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**Promotional Travel Training Manual**

**Academic Year 2016-2017**

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**School Visit Training Manual**

Congratulations!

You’ve been asked to do promotional visits to colleges and universities on behalf of Augsburg College’s Center for Global Education and Experience. This guide will walk you through the process. You may choose to have the Manager of Marketing and Outreach (MMO) in Minneapolis help you with various steps.

**I. Planning Your Route**

***Route Bidding***

Sometime in the summer (late June/early July), the MMO will contact all staff eligible to travel for school visits. During this contact, the MMO will inquire about route preferences. If possible, the MMO will provide the dates associated with each route so that school visitors can consider timing when providing preferences. Please keep in mind that a great deal of consideration enters into the assignment you are given. The MMO, in consultation with others, will review your personal preferences – especially if you have family and/or friends in a particular area – the timing, staffing, cost, strengths (i.e. if a route is very focused on schools interested in Mexico, we will try to send a Mexico staff person) and other factors. If you are not assigned your first choice of routes, please understand that all attempts were made to accommodate your preferences.

***After Your Route is Assigned***

Once you are assigned a route, the MMO will inform you of the status of that route, i.e. to which schools we have already been invited. Priority schools will be identified. That means that you will need to build your visit around going to priority schools. Sometimes that means checking to see when that school will host a study abroad fair or what their date preferences are. You can fill other schools around our list of priorities. Please keep in mind that this can be a difficult process! Sometimes a priority school will take weeks to respond to your request for a visit. In the meantime, you may have scheduled other schools.

***Options for Planning Your Route***

There are two ways to plan your route.

1. For many experienced travelers, planning your own route, in the long run, is more time efficient and allows for you to build your trip around personal preferences (i.e. early morning versus evening meetings). You know with whom you want to meet and when. In this situation, you should keep the MMO updated on your plans and provide them with at least a tentative itinerary two weeks before you depart. Please do not hesitate to rely on the MMO for various tasks, i.e. calling a school when you are having trouble reaching them, etc.
2. For less experienced travelers, the MMO can plan your route for you. This means that the MMO will choose the schools you will visit, with whom you will meet and when. The MMO will provide you with a tentative itinerary at least one month before your departure. It is then your responsibility to book your flight, car, hotel, etc. Essentially, in this scenario, the MMO plans the schools and the visitor plans the travel.
3. Some combination of the above planning methods is acceptable. Again, this must be determined at an early date in conjunction with the MMO. One example would be: On a long route, such as New England, the MMO could plan the first week of Massachusetts schools and the visitor could plan the second week of Connecticut schools.

Another important consideration, beyond priority schools, is locations of schools. Once priorities are determined and scheduled, you want to make sure you logically plan out your travel so that you are not backtracking to certain schools. Many resources are also available online to assist with this – Mapquest, Google Maps, the admissions office pages on schools’ websites, etc.

###### Logistical Aspects for Anyone Coming from International Sites

Whether you are planning your own route or not, it is recommended that you take a road or city map of the state you will visit. Review it before departure. This will save you a great deal of time. Some sites have GPS systems available to them; we highly recommend using this.

If it is your first time doing schools visits, give yourself time for getting lost. If the MMO is planning your route, they will ensure there is adequate time to drive from point A to point B, park the car, walk to the office and take a restroom/water break IN ADDITION to giving extra time for wrong turns. If you are planning your own route, you should do the same. Visitors are often unaware that campuses can take several minutes to navigate and parking can be a 20 minute walk from your destination.

Make sure you have a valid driver’s license, credit card and the most updated version of Augsburg insurance. You can download the insurance information from intranet. This generally becomes available in mid- to late-August. You must keep it in your car at all times.

When looking for hotel, check first what others have used. Travel recommendations by past staff may be included in the School Visit Report. If there are no specific recommendations find one that is either close to the school you will visit or close to the main highway. Some chains that are reasonable, clean and accessible are: Extended Stay America, Red Roof Inns, Motel 8; they usually have laundry facilities, too, which is important for visitors on long routes.

If you do not have access to a laptop, some hotels these days offer a business center where you can have access to a computer for a fee. You may be able to access to email is at the library in the school you will visit. If it is not open to the public you can always say that you are a guest of the study abroad office. As a last resort, finding a public library is another option. Carry a disk or memory stick (flash drive).

Materials Used During Promotional Visits

The MMO will send your materials ahead of time to your first destination (or a destination designated by you; for example, if you are staying with friends/family, the materials can be shipped there).

Each recruiter will receive the following materials:

\*\*Tablecloth

\*\*Pop-up display (required very simple assembly)

Brochures – Semester/Summer Booklet

Brochures – CPT

Semester Program Postcards

Social Work & Education Flyers

Giveaways (token items that you can give away to students)

Contact Cards (for students to leave their name/email)

\*\*Must be returned to CGEE-Minneapolis, in addition to any excess materials (you are welcome to take a stack of brochures back to your home office if they are needed)

Ethical Standards

# Please see NAFSA’s resource of best practice, Marketing on Campus: A Guide for Program Providers”: <http://www.nafsa.org/Find_Resources/Supporting_Study_Abroad/Network_Resources/Education_Abroad/Marketing__on_Campus__A_Guide_for_Program_Providers/>

 Expense Guidelines

***School Visits***

*Flights*

Flight costs can be difficult to estimate. Generally speaking, most international flights are budgeted for $600-$900 and domestic flights are budgeted for $250-$500 based on what the MMO researched in January of the year visits are taking place (this is when budget requests are due). If you expect your flight to cost more than $900, please let the MMO know. IF you need to take both an international flight and domestic flight, additional costs were factored in. IF you have any questions about the cost of your flight, do not hesitate to ask.

