

TDU Global 2024 – Product Track Options

Sessions subject to change. Stay tuned for additions!

Study Abroad (Outgoing)

Includes Classic sessions

Hot Topic: Exploring Efficiency: Navigating the Application Finder Galaxy

Presenter: Kelsey Chambers, Senior Enablement Specialist

In our busy offices, efficient navigation of Terra Dotta Software is a must, and the Application Finder in Admin Console is an essential way to soar through applications with ease. Welcome aboard as we rocket through the Application Finder galaxy, launching into the day with stellar tips and tricks to discover new levels of efficiency in application review and processing! Whether this is your first voyage or you're a seasoned navigator, this session has something for you!

Mastering the Move: Seamless Transition from Classic to Console

Presenters: Nate Daugherty (Mizzou), Systems & UX Analyst; Heidi Doyle (University of Michigan) IT Project Manager. Moderated by Abby Ward, Director Customer Onboarding & Curriculum

This session will cover tips and best practices for planning and executing the transition from the classic administrative interface to Admin Console. We will explore how to best prepare for the switch, the ideal order of operations, how to train your staff, and a few things to pay special attention to. By the end of this session, you should feel confident in your ability to complete the switch on your campus!

Back to Basics: Leveraging Study Abroad Classic for Application Processing

Presenter: Anna Marter Customer Enablement Specialist; Audrey Faulkner Customer Enablement Specialist

Study Abroad professionals often wear many hats. But the fundamentals of student advising, application review and processing, and preparing students for successful international experiences remain at the core of your work. This session gets you Back to Basics as we dive into the essential tools of classic Terra Dotta software that help you accomplish your day-to-day tasks in a streamlined way. We will review the applicant's experience, explore your notification options, and address techniques for application review that will allow you to work smarter, not harder. In the interactive lab portion, participants will engage in hands-on activities such as implementing batch actions to enhance efficiency and learn from each other on strategies that have worked well during high volume application season. This session caters to newcomers and those seeking a comprehensive refresher, with content covering primarily foundational topics.

Fixer Upper: Building a Beautiful Website using Site Builder

Presenters: Justine Chevallier (Thomas Jefferson Uni), Office Coordinator; Jordan Threadgill, Senior Enablement Specialist; Steve Sweitzer Product Owner

Ready to upgrade the home page of your Terra Dotta site to a modern and sleek design? During this session, we'll hear about Thomas Jefferson University's experience using and activating Site Builder. We'll also provide coaching on basic UI/UX / web design principles, review Site Builder tools and widgets available, and provide expert tips for renovating your site. You are encouraged to stay for the lab portion to work on your Site Builder setup and get live coaching from Terra Dotta experts. If you come to the lab, you'll be able to join breakout groups in the following categories - (1) Getting Started, (2) Editing Pages, (3) Branding and Technical Customizations, (4) Final Review and Activation.

User Management: Uncovering the Art of Permissions

Presenter: Kendall Frye, Director of Customer Support

Join us as we explore and review the tools in Terra Dotta Study Abroad for both group and individual user-level administrative permissions. This session will offer practical strategies for configuring permissions tailored to different user roles - students, faculty, administrators, and more - to optimize user access and streamline operations. Whether you're new to Terra Dotta or a seasoned pro, this session promises valuable insights and best practices.

Hot Topic: Using Terra Dotta Study Abroad Tools to Support the Forum Standards of Good Practice

Presenter: Dominique Speer, Associate Product Manager

In this session, discover how Terra Dotta Study Abroad can support your office in serving your students and travelers at the highest level by aligning your work with the Forum on Education Abroad's Standards of Good Practice. Start with a panoramic assessment of your current setup, explore how to adjust your processes to fit with industry best practices, and take away key points for continual improvement!

Study Abroad: Next Level Reporting

Presenter: Emily Marlton, Senior Implementation Engineer

Discover the full potential of Analytics! Whether you're compiling detailed rosters of study abroad participants, creating compelling graphics to showcase enrollment trends, or sharing a report with other campus stakeholders, you'll want to maximize the capabilities, automations, and efficiencies available in Analytics. Join us for this session where we'll share expert tips to elevate your reporting skills.

Demystifying Deployment Rules: From Planning to Practice

Krystal Booker-Reusch, Customer Enablement Specialist; Rosie Flowers Senior Implementation Engineer

Feeling like you can't quite master Deployment Rules? During this session, we will guide experienced users on best practices for creating Deployment Rules, strategies for maintaining your existing rules, and effective techniques for troubleshooting content deployment concerns. Participants will also gain practice with these recommended approaches through a hands-on lab, including initiating audits and conceptualizing Deployment Rule maintenance procedures for your office. This session and accompanying lab is designed for intermediate and advanced users where Deployment Rule functionality has been adopted..

