

STUDY ABROAD SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
1049	Study Abroad Adviser	02	078	6 mo.	00/00/00	New
1048	Study Abroad Assistant Director	02	078	6 mo.	00/00/00	Rev.

Promotional Line: 372

Series Narrative

Under general supervision from a designated supervisor, employees in this series assist in the day-to-day operation of study abroad or exchange program activities, including recruitment, advising, pre-departure and return preparation of outbound or exchange students who study abroad. Ensure institutional compliance with necessary safety, risk, and liability issues with respect to Study Abroad programs.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Study Abroad Adviser

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Under general supervision, employees at this level assist with the management of a study abroad or exchange program by advising students on different aspects of studying abroad (e.g., classes and activities) and generally facilitate every aspect of the study abroad program to provide an integrative educational experience. May represent the study abroad office at professional meetings.

A Study Abroad Adviser typically –

1. provides program-specific advisement for traditional, transfer and non-traditional students regarding study abroad options, academic programs, services and educational opportunities, such as admissions, financial aid and scholarship information, student work programs, course and program planning, scheduling, registration, study habits, career planning, and social adjustments, etc.
2. recommends study abroad projects and programs to enhance student's educational experience; assists and coordinates the application and enrollment process through collaboration with other departments. Evaluates transcripts and other application documentation to determine student eligibility for the program. Maintains and manages associated records.
3. coordinates with department chairs and advisers in course articulation and academic planning, integrating study abroad options into existing academic programs. Counsels students on course prerequisites for study abroad/exchange programs and whether courses are eligible for credit toward graduation.
4. assists and counsels students in personal or social issues affecting their educational progress, providing crisis intervention when required, Confers with students and parents or guardians (when appropriate), administrators and other professionals in conflict resolution, program planning, and student progress. Determines priorities for students with resource needs.

5. researches and analyzes study abroad program expenditures in order to assist with the creation of program budgets. Coordinates with other campus offices in recommending relevant scholarship and grant awards.
6. develops publicity and recruitment materials, statistics and releases through appropriate communication and media channels, including brochures, flyers, calendar of events, posters, bulletins, newspaper articles, radio and television releases, journals, etc. Designs program specific pre-departure orientation materials, fairs, and recruitment for both students and faculty.
7. may serve as liaison with local, regional and national study abroad organizations and professional groups to stay abreast of developments in the study abroad field.
8. arranges and provides the results of evaluations of study abroad programs; assesses student satisfaction and overall program experience.
9. may serve as the contact person for foreign exchange students, partners, and affiliate providers; may evaluate the applications of incoming exchange students and advise them in academic and practical manners.
10. may interview, train, supervise or manage Peer Advisors.
11. performs other related duties as assigned.

Level II: Study Abroad Assistant Director**1048**

Under general supervision, employees at this level assist with the management of study abroad programs by overseeing the day-to-day supervision of assigned programs and personnel/staff that are part of all aspects of a study abroad program.

A Study Abroad Assistant Director typically –

1. Provides advising to and/or assists:
 - students regarding study abroad options, academic programs, services and educational issues (such as course and program planning, scheduling, registration, study habits, career planning, adjustment to school, etc.); assists with the application process
 - students who want to participate in study abroad programs (i.e. exchanges – incoming and outgoing, affiliates and consortia), and students seeking national scholarships
 - departmental advisers and chairs in course articulation and academic planning
 - department and academic units integrating study abroad into existing majors, minors, and academic programs
 - students and parents or guardians (when appropriate) in study abroad academic program planning; confers with administrators, and other professionals to discuss student's progress, resolve academic, and other problems, and to determine priorities for students and their resource needs
2. provides , day-to-day supervision, evaluation and oversight of personnel, plans, organizes, assigns and reviews the work of the unit's staff and participates in selection, training and evaluation.