Make your air arrangements by yourself. It may not always be possible to use an airline with whom you will get frequent flyer miles or direct connections. You will be asked to take the least expensive flight, unless the schedule does not work with your plans or it creates undue hardship (arriving at 2 am, taking more than 2 connections, etc). You are allowed comp time, if you wish, for the time that you spend out of town during the weekend.

*Personal Vehicle*

When making a school visit by using your personal vehicle, you are eligible for reimbursement by the number of miles that you drive (50¢ for 2016 – please verify before submitting a reimbursement request). This amount covers gas so you will not be reimbursed separately for that. If you have a great distance to drive, it may be cheaper for the Center if you rent a car rather than requesting mileage reimbursement. If you have to drive over 100 miles, please calculate which would be cheaper.

When renting a car, all costs – rental plus gas – are covered by the college.

*Lodging*

We ask you to look for inexpensive, safe lodging in the area that you will visit. There is no set amount because that will vary depending on your location. In general it should be between $70 and $185 - on the higher end for expensive large cities like Boston or San Francisco, and on the lower end if it is a smaller city or town. The time of year that you are traveling will also affect prices. Traveling to New England in the fall is expensive (due to the fall foliage); traveling to warm weather destinations is expensive in February.

If you stay with family/friends/acquaintances, please take them out for a nicer dinner to thank them for their hospitality and include that on your expenses. Obviously you don’t want to spend $150 on a meal to thank people for staying in a city where a hotel would have been $50.

*Car Rental*

It’s easiest to check a website to help you find the least expensive car rental such as [www.kayak.com](http://www.kayak.com/) or [www.orbitz.com](http://www.orbitz.com/). If you purchase your air ticket from one of these sites, they may offer you a car and/or hotel package. Some of those can be very economical. It may be cheaper to keep the car for a week rather than for a few days. Compare rates. PLEASE DECLINE ALL ADDITIONAL COVERAGE WHEN YOU SIGN YOUR RENTAL CONTRACT. As Augsburg employees, you have insurance coverage through the College, so you do not need to pay the additional fee. It can greatly increase your expenses if you do not decline the coverage. Remember that you must have your Augsburg Insurance card with you at all times. You can download this from intranet. Make sure it is the most up-to-date version since it is renewed on a yearly basis.

It is essential that you pay attention to drop off and pick up times. One colleague had a weekly car rental that was due at 4pm. She returned at 3pm and was charged extra because, in order to keep the weekly rate, she needed to keep the car all the way to 4pm (daily rates are more expensive). Had she returned it at 5pm, she would have been charged for an extra hour (which is over $25). Essentially, she needed to return it at EXACTLY 4pm (not 1 minute later or earlier) for her quoted rate to be honored. The moral of the story is – know exactly when you are to pick up and drop off and do not deviate! Or, at least, ask the agent when you pick it up what you will be charged if you drop it off a few hours early or a few hours late.

*Meals*

Please be reasonable in your meals. Most staff average about $40 or less per day on food. Some days your food costs may be higher; other days lower. There is no per diem amount. Also consider if breakfast is included when you book your hotel, and if you will have a lunch provided at the day’s study abroad fair. An average guide for meals in the USA is $10 or less for breakfast, $10-15 for lunch, and $25 for dinner.

*Travel Advances and Reporting Expenses*

You are responsible for requesting a travel advance before your trip -- request it 2-3 weeks before the trip. You may want to estimate how much you will spend on meals, gas, etc. and request that amount from your site. You should be able to put lodging and car rental on a credit card. If you do not already have an Augsburg College credit card, please request one well in advance of your trip. Complete an expense report promptly after you return from your trip. List only expenses you paid in cash or put on your personal credit card, otherwise it will confuse your expense report. If you are reporting expenses from a site, please make sure that they are counted under the proper account number for school visits. Visitors generally submit expense reports to their supervisor/site. Please also submit a copy to the MMO. Receipts are not necessary with this copy. You can scan/email or fax.

*Receipts*

Please keep receipts for all expenses. Although it was previously the case that receipts under $10 were not required, that policy has changed. Augsburg will ask for all receipts, no matter how small. You will need to submit these with your expense report.

*Fees for tables/fairs*

If you receive a school visit invite, either for your route or another route, please forward to the MMO. The MMO will handle the registration for all fairs so that a check can be more easily sent to the school. If you know your route very, very well, you are welcome to RSVP casually with a personal note, but please allow the MMO to make a formal RSVP and payment. This makes it much easier for all involved, rather than it being questionable who RSVP’d and when.

