

STUDY

ABROAD

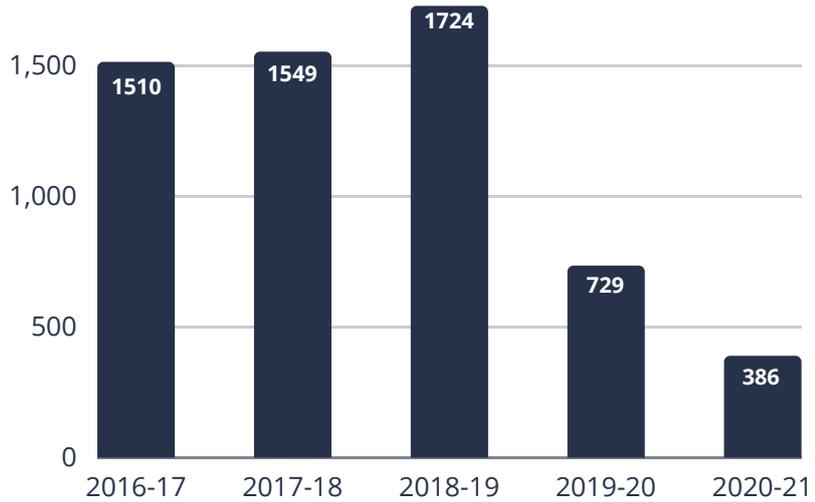
UNC Study Abroad Impact Report | 2020-2021



My study abroad experience was a true journey of self-discovery. With this being my first time living away from home, I learned a great deal about being independent and doing everything on my own. Moreover, I always considered myself to be pretty introverted, so I never knew I was capable of putting myself out there the way I did this past summer. On top of that, having to navigate a foreign country with a language barrier amid a pandemic strengthened my ability to adapt to challenging circumstances. All of these factors together have made me more confident in who I am and an overall better person.

Andrew Yang, Summer 2021
Yonsei University (International Summer School)

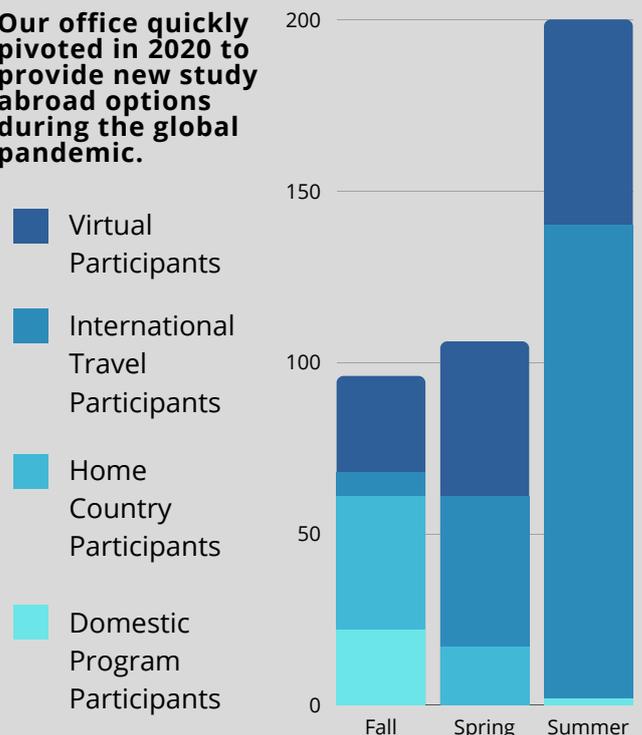
UNC Study Abroad Office Participation 2016-2021



*Includes graduate students, students in the professional schools who study abroad through UNC Study Abroad Office (SAO), and non-UNC-CH students who study abroad through the UNC Study Abroad Office. Does not include students who study abroad through other units on campus. Students who studied abroad multiple times in 2020-21 are counted only once.

Participation by Type & Term 2020-2021

Our office quickly pivoted in 2020 to provide new study abroad options during the global pandemic.



