

Study Abroad Ambassadors
Center for International Studies



Training Manual

Name of Owner: _____

2006 - 2007



STUDY ABROAD AMBASSADORS

Congratulations on becoming an AMBASSADOR for Study Abroad!! You have been chosen by the Center for International Studies and the Foreign Languages & Literatures Department as our representative and advocate for Study Abroad. Though you may have already started sharing your own stories and experiences about Study Abroad with other students, you will now have the official role of doing so during events organized by CFIS and FLLT, as well as at other campus activities. Through training sessions and participation in events throughout each semester, we will prepare you to venture out to educate and excite others about what Study Abroad has to offer and what it can do to enrich the college experience...as it obviously has for you!

This manual is designed to help you understand all aspects of the Study Abroad Programs to be able to better inform other students about the opportunities that await them. It is your responsibility to read this manual and attend the training session that accompanies it. We know the information contained in the following pages will be of great value to you as you start your services as a Study Abroad Ambassador. We will do our best to answer all of your questions to ensure that you know all you need to know before we set you loose on campus. The success of the program will require some effort and dedication, which we know you have... this is one of the main reasons you were chosen. Your energy and enthusiasm is step one; the information we provide you with is step two; and then the rest is up to you! Thank you for your participation and commitment the Study Abroad Ambassador Program. And Good Luck!

We would like to give special recognition to Karen Aniunas and the College of Agriculture and Natural Resources upon whose excellent Ambassador Program and Training Manual we have based our own. Thank you.

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MISSION & OBJECTIVES

Mission

To heighten awareness of the study abroad programs offered by the Center for International Studies through education, communication and outreach.

Objectives

- To increase interest and encourage enrollment in study abroad programs sponsored by the Center for International Studies.
- To volunteer service as a good will ambassador for the University of Delaware and the Center for International Studies.
- To foster communication and expand relationships between the CFIS and the campus community.
- To gain personal and professional growth through participation in the Ambassador Program.



GUIDELINES & EXPECTATIONS

NOW that you are a Study Abroad Ambassador, you could be in high demand. Faculty directors, professors and others at the university may want to enlist your services for campus events, speaking engagements, red carpet appearances etc...(you'll need an agent!!) Please be sure to refer anyone asking for the help of a Study Abroad Ambassador to Marion Bernard-Amos (831-6458 or mba@udel.edu) or Ruthie Toole (831-2852; rtoole@udel.edu) to make an official request. We appreciate you and your time so you should not have the responsibility of saying "yes" or "no" regarding your availability to help.

*If you hear about any events where the Ambassadors would be helpful, please let one of us know.

REMEMBER.... you are a representative of the Center for International Studies.

1. **Look smart** when you make public appearances as an ambassador; wear your name tags and shirt when you appear in public. Whilst representing study abroad as an ambassador, do not wear anything that promotes another university (e.g. hats, sweatshirts etc.) or that could be offensive to anyone (e.g. drinking jokes or political tees).
2. **Be on time for all events.** As a rule of thumb arrive 10 – 15 minutes prior to the scheduled start time. This will give you enough time to relax and get yourself organized. Take the initiative to be as informed as possible BEFORE you arrive.
3. **Practice speaking slowly and clearly.** Do not use slang and avoid using "likes" or "ums" (e.g. "I'm, um, like, studying, ya know, to be like, a vegetarian."). This is not only for the benefit of the listener, but also to help you enhance your public speaking skills. Remember that the way you speak to another student may be quite different from the way you speak to a member of the faculty or the parents of a program participant.
4. **Never chew gum** or anything else while you are "on duty."
5. **Always maintain eye contact while speaking and listening to people.** Parents and students notice whether or not you are interested in them. Always direct your comments to those you are speaking to. Be confident and look them in the eye!