***Budget lines***

If you are reporting expenses from a site, please make sure that they are counted under 10628-5480 for travel. – PLEASE NOTE THIS NEW COST CENTER IN 2016.

**Additional Information for Out-of-town Conferences**

Conferences generally follow the same financial guidelines as above.

A few special considerations:

*Airport Transfers*

Taking a taxi from the airport can be quite expensive. Often conferences will suggest an airport van service or the hotel may have a shuttle. Please check into either of these options. You may also look into sharing a taxi with someone or using Super Shuttle. You may need to take a taxi by yourself if you arrive late or need to leave very early for the airport.

*Lodging*

We ask you to look for inexpensive, safe lodging in the area that you will visit. Often the conference will recommend a hotel, although that hotel will often be the most expensive. They may also list less expensive lodging in the area. You should try to keep your lodging under $100/night including tax, although this may not be possible in a large city. In such cases, many conferences help you find someone to share a room to help reduce costs. You may also look for alternative lodging on the internet or in AAA travel books. If it is a large conference, be sure to book lodging well in advance. If you stay with family/friends/acquaintances, please take them out for a nicer dinner to thank them for their hospitality and include that on your expense report.

When choosing a hotel for a conference, it is important to factor in the costs for transportation. If you choose a hotel several miles away in order to save funds, but you will need to spend several dollars a day for public transportation or taxis – it may actually make more sense to book a closer, more expensive hotel.

*Meals*

Please be reasonable in your meals. Meals served on-site at the conference are usually very expensive. Consider finding less expensive food by visiting food courts and eating outside of the hotel. You should be able to eat for $40/day or less.

***Budget lines***

Same as for school visits.

**Travel Guidelines for Non Exempt Employees**

**\*\*\*If you are a non-exempt employee, please check with your supervisor and HR prior to any travel – this policy is subject to change**

## Time spent commuting to and from work is considered “home-to-work travel” and is not considered work time. However, the time a staff or student employee spends traveling from one work site to another for work purposes is considered work time. Time spent in travel away from home outside of a staff or student’s regular work hours as a passenger on an airplane, train, automobile or public transportation is not considered work time. Work assignments that require a staff or student employee to stay out overnight will qualify for expenses, but no time will be compensated beyond appropriate travel time and actual hours worked.

## II. Researching Schools

**School Visit Report Form**

The MMO will send you a PDF of your schools’ reports in July or August. This includes info such as the students who have attended our programs, our faculty contacts there, financial arrangements, etc.

### Prospects

### The MMO will send any prospects (student inquiries) to you in advance, and will email the students to alert them to a CGEE representative on campus.

**CPT**

The school report will have any/all recent CPT programs listed on it. In addition, the MMO will review the “trip calendar” to give you any more updated information.

**Internet search**

Review the school’s web page to find out relevant information about the school such as a list of approved programs, study abroad policies, where they have their own programs, key staff (if this is not identified in our files), etc.

**III.** **Contacting the School**

Please communicate with the MMO if you need assistance in setting up your visits, giving them sufficient time to make any arrangements you require.

Appropriate protocol is to always contact the study abroad office about your visit, even if you have a contact in another department.\* Even if the study abroad office doesn’t want to meet with you, you should alert them that you would like to contact faculty members.

You can contact the study abroad office by phone or email (see sample email in this manual). It may be best if you phone to try a few times without leaving a message to see if you can reach them.

It’s sometimes difficult to determine when to give up on a school if you haven’t heard back from them. It may be helpful to try calling a few times without leaving a message to see if you can catch them before you give up.

\* There may be some grey areas in this protocol. If you have any questions about appropriate protocol feel free to contact the MMO to find out if there is anything you need to know about the particular school you are planning to contact.Sample email:

Greetings,

Over the past few years several [name of school] students have participated on our undergraduate semester programs in [countries]. We also have programs in [other countries].

{Explain your position at CGEE – title, site, etc}

I will be in your area on [date]. If possible, I would like to set up a visit with you to discuss our programs in greater detail and meet with students. If possible, I would like to do a table or information session. We are currently also engaged in efforts to reach out to students from historically underrepresented groups thus we would like to have the opportunity to visit with your [Multicultural Center, LGBTQIA or Appropriate name] office.

I know that the fall is a very busy time for you but hope that you might be able to work this into your schedule.

Please let me know if it might work to meet with you on [date]. You may reach me by phone at: [phone number] or email at: [email].

Thank you and I look forward to hearing from you.

Sincerely,

Name, title

Augsburg College Center for Global Education and Experience

www.augsburg.edu/global

**IV. WHAT WE OFFER: OUR PROGRAMS, AGREEMENTS AND SCHOLARSHIPS**

The reason for school visits is that we can make schools aware and familiar with our programs and how we work. We want them to know that we offer quality programs. So it is very important that we know as much as possible about the various programs that we offer. Please read our brochures, website, scholarship information, etc. This seems obvious, but many visitors assume they know the information, only to be caught unprepared in a meeting.

