Tech-Enhanced Pre-Departure Orientation

First Steps and Best Practices
Introductions

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CIEE
Agenda

Essential Questions

Roadmap Activity

Case Studies

- NYU - Accessibility of information
- PSU - Increasing interactivity/student view of Canvas
- CIEE - Gauging comprehension

Debrief
Essential Questions
Essential Questions

1. What are the objectives of pre-departure orientation?
2. How do we know if we have achieved these objectives?
3. What are the advantages or disadvantages of tech-enhanced pre-departure orientation?
4. What are initial steps for those considering how to integrate tech-enhanced pre-departure orientation?
Activity
Roadmap

Around the room you’ll see signs for *Paper Please*, *Electronic Newbie*, *Taking the Plunge*, and *Gone Digital*. Please read the descriptions and move to the sign that best characterizes your institution at this point in time.

With your group, please discuss these questions:

- Why did you put yourself into this group?
- To what point do you/your institution want to move along this continuum, and what would it take to do so?
- What are the challenges or barriers you might face?
- What small changes might you implement?
- What activities or processes are better to keep “offline”?
NYU Steinhardt - First Steps in IT Integration

- School at NYU with 11 departments
- 3000 undergraduates & 3000 graduate
- Partial centralization of global programs infrastructure
- 2 full-time staff members
- 30+ graduate-level short-term faculty-led programs
- 500 participants annually
- 2 in-person pre-departure orientations
Objectives

- Go paperless
- Innovate content
- Maximize use of face-to-face interaction
- Measure comprehension
- Increase accessibility of information

Platform Details

- Development support: pre-existing model & academic tech support
- Options: WP, Sakai-powered Collaborative Learning Envir., Google Hangouts
- Platform selected: WordPress - ease of use, timeline, cost
Development Timeline

**June/July** - needs assessment, phase I / phase II timeline established

**August** - platform identified, training conducted

**September** - orientation content revision

**September/October** - Wordpress creation

**October-December** - pilot use for January programs

**January** - reflection and revision of phase I content, Phase II planning

**March - April** - pilot use for summer programs

**Ongoing** - generation and integration of phase II content
Welcome and Next Steps

Congratulations on your acceptance to a Steinhardt study abroad program! Your admission is a testament to your academic strength and your commitment to engage in your field of study in a global context. Please complete the following steps upon your acceptance:

- **Check Passport Validity**
  A valid passport is required to travel outside the United States. Your passport must be valid at least six months beyond your program end date. Should you need to renew or apply for a new passport, please begin the application process immediately and notify the Office of Global Affairs at steinhardt.global@nyu.edu.

**US Passport Drive: will be held on Friday, April 14th from 10:00 am until 2:00 pm at the Student Link Center. You can find more information here including their sign-up form.**
Orientation Screenshot II

Admitted Student Resources
NYU STEINHARDT OFFICE OF GLOBAL AFFAIRS

Welcome and Next Steps
Your Program Checklist Costs Connectivity Health and Safety
Argentina Advocacy and Education
China Art Therapy
France
Germany
Ghana
Ireland
Italy
New Orleans
South Africa
Sweden
United Kingdom

Welcome and Next
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• For more information on how to apply or renew your passport, visit the StudentLink Center or local pharmacy.

Cross-Cultural Counseling
Shanghai, China

Program Dates
Check-In: May 28, 2017
Check-Out: June 13, 2017

Please note: While students may choose to arrive and depart from China outside program dates, they are responsible for their own accommodation on those dates.

Accommodations
Students will be staying in shared-occupancy hotel accommodations at the following hotel throughout the duration of the program:

Shanghai
Check In and Out: May 28 – June 8, then Check In and Out: June 11 – 13

Tong Mao Hotel Shanghai Amenities
No.357, Songlin Road
Room: No Smoking
• Air conditioning
WordPress Analytics

Statistics - Last Month

Visitors

- Visits: 315
- Unique Visitors: 127
- Pageviews: 1,193
- Pages / Visit: 4
- Bounce Rate: 31%
- Avg. Visit Dur.: 00:03:22
- New Visits: 40%

Content

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Top Referrals

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<td>google</td>
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<td>Challenges</td>
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<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
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<tr>
<td>● Information disseminated earlier</td>
<td>● Staff time</td>
</tr>
<tr>
<td>● Increased understanding of student use</td>
<td>● Content generation</td>
</tr>
<tr>
<td>● Positive feedback from faculty and students</td>
<td>● Faculty training</td>
</tr>
<tr>
<td>● Stimulated content innovation</td>
<td>● Changing technology landscape</td>
</tr>
<tr>
<td>● Measurable learning outcomes</td>
<td>● Limited internet access in some study abroad locations</td>
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Penn State

● Challenges
  ○ Unique challenge of EA Office serving 24 campuses across the Commonwealth of Pennsylvania, including one online campus
  ○ Embedded courses did not have any centralized orientation; depended on faculty-delivered preparation, with EA Office guidance
  ○ So little time, so much to do!

