

Responsibility Matrix

Department Affiliate Programs

Read through all activities and use the check boxes to monitor your progress to completion for each step. LAC steps will be monitored by LAC staff. Note: To stay on track, you must work on multiple items at a time in a variety of categories.

Each date listed is the minimum amount of time prior to departure we recommend. It's always a good idea to complete items earlier, and for some programs or in some cases it may be necessary for you to complete items earlier. If you begin items later than the recommendations, you'll need to complete more items more quickly. As a rule, winter break programs may have a compressed timeline.

Glossary

Affiliate: contracted organization supporting the program on site, on-site partner

APAAC: advising, placement, academic, and administrative costs

LAC: Learning Abroad Center

PS: Program Sponsor, sponsoring unit, home unit

Sponsoring Unit: program sponsor/home department, college, unit

General Responsibilities

LAC = Learning Abroad Center responsibility | PS = Program sponsor responsibility

Responsibility lies with...	Task
PS	Act as liaison to affiliated partner
LAC	Create and maintain leader information forms and instructions for application/confirmation procedures
LAC	Implement requirements per UofM policy
LAC	Adhere to all UofM policies, especially Education Abroad: Student Health and Safety
PS	Adhere to all UofM policies, especially Education Abroad: Student Health and Safety

Planning the Program

- 12 months before departure** • PS | Meet with LAC staff to learn about administrative models and options
- 12 months before departure** • PS | Research visa requirements for US and non-US students
- 12 months before departure** • LAC | Prepare Letter of Understanding and have all partners sign
- 12 months before departure** • PS | Obtain ITRAAC approval before promotion of a program to a country designated as US State Department Travel Advisory Level 3 or 4; or Level 1 or 2 country with a region designated as Level 3 or 4 by a Regional Travel Advisory. Also see policy.umn.edu/education/edabroad-proc01.
- 12 months before departure** • PS | Complete a due diligence review of the on-site affiliate with International Health, Safety, and Compliance (IHSC) if necessary

Creating the Program

- 12 months before departure** • PS | Send Request for Proposal (RFP) to potential affiliated partners
- 12 months before departure** • PS | Identify curriculum or courses available to students on the program
- 11 months before departure** • PS | Draft contract with affiliated partner
- 10 months before departure** • PS | Determine if the credit will be transfer credit or resident credit, or not for credit, as well as the grade base option(s) and notify LAC contact
- 10 months before departure** • PS | Identify any additional academic parameters: who is teaching class, posting grades, how/where grades are sent within UofM, whether open to non-UofM students (if resident credit), and notify the LAC
- 10 months before departure** • PS | For resident credit programs, obtain approval for appropriate course(s), course designator and number(s), credits, etc
- 10 months before departure** • PS | For transfer credit programs, check with Admissions on the viability of transfer credit for courses offered by affiliate abroad
- 10 months before departure** • PS | With affiliate partner(s), sort on-site logistics such as housing and transportation
- 10 months before departure** • PS | Set designated flight and track on special flight circumstances
- 10 months before departure** • PS | Create a program budget and finalize total program fee, including LAC APAAC and international health insurance, and send it to LAC.
- 10 months before departure** • LAC | For resident credit, ensure class section setup including: billing factor, location, instructor of record, program dates, class status, enrollment capacity, etc. are all correct in Slate
- 10 months before departure** • PS | Create a student cancellation/refund policy (approved by college/department)
- 10 months before departure** • PS | Inform LAC staff if you will require any supplemental application materials, create and deliver materials
- 10 months before departure** • LAC | Set-up program in Slate - sponsor, program, track setup, app fee, app checklist, dates, insurance, location, housing etc
- 9 months before departure** • LAC | Enable online application portal
- 8 months before departure** • PS | Coordinate approval of contracts with IHSC (International Health, Safety, and Compliance) and sign with Affiliate
- 3 months before departure** • PS | Develop a 24/7 contact protocol and emergency plan and share with LAC
- 3 months before departure** • PS | Assign an individual from your unit (UofM staff or faculty member) to serve as your program's US-based emergency contact
- 1 month before departure** • PS | Send student flight itineraries to on-site partners as needed
- 1 month post-program return** • PS | Solicit invoice from affiliated partner, verify accuracy, and send onto appropriate finance office for payment