**Approved Status/Contracts**

Augsburg College affiliates with a number of colleges and universities to facilitate the participation of students in Augsburg’s study abroad programs. **If you do not find the information on the school report, contact the Global Programs Manager to see if any agreement or contact exists between the school you will visit and Augsburg College.**

In general, most schools allow their students to retain their student status and agree that the credit earned on Augsburg’s study abroad programs is acceptable for transfer.  Billing arrangements will vary between schools, and details may be included in the School Visit Report. If they are not, it is best to check with the Global Programs Manager who serves as our billing point person.

These are the general terms of how schools handle study abroad with an external provider like CGEE:

1.   Programs are coordinated by the Center for Global Education and Experience at Augsburg College.  The Center administers the programs, recruits faculty and students, coordinates registration, orientation, and oversees the curriculum.  Students apply to the Center for admission to the program.

2.   Students must work through the appropriate channels at the Home School for approval to study abroad.

3.   The Home school agrees to accept all academic credits earned with passing grades upon receipt of a transcript from Augsburg College.

4.   Students at the Home school remain students in good standing and retain all or a portion of their financial aid.

5.   Schools will stipulate how they want to handle billing. Some will request we bill the school, others will want us to bill the student directly. In a few cases, they will request a split billing, the school paying the tuition and the student the room and board.

6.   Students are responsible for travel to the starting point of the program and home.

**Scholarships**

**http://www.augsburg.edu/global/scholarships/**

**V. TYPES OF VISITS**

No two visits will be alike. Some campuses hold study abroad fairs, some don’t. Some institutions allow you to meet with anyone and everyone, others disallow you from making appointments. The best strategy is to try to have as many of the below “types” of events and meeting worked into your day on campus. If there is a fair, it may take up a large portion of your time, but you can work in appointments before and after. If there is not fair, you should aim to meet with at least 3-4 key staff, faculty and student groups while on campus. These visits are expensive and time-consuming to plan and complete. We want to ensure that we are making the most of our efforts.

**Study abroad fairs**

Many schools organize these throughout the year for programs that work with their students. These may be your only option at some schools. At larger, public universities it may be better to forego these in lieu of a visit more tailored to our target group. If we are there for a study abroad fair, this will take most of your time.

Study abroad fairs make the largest part of our visits. They are usually a 3-6 hour event to which we are invited. You are in a room with many other representative of programs (depending on the size of the schools, there can be as little as 10 providers or as many as 25+). Students will come through wanting to learn about the programs their interested. Sometimes they really have no idea what they are looking for. If you have been to the developing world it is like going into a market and you are the vendor.

As for the logistics, you either are assigned your own table or share a table with another provider. You should get there about ½ hour in advance in order to set up. When setting up your materials, be creative and try to make your table/stand as attractive as possible. Make sure the CGEE/AUGSBURG COLLEGE name is visible and you should always wear a name tag. Remember to always have enough materials even if at the end you still have left over. You can always ask the organizers if you can leave some materials for them.

Always have with you the school report since this will tell you if our programs are approved, the cost of the school, if their financial aid transfers, and if we have had students in our programs recently.

Normally this is such a busy time for study abroad advisors that they won’t be able to have an in depth one to one conversation with them, but you should always try to say hello and ask one or two basic questions about the school that is important for us and let them know of any important change we are introducing to our programs. Also try to find out when would be a good time to contact them again for more in depth conversation.

How you approach students during a fair or informational table will depend a lot on your own style. Some reps are more aggressive than others. You should use your own style and powers of observation to gauge body language; not all students respond to the same style of approach.

Here are some ideas on getting students’ attention. Don’t be limited to these and add others that have worked for you:

* Ask students what their major is. This will help you know which programs might work for them.
* Share some highlights of our programs i.e. one-to-one Spanish, travel within country, family stays, staff, personalized care.
* Give students the opportunity to ask questions
* If there are other students that have gone in our programs, let them know that
* Suggest that they can be put in contact with former students to learn more about the experience
* Be friendly and personal

**Meet with study abroad staff**

Update them on any program changes, clarify which programs are approved, if/when/which financial aid can be applied by students on our programs, if some programs aren’t approved how we can get them approved. Ask them about how students have evaluated our programs and try to respond to any questions they may have. Inform them of our efforts to have a more diverse student body and thus recruit students from historically disadvantage groups, let them know about our scholarships and ask them if they are doing something towards this goal and if we can be of help to them. Talk about our customized programs and faculty development seminars.

Overall do not feel like you have to answer every single question they may have. If there is something you do not know, write it down and commit yourself to getting an answer or provide them with name and contact info of the person that may be able to answer the question more fully.

Some recommendations:

* Learn an introductory line, i.e. “I want to start by telling you about our programs in…”
* Start with the program you know best if they do not ask you about a specific program
* Talk about highlights of the other programs
* Ask if they have questions
* Hand them brochures and leave plenty. Be specific on which you are handing them – the semester/summer booklet was designed with advisors in mind
* Talk about customized programs and how we have worked with schools like Boston College and Seattle University to do faculty development seminars
* If they bring up any past not so good evaluations, say something like:
	+ “We have made such and such changes” or
	+ “I will take note of this and investigate further and get back to you”

**Meet with key faculty**

Faculty in Women’s Studies, Latin American Studies, African and/or African American Studies, Peace & Justice Studies, Spanish, American Indian Studies, Political Economy, Sustainable Development, etc. can be good to meet. You should also try to connect with any trip sponsors or past travel participants on campus (except in some cases where their record should indicate that wouldn’t be a good idea). Also talk about customized programming and how we can help them incorporate study abroad into their classrooms.

