagship Annual Meeting
- EAIE (WSB)
- Business International Studies Network (WSB)
- Global Education Summit (WSB)

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

- All Campus (student) Leadership Conference Presentation (Susan Huber Miller)
- CET National Advisory Council Member (Dan Gold)
- Diversity Abroad LGBTQI+ Task Force member and Student Advising Guide, co-author (Andy Quackenbush)
- International Division Staff Excellence Award (Andy Quackenbush)

- International Division Staff Excellence Award (Bola Olaniyan)
- Division of Continuing Studies Course Grant for "The Joy of Meetings: Recipes for Success" 1-day training (Carmen Pitz)
- Division of Continuing Studies Course Grant for "How to Energize Your Workshops and Turn on Learning" 1-day training (Nikki Davis)
- NAFSA Trainer Corps Preparation Planning Team and Chair Designate (Susan Lochner Atkinson)
- NAFSA EA Consular Affairs Liaison Subcommittee (Jessa Boche, Erin Polnaszek Boyd)
- Boren Scholarship Campus Representative (Matt Geisler)
- "Going Beyond 'It was Awesome'-Speaking Meaningfully About Study Abroad" (Andy Quackenbush and Susan Lochner Atkinson, WAIE conference)
- WorldStrides-ISA Advisory Board Member (Joseph Halaas)
- "Service Learning and Socially Conscious Visits for Business Students" (Joseph Halaas, Global Education Summit)
- "Global Gateway: Eliminating Barriers through Program Design, Development, and Partnership" (Andy Quackenbush and Kate Hamoonga, Diversity Abroad Conference)
- "Hit Refresh: Digital Resources for Active Learning" lightning round presentation (Sara Lieburn and Carmen Pitz, IFSA Annual Conference)
- "Collaborative Partnership Building between Financial Aid and Study Abroad Offices" (Kate Hamoonga with Heidi Johnson OSFA, Financial Aid Conference)
- "Articulating Values to Guide Programming Development and Selection for High Impact Experiences Abroad" (Matt Geisler, CIEE Conference)
- "Leveraging Alumni Engagement in Internship Programs" (Bola Olaniyan, National Society for Experiential Education)
- "Studying & Intern Abroad – What to look for and consider" (Bola Olaniyan, National Society for Collegiate Scholars Leadership Summit)
- Steering Committee Member & Website Chair Subcommittee Washington Program Consortium (Bola Olaniyan)
- WAA-DC Board Member & Professional Development Subcommittee Chair (Bola Olaniyan)