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Navigating Study Abroad During a Global Pandemic: Leadership Reflections

COVID-19 Response



Risk Assessment Tool

Developed complex risk assessment tool using a variety of metrics



Countries Approved by Term

Fall '20 - 1
Spring '21 - 12
Summer '21 - 11

To the Carolina community and our global partners,

The past year continued to be challenging as global mobility remained limited. We weathered budget cuts, the departure of dear colleagues, and increased workloads. But we had many successes! We reexamined our practices to be more effective and efficient while implementing new processes and systems. We continued to pivot to offer students global experiences while focusing on reducing barriers to participation. Finally, we oversaw a concerted and methodical return to mobility that focused on the health and safety of our students.

This year's report attempts to convey this work, highlighting our collaboration with colleagues across campus and the amazing efforts of our team! Most importantly, it shares stories from our students, demonstrating the impact of a global experience.

Jason Kinnear, Interim Associate Dean of Study Abroad and Exchanges



As the COVID-19 pandemic disrupted almost everything about UNC's teaching, research and operations, the Study Abroad Office moved to the very forefront of Carolina's response. For 18 months, SAO leadership and staff served students, assessed risks, selected programs, and created digital connections to preserve global learning opportunities.

Initially, when most Americans saw COVID as an international problem, rather than a US one, SAO staff spoke daily with partners around the world to determine if students should come home safely and continue their studies remotely. As COVID sparked waves of lockdowns in the US, the office never turned from its global mission. Committed to preserving international exchanges where feasible, the SAO developed a comprehensive, country-by-country risk assessment matrix that was so thorough that senior leadership from across the university used it to help make decisions about faculty and graduate student international trips. As our exchange partners around the world went to remote classes, the SAO identified courses and research opportunities in London and Quito where our students could directly enroll at international classes, gaining a genuine international experience even as they studied from their own homes.

Month in and month out Study Abroad staff appraised the disruptions that COVID brought and adapted opportunities. They never shut down. They accompanied their students throughout the crisis, even as the office came under increasing operational pressure. Due to their perseverance, UNC is poised for a rapid bounce back with students embracing the new global learning opportunities now being offered for Spring 2022 and beyond. More than that, UNC's accomplishments as a place of global learning has grown. This pandemic-tested staff has done the university an extraordinary service. The prospects for global learning are all the more exciting for their hard-won experience.

Rudi Colloredo-Mansfeld, Senior Associate Dean for Social Sciences and Global Programs

During a year in which so many learning experiences for students remained closed, the Study Abroad Office consistently opened new doors for Carolina students to benefit from a global education. Interim Associate Dean Jason Kinnear devised a comprehensive approach to global risk assessment that enabled UNC-Chapel Hill to safely and responsibly resume study abroad to limited countries, putting Carolina on the leading edge among U.S. universities.



The Tar Heels who studied abroad this year were especially focused and determined, with the steady support of the Study Abroad Office behind them. Students kept up with detailed entry requirements, took care of themselves during government quarantine periods, and made the absolute most out of their chance to experience a new part of the world. They will forever remember what it was like to study in Korea or Greece or Egypt during a global pandemic. Every one of them returned home safe and healthy.

Even while working to re-open overseas programs, the Study Abroad Office expanded options for Carolina students to obtain a global education without leaving Chapel Hill. As part of our Connecting Carolina Classrooms with the World initiative, the Office introduced global study, research, and internship virtual programs with global partners worldwide. To cover the costs of virtual programs, generous study abroad donors offered scholarships. Plus, many Carolina faculty who ordinarily led study abroad programs instead worked with international partners to teach new Collaborative Online International Learning (COIL) courses.

I am grateful to each member of the Study Abroad Office team for their dedication and ingenuity that has helped Carolina deliver on our Global Guarantee, the university's promise that a global education is available to every student. Restoring study abroad - together with an expanding menu of global learning opportunities on campus - means we can truly reach every student and that Carolina graduates are prepared to become the next generation of global leaders.