Remember that meetings with faculty need to be run by the Study Abroad Office. If you have a close relationship with faculty at a school you will visit, you can suggest they send you an invitation email.

**Table**

If you don’t attend a study abroad fair, it’s good to ask if you can do a table in a campus center to talk to students about our programs. Usually over lunch time is best but each campus should know what works for them. In most cases, the study abroad office arranges these. In some cases, you’ll need to work directly with another department and pay separately for the table.

**Information Session**

This can be a good venue to bring together past participants and prospects for upcoming semesters. Often, though, these may be sparsely attended. They can still be worth it if you get only 1 student to attend and they end up going on the program, but you most likely won’t be giving a presentation to dozens of students.

**Classroom visits**

It is rare that a school will let you into classrooms but it is always worth asking. Field staff may have a better chance if they can also guest lecture. Otherwise, it’s usually a 3-5 minute announcement to promote programs.

**Multicultural student advisors**

We would like to try to include meetings with these staff to have them pass the word to students of color on campus. You can also let them know about scholarship opportunities.

**LGBTQIA Advisors**

This group would be particularly interested in our Mexico programs and the lesbian and gay-friendly housing available at that site. Also available in Windhoek, but not guaranteed on the rest of the Southern Africa homestays.

**Other Student Groups**

Some colleges have groups called “Women for Social Justice” and “Business Majors for a Sustainable World.” Some may have a faculty or staff advisor. Contact this person to arrange a meeting or simply ask if there is a place where you can drop materials.

**Alumni travel coordinators**

Most institutions have someone who does this. You can try to set up a meeting with them to see if they would be interested in considering CGEE for an alumni trip. Those can help to fill in trips during summer/fall months.

**POSSIBLE QUESTIONS FOR STUDY ABROAD OFFICERS**

1. What is our status with the schools? Approved? Provisionally approved? Not approved?
2. If we’re not approved, how can we get approved? If we’re not approved, can students still go on our programs and, if so, will their financial aid be handled differently?
3. When do most their students study abroad (time of year)?
4. Has the study abroad office undertaken any initiatives to increase the number of students of color/ students from historically disadvantaged groups studying abroad?
5. What is the percentage of students of color in the school, studying abroad?
6. Does their alumni office offer travel programs? If so, who coordinates them?
7. What types of trips have they done?
8. Do they organize their own custom (or faculty-led) programs? If so, where?
9. Are there possibilities of them working with us? If not, why not?
10. What regions are of particular interest to you and your students?
11. Can you tell me more about how financial aid works, as it relates to CGEE?

 **Commonly Asked Questions About CGEE Programs (short version)**

**Fall Term**:

* Crossing Borders: Gender and Social Change in Mesoamerica (CB - Mexico)
* International Business & Global Citizenship (Business – Mexico)
* Social Change in Central America: Peace, Justice and Community Engagement (SDSC - Guatemala, Costa Rica, Nicaragua)
* Nation Building, Globalization and Decolonizing the Mind (NABGADI - Namibia)

**Spring Term:**

* Migration and Globalization, and the Environment (MGE - Mexico)
* Social Change in Central America: Peace, Justice, and Community Engagement (SDSCII - Guatemala, Costa Rica, Nicaragua)
* Nation Building, Globalization and Decolonizing the Mind (NABGADII - Namibia)
* Global Educators Semester (GES – Mexico) NEW! First program launches 2018.
* Social Work in a Latin American Context (SWK – Mexico). This program is for students from the following consortium:

**BSW Mexico Consortium Members:**Augsburg College, Minneapolis, MN
Bemidji State University
Bethel University, St. Paul, MN
College of St. Catherine/University of St. Thomas, St.  Paul, MN
Metropolitan State University, St. Paul, MN

Providence College

Seattle University
St. Cloud State University, St. Cloud, MN
St. Olaf College, Northfield, MN
University of Sioux Falls, Sioux Falls, SD
Winona State University, Winona, MN

If there are open spaces, it is then open to students from other colleges with Bachelor of Social Work programs. Non-social work majors are discouraged from participating in the program and are not able to take one of the classes because of licensing requirements related to the field.

**Summer:**

* Summer Language & Culture Program in Mexico (3-16 weeks)

**Q: What academic course credit do you offer?**

**A:** See the course chart in the brochure. It is even handy to simply pull this out and show students/advisors when they ask questions

**Each course is worth one semester credit = 4 semester hours or 6 quarter hours. Most students take four courses**.

**Q: How much does it cost?**

**A**. If your school affiliates with us and lets you keep your student standing and financial aid, the cost should correspond somewhat to what you pay at your home school. If your school does not affiliate with us or approve this program, you can enroll as an Augsburg student and be charged Augsburg fees. Cost is approximately $18,049. This includes tuition and fees, room and board, and medical/emergency insurance. It does not cover transportation to and from the program, and personal spending money. Always double check with the Global Programs Manager if you have any questions about cost. (There are some schools with which we have a special pricing arrangement, check School Visit Report to confirm cost.)