● Opportunities
  ○ Canvas pre-departure orientation course allows for standard information to be delivered in a consistent format and timeline
  ○ Follow-up, in-person meetings for faculty-led programs can focus on the specifics of program
  ○ Optional, in-person workshops on topics like career development, cultural awareness, meet-ups with your cohort
  ○ University was transitioning to Canvas for all online course delivery, effective FA 16
Penn State

- **Steps to transition to Canvas**
  - Standardization of pre-departure information (ongoing for year leading up to transition)
  - Writing of general and regional content (1-2 months)
  - Identify partners, seek collaborators and quotes for service (1-2 months)
  - Collaboration with university tech and online learning experts (2-3 months)
  - Filming and editing videos, in conjunction with local public TV (1-2 months)
  - Develop question items and build quizzes (1 month)
  - Test course and quizzes (1-2 weeks)

- **Benefits**
  - All students receive uniform pre-departure information
  - Easy to track completion and identify “delinquents”
  - Opportunities to update information based on student and faculty feedback
Penn State: Screenshots/Online View of Canvas Course
Section 3: Know Before You Go

In addition to the logistical and administrative preparations, it is also important for you to prepare for student life in your host country.

We encourage you to:

- Start researching about news, politics, and the cultural norms of your host country.
- Watch foreign films or read books from your host country.
- Get a guide book: *Penn State* or *Brave Abroad*.

It is important to know about the place where you will be spending your time abroad. You will be amazed how much the locals will know about American culture, history, and politics. It will be helpful for you to also be aware of their culture, history, and politics so that you can have strong relationships with the new people you meet.

Past students share their experiences in embedded programs:

Students give advice about getting ready to study abroad:

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Section 4: Safety and Security in Latin America

**U.S. Government Perspective - Known risks**

** Terrorism**

The threat of terrorism is not one of the main concerns for travelers to Latin America. However, some countries in the region are host to home-grown groups that have used violent tactics and terrorist threats in order to make political points. Regardless of the level of risk for terrorism to affect your life abroad, it is important for you to be aware of your surroundings and to practice vigilance in avoiding high-risk areas and situations. Establishments that are identifiable with the United States are potential targets for attacks for such activity. All travelers should remain alert for local security developments and report suspicious activity to local authorities.

- Be aware of your surroundings.
- Take appropriate steps to increase your security awareness.
- Be unobtrusive in your movements by varying your times and routes.
- Maintain a low profile.
- Avoid contact with any suspicious or unfamiliar objects and immediately report the presence of such objects to local authorities.

**Political Demonstrations**

Political demonstrations are common in the region and often focus on social or political issues, like education funding, transportation systems, election results, etc. Events can escalate quickly and may turn into crowd confronts or violent clashes. Travelers are encouraged to avoid demonstrations. If caught in a demonstration, remain calm and move away immediately when the opportunity arises.

**Crime**

The crime rate is moderate within the region. Break-ins of parked vehicles and petty crime are the most common forms of crime experienced by travelers. Tourist sites in particular have a high level of pick-pocketing and purse snatchers.

Express kidnappings are a tactic used by some gangs and criminal networks as a means to gain financial support for their activities. In such kidnappings, a ransom is sought and if the kidnappers force the victim to withdraw money from ATMs. Kidnappings have decreased in many Latin American countries in recent years, but it is important for travelers to be aware of this potential threat. Travelers should avoid going out alone at night, travelling alone, and be extra cautious in crowded areas.

**Transportation and Road Safety**

While in Latin America, you can expect road conditions to differ significantly from what you are used to in the U.S. Traffic congestion is high in large cities, roads are not well lit, and drivers tend to follow lane lines, signal turns, and can be quite aggressive. Roads outside of cities can be narrow, winding, and dangerous. As a result of these factors, traffic accidents are frequent and continue to be the largest cause of injury and death in the region.