Barbara J. Stephenson, Vice Provost for Global Affairs and Chief Global Officer



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Highlights & Accomplishments 2020-21

Study Abroad Office culture has always been one of innovation, but at no other time has that innovative ethos been so critical than during the pandemic. In the true spirit of Rogers' *Diffusion of Innovations* (1995), our office quickly pivoted to effectively respond to pandemic operations and successfully serve our students from home. We promptly adopted multiple online tools changing how we worked and connected (shared docs, Zoom, Microsoft Teams, project management software, etc.) to foster collaboration remotely and ensure equal opportunity for full-team input. To foster the adoption of Teams, daily team communication, and connection to our students, staff developed and deployed new online training-materials that included Zoom workshops and on-demand videos to pioneer new ways of operating and community building. Drawing on the early adoption of data collection and analysis of the last few years and our ongoing initiative to harness and leverage student feedback and program information, our office continued to collect and analyze data to develop new ways to resume student participation in international education when usual international mobility wasn't possible. Even with these monumental changes and the unfortunate loss of a significant portion of our workforce, our team embodied innovation and achievement during this historically tumultuous time in international higher education. Our key accomplishments are outlined below.



Launched New Credit Transfer System

In partnership with the Office of the University Registrar, the Study Abroad Office redesigned study abroad transfer credit to increase transparency and consistency for students, faculty, and staff. Students can review a list of pre-approved courses & request credit for coursework taken abroad through a new Slate portal system.



Streamlined Scholarship Process

Starting with the summer and fall 2021 application cycle, we eliminated a separate and lengthy scholarship application to increase access to our scholarship dollars. Students can now indicate their interest in scholarship consideration directly within their regular program application.



Created Diversity Book Club

The Diversity Book Club was launched as a way of creating space for study abroad office staff to have conversations about identity-based inequities in our country and in higher education. Through this we examined our own practices to intentionally reduce these inequities and implement more inclusive practices within the field of international education.



Enhanced Advising

Virtual advising has enabled advisors to be more accessible to students throughout the year, including over the summer when we traditionally meet with fewer students. The newly created Study Abroad 101 Video Series allows students to learn more about the study abroad process by reviewing self-paced informational videos.



Implemented Virtual Events

We created and launched several virtual events including open houses, information sessions, drop-in hours, and our inaugural Study Abroad Week.



Added Virtual & Home County Programs to Portfolio

The SAO partnered with existing and new institutions abroad, primarily in Asia, to establish semester in-person opportunities for international students who weren't able to travel outside of their home countries. Partners around the globe offered virtual exchanges for UNC students as well.



Developed Carolina Global Launch

In partnership with the Office of Undergraduate Admissions, the SAO finalized development of Carolina Global Launch (CGL). CGL is a pre-matriculation study abroad program, providing students with a new path to enrollment at UNC. Students spend their first semester abroad at one of three sites – Ireland, Scotland, or Spain – and then enroll at UNC starting in the spring semester.

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Highlights & Accomplishments: A Closer Look & Campus Partner Perspectives



New Credit Transfer System - Key Success Factors

- The new portal launched in **September 2020** with **330 pre-approved courses** from **18 departments/schools**
- As of **October 2021**, **1300 courses** have been pre-approved from **39 departments/schools**
- If student has submitted all courses prior to departure as instructed, **most credit is processed in a week or less** upon receipt of the student transcript.
- All credit decisions and reports are **managed electronically** within a Slate portal and paper/email tracking is no longer needed

Campus Community Support for New Credit Transfer System

The project that updated the way that credit earned by our students studying abroad benefited all parties involved, including the Study Abroad Office, University Registrar’s Office, Academic Departments, Academic Advising, and most importantly, our students. The new process eliminates the need for paper forms, provides consistency for students on campus, and remedies the billing issues, as the placeholder and the credits awarded will now match. There is also no need to post credit numerous times, as the credit is posted as course equivalencies. This is much more transparent for students and advisors, as well. Departments are awarding equivalent credit at the course level, and this can be reviewed prior to students going abroad. This means students will know what credit they will be awarded when they return, and credit decisions are consistent for each student who takes the same course. This new process is student-centric and much easier for students to navigate.