**Q: Are there any prerequisites?**

**A: None of our programs have any requirements and are open to all.** These programs aren’t a language program, so we don’t require a lot of previous Spanish study. The only two exceptions are as follows:

* Social Work Program – must be a social work major
* Internships in Mexico – must have completed at least one college course in Spanish (or the equivalent)

**Q: What makes our educational model unique?**

**A:** The course work is both “traditional” in the sense of having lectures and writing papers, and “experiential” in that students participate in a number of experiences and then critically reflect on what they are learning. Field trips and interaction with guest speakers from the local community are combined with more traditional classroom settings to thoroughly explore course content.

**Q: Who teaches the courses?**

**A:** Augsburg College has academically accredited faculty at each of our program sites who set up the program, arrange meetings with the resource people, and lecture in the courses. In some cases, faculty are contracted in-country to assist in teaching. There are also a number of educational resource people in each country who supplement the instruction. Everyone teaching the course is adjunct faculty of Augsburg College

**Q: Is it safe to go to (Central America, Southern Africa, Mexico)?**

**A:** The Center has had academic programs in Mexico and Central America since 1979 and has taken over 9,000 people safely to these regions. .We have been taking groups to Southern Africa since 1990 and have had a resident academic program there since 1994. We have highly experienced resident staff in each country in which we do programming who constantly assess the regional situation. We would not hesitate to cancel or change the program itinerary if one country seemed the least bit unstable. Refer to the safety page on our Web site for detailed information.

**Q: What is the living situation?**

**A:** Students spend part of the semester living dorm-style at our study centers or in guest houses and part of the semester living with local families. Doing both a homestay and study center living allows students to benefit from a learning community and also to become better acquainted with members of the community. The family stays vary in length from three to nine weeks, depending upon the program and the student’s choice. Learning to live in community with other people is an important aspect of our programs. The programs are intense, so the support and companionship of others experiencing the same situation is a valuable component. The course work and on-site visits, field research, etc. provide continuing exposure to the culture. The home stays are generally with families of modest means, and a great deal of learning takes place here. This is in keeping with the philosophy and purpose of the program—to let students learn about third world realities and the political, social, and economic situations in Latin America and Southern Africa.

**Q: How many students are selected?**

**A:** 20-25 is about the highest we go, though we have had groups as small as 9-10.

**Q: Do you have names of some past participants whom I can contact?**

**A:** Yes. (Take inquirers’ name, address, and which program(s)/region(s) they are interested in, and we will send them referrals – you can use the student information card and write on the back)

**Q: How much does it cost to travel there?**

**A:** Mexico: $600-$800

 Namibia: Appx. $2,600 ($2,400 RT from NY, $200 add-on to city of origin)

 Central America: $600-$800

**Q. Can I take a class not listed in the curriculum?**

**A**. Independent Studies are available in the Mexico and Namibia programs. Students should discuss potential topics with their faculty advisors or other professors on their home campus before their study abroad semester begins. Independent study proposal form must be submitted at the time of registration.

**Q. I would like some hands-on experience. Can I get that in your programs?**

**A**. Yes! The programs in Mexico and Namibia offer internships in a variety of organizations, schools, businesses, community groups, etc. In Mexico you need to be fairly fluent in Spanish. There is no language requirement in Namibia. All sites have available (in fact, encourage) volunteer work in the communities. Independent Study is an option in Mexico (HIS, INS, POL, REL, SPA, WST) and Namibia (HIS, INS, POL).

**Commonly Asked Questions About CGEE Programs (long version)**

(updated 6/10/16)

***What is unique about your study abroad programs?***

All of our programs are interdisciplinary and experiential in nature, integrating academic learning with real life experience. Permanent faculty with strong links to the community facilitate the programs. All programs include homestays, regional travel, and community living to help students reflect on their learning experience. Issues of multiculturalism, globalization, and social justice are emphasized. Special attention is given to environmental concerns, human rights, and issues affecting women, indigenous people, and others who are under-represented in academia. Even though our programs are not the traditional immersion programs, our students get one-to-one language instruction and numerous ways in which they are integrated into the

Our pedagogy emphasizes holistic education. It is:

1. Rigorously academic
2. Experiential
3. Intercultural
4. Transformative

5. Holistic in its attentiveness to different learning styles and skills—seeking a balance between cognitive and affective learning.

(See handout on "What CGEE Pedagogy Is & Isn’t” for more info.)

***Are experiential programs as academically rigorous as other programs?***

Our courses are rigorously academic as well as experiential. All of the courses went through the normal course approval process at Augsburg College and are expected to meet the same standards as courses on campus. Students write papers and take exams which require them to synthesize what they have learned both from books and from speakers and experiences in the host country.

Students are able to discuss what they read about history, theory, and social context with local people from various backgrounds. Due to the holistic nature of our study abroad programs, students learn from their full experience while on the program, using personal reflection to develop their critical thinking skills.

***How much do your semester programs cost?***

Cost is comparable to a semester at Augsburg College – approx. $18,049 is the listed price for 2016-2017. This includes tuition and fees, full room and board, any program-related travel, and emergency/medical insurance. It does not cover transportation to and from the program or personal spending money.