As a passenger, you should obey transportation rules. Use a seatbelt. Do not operate a motor vehicle yourself.
CIEE

- How did CIEE’s shift from OPDO (GoToMeeting/PPT) to Know Before You Go (Canvas) create means to gauge student comprehension of pre-departure information?
- How is CIEE leveraging data from the Know Before You Go pilot in Prague, and what are next steps?
- What are some of the noticeable and/or measurable benefits?
Gauging Student Comprehension

- Via Canvas Analytics, we can see completion rates and amount of time spent on the material.
  - Vs. previous approaches (e.g., recorded online meeting or PDF and hoping that participants review it) which offer little to no visibility into what students take away from it.
- Tight feedback loops at the end of each module provide visibility into student satisfaction (quantitative) and “why” (qualitative) so that we can benchmark and engage in continuous improvement.
- For a non-credit “course”, just having students go through the material is a big success!
Leveraging Data

- Continuous improvement is embedded into our “Build, Measure, Learn” cycle (Lean Startup).
- Data analysis is part of a cycle that we repeat each term.
- Based upon this data, we make adjustments and roll out KBYG for more CIEE locations.
Benefits

● Achieving outcomes that matter to our field.
  ○ Students feeling connected to peers (through forums), getting access to logistics and culture information (answering questions they report they hadn’t even realized they had).

● Ability to chunk learning.
  ○ Not one PDF but manageable, discrete pieces.

● Ability to pull in outside resources such as the Hofstede Center or embedded language or history videos from YouTube.
Benefits

- Higher engagement, perhaps because content is more interesting, but also via scheduled cascade of reminders
- Easier to deliver at scale
  - Hundreds of students, repeated multiple times
- Easy to deliver a consistent quality of training
  - Not dependent upon quality of facilitator.
  - Standardization of the “product” also assists with continuous improvement efforts.
- Asynchronous and online so students don’t have to be in the same place at the same time
Know Before You Go - Prague Pilot
Please rate your overall satisfaction with the Week 1 Module of Know Before You Go.

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<thead>
<tr>
<th></th>
<th>Respondents</th>
<th>%</th>
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<tr>
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<td>129</td>
<td>65%</td>
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<tr>
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<td>58</td>
<td>29%</td>
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<tr>
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<td>7%</td>
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<td>Somewhat Dissatisfied</td>
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<td>Very Dissatisfied</td>
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Please rate your overall satisfaction with the Week 2 Module of Know Before You Go.

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<tr>
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Please rate your overall satisfaction with the Week 3 Module of Know Before You Go.

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Please rate your overall satisfaction with the Week 4 Module of Know Before You Go.

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<tr>
<td>Very Dissatisfied</td>
<td>1 respondents</td>
<td>1 %</td>
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Qualitative
Student Comments

- “There is a lot of very important information that I would not think to research on my own, Hofstede's cultural differences for example.”
- “It is nice to be able to interact with some of our peers and future fellow classmates and get an insight into some of the things they are excited about.”
Qualitative

Student Comments

- “I really like Know Before You Go because it calmed a lot of my nerves about the trip. I was very unsure about what to expect regarding Prague, but I feel a lot more confident about the experience I am going to have.”

- “Add a section for seasoned travelers with things that they might not know or should prepare for.”
Qualitative Student Comments

- “Maybe include a section on laundry.”
Analysis

- Students engaged with the modules and found significant value in them. They love the Prague staff videos, in particular.
- Students want additional opportunities to interact with peers via discussion groups and adding photos. They respond better to directed prompts vs. open forums, however.
- Survey responses indicate that KBYG is achieving its intended student learning objectives; quizzes and other “checks for understanding” will be added to corroborate qualitative findings.
Action

- Shift module due dates closer to the program start date.
- Add information on gym/work-out facilities, sports, money/budgeting, LGBT resources.
- Reduce redundancies with MyCIEE account content.
- Incorporate additional Prague staff and Enrollment team feedback.
KBYG Contact

Ryan Richards
Academic Director of Online Learning, CIEE
rrichards@ciee.org
Debrief
Essential Questions

1. What are the objectives of pre-departure orientation?
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4. What are initial steps for those considering how to integrate tech-enhanced pre-departure orientation?
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