Promoting the Program

- 9 months before departure** • PS | Create program flyers
- 9 months before departure** • PS | Promote via social media
- 9 months before departure** • PS | Send promotional email blasts
- 6 months before departure** • PS | Conduct classroom promotional visits
- 6 months before departure** • PS | Conduct Information Sessions

Advising Interested Students

- 3 months before departure** • PS | Review applications
- 2 months before departure** • LAC | Collect Transcript Request Forms for non-UofM student participants (if applicable for resident credit programs)
- 2 months before departure** • LAC | Create health/emergency form folder and share with department contacts
- 2 months before departure** • LAC | Forward any student disciplinary incidents on file to program contacts
- 2 months before departure** • PS | Review and address student disciplinary incidents on file
- 2 months before departure** • PS & LAC | Ensure the completion of all student requirements (per UofM policy, Program Sponsor is ultimately responsible for all student requirements being met). Students cannot participate in the affiliate program unless students complete all student requirements prior to departure.
- ONGOING** • PS | Maintain application waitlists if necessary
- ONGOING** • PS | Communicate cancellation/refund policy to students
- ONGOING** • PS | Advise students about program details: itinerary, cost, travel, etc.
- ONGOING** • PS | Individually contact Non-US students to communicate visa requirements
- ONGOING** • PS | Answer questions regarding necessary immunizations and CDC recommendations
- ONGOING** • LAC or PS | Respond to individual student application process inquiries via phone and email
- ONGOING** • LAC or PS | Respond to department application and enrollment process inquiries via phone and email
- ONGOING** • LAC or PS | Advise students on applicability of financial aid and scholarships
- ONGOING** • LAC | Answer questions regarding the UofM international medical, security, & evacuation insurance
- ONGOING** • PS | Assist non-US citizens with visa questions

Managing Pre-Departure Student Logistics

- 3 months before departure** • LAC | Enter program fees and estimated additional costs in Slate
- 3 months before departure** • LAC | Set up account strings and item types for program billing purposes
- 3 months before departure** • PS | Research how letters of enrollment must be written for a particular consulate and write individual letters of enrollment for students when necessary, providing them to the student (by mail, in person, or electronically)
- 10 weeks before departure** • PS | Collect all students' visa applications
- 10 weeks before departure** • PS | Meet with students to review their visa application prior to submission (if necessary)
- 10 weeks before departure** • PS | Send visa applications on behalf of the student(s)