From Setup to Audit: Managing App Cycles with Process Maps

Presenter: Anna Marter, Customer Enablement Specialist; Steve Sweitzer, Product Owner

Discover practical strategies for creating and improving application cycles, including managing content and updating program dates. Engage in a practical lab session where you'll audit and refine application cycles, ensuring they are finely tuned to meet operational goals. Whether you're looking to enhance existing skills or deepen your understanding of process maps, this session equips intermediate users with valuable techniques for effective app cycle management.

Study Abroad (Outgoing)

Includes Classic sessions

Hot Topic: Work Smarter, Not Harder: Leveraging the Programs Listing Page

Presenter: Kelsey Chambers, Senior Enablement Specialist

Terra Dotta frequently gets questions about common, yet highly important, day-to-day functions, such as: "How can I streamline my app cycle opening process?" or "How can I efficiently add itinerary dates for applicants with upcoming travel?" or "How can I quickly add special deadlines to some of my programs?" The answer to these questions and more is the Programs Listing Page! In this session, we'll review the functionality of this often overlooked but powerful page and talk about the ways you can make your make these tasks a breeze! This session is a good fit for any experience level.

ISSS (Incoming)

Hot Topic: Auditing Your Student Requests

Presenter: Noah Kriger, Manager, Dottan Desk

Keeping up with processing all the student requests coming in to an ISSS office is no easy task. In this session we will provide quick tips and tricks for how you can blast through your request processing/auditing and get back to the important things in life like coffee!

Streamlining SEVIS Registration with Terra Dotta Analytics

Presenter: Kendra Zysk, Implementation Engineer

The beginning of each semester can be stressful, but SEVIS registration does not need to be! Review the SEVIS registration tool and learn how to leverage Analytics to increase your efficiency during the SEVIS registration process. You'll leave this session knowing how to create a single SEVIS registration query that can serve as the base for multiple customized reports that will save you serious time during beginning-of-the-semester craziness!

Bedazzling your Stage Configurations

Presenters: Tanner Perfect, Solutions Engineer; Chelsea Weaver, Customer Enablement Specialist; Cathi Berberich, T2 Technical Support Lead

Your Terra Dotta site is a crucial tool for guiding students through government regulations, but it doesn't have to be as formal as a SEVIS manual. Why settle for boring when you can Bedazzle? Learn how to turn complex regulatory details into content that's Easy to read, Fun to engage with, and truly Fabulous. In this session, we'll explore how to maximize your institution's retention, marketing, and student success by more fully utilizing Terra Dotta's stage configurations—from Pre-Arrival to Archived—to elevate the student experience.

Interfacing with SEVIS: Review of Best Practices with Data & Maintenance

Presenter: Randy Mason, Senior Implementation Engineer; Olivia Kilbride, Product Owner

How often do you find data inconsistencies between SEVIS, your student information system, and Terra Dotta? Do you wonder how to bring in travel itinerary and I-901 fee payment information at the beginning of each semester? Has there ever been a need to initialize all of your student data? If you said yes to any of these questions, then this session is for you! We will focus on the Terra Dotta RTI download functionality and its best practices. RTI downloads allows you to update your Terra Dotta student data with SEVIS acting as the system of record. Join us to review download timing, addressing discrepancies, loading time, and download frequency. And we can't forget SEVIS settings and adding new DSO's. The ideal audience for this training will be Terra Dotta lead users and DSOs but is open to all!

Hot Topic: Making Your Mark: Customizing Fields and Tags to Better Serve Your Student Population

Presenter: Kendra Zysk, Implementation Engineer

Leave of Absence? Concurrent Enrollment? Late Arrival? The better you can identify specific student populations, the more targeted and specific your messaging and processes can be. Learn to update fields and tags to better advise your students and assist them in maintaining their immigration statuses.

Data Safeguards: Balancing Security and Usability Through Access Management

Presenter: Chelsea Weaver, Customer Enablement Specialist

Consider the diverse array of users accessing your site daily—student workers, advisors, deans, admissions, department heads, and more. On one hand, you strive to streamline their daily operations; on the other, safeguarding sensitive data is paramount for your students and institution. How do you strike the right balance between usability and security? Join us for this session tailored to administrators and personnel responsible for managing user access. Discover best practices for securing sensitive information while ensuring seamless access. Topics include the principle of least privilege, role-based access control, and effective methods for monitoring and auditing access within Terra Dotta. Leave the session having gained the knowledge to implement strategies that harmonize usability with robust security measures.

