



## CIBER Summer Study Abroad Programs – Program Liaisons

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### A. Pre-Departure

- Develop and facilitate cultural orientation workshop.
- Develop and facilitate a language lesson workshop.
- Meet with previous program liaisons to obtain suggestions for extra-curricular activities, etc.
- Participate in program liaison pre-departure meetings.
- Collect information about International SOS services.
- Begin coordinating plans for the on-site orientation and activities.

### B. In-Country

- Provide an official email report at the end of each week to Angie Carter.
- Serve as an official program contact.
- Work directly with students in groups and one-on-one to guide them through the study abroad program.
- Serve as the main contact person for students with emergencies. You will be provided a cell phone, so that students may reach you at any time in case of an emergency. You will be expected to inform CIBER of emergencies as soon as possible. You may draw on the staff at our partner school to assist you if necessary. You will be given information on UT-Austin emergency guidelines and procedures for Faculty-Led Programs. Please review this information carefully and let us know if you have questions or concerns. CIBER will provide information on hospitals and clinics in the host city, but it would also be helpful to search for the locations of several after-hour pharmacies near the residence as soon as you arrive. International SOS is a great resource!
- Actively participate in all program activities such as: orientation sessions; welcome events; closing events; cultural/extra-curricular activities; company visits & speakers; some class sessions; and re-entry session.
- Manage cash advance funds and travel group credit card for program activities.
- Plan/coordinate cultural/extra-curricular activities for students throughout their stay. Usually these activities are coordinated on site, and are all held within the host city and the surrounding area (none require overnight stays). Students will be expecting at least one activity per week, but more are encouraged, as time permits. You will be given a working fund to cover expenses associated with the program, including some of the recreational activities (number varies per program), and any miscellaneous expenses that are connected with setting up and carrying out these activities. The extra-curricular activities are optional for students, and not all students will elect to participate. You will be responsible for purchasing group tickets on site, as required.
- Offer advice to students regarding optional activities in the host city.
- Coordinate student arrival in host city and facilitate check-in/out from the student residence.
- Develop and facilitate an on-site orientation session to be held upon students' check-in at residence. This session should include such information as: inform students of residence rules and regulations, help the students understand how problems will be handled as they arise, and provide additional information as necessary. The goal is to avoid any confusion about policies regarding noise levels, guests, overnight stays, cleaning equipment or services, message-taking, smoking, alcohol, etc.
- Obtain details regarding use of partner university computer facilities. This includes collecting information regarding rules and regulations of use. Let students know what to expect, and how they can go about requesting assistance in the lab, if necessary.
- Provide explanation to students where to find the nearest means of transportation.
- Determine the best possible route for students to take between their residence and campus.
- Assist students in securing transportation passes (offer guidance).
- Collect student signatures on a sign-in sheet and submit to CIBER. You are responsible for submitting this sign-in sheet to CIBER by fax after the on-site orientation. An original should be submitted once the program concludes.



- Correspond and meet with partner university administrators prior to the start of the program to make final program arrangements (classroom, course materials, equipment, etc.).
- Assist McCombs faculty in getting acquainted with the partner university. This may include arranging the following: introduction to partner university faculty and administrators, a tour of the facilities and services, access to an office, and help with securing copies and other materials to be used in class. We encourage faculty to bring all of this with them, but course materials might be photocopied at the host school.
- Reinforce class attendance rules and attendance for mandatory events.
- Reinforce program and UT-Austin policies.
- Communicate regularly with partner university administrators and provide UT-faculty and students with any modifications to the class schedule and information relating to company visits, etc.
- Provide students with regular updates of program schedule and arrangements. This includes notifying students of any modifications to the program/schedule.
- Assist with academic related items, including, but not limited to: on-site coordination for company visits and speakers, proctor examinations, provide partner university faculty and administrators with details concerning academic procedures, and work with program administrators to submit exams and final grade sheets.
- Develop and facilitate (if necessary) any follow-up sessions with the students.
- Assist students who need guidance in making changes to their credit/no credit enrollment options. All students will have until the posted UT-Austin deadline to make changes to their credit/no credit options. You will need to abide by the university's regulations affecting student records and privacy.
- Invite McCombs faculty members to appropriate program-related events (such as orientation, group dinners, closing events, cultural activities, etc.)
- Communicate with faculty regarding extra-curricular activities to avoid scheduling conflicts that would affect a student's academic performance.
- Provide partner university administrators and faculty member(s) with details concerning the submission of grade sheets. This also includes providing details about the UT-Austin grading system and dates that final grade sheets should be submitted.
- Proctor examinations, as needed. Faculty members are expected to notify the program liaison well in advance if the need arises to proctor an examination. If the liaison is not available to proctor an exam, he/she will need to make arrangements in collaboration with the partner university administrators.
- If needed, collect final grade sheets and submit to CIBER. Each professor will grade his or her half of the seminar. They will be provided with official grade sheets for that purpose, but you may also receive a back-up copy. We ask that you help with grade sheet collection, and submitting them to CIBER, by fax and by overnight mail, once the program concludes.
- Distribute and collect program evaluations.
- Provide additional assistance to students, CIBER staff, faculty leaders, and partner university administrators, as needed.