6. **Be positive and enthusiastic!** This is hard especially when you have bad days, but try to remember that you may only have this one chance to make an impression so give it your best. Don't lie but remember that you need to put a positive spin on everything.
7. **Relate your own experiences when answering questions.**
Example: Are we expected to attend all classes on study abroad programs? "Yes! The class attendance policy is the same as if you are taking classes on campus at UD. I went on a program whose courses aligned with my interests. Also, I loved my History course because I was learning the background of the country I was living in. It was exciting!" Do not draw conclusions but give them your opinion.
8. **Try not to leave questions unanswered.** People appreciate your efforts in trying to answer their questions, if you don't know an answer, don't make something up to avoid looking clueless! Simply say, "I am not sure. Can I check on it and get back to you?" Then DO IT! Get contact information and send them a response. It will go a long way!
9. **Be careful with your words and with humor.** Not everyone laughs at the same things. Think before you speak, and if you aren't sure you should say it, don't! Also be aware that certain phrases like "that's retarded," "what a spaz," etc. can offend people even when you don't intend to. Choose your words carefully.
10. **Don't spread rumors.** Give only accurate, substantiated and useful information, not information you heard in the dorms or at Iron Hill or something that someone said to you. Avoid statements like, "I've heard that on some study abroad programs students don't take classes for credits."
11. **Commitment.** If you have committed to an event and find that you cannot make it, it is your responsibility to find another Study Abroad Ambassador to replace you. If you honestly cannot do so, contact Marion Bernard-Amos (*FLLT*) at 831-6458, mba@udel.edu or Ruthie Toole (*CFIS*) at 831-2852, rtoole@udel.edu.
12. **Marketing.** "Sell UD and Study abroad without slamming other schools". It is tempting and easy to say, "Delaware is better because at Penn State University you are just a number." That is an opinion (there may be students at Penn State University who do not feel like a number). There are many other examples, and many other study abroad competitors. It is always best to present what we have to offer and allow students to decide.

13. **Personal feelings.** As an Ambassador you will be meeting all kinds of people and students, and it is crucial that you put your personal feelings aside when dealing with the public. For example, some of you are vegetarians, some of you are environmentalists, some of you are engineers, and some of you are language experts. Some of you have farming backgrounds, some of you are from the city, some of you have traveled abroad many times, and some of you have traveled on many of UD's programs abroad etc. Be open to all experiences.
14. **Come to training sessions.** Everyone has packed schedules, but it is imperative that you make an active effort to hone your skills as an Ambassador by attending training sessions. You can also obtain valuable practice by volunteering for events—even if you are a bit nervous at first.
15. **Be kind to each other.** The Study Abroad Ambassadors Program provides a great place to get to know other students and many of you are likely to become good friends. As with any group you will click with certain people more than others, but please try not to be exclusionary. Greet the people who walk into an event alone: say "hi" to each other on campus and you will increase your network while making someone else feel included.
16. **4 events per semester!** The Study Abroad Ambassadors Program will have a point system to measure each Ambassador's involvement. Each member will be expected to participate in at least 4 events per semester. Additional participation in events in winter and summer will be credited to the Ambassador the following semester.
17. **Evaluation.** The level of involvement will be evaluated at the end of each year to determine which Ambassadors receive the Outstanding Ambassador Awards on Honors Day. Ambassadors participating in fewer than 3 events per semester will be asked to have a personal meeting with the Study Abroad Ambassadors' president to review their involvement and dedication to the program.
18. **REMEMBER that you are the face that represents both the University of Delaware AND the Study Abroad Programs that we offer!**

HISTORY of STUDY ABROAD

Seventy-five years ago, America's first study abroad program was launched at the University of Delaware when a young professor walked into the president's office with a daring plan: to send students abroad for their junior year.

Prof. Raymond W. Kirkbride, an instructor in the Modern Languages Department and a WWI veteran, had seen firsthand what disagreements between nations could do; he had seen smoldering ruins and burned-out buildings across the French countryside. But he had also met, and greatly enjoyed, the French, and understood the potential that travel and study had for promoting cross-cultural understanding. And now, in 1921, he was home in Newark, standing before the desk of University president Walter S. Hullihen, pitching his idea to send students to France for their junior year.

A lesser president might have thrown the upstart Kirkbride out of his office. Study abroad was unheard of, and America's isolationist tendencies were still strong, so soon after the war. But Hullihen recognized that the Delaware Foreign Study Plan (which came to be known as the Junior Year Abroad) had far-reaching influence. It would, as Hullihen saw it, produce better-rounded students, train future foreign language teachers, and provide experience for students who wanted to go into careers with international aspects.