***What kind of financial aid can students get?***

All students are eligible for federal financial aid for study abroad but students should check their home school’s policies. Other financial aid at the home school may be applicable as well. In addition, the Center offers limited scholarship funds to students from groups that are under-represented in study abroad or who demonstrate financial need.

***Do students have to speak a foreign language?***

(Central America & Mexico) No. Students will take classes in English, with Spanish-to-English translators during guest speakers. Having basic Spanish language is recommended, but not required. Some prior Spanish language is required for internships in Mexico.

(Southern Africa) English is the official language of Namibia. Therefore, no foreign language is needed for participation in that program. Several other languages are widely spoken. Students receive basic language training in grammatical structures and useful phrases to facilitate basic communication in the local language for the rural home-stay.

***Are there any other prerequisites?***

***What kind of GPA do you require?***

We suggest a 2.5 minimum GPA. However, we do not look only at the GPA but rather at the whole student. Often students who don’t thrive in a traditional academic setting thrive in our program.

***Are your programs competitive?***

Our programs tend to draw top-notch students from some of the most competitive schools in the United States. Most of the students who apply are the cream of the crop and meet all of the admission criteria. Hence, our acceptance rate is very high.

***Are your deadlines flexible?***

Admission is on a rolling basis. During some semesters, the programs fill early, so students should always consider applying early. The Namibia program, in particular, is currently competitive. However, if space allows, we do permit late applications. It is always worth sending in a last minute application, in case there are student cancellations that create additional space. There is no application fee.

***What procedures do you have in place for emergencies?***

At each study center, a staff member is always on call for emergencies during programs. A staff person in Minneapolis also carries a 24/7 emergency phone. During the time that students live in the program center or another house together, there is an intern or other staff person living on the premises. During homestays, staff regularly check in with students.

***What insurance requirements do you have for students?***

Health, accident, medical, and hospital insurance is included in the program fees. EIIA is the provider.

***Are the students isolated together while in the host community?***

Unlike island programs which often keep students together and do not immerse them in the local culture, our students participate in homestays with local families for at least part of the semester. The length varies from three weeks to nine weeks, depending on the program and the student’s choice. In addition, during the weeks in which they live in a house together or are traveling and staying in guest houses, students engage in community-based learning. Their classes take them out into the community where they meet in the homes, businesses, and offices of local people representing a wide diversity of perspectives. This often gives our students a broader and deeper understanding of the complexity of the host country than programs in which students study in a local university. Students often make long-term friendships with their host families and others and are encouraged to engage in volunteer work. In Mexico and Namibia, students have the opportunity to do internships in the community, as well.

***How much research can students do towards a thesis?***

A number of students have started working towards a thesis as a part of their program, either expanding upon the work done for their final project or gathering information throughout the program. In Mexico and Southern Africa, students can register for an independent study in order to dedicate time to research for a senior thesis.

***What is the difference between CGEE and a School for International Training Program?***

The Center’s programs focus on issues of peace and social justice and emphasize the grassroots experience. The Center’s programs are more structured throughout the entire semester, while SIT’s programs generally include a one-month independent research component. CGEE’s programs offer more individualized attention.

***What access do students have to computers and libraries?***

In Mexico, Nicaragua, and Namibia there are a limited number of computers available to students to type papers and connect to the Internet. We have wifi, but it is not as fast or reliable as in the US. Students are encouraged bring their own computers if they wish. We have libraries at the study centers in Mexico, Nicaragua, and Namibia. Students also have access to the local libraries in each country.

Mexico - *Casa CEMAL* has four PC computers, of which two have Internet access. *Casa Augsburg* has a small computer lab with two PCs. Students are welcome to bring laptop computers, we do have wifi, though not always fast or reliable. For e-mail access, the best option is to use Telnet or Internet Explorer to access the home university account or a web-based address like Yahoo or Hotmail, which can be set up for free. There are many Internet cafés nearby, including one right up the street.

In addition to the library in CEMAL (our study center), students have access to local public and university libraries. Some of the local non-governmental organizations also have resource centers that are available to the public.

Namibia - The study center has a resource room equipped with three computers and a printer for student use. Each computer has Internet access. Students, however, should be forewarned that the computers and the internet connections are not as fast as those used to at their home universities. Students may bring laptop computers and can connect them to the Internet server. Internet cafes are available in Windhoek and in most South African cities.

In addition to the library in the Center’s house in Windhoek, students have access to numerous resource centers, including universities, UN agencies, and non-governmental organizations.

Central America - The Center provides access to e-mail for students in Managua, Nicaragua. Only public e-mail and fax services will be available. However, there is a plethora of internet cafes in Xela and many in San Jose and Managua.

There is a small collection of course-related books available to students in Guatemala and Costa Rica and a larger library in the study center in Nicaragua. In addition, there are good public libraries in Managua, Nicaragua.

***Are internships available?***

In Namibia and Mexico, a limited number of internships are available. They give students an opportunity to gain hands-on work experience in organizations that have expressed a need for, interest in, and ability to host and supervise an intern. Volunteer opportunities are available for students who do not need credit.

