

STUDY ABROAD SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
1049	Study Abroad Advisor	01	078	6 mo.	05/15/15	New
1048	Study Abroad Assistant Director	01	078	6 mo.	05/15/15	Rev.

Promotional Line: 372

Series Narrative

Employees in this series assist in the daily operation of study abroad or exchange programs, including recruitment, advising, pre-departure and return activities of students who study abroad. Upper level employees may also ensure institutional compliance with necessary safety, risk and liability guidelines with respect to study abroad programs.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Study Abroad Advisor

1049

Under general supervision, employees at this level provide program level support to a study abroad or exchange program by advising students regarding studying abroad matters (e.g., classes and activities) and general facilitation of the study abroad program.

A Study Abroad Advisor may typically

1. provide program-specific counseling for all types of students regarding study abroad options, academic programs, services and educational opportunities, such as admission, financial aid and scholarship information, student work programs, course and program planning, scheduling, registration, study habits, career planning, social adjustments, etc.
2. recommend study abroad projects and programs; assists and coordinates the application and enrollment process through collaboration with other departments. Evaluate transcripts and other application documentation to determine student eligibility for the program. Maintain and manages associated records.
3. coordinate with department chairs and advisors in course articulation and academic planning, integrating study abroad options into existing academic programs. Counsel students on course prerequisites for study abroad/exchange programs and whether courses are eligible for credit toward graduation.
4. assist and counsel students in personal or social issues affecting their educational progress, providing crisis intervention when required. Determine priorities for students with resource needs.
5. implement study abroad departmental or individual student budgets. Assist other campus offices in recommending relevant scholarship and grant awards.
6. develop publicity and recruitment materials, statistics and release through appropriate communication and media channels, including brochures, flyers, calendar of events, posters, bulletins, newspaper articles, radio and television releases, journals, etc. Design program specific pre-departure orientation materials, fairs, and recruitment for both students and faculty.

7. 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. arrange and provide the results of evaluations of study abroad programs; assess student satisfaction and overall program experience.
9. interview, train, supervise or manage Peer Advisors.
10. perform other related duties as assigned.

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

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

A Study Abroad Assistant Director may typically –

1. Provide counseling to and/or assist:
 - students regarding study abroad options, academic programs, services and educational issues (such as the application process, course and program planning, scheduling, registration, study habits, career planning, adjustment to school, etc.)
 - students who want to participate in study abroad programs (i.e. exchanges – incoming and outgoing, affiliates and consortia) and students seeking national scholarships
 - departmental advisors 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. provide day-to-day supervision and evaluation of personnel plans, organize, assign and revise the work of the unit's staff and participates in selection, training and evaluation.
3. be 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. oversee 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. collaborate with the Director on initiatives and innovative ways to increase study abroad participation.
6. maintain contact with academic departments, chairs, faculty and academic advisors to keep them informed about and involved in offering appropriate study abroad opportunities for students.

7. provide strategic and operational leadership to expand student participation and enhance the quality of study abroad programs; develop new program initiatives; evaluate and assess new and existing institutional affiliations and manage a portfolio of credit-bearing study abroad programs in an assigned region.
8. conduct visits to study abroad program sites to evaluate programs (e.g., academics, student affairs, and safety/risk management); recommend improvement or program expansion.
9. research and analyze 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.
10. facilitate faculty-led short term study abroad programs and provide for logistical support as well as collaborate with faculty to develop new programs.
11. oversee all study abroad opportunities and affiliations and nurtures potential new sites; maintain and update list of institutions, making certain implementing agreements are reviewed and revised.
12. monitor all consortial agreements with international education institutions and consortia.
13. convene staff meetings to discuss current activities and issues confronting the department.
14. ensure institutional compliance with necessary safety, risk and liability guidelines with respect to study abroad programs.
15. research and analyze study abroad program expenditures in order to assist with the creation of program budgets; coordinate with other campus offices in recommending relevant study abroad scholarship and grant awards.
16. perform the duties of the lower-level in this series, as required.
17. perform other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Study Abroad Advisor

1049

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree in any course of study.
2. One (1) year (12 months) of experience such as;
 - A. study abroad experience (classroom study, research, intern or externships, and/or service learning or participation in Peace Corps or a similar program) in a foreign country. (Study abroad educational experience may be used in conjunction with the Bachelor's degree requirement.)

- B. Working in a higher education setting working with study abroad, international internship programs or other related programs.

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 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. Counseling - Knowledge of principles, methods, and procedures for program or career counseling and guidance.
12. Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
13. Knowledge of academic programs and requirements.
14. Cross-cultural competency (ability to work well in different cultures and with people from different backgrounds) and 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. Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
18. Supervise - for program, activity, task, or people, oversee, manage, direct, organize, motivate, and/or conduct.
19. Ability to utilize computers and relevant software packages, including Windows-based programs, the internet, and relevant registration systems, etc.
20. Ability to establish effective working relationships with students, faculty, and staff.
21. 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 Advisor level of this series or in other positions of comparable responsibility.

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. Knowledge of academic programs and requirements.

6. Knowledge of university, state, national regulations and procedures related to overseas programming.
7. Knowledge of educational, evaluation, and measurement principles, practices, methods, and techniques, university policies and procedures.
8. Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
9. 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.
10. Speaking - The ability to communicate information and ideas effectively so others will understand; ability to engage in public speaking.
11. Writing - Communicating effectively in writing as appropriate for the needs of the audience, so others will understand (e.g., writing grants, reports, etc.).
12. Time Management - Managing one's own time and the time of others.
13. Cross-cultural competency (ability to work well in different cultures and with people from different backgrounds) and knowledge of foreign customs and practices.
14. Counseling - Knowledge of principles, methods, and procedures for program or career counseling and guidance.
15. Supervise - for program, activity, task, or people, oversee, manage, direct, organize, and/or conduct.
16. Ability to utilize computers and relevant software packages, including Windows-based programs, the internet, and the relevant registration systems, etc.
17. Financial management skills - Knowledge of mathematics used in budgeting.
18. Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
19. Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
20. Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
21. 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.

22. Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.
23. Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
24. Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
25. Resolving Conflicts and Negotiating with Others - Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
26. Analyzing Data or Information - Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
27. Ability to establish effective working relationships with students, faculty, and staff.

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