

YOU DON'T HAVE TO
BE A SUPER USER TO
BE A SUPER HERO

Elon University

- 4 year private institution
- 71% study abroad
- Fall, Spring, and Winter
 - 700 students in Winter
- Small office
- Online to Online

University Expectations

- Capture all travel
- Improve accessibility to students
- Improve customer service
- Incorporate non-Study Abroad programs
- Maintain sanity
- Track progress of all applications
- Train others to use system

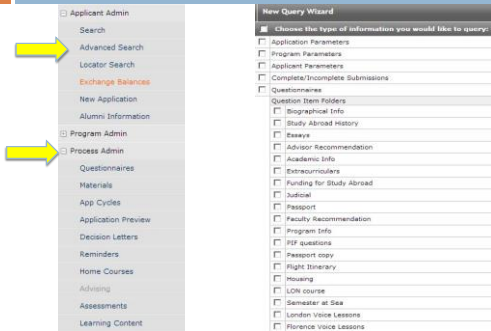
Elastigirl

- **Studio Abroad Software**
- **Elements**



- Adaptable
- Flexible
- Intelligent
- Know what you want
- Multiple ways

System



Black Widow



- **Application Tags**
- **Program Parameters**
- **Status Aliases**
- **Advanced Searches**
- **Reports**
- Detailed view
- Cross-reference information

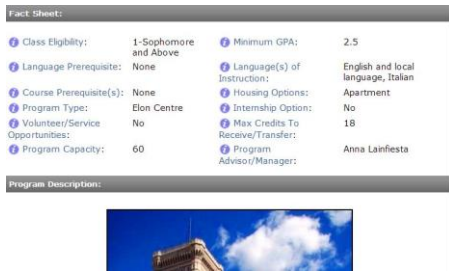
Examples of Application Tags

- Deposit Bypassed
- See Comments
- Outside Scholarship
- Register for STA



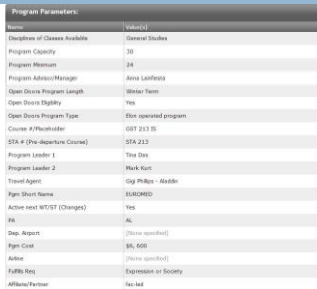
Over 30 in use

Examples of Program Parameters



Displayed

Examples of Program Parameters



Hidden

Examples of Status Aliases

- Accepted
- Approved
- Conditionally Accepted
- Conditionally Approved
- Petition Approved
- Scholarship Awarded
- Waitlist
- Withdrawn

Spiderman



- **Internal query watches**
- **External query watches**
- Catch all students
- Saves time
- Automatic reminders
- If you can search it, you can set up a Query Watch

Examples of Internal QWs

- Started Applications
- Completed Applications
- Withdrawn Students
- Testimonials

Query Watch Usage:	
User	Watches
Albon, Lisa	1
Burness, Bill	5
Duke, Cindy	3
Gels, Paul	4
Lainfiesta, Anna	15
Morrison, Kevin	2
Snell, Elizabeth	4
Total: 34	

Examples of External QWs

Dear study abroad student, We have deferred your deposit for your study abroad application and checked the application deposit as received in Elon Abroad. Please be aware that while you have not paid the deposit, you will be responsible for the full payment and the refund policy does still apply to you. If you cancel your participation after the deposit refund deadline (first day of preregistration for the intended term abroad), we will charge you the deposit amount (and any additional charges that we cannot recover at that time).

Feel free to contact the GEC at 336-278-6700 or email at global@elon.edu.
 Best Wishes,
 Isabella Cannon Global Education Center

Examples of External QWs

We wanted to take this opportunity to wish you a great term and remind you of the resources that are available to you abroad. You are always welcome to contact your Program Advisor and refer to the "While Abroad" section of the [ICIC website](#).

Please log in to your [Elon Abroad Homepage](#) to update your abroad address and international phone number so that we know how and where to reach you in the event of an emergency. Be sure to check your Elon email and log in to [Elon Abroad](#) regularly to check for new elements for you to complete.

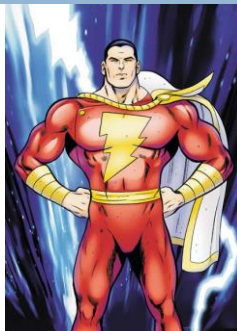
We would love to share your experience abroad with the Elon Community. Here are some ways to keep us updated your adventures abroad:

- **Blogs** - Send us the link and we'll add you to our [ICIC Facebook page](#) and our [Elon Study Abroad Blog](#).
- **Twitter** - Tag #PhoenixAbroad to share your photos and comments about your experiences.
- **Videos** - Send us the link to your YouTube videos and we will favorite them on the [ICIC YouTube site](#).