Kelly Miller, Associate Registrar, Office of the University Registrar

I’m one of those people who is somewhat suspicious of administrative and procedural change—and I’d be lying if I said I was 100% on board with changing the way I’ve been reviewing study abroad credit for History majors here at UNC Chapel Hill—but the Study Abroad Transfer Credit redesign really has made communication between students and myself much faster and easier. All of the study abroad syllabi appear in one place, eliminating the clutter of hard-to-find and often repetitive and superfluous emails, and students can rest assured that their request has been received and is being processed. The portal has been especially useful during COVID, when quick visits to my office are a thing of the past. I’m a convert! And I look forward to continuing to use the redesign to better serve students as they embark on their study abroad adventures.



Matt Andrews, Teaching Associate Professor and Undergraduate Advisor, Department of History



Carolina Global Launch - New Path to Enrollment at UNC



72
Participants
across 3
program
sites

Maynooth, Ireland: 20
Stirling, Scotland: 26
Granada, Spain: 26

The Admissions Perspective

Carolina Global Launch (CGL) is a critical component of the University’s enrollment plan. This program allows Carolina to welcome incredible young people into our community who would otherwise not be able to join us given the space constraints of the fall semester. This partnership has fostered new collaboration not only between Undergraduate Admissions and Study Abroad, but also among key stakeholders involved in welcoming new students such as Academic Advising, Carolina Housing, and New Student and Family Programs. CGL has led to new opportunities as we recruit and evaluate students for admission into the community, and as we prepare them for success in a residential learning environment. Based upon conversations with students and having the chance to greet them in person at the site locations, it’s clear that these students are embracing the opportunity to learn and grow as they begin their college journey abroad before joining us in Chapel Hill. Beyond the success of the program, partnering with colleagues in Study Abroad has been an incredibly rewarding experience and we’re grateful for their wisdom, creativity, and good humor.



Michael Davis, Associate Director, Admissions



Robert Noffsinger, Assistant Director Admissions

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Highlights & Accomplishments: A Closer Look at New Diversity & Inclusion and Advising Practices



Creating Space for Diversity & Inclusion Conversations

This events of this past year related to social justice movements in our country encouraged our office to take a good hard look at our own practices of inclusion and intentional action to support students of diverse backgrounds and identities. Through our Diversity Book Club, our staff explored gaps in our knowledge base related to systemic racism. We evaluated and improved processes in our application systems that unintentionally excluded students from participation in study abroad programs. We also created more identity-based website resources and supported student panel presentations about identity abroad through pre-departure orientations. There is still much more ground to cover when it comes to being more inclusive and equitable for our diverse Carolina student population, but we are eager to head into another year with even more self-education, evaluation of processes, and intentional programming.



Katelyn Brown-Gomez, Study Abroad Advisor



Study Abroad Advising & Program Management: New Activities

New Regional Distribution

Advisors and Program Directors took on new and expanded regional advising roles and responsibilities.

Region	Name, Role
Africa, Asia, Middle East & parts of Europe (Denmark, Finland, Netherlands, Norway, Sweden)	Jing Liu, Program Director Derek Shepard, Regional Advisor
The Americas & parts of Europe (Austria, Czech Republic, France, Germany, Italy, Spain, Switzerland)	Emily Marlton, Program Director Katelyn Brown-Gomez, Regional Advisor
Oceania, Ireland & the UK	Ashley Szulak, Program Director Ben Briggs, Regional Advisor

Incoming Exchange Program Enhancements

Incoming exchange processes were revamped to improve nomination and application procedures for international exchange students. Advisors now work with incoming exchange students within the regions they advise with a program Director (Jing Liu) overseeing the incoming exchange process.