The logistics of setting up a year of study abroad were daunting, especially as the University refused to fund Kirkbride's researches in France. So Kirkbride and Hullihen turned to prominent private and public figures for assistance and support. In Washington, D.C., Hullihen met with then-Secretary of Commerce Herbert Hoover, who heartily endorsed the Plan; closer to home, Hullihen enlisted the support of regional philanthropists and businessmen, including Pierre S. du Pont. Their hard work, and the generosity of private donors, resulted in the creation of America's first study abroad program.

On July 7, 1923, the first Delaware group sailed for France aboard the *Rochambeau*. Kirkbride's group of eight juniors included Austin P. Cooley, Francis J. Cummings, David Dougherty, Herbert L. Lank, William K. Mendenhall, J. Cedric Snyder, T. Russell Turner and J.

Winston Walker. After six weeks of intensive language immersion at Nancy, they moved to Paris, where Lank met his future wife, where Turner became a basketball hero, and where Turner and Cummings won the Sorbonne's highly coveted diploma of French civilization.

The first Junior Year Abroad was a success, and the University continued to send student groups to France, and later to Switzerland and Germany. Students from a number of colleges and universities, including Columbia, Penn, Wellesley, Wesleyan, Brown, Smith, Harvard and Princeton participated in the program, and between 1923 and 1948, 902 students spent their junior year abroad with the University of Delaware.

In 1948, the Delaware Foreign Study Plan was discontinued because of post-War conditions in Europe and a new University president who felt that foreign study was not a priority.

But the Delaware Foreign Study Plan had made an impact, especially among its participants. As early as 1930, the "Delforians" were holding reunions, publishing alumni directories and newsletters and holding regional alumni get-togethers. When World War II broke out, the group began a campaign to finance "Delforian Ambulances for France," according to University of Delaware archivist Jean Brown. In 1987, members of the XIIIth Group held their 50th reunion -in Paris, where they had first met.

Study abroad resumed in 1972, as the University instituted "Winterim," a short semester between the fall and spring sessions. Early Winterim destinations included London, Paris, Rome, Vienna, Munich, Berlin and Hamburg; Geneva became one of the most popular Winterim destinations and the program has gone every year but one since 1972. So many students took advantage of the opportunity to spend their winter break abroad that Delaware could book large airplanes exclusively for the students. Pan American Airlines painted the fuselages of two airplanes with the words "Delaware Clipper." The English department also launched a study abroad program in London, which was the first of the semester abroad programs (others now include Puebla, Paris, Granada and Salzburg). Eventually, Winterim study abroad evolved into its own University department, Overseas Studies, which is currently under the umbrella of the Center for International Studies.

Center For International Studies

The mission of the Center for International Studies is to enhance the international dimensions of teaching, research, and service at the University of Delaware. The Center promotes the active participation of faculty and students in the process of integrating international and global themes into their individual and collaborative scholarship.

What we do

Creating ... a climate of international and global knowledge

Fostering ... a greater appreciation for the worlds around us

Integrating ... international scholarship and exchanges

Supporting... international activities

Through the Center, the University of Delaware has established a university-wide administrative structure to foster an environment wherein faculty and students will develop an international perspective in order to live and work effectively in an increasingly interdependent and global society. The fundamental principle that defines the role of the Center is that no academic discipline should operate in isolation from the global context. Developing an appreciation for the challenges and opportunities faced by individuals and societies around the world is therefore an indispensable element of the University's core educational mission. The Center supports this mission by supporting and promoting interdisciplinary international research and curriculum development, serving as an advocate for international activities, events, and awareness at the University of Delaware, and engaging in internationally-focused outreach with other groups in Delaware such as government, primary and secondary educational institutions, and the private sector.

The Center for International Studies is advised by an International Advisory Committee drawn from all seven University of Delaware colleges and reports to the Vice Provost for Academic and International Programs.

PROGRAMS & DEPARTMENTS

We offer over **70** programs in **40** subjects in over **35** countries.