Please contact us at global@elon.edu or 1-336-278-6700 if you have any questions.
 Best wishes for a great term,
 Isabella Cannon Global Education Center

Captain Marvel

- **Comments**
- **Email Log**
- **History Log**
- **Progress Audit**
- **School Information System**
- Track progress



Comments

[Overview](#) | [Questionnaires](#) | [Materials](#) | [Orders](#) | [Profile](#) | [History Log](#) | [Email](#) | [User Help](#)
[Comments](#) | [Recommendation](#) | [Status](#) | [Journal](#) | [Credit Transfer](#)
[Learning Center](#) | [Documents](#) | [Assessments](#)

See Comments [\(link to retrieve log\)](#)

Application Comments

Commenter	Date	Comments
Anna Lanifesta	01/30/2013	Received phone message from mother on Tuesday. [redacted] tried to call back but was unsuccessful in reaching Ms. [redacted] visited official office of the program on [redacted]
Anna Lanifesta	02/01/2013	Mom called to discuss [redacted] visa [redacted] studied in Italy during high school and hopes to stay with his host family prior to the program start date. Told mom [redacted] could have to apply with group or apply in person.

Email Log

[Overview](#) | [Questionnaires](#) | [Materials](#) | [Orders](#) | [Profile](#) | [History Log](#) | [Email](#) | [User Help](#)
[Comments](#) | [Recommendation](#) | [Status](#) | [Journal](#) | [Credit Transfer](#)
[Learning Center](#) | [Documents](#) | [Assessments](#)

See Comments [\(link to retrieve log\)](#)

Results 1 - 10 of 35 < 1 2 3 >

My Messages

Date/Time	From	Subject
03/29/2013 8:11 AM EDT	alanifesta@elon.edu	Elon Centre in Florence, Italy Reception and Information session
03/29/2013 8:11 AM EDT	alanifesta@elon.edu	Elon Centre in Florence, Italy Reception - April 2nd at 5:30 p.m.
02/26/2013 8:11 PM EDT	alanifesta@elon.edu	Spring 2014 Elon Centre in Florence
02/25/2013 8:11 PM EDT	alanifesta@elon.edu	Florence Specific Orientation - Response Required
02/24/2013 8:05 AM EDT	global@elon.edu	Application Reminder (Remaining Post-Decision Materials/Questionnaires/Learning Center/Assessments)
02/23/2013 8:11 AM EDT	global@elon.edu	Isabella Cannon Global Education Center application notification
02/19/2013 8:11 PM EDT	alanifesta@elon.edu	Elon Centre in Florence, Italy - Orientation
02/10/2013 8:05 AM EDT	global@elon.edu	Application Reminder (Remaining Post-Decision Materials/Questionnaires/Learning Center/Assessments)
02/07/2013	alanifesta@elon.edu	Elon Centre in Florence, Italy - Information Session

History Log

[Overview](#) | [Questionnaires](#) | [Materials](#) | [Orders](#) | [Profile](#) | [History Log](#) | [Email](#) | [User Help](#)
[Comments](#) | [Recommendation](#) | [Status](#) | [Journal](#) | [Credit Transfer](#)
[Learning Center](#) | [Documents](#) | [Assessments](#)

See Comments [\(link to retrieve log\)](#)

Results 1 - 20 of 20

Application Review Log

Activity	User	Date	Time
Changed the program and/or term from Italy, Florence: Elon Centre Abroad Fall, 2013 to Italy, Florence: Elon Centre Abroad Spring, 2014	Anna Lanifesta	02/26/2013	01:47 PM EDT
Comment posted: "from [redacted]"	Anna Lanifesta	02/26/2013	01:48 PM EDT
Added the application tag "ICE Comment"	Anna Lanifesta	02/26/2013	01:48 PM EDT
File Florence Flight Info - #482013.pdf was attached to the application.	Anna Lanifesta	02/23/2013	11:02 AM EDT
File Fall 2013 Program Dates.pdf was attached to the application.	Anna Lanifesta	02/23/2013	11:00 AM EDT
[Batch update] - Changed the status of application from Inactive to Accepted	Anna L.	12/10/2012	11:35 AM EDT
[Batch update] - Changed the status of application from Pending to Inactive	Anna L.	11/14/2012	08:37 AM EDT
Changed the status of E303 Semester Application Deposit from Unreceived to Received	Cindy Duke	11/01/2012	08:12 AM EDT
The questionnaire, GEC Essay Questions, was submitted.		10/31/2012	08:48 PM EDT
The questionnaire, GEC Essay Questions, was saved.		09/29/2012	06:19 PM EDT
The questionnaire, GEC Essay Questions, was saved.		10/26/2012	01:29 PM EDT
The questionnaire, GEC Essay Questions, was saved.		10/26/2012	10:18 AM EDT
The questionnaire, GEC Essay Questions, was saved.		10/24/2012	10:13 PM EDT
The questionnaire, GEC Essay Questions, was saved.		10/24/2012	05:02 PM EDT
The questionnaire, GEC Study Abroad History, was submitted.		10/17/2012	04:50 PM EDT
A recommendation request was sent to 199857		10/17/2012	04:49 PM EDT
The questionnaire, GEC Study Abroad History, was saved.		10/12/2012	03:37 PM EDT
A recommendation request was sent to 0222311		10/08/2012	01:40 PM EDT

Questions?

Feel free to contact me:
Anna Lainfiesta
alainfiesta@elon.edu
336-278-6700
Elon University