Advising for Virtual & Home-Country Programs

With limited international travel opportunities, the Study Abroad Office added new virtual programs to our portfolio. **133 students participated on a virtual program in 2020-21.**

Additionally, As it became clear that some international students would not be able to travel to Chapel Hill for the semester, program directors identified options in the student's host countries, primarily in Asia, and advisors guided students through an expedited application process. **56 students completed a study abroad program in their home country during the 2020-21 academic year.**

Launched Study Abroad 101 Video Series

The Study Abroad 101 video series is a collection of short videos housed on YouTube where students can learn about program types, how to apply, how to earn credit on your program, and funding your study abroad experience.

Advising Amid a Global Pandemic

Throughout the year, advisors guided students through program selection, re-routed students to new programs when necessary, and prepared students for COVID-19 related travel procedures.

Tar Heel Reflection

When the program I was initially registered for was cancelled due to COVID-19, UNC Study Abroad was incredibly accommodating and helped me transfer my application to programs that were approved by UNC. I did not know much about Copenhagen, nor had I taken a Communications course, but I went in with an open mind and I am so thankful that I had this opportunity. I was able to meet a group of UNC students, live with them, take classes with a UNC wonderful professor, all while being immersed such an incredible city. This opportunity came at the most amazing time, after over a year of not traveling and learning about other cultures. I have brought so many things back with me, including relationships with fellow students and an exceptional professor, a love for Copenhagen, and the best memories.



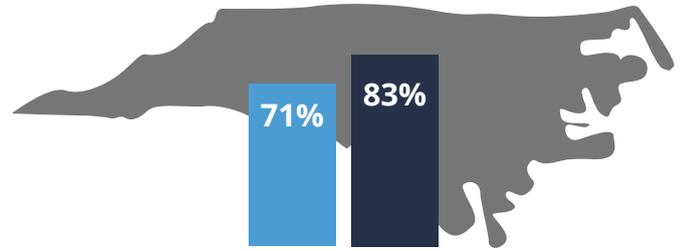
Renny Ingalls. UNC Working Globally in Denmark, Summer 2021

College of Arts & Sciences Study Abroad Participation

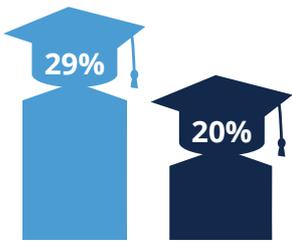
Demographic Comparison to the UNC College of Arts & Sciences