- 2 months before departure** • PS | Collect all necessary student forms
- 2 months before departure** • LAC | Distribute and collect student health information forms
- 2 months before departure** • LAC | Synthesize and make recommendations to department contacts on the contents of student health information forms
- 2 months before departure** • PS | Retain copies of student forms
- 2 months before departure** • PS | Follow up on health information form contents as necessary with students
- 2 months before departure** • PS | Share student health form information with on-site partner(s) and create plan for accommodations
- 2 months before departure** • LAC | Collect and forward relevant disciplinary clearance information to department contacts
- 2 months before departure** • PS | Follow up on student disciplinary clearance information as necessary with students
- 2 months before departure** • LAC | Collect and forward academic dishonesty information to department contacts
- 2 months before departure** • PS | Follow up on student academic dishonesty information as necessary with students
- 2 months before departure** • LAC | Create and maintain Accommodation Request Forms (from Disability Resource Center)
- 2 months before departure** • PS | Follow up with student(s) and liaise with Disability Resource Center and LAC as necessary
- 2 months before departure** • LAC | Collect student emergency contact information and make accessible to department contacts
- 2 months before departure** • LAC | Create official Study Abroad Cost Estimate (SACE) document for student participants upon request
- 6 weeks before departure** • LAC | If program is for transfer credit, create and send registration instructions to students including how and when to register for placeholder credits, address student questions
- 6 weeks before departure** • PS | If program is for resident credit, create and send registration instructions to students including how and when to register for course credits, address student questions
- 6 weeks before departure** • LAC | For transfer credit programs, maintain a list of students with issues that are preventing their registration (holds, on-campus registration, etc.) and contact those students with all of the necessary follow-up
- 6 weeks before departure** • LAC | For transfer credit programs, inform students from other system campuses their record must reflect "multi-I" status
- 6 weeks before departure** • PS | Collect student passport information
- 6 weeks before departure** • PS | Communicate with Village Travel/other preferred travel agent on group flights, booking, and itinerary changes
- 1 months before departure** • LAC | Turn on deposit billing on schedule
- 1 month before departure** • PS | Send program flight itineraries to on-site partners as necessary
- 1 month before departure** • PS | Send applicable confirmation forms to affiliate partner(s)
- 1 month before departure** • LAC | Register any non-UofM students for the program course(s)
- 1 month before departure** • LAC | Register student participants for international medical, security, & evacuation insurance, address student follow-up questions
- 1 month before departure** • PS | Print and distribute emergency information to students
- 1 month before departure** • PS | Return passports/visas to students to manage visa issues or concerns—if visas batched as a group
- 1 month before departure** • LAC | Register program participants with USDOS Smart Traveler Enrollment Program (STEP)
- 1 month before departure** • PS | Send pre-departure information email to students
- 1 month before departure** • PS | Schedule and lead pre-departure orientation
- 1 month before departure** • PS | Follow up with students who miss pre-departure orientation and send PowerPoint and notes on important items

- 2 weeks before departure** • LAC | Provide online Health and Safety orientation for participants
- 1 week before departure** • LAC | Ensure all participants complete the mandatory online Health and Safety orientation
- 1 week before departure** • LAC | Bill all students for the program
- ONGOING** • PS | Communicate cancellation/refund policy to students and LAC contacts
- ONGOING** • PS | Answer questions from students, staff, faculty, and parents by phone or email regarding visas and update staff and program leaders on student visa statuses
- ONGOING** • LAC | Monitor application progress for each applicant and change application status in Slate as appropriate
- ONGOING** • LAC | Create UofM student account for non-UofM participants (ID number, x.500 etc.); complete the “Quick-Admit” process for non-UofM students as CCE non-degree ed-abroad participant
- ONGOING** • PS | Address student billing questions
- ONGOING** • PS | Answer questions from enrolled students on financial aid and scholarship applicability

While Program Is Abroad

- ABROAD** • PS | Assure affiliate partner maintains expected academic rigor
- ABROAD** • PS | Ensure logistics necessary for program success are being met
- ABROAD** • PS | Contact and report to GPS Alliance International, Health, Safety, & Compliance team any on-site incidents that affect the health or safety of the student participants
- ABROAD** • LAC | Serve as an additional resource during on-site emergencies
- ABROAD** • LAC | Post a transcript memo to each participant’s UofM transcript indicating the course number(s) (if resident credit), program title, and location for easy recognition that the course(s) was taken abroad

Administration After Program Return

- 1 week post-program return** • PS | For resident credit programs, ensure grades are posted to UofM student records in a timely manner. Inform LAC when posted.
- 1 month post-program return** • PS | For transfer credit programs, ensure program transcripts are sent to admission in a timely manner
- 1 month post-program return** • LAC | For transfer credit programs, finalize students’ placeholder courses after transfer credits are posted
- 2 months post-program return** • LAC | For resident credit programs, once notified that grades are posted, send the official UMN transcript to the home institution for non-UMN student participants
- 3 months post-program return** • PS | Review all program and class evaluations and address any issues
- 3 months post-program return** • PS | Send post program evaluation to affiliated partner
- ONGOING** • LAC | Serve as the main point of reference for students and staff on academic records related to department affiliate courses on UofM transcripts, APAS reports, and impact on other UofM courses (e.g. repeating, etc.)
- ONGOING** • PS | Respond to questions from students, advisers, parents regarding grades
- ONGOING** • LAC | Maintain program records and reports/submit data to state and federal compliance agencies

LEARNING ABROAD CENTER

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