

Service Level Matrix for Faculty-Led Education Abroad Programs

The purpose of the matrix is to summarize the different levels of service (limited and standard) Education Abroad (EA) offers for faculty-led programs. This is not an exhaustive list.

SERVICES		Limited	Standard
Marketing & Student Recruitment	Design and print program bookmark brochure		X
	Feature program on website and EA search engine	X	X
	Represent program at education abroad events and presentations	X	X
	Assist with program promotion in the college		X
	Perform walk-in student advising	X	X
Program Development & Coordination	Facilitate Coordinating Board approval of study 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 EA portal	X	X
	Screen and approve students in consultation with faculty	X	X
	Assist with itinerary development and logistical arrangements		X
	Create and 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 student accounts		X
Administer post-program evaluations and debrief with faculty leader		X	
Orientations & Student Advising	Assist walk-in students with questions, application, and funding options	X	X
	Provide individual, program-specific advising		X
	Provide sessions on funding: "Affording Education Abroad"	X	X
	Deliver general Health and Safety Orientation	X	X
	Deliver a program-specific orientation		X
	Facilitate 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 student emergency and contact information	X	X
	Assist faculty with emergency and risk assessments	X	X
	Monitor country safety with government agencies	X	X