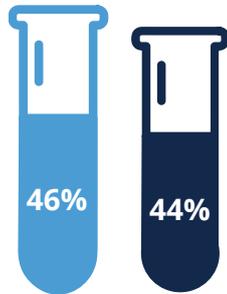
NC Residency



First Generation Status



STEM Majors

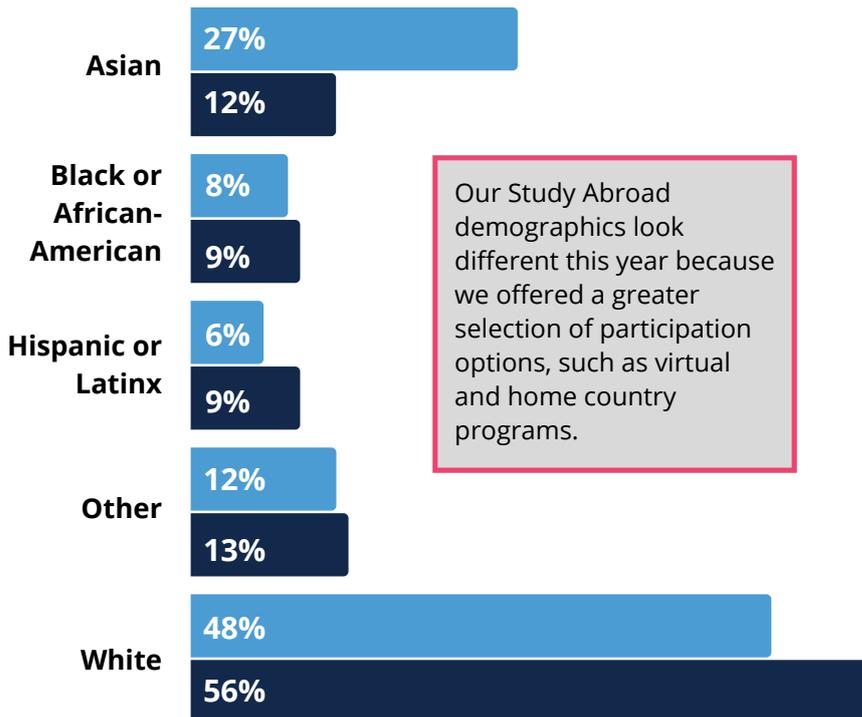


NAUDIA BROWN, COLLEGE YEAR IN ATHENS



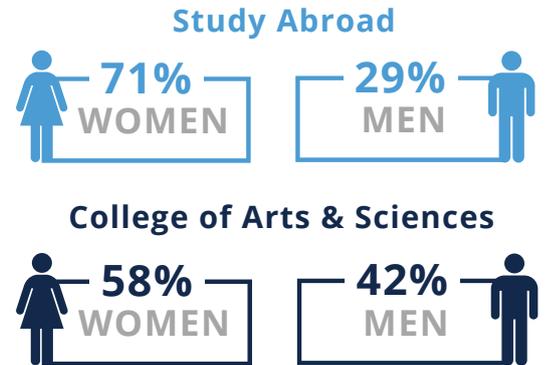
As a first generation college student, I came into Carolina with the goal of studying abroad. I desired to have a global experience that would change my life, broaden my perspective, and increase my self- and cultural awareness. I wanted to see life outside of the United States and visit the cities and landmarks that I read about in class.

Race/Ethnicity

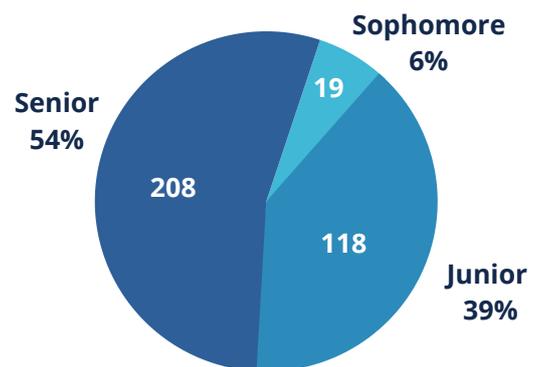


Our Study Abroad demographics look different this year because we offered a greater selection of participation options, such as virtual and home country programs.

Gender

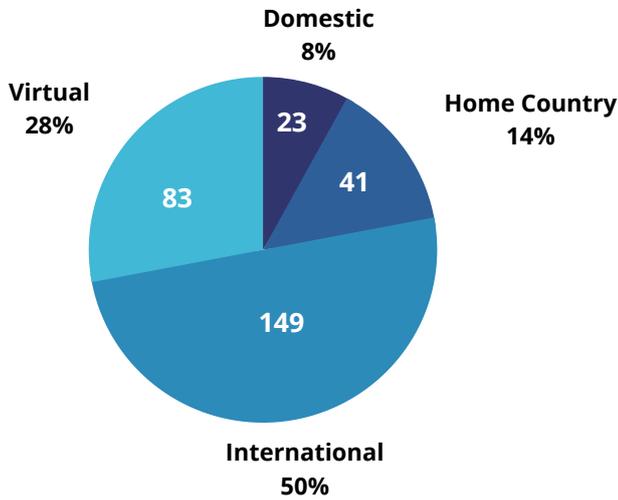


Academic Level (Study Abroad only)



College of Arts & Sciences Study Abroad Participation

Enrollment by Participation Type



Top Majors of Participants

1. Computer Science
2. Global Studies
3. Political Science
4. Biology
5. Public Policy
6. Statistics and Analytics
7. Psychology
8. Environmental Sciences
9. Peace, War, and Defense
10. Economics

UNC Study Abroad Participant Outcomes



95%

say they noticed a shift in their perspective of other cultures post-study abroad



90%

say they noticed a shift in their perspective of their own culture post-study abroad