### **C. Post-Program**

- Actively participate in program liaison follow-up meeting.
- Submit final grade sheets, program evaluations, original sign-in-sheet, and documentation for emergency situations, if applicable.
- Contribute ideas, feedback, and suggestions from a liaison perspective and assist CIBER staff with program assessment.
- Create a write-up of extra-curricular activities, company visits, and helpful sites to be posted on the CIBER Summer Study Abroad website. Due by August 15, 2009.
- Share photographs with CIBER to be posted on the web.
- Provide feedback on items such as: engagement of faculty w/students, interaction of students w/one another, cultural integration, and improvements for future, etc. A write-up is due by August 15, 2009.
- Recommend students to serve as CIBER Global Ambassadors.
- Submit all receipts, accounting paperwork, credit cards, cell phones, and phone cards (with proper documentation) to CIBER immediately upon return to Austin.
- Attend student re-entry session.



### What CIBER Provides:

- A per diem, for the days of business travel, to cover personal food expenses. The per diem, based on UT accounting rules, will be provided as a cash advance. Someone in the main building will call you to pick up the cash advance, approximately 1-2 weeks before departure.
- Flight reservations and a transferable, return airline ticket between Austin and host city. Reservations should be made in consultation with the CIBER office.
- A single room at the host school student residence.
- A cell phone with SIM card, for business use.
- A long distance phone card, for business use.
- International SOS medical and emergency coverage, including emergency evacuation and repatriation.
- CISI worldwide medical coverage (accident and sickness) for the duration of business travel. CISI coverage for personal travel is available at a small cost to UT-Austin employees.
- A working fund, to cover the extra-curricular activities and their planning, will be provided as a cash advance. Based on UT-Austin accounting rules and regulations, you will be required to reconcile the funds, submit receipts for all expenses, and to return any unspent funds to CIBER. It is necessary to keep a log of all program expenses.

### After Arrival/Orientation Items:

- Once everyone arrives, please send me an email to notify me that everyone arrived safely.
- Outline the principle aspects of your job as program liaison and the job of the partner university staff to the students. It is important that they understand who to go to and for what issues. You should emphasize that you and the partner university staff are the on-site administrators of the program.
- General Safety & Security Preparedness: see information on health & safety in the student handbook
- If students have not already done so, they should call/email their emergency contact to notify them that they arrived safely. This is very important as CIBER often receives calls and we cannot tell the parents anything!
- Guidelines and reporting for emergencies and illness: see the Crisis Management Team list
- 24/7 number for UTPD: 512-471-4441
- How to Make Calls: Steps to make calls in host country/city (calling within the region and also to the United States). Most importantly, the students should be briefed on how to contact you. A good source for calling while abroad is <http://www.countrycodes.com/>.
- Chose a meeting place in case of widespread emergency.
- Remind students of the local emergency, International SOS, and Embassy/Consular contact information
- Behavioral expectations and code of conduct (the Professionalism Policy). Reminders about attending class and required company visits/excursions.
- Reminders about cultural norms, appropriate dress, behavior, & relationships.

### Other Items for the first week:

- Obtain student cell phone numbers (if they are using them) and have them report their numbers on the sign-in sheet.
- Please fax a copy of the sign-in sheet (with the signatures and phone numbers) to CIBER ASAP (512-471-7556).
- It is a good idea for you to make yourself available to the students (near their classroom) before and after class. Remember that this is also an excellent time to make any announcements to the group. I am sure that the faculty will be happy to give you time to make announcements at the start/end of class.