Locations by Geographic Area

- **Africa** – South Africa, Tanzania
- **Asia** – China, India, Japan
- **Australasia** – Australia, New Zealand, Tasmania
- **Europe** – Austria, Cyprus, England, Finland, France, Germany, Greece, Ireland, Italy, Russia, Portugal, Spain, Switzerland
- **North America** – USA (Hawaii)
- **South America** – Argentina, Brazil, Chile, Costa Rica, Ecuador, Mexico, Panama, Peru
- **Caribbean** – Barbados, Jamaica, Martinique

Subjects

- Animal Sciences & Agriculture
- Anthropology
- Art
- Art History
- Biology
- Business Administration
- Chemical Engineering
- Civil Engineering
- Communication
- Computer Information Sciences
- Economics
- Education
- Engineering
- English
- Entomology & Wildlife Conservation
- Fashion & Apparel Studies
- Finance
- Foreign Languages & Literatures
(*Chinese, Classics, French, German, Italian, Japanese, Spanish, Portuguese, Russian*)
- Geography
- Health & Exercise Sciences
- History
- Hotel, Restaurant & Institutional Management
- Individual & Family Studies
- Leadership
- LIFE / FYE Programs
- Linguistics
- Marine Studies
- Materials Science
- Music
- Nursing
- Nutrition & Dietetics
- Philosophy
- Physics
- Plant & Soil Science
- Political Science
- Psychology
- Science and Culture
- Sociology
- Theatre Costume
- Women's Studies

Department of Foreign Languages & Literatures

This department sponsors and/or cosponsors approximately 25 – 33% of all study abroad programs offered through the University. Programs are offered in:

- Chinese (China)
- Classics (Greece)
- French (France, Martinique)
- German (Austria, Germany)
- Italian (Italy)
- Japanese (Japan)
- Portuguese (Brazil)
- Russian (Russia)
- Spanish (Argentina, Chile, Costa Rica, Ecuador, Mexico, Panama, Spain)
- Jamaican Culture (Jamaica)

Programs are open to all students who are completing language requirements as well as those who have declared majors/minors in any of the languages listed above.

International Student Exchanges

- Bond University, ***Australia***
- Danish International Study Program, ***Denmark***
- Helsinki University of Technology, ***Finland***
- Lappeenranta University of Technology, ***Finland***
- Paris Undergraduate Business Exchange, ***France***
- University Lyon II, ***France***
- Seinan Gakuin University, ***Japan***
- Soka University, ***Japan***
- University of Valencia, ***Spain***

IN FACT AND FIGURATIVELY **(Study Abroad Facts)**

Approximately **25%** of students at the University of Delaware participate in at least one Study Abroad Program during their college career.

And approximately **70 %** of the Study Abroad Programs offered through CFIS and FLLT include courses that satisfy undergraduate requirements (*such as Group A, B, C, requirements, multicultural requirements, second writing requirements and foreign language requirements*).

UD's STUDY ABROAD TOP 5

Of the **70** programs in over **40** subjects in **35** countries (including the USA), the **TOP 5** programs, measured by number of participants are:

1. Costa Rica
2. London, England
3. Granada, Spain
4. Italy (English, Linguistics & Siena Winter Session)
5. Australia (Business Admin)

PROGRAMS OFFERED EVERY TERM

- London, England
- Paris, France
- Granada, Spain

WHAT'S GREAT about STUDY ABROAD?

To experience another culture and language
To expand the walls of the classroom
To experience cultural and physical geography
To learn about another government and political system
To participate in experience-based learning
To travel with dedicated faculty members
To really understand the value of the dollar
To look at your discipline from a different perspective
To find out more about yourself

To put new meaning to old words:

Cold is the air you breathe in Antarctica
Blue is the color of the New Zealand Sky
Warm is the Costa Rican sun
To die for is the taste of Swiss chocolate
Old are the terracotta soldiers in Xian, China
To soar is what the condors do over the
Mountain's of Ecuador Palatial in the Alhambra,
the Moorish fortress overlooking the city of Granada
Street Style is what people wear in Paris
Friendly are the people of Ireland
Business is what takes place in Geneva
To dance is to tango

Because you will never be quite the same!

Frequently Asked Questions

Where is the Center for International Studies?

The Center for International Studies is located at 186 S. College Ave., right across the street from the Morris Library and next door to the Center for Black Culture.

Do I need to speak a foreign language to study abroad?

