



## Budget Request Form FY2012

*Department should complete one form for each individual request*

**Department:** Study Abroad Programs Office

SSFAB Use Only	
YES	NO

**Program, Service, or Operation Requested**

SAPO requests the SSFAB provide support for two services: a) matching support for the outreach efforts associated with Overseas Day, the annual study abroad fair held each fall and b) the 24/7 emergency phone service maintained by SAPO to assist all Aggie while they are overseas.

**General Description:**

Overseas Day: At the beginning of each semester, SAPO engages in intense outreach activities to all Aggies to make them aware of the variety of international opportunities available to them while studying at A&M. These efforts include a) visits to each session of Fish Camp; b) participation in New Student Conferences; c) information table during Howdy week; d) participation in the MSC Open house; e) bus ads; f) table tents in dining halls; g) visits by SAPO staff to large classes in all disciplines; h) series of informational sessions focused on financial aid for overseas experiences and general guidance on international opportunities. These efforts revolve around Overseas Day, the study abroad fair that takes place the third week of September. Overseas Day has over 75 tables of information about all the international opportunities available to Aggies. In addition to the traditional study abroad information, Overseas Day provides students an opportunity to talk with staff in the scholarships and financial aid office, the Career Center, the Borlaugh Institute, L.T. Jordan Institute, as well as representatives from organizations that provide national scholarships for international experiences. The purpose of Overseas Day is not just recruitment, but to help fulfill the mission outlined in Vision 2020 and Action Plan 2015 to globalize the A&M community.

Emergency phone services: The study abroad office provides a 24/7 emergency phone line that allows any Aggie traveling overseas on a university-related experience to receive assistance. To keep pace with the technological advances, SAPO needs to upgrade the current phone to a Blackberry with the capability of texting, sending email, international calling capability, and accessing the internet.

**Request Type:**       Full      X Increase      X One-Time      X Partial/Matching

**General Questions:**

***How does this increase impact students, and what motivated this request (needs, strategic planning, etc.)?***

Overseas Day – Over the last two years, SAPO has used Overseas Day not only as a recruitment vehicle but as a keystone event in fulfilling the university’s goals of internationalizing the A&M community. To this end, the department staff participate in a wide variety of activities at the beginning of the school year and after Overseas Day. All these outreach efforts stress the opportunities available to all Aggies who wish to have an international experience. For the first time this year, SAPO instituted a fee for program providers to come to

campus for Overseas Day. The fees pay for the costs directly associated with Overseas Day, but do not meet the costs of printing, advertising, visiting Fish Camp, table tents, and creating brochures for classroom presentations. For this expense, SAPO requests support from SSFAB. This funding will allow us to increase these outreach efforts, and help the university realize the goal of having 25 percent of the student body participate in an international experience, and globalize the A&M community.

Emergency phone services – SAPO maintains a 24/7 emergency phone that assists all Aggies (undergraduate and graduate students) if they run into problems while overseas. The CIRT response system works on domestic situations, while study abroad has been asked to assume responsibility for Aggies when they travel overseas. This summer SAPO dealt with a number of emergencies, one in which a student was in a life-threatening situation. The initial communication in that instance was by text messaging, a capability that we do not have with our current phone. In order to keep pace with student technology practices, and take full advantage of the upgraded SAPO database, we have decided we need to purchase a Blackberry with internet, messaging, and international calling capability. In order to serve and assist all Aggies overseas, SAPO requests support for this upgrade.

***How do other sources of funding (fundraising, sponsorship, reserves, etc.) been considered? Please explain.***

This year, SAPO instituted a fee for program providers who come on campus to promote study abroad opportunities. These funds are dedicated to the direct costs of Overseas Day, and raised \$1,800 this year. The indirect costs are currently met out of the study abroad general operating budget.

At this time, the direct costs for the emergency phone services are paid from the general operating budget of the study abroad office. It is important to note that many of the students with whom we work pay no fee for these services. Students on independent research programs, for example, do not pay a fee, however they have equal access to the emergency services. Two emergencies we encountered this summer that required intervention from SOS involved students (one undergraduate, one graduate) engaged in research, who paid no fee to the study abroad office. The matching support for this service comes from the SAPO staff support. When staff are on call, it is a 24/7 obligation, and part of the infrastructure costs built into the SAPO budget.

***Generally, what assessment tools will you use to evaluate this program/service?***

Student, faculty, and staff assessments are done annually. Students provide feedback about their use of office services, including rating staff on their specific advising roles. Faculty leading programs also provide feedback about any staff assigned to assist them with their programs abroad. All staff, including student interns, are evaluated by their supervisors. As noted above, SAPO is in the process of reviewing an improving our assessment practices, including revising the assessment instruments and delivery. An assessment team has been created amongst staff members to take the lead in moving SAPO forward in its assessment practices.

SAPO staff receive regular training and assessment on how to handle emergencies. These include mentor counseling, review of case studies in department meetings, and attending emergency response workshops when available. SAPO staff also have access to security information from International SOS, OSAC, and the US state department. SAPO staff are routinely assessed on their ability to respond to emergencies.

**Funding Description:**

<b>Total Estimated Cost</b>			<b>Dollar Amount</b>
<b>Overseas Day(permanent)</b>		<b>\$1,490</b>	<b>\$1,490</b>
<b>Purchase of Blackberry for 24/7 emergencies (one-time)</b>		<b>\$ 250</b>	<b>\$ 250</b>
<b>Monthly service fee for use of 24/7 phone</b>		<b>\$ 720</b>	<b>\$ 720</b>
<b>TOTAL SSFAB INCREASE REQUEST</b>			<b>\$2,460</b>

*SSFAB Comments/Notes:*

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