3. responsible for the direction and oversight of study abroad services, including assisting in policy and procedure design and development that enhances the quality of study abroad programs.
4. oversees the campus wide promotion of study abroad programs recruitment, student selection, student financial management, and logistical services of study abroad programs/international exchanges, summer travel/study, international grants and scholarships, and international opportunities programs (website, classroom presentations, informational meetings, orientation programs, fairs, brochure development, etc.).
5. collaborates with the Director on initiatives and innovative ways to increase study abroad participation.
6. provides strategic and operational leadership to expand student participation and enhance the quality of study abroad programs; develops new program initiatives; evaluates and assesses new and existing institutional affiliations and manages a portfolio of credit-bearing study abroad programs in an assigned region.
7. conducts visits to study abroad program sites to evaluate programs (e.g., academics, student affairs, and safety/risk management); recommends improvement or program expansion).
8. researches and analyzes data related to study abroad trends student destinations, program content, and cost relative to campus curricula, create appropriate portfolio for the institution and its students.
9. facilitates faculty-led short term study abroad programs and provides for logistical support as well as collaborates with faculty to develop new programs.
10. oversees all study abroad opportunities and affiliations and nurtures potential new sites; maintains and updates list of institutions, making certain implementing agreements are reviewed and revised.
11. monitors all consortial agreements with international education institutions and consortia.
12. convenes staff meetings to discuss current activities and issues confronting the department.
13. performs the duties of the lower-level in this series, as required.
14. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Study Abroad Adviser

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree in any course of study.
2. One (1) year (12 months) of professional work experience such as;*

- A. study abroad experience (classroom study, research, intern or externships, and/or service learning) in a foreign country.
- B. working in a study abroad office (office environment/customer service).

**Note: A Master's Degree in any course of study may be substituted for one (1) year (12 months) of experience.*

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Education and Training - Knowledge of principles and methods of international education curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
3. Administration and Management - Knowledge of business and management principles involved in the presentation and delivery of academic programs, strategic planning, resource allocation, leadership techniques, recruitment methods, and coordination of people and resources.
4. Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
6. Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
7. Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options, alternate solutions, conclusions or approaches to problems, and after considering the relative costs and benefits of potential actions -- choosing the most appropriate implement solutions.
8. Speaking - The ability to communicate information and ideas effectively so others will understand; ability to engage in public speaking.
9. Writing - Communicating effectively in writing as appropriate for the needs of the audience, so others will understand (e.g., writing grants, reports, etc.).
10. Time Management - Managing one's own time.

11. Sociology and Anthropology - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins, working with diverse populations.
12. Counseling - Knowledge of principles, methods, and procedures for program or career counseling and guidance.
13. Knowledge of academic programs and requirements.
14. Knowledge of foreign customs and practices.
15. Knowledge of university, state, national regulations and procedures related to overseas programming.
16. Knowledge of educational, evaluation, and measurement principles, practices, methods, and techniques, university policies and procedures.
17. Supervise - for program, activity, task, or people, oversee, manage, direct, organize, motivate, and/or conduct.
18. Ability to utilize computers and relevant software packages, including Windows-based programs, the internet, and relevant registration systems, etc.
19. Ability to work with highly diverse populations.
20. Ability to establish effective working relationships with students, faculty, and staff.
21. Ability to utilize computers and relevant software packages, including Windows-based programs, the internet, and relevant registration systems, etc.
22. Financial management skills - Knowledge of mathematics used in budgeting.

Level II: Study Abroad Assistant Director**1048****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Bachelor's degree in any course of study.
2. Three (3) years (36 months) of work experience comparable to that performed at the Study Abroad Adviser level of this series or in other positions of comparable responsibility.*

**Note: A Master's Degree in any course of study may be substituted for one (1) year (12 months) of experience.*

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
2. Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Education and Training - Knowledge of principles and methods of international education for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
4. Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
5. Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
6. Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options alternate solutions, conclusions or approaches to problems, and after considering the relative costs and benefits of potential actions -- choosing the most appropriate implement solutions.
7. Speaking - The ability to communicate information and ideas effectively so others will understand; ability to engage in public speaking.
8. Writing - Communicating effectively in writing as appropriate for the needs of the audience, so others will understand (e.g., writing grants, reports, etc.).
9. Time Management - Managing one's own time and the time of others.
10. Sociology and Anthropology - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins, working with diverse populations.
11. Counseling - Knowledge of principles, methods, and procedures for program or career counseling and guidance.
12. Supervise - for program, activity, task, or people, oversee, manage, direct, organize, and/or conduct.
13. Ability to utilize computers and relevant software packages, including Windows-based programs, the internet, and the relevant registration systems, etc.
14. Financial management skills - Knowledge of mathematics used in budgeting.

15. Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
16. Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
17. Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
18. Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
19. Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.
20. Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
21. Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
22. Resolving Conflicts and Negotiating with Others - Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
23. Selling or Influencing Others - Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
24. Analyzing Data or Information - Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.