96%

say they adept well to new experiences & changing circumstances post-study abroad

Countries approved for participation



- Costa Rica
- Cyprus
- Denmark
- Egypt
- England
- Germany
- Greece
- Hong Kong

- Singapore
- South Korea
- Spain
- Sweden
- Taiwan
- Thailand
- Turkey

UNC Study Abroad Office Featured Program & Incoming Exchange

Featured Program: Universidad San Francisco de Quito

Universidad de San Francisco de Quito (USFQ), a highly distinguished private liberal arts institution in Ecuador, is UNC's strategic partner in Latin America. UNC students from a variety of academic disciplines including Biology, Communication, Political Science, and Psychology study for a semester or year at USFQ on the Cumbaya campus in Quito or on San Cristobal in the Galapagos Islands. Students also have the opportunity to visit or participate in research at the Tiputini Research Station in the Ecuadorian Amazon. USFQ also hosts UNC faculty-led summer study abroad programs in fields such as Environmental Science and Spanish. Likewise, students from USFQ study at UNC for a semester or year taking courses in the College of Arts and Sciences. In 2020-21 when student mobility to certain world regions was paused due to COVID-19, USFQ offered virtual courses for international students. Twenty-three UNC students earned credit through virtual USFQ courses such as Medical Spanish, Watercolor Workshop, and a credit-bearing group research project.



Incoming Exchange Students



Sending Countries

France	China
Italy	Chile
Spain	Japan*
Germany	Ecuador*
Ireland	Hong Kong*

*Virtual participation only



"I find the architecture here really beautiful; you can tell there is history on this campus, and the buildings are old."

**Mai Soto Kishino, Pontificia
Universidad Católica de Chile**



"A few of my classes will be focused on current affairs and politics. One class, 'Political Parties and Elections,' focuses on the 2020 elections and that's very interesting to study here."

**James Cahill, University
College Dublin**



"The ways of teaching here are very different from my home university, and it's very interesting to see that. Since I want to become a teacher, I'm picking up all this knowledge not just about what they are teaching you, but also about how they teach."

**Clemence Ogier, Universite
Grenoble Alpes**

UNC Study Abroad Office Scholarships & Financial Aid

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JONAH LAWSON
SUMMER 2021



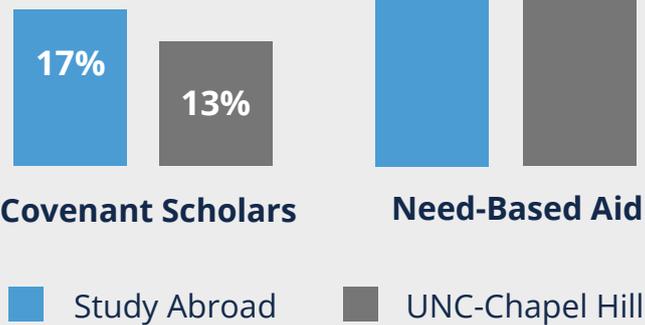
As a low income student, traveling before college has been hard, so I knew I wanted to take advantage of all the scholarships currently available for me. I wanted to see the world, and the best time to do that is now. I ended up falling in love with South Korea due to its beautiful nature, amazing cuisine, and its overall exciting atmosphere.

\$625,160



Gifts and pledges to study abroad received by the Arts & Sciences Foundation in 2020-2021

Students Who Received Financial Aid



By streamlining our scholarships process, students can easily opt-in for funding consideration. Increased access to our scholarship dollars helps increase participation in our global opportunities, especially for students who may not otherwise afford to study abroad without a scholarship.

Sharon Beers, Assistant Director of Scholarships and Financial Aid



Scholarships Awarded for Study Abroad



\$380,600

Total amount awarded for fall, spring and summer programs



135

Applicants who received an award



\$2,819

Average amount awarded to each scholarship recipient

2009 FedEx Global Education Center
301 Pittsboro St.
Chapel Hill, NC 27599-3130

abroad@unc.edu

☎ 919 962 7002 / 📠 919 962 2262

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