Namibia – Students registering for an internship in Namibia must complete an application form which includes a statement expressing their reasons for participating, objectives for the experience, and what academic requirement it will fulfill.

During the internship, students write papers about their internship experience and meet with the site supervisor and faculty supervisor regularly. Students may register for internship credit in one of the following disciplines: Environmental Studies, History, Interdisciplinary Studies, Language and Cross-Cultural Studies, Political Science, Religion, Women's Studies, or Youth/Family Ministry.

Mexico – Students who want to register for an internship in Mexico must complete and submit an application describing their skills and learning objectives. Internships require some Spanish language skill, which is addressed in the application.

In addition to the agency supervisor, an Augsburg CGEE faculty member supervises the students and conducts regular internship seminars in which students come together to discuss what they are learning. Assignments include journal entries, the completion of a learning agreement, the development of an internship portfolio, and a final paper. Students may register for internship credit in one of the following disciplines: Business, Environmental Studies, History, Interdisciplinary Studies, Marketing, Political Science, Religion, Spanish, Women’s Studies, Youth and Family Ministries.

***What preparation is given for homestays? How are families screened?***

Staff either screen families themselves or work with local consultants who screen families. New families participate in an orientation program to prepare them to receive students. Particular emphasis is placed on the health and safety of students, as well as cultural differences. Additional orientation sessions are provided every semester. In some sites (such as Mexico), host families participate in sessions on diversity and intercultural communication, as well as occasional optional workshops on vegetarian cooking and other topics of interest. Families also have the opportunity to participate in public forums and a few of the other educational opportunities for students, thereby facilitating dialogue between students and host families about issues of common interest.

To prepare them for homestays, students are given special orientation sessions to help them develop intercultural communication skills. In addition, students participate in weekly check-in sessions with the family stay coordinator and other students. This helps them learn more from the experience and alerts the staff to potential problems so that they can be resolved immediately.

***How appropriate are the Mexico/CA programs for students with the following language abilities?***

***Beginner –***Unlike programs that are only open to Spanish majors or those with strong Spanish skills, our programs are open to beginning Spanish students. Since several courses are offered in English, non-Spanish majors who are interested in the issues we address may participate. At the same time, they are able to take at least one Spanish course and have multiple opportunities to substantially increase their skill and confidence with the Spanish language.

In Mexico, students take at least one intensive language course prior to the homestay, so that they can make the best of their homestay experience and feel more confident with the language. Spanish classes then continue after the homestay as well, allowing them to build on what they learned during the time with their host families. Throughout the semester, students have many opportunities to immerse themselves fully in the language. In addition, students have the option of taking more than one Spanish course. Classes are limited to five students, and hence adapted to the students’ level.

In Guatemala, the language class coincides with the homestay, totally immersing the students in the language. Language classes are one-on-one, enabling beginners to advance rapidly. In Nicaragua, students have the option of living with host families, thus continuing to develop their language skills.

In both Mexico and Central America, guest lectures and community visits are conducted in Spanish, with translation for those who need it. Beginners are encouraged to listen first to the Spanish to try to build their vocabulary and then check their comprehension by listening to the English translation.

***Intermediate -*** Students at this level can greatly improve their communication skills through the small language classes and the homestay. Since courses are conducted in small groups in Mexico and individually in Guatemala, students are able to focus on the skills that they need and immediately practice them through living in the host country, participating in volunteer work (or internships in Mexico), and by living with a host family. In Mexico, intermediate students may take several courses in Spanish. This is particularly attractive to students who are majoring or minoring in Spanish.

***Advanced -*** Most of the community visits are conducted in Spanish, with translation for those who need it. This gives advanced speakers an opportunity to test their language and translation skills. Students can find ample opportunities to practice their language skills through the homestay, volunteer work, and ongoing relationships with community resource persons. Many advanced students also take the opportunity to really get to know our local staff and learn from the wealth of their experiences. In Mexico, advanced students may take a Latin American Literature course and conduct an internship and an independent study in Spanish.

***Native speaker -*** Native speakers of Spanish may choose to concentrate on reading and writing skills in Spanish or take a Latin American Literature course. In Mexico, “Spanish for Heritage Speakers” is available. Several native speakers have participated in our programs due to their interest in the subjects we address.

***Why did you establish programs in Namibia?***

Through its connection with the Evangelical Lutheran Church of America (ELCA), Augsburg College was encouraged to initiate travel programs to Namibia. The ELCA brought many Namibian students to the U.S. to study and wanted to encourage North Americans to study in Namibia after independence was won in 1990. The Center started conducting short-term travel programs to Namibia, then started our first semester program in 1994. Namibia is a predominantly Lutheran country.

**VII. AFTER VISIT : Wrap-up**

* + Send thank you notes or emails to faculty/staff/alums you met with
	+ Submit an expense report/reclassify your credit card expenses
	+ Submit a school report about your trip to the MMO within two weeks from the last visit on your route
	+ If you attended a fair or had a table at any school, please submit the student names to the MMO as soon as possible. If you are able, this can come before the reports. It is essential that we solidify our name in the students’ minds!