No, we offer many programs that are taught in English. But if you already speak another language or would like to learn one, study abroad is the easiest way to improve your fluency. We offer many programs that teach foreign language courses abroad -- from beginner to advanced.

How much does it cost to study abroad?

The tuition you pay to study abroad is the same amount you'd pay to study here on campus. In addition, you pay a program fee that covers things like airfare, housing, and excursions. The amount of the program fee depends on the program. When you go abroad, you do NOT have to pay extra for housing and meals on campus.

Can I use my financial aid for study abroad?

Usually, yes. It depends on what kind of aid you receive. Check with the Financial Aid office to see if your aid can be used to help cover study abroad expenses.

Are scholarships available for study abroad?

Yes, we do! For more details, visit:

<http://international.udel.edu/studyabroad/scholarships/default.htm>.

Do I need a certain GPA to study abroad?

Most programs require a minimum cumulative GPA of 2.0. Several semester programs, however, raise that minimum to 2.8. Living overseas is a fun but sometimes stressful experience. We want to make sure that you're strong enough academically to handle these challenges and still succeed in the classroom.

I've seen the terms "CFIS", "FLL" and "deviator" on your website -- what do they mean?

CFIS is an acronym for the Center for International Studies, the University unit responsible for study abroad. FLL, a.k.a. the Department of Foreign Languages and Literatures, specifically coordinates all study abroad programs involving significant foreign language study. And the word "deviator" is a term the airline industry uses to refer to people who buy plane tickets as part of a group, but change their return dates... thus "deviating" from the group's planned itinerary.

How long can I study overseas?

You can study abroad for as briefly as a few weeks over winter session or for a whole semester. In fact, you can combine programs and stay for even longer (ie, fall in London, then winter in Granada, then spring in Paris). Endless possibilities.

When should I start planning for this?

That's easy -- NOW. Students often reach their senior year and sadly realize that they ran out of time to study overseas. Study abroad is an important part of the education you'll receive at UD. Start planning now and find the right time to fit this experience into your studies.

What courses can I take?

This list changes a little each year depending on which faculty lead programs overseas. To find international courses that interest you, try searching by department at: <http://international.udel.edu/IPSSdb/search2.asp>.

Where can I find more information about the programs?

This website will give you the most up-to-date and complete program info available. Check out the complete program listing at: <http://International.udel.edu/studyabroad/programs/default.htm>.

What about transfer credit?

You don't have to worry about that. All of the courses offered on our programs are University of Delaware courses. You register for them and get grades for them just like you do for courses on campus. If you're a student attending a different college or university, you can request a UD transcript after you return from overseas.

How about if I want to go somewhere that UD doesn't go?

In this case, you have two options:

1. Convince one of your professors to take a winter session abroad to your location of choice.
2. Search for a program offered by another school. You will need to pick up a Transfer of Credit form in our office, choose the courses you'll take through the other institution, get the syllabi for those courses, and get them approved by your advisor. Our office gives final approval for those courses to be eventually transferred back to UD. All this needs to happen before you ever go overseas. For a written description of the transfer of credit process, then visit: <http://international.udel.edu/studyabroad/programs/nonud.html>.

How do I apply?

That's easy, just go to this website for instructions on how to apply online at: <http://international.udel.edu/studyabroad/apply/default.htm>.

When is everything due?

Everything is due by the application deadlines listed at:

<http://international.udel.edu/studyabroad/deadlines/default.htm>.

Why do I get a message that says STUDENT NOT FOUND when I try to submit my scholarship application?

Your name is not being recognized in our system because you have not yet applied for a study abroad program. Applying for your program is to be done before applying for your scholarship.

If I apply to more than one program, do I need to put a deposit towards each program?

Yes, a non-refundable deposit of \$300 is required for each program you apply for.

If I apply to the Starr Study Abroad Scholarship and I am not awarded this scholarship am I automatically considered for the CFIS General Scholarship?

Yes, you will automatically be considered for the CFIS General Scholarship.

Do I need to submit an additional 2 recommendations and essay for the CFIS General Scholarship if I am not awarded the Starr Study Abroad Scholarship?

No, your essay and your 2 recommendations will be used for both scholarships.

NOTES