Simply and Successfully Submitting SIS Updates in ISSS Student

Presenter: Noah Kriger Manager, Dottan Desk; Randy Mason, Senior Implementation Engineer

Terra Dotta's integration with your school's Student Information System (SIS) is essential to regulatory compliance and reporting requirements. The amount of SIS Changes coming in can be overwhelming, especially during the SEVIS registration period and other busy times. In this session we will explore all the options and discuss best practices of utilizing the SIS Changes tab of the Student Request List page so you will gain confidence and understanding in successfully processing all SIS Changes in Terra Dotta. We will review what actions are available when processing these changes, when it is appropriate to dismiss or snooze the change, and explore some lesser-known tips and tricks to make sure you have optimized the overall SIS process to your institution's unique needs. In the lab component of the session, you'll have a chance to start practicing what you learned, through of evaluating your SIS change list, prioritizing the most important regulatory updates first, and actioning the processing of these changes.

Hot Topic: Automated Emails 101: What You Need to Know to Get Started

Presenter: Cathi Berberich, T2 Technical Support Lead

Join us for a quick rundown of everything you should know regarding ISSS Automated Emails! In this quick session, we will cover the basics on how to set up your Automated Emails as well as the automatic ISSS Admin Email Assignments. Don't worry, we will also discuss the ability to suppress some automated email notifications.

Travel Risk

Travel Registry Trip Creation: Unpacking your Options

Presenter: Emily Marlton, Senior Implementation Engineer

Planes and trains and buses, Oh My! Pack your bags for a quick trip through different ways your travelers can register in Terra Dotta Travel Registry. Walk away understanding how each trip creation method - manual entry, delegate entry, trip forward, and integration - can help you maximize registration compliance and enhance the user experience of travel registration on your campus.

Everything You Never Knew You Needed to Know About Travel Registry Delegates

Presenters: Rohit Varanasi, Product Owner, Terra Dotta and Chris Tomlinson, Associate Product Owner, Terra Dotta

Make registering trips even easier by using the Delegate feature of Travel Registry. Join this session to learn about the variety of ways the Delegate functionality of Travel Registry can expand the scope of who can register trips. Following the learning portion, we will invite attendees to discuss future improvements for this behavior. We hope you will take advantage of this opportunity to provide suggestions directly to the product team!

AlertTraveler® in Action: Best Practices for AlertTraveler® as Part of your Critical Incident Response

Presenter: Madelyn Petrovich, Technical Documentation Manager

SESSION: *When critical incidents happen abroad, there is no time to lose. This session aims to expand your knowledge of AlertTraveler, empowering you to be prepared with a response plan that is highly visible, efficient, and effective. Much more than just an AlertTraveler refresher, this session will also provide insight into additional considerations that should be taken into account so you feel confident your institution is ready to respond to a crisis with AlertTraveler at a moment's notice. Preparation and a full understanding of AlertTraveler's functionality save time when every minute counts, and you'll leave this session more confident than ever that your institution is Crisis Response Ready.*

LAB: *Those who support travelers abroad know that risk presents itself throughout the world. Unfortunately, it is expected that some institutional travelers may be impacted by critical events abroad. When this happens, efficiency and a well-practiced response plan are crucial. Using AlertTraveler as one of your key response tools, this lab will aid you as you think through how to best manage and recover from incidents that pose risk to your travelers.*

Essential Criteria: Every Layer of AlertTraveler® Eligibility

Presenter: Kelsey Chambers, Senior Enablement Specialist, Terra Dotta

Understanding AlertTraveler eligibility is the icing on the cake of your risk management knowledge. Join us for a sweet session as we assemble the layers of eligibility criteria necessary for AlertTraveler app activation and create our cake full of tasty tips and practical strategies to manage & review these criteria for each traveler. Note: because AlertTraveler eligibility for Travel Registry is just a simple cupcake, the session focuses on AlertTraveler for Study Abroad.

Hot Topic - Staying Alert: Riskline Alert Categories, Severities, & Best Practices

Presenters: Rohit Varanasi, Product Owner, Terra Dotta, and Chris Tomlinson, Associate Product Owner, Terra Dotta

Traveler safety is at the top of all our priority lists. But how do you identify whether a traveler needs your attention? Join us for a quick rundown of everything you need to know about Riskline alerts! This session covers what categories and severities mean, how to understand alerts, and general best practices. You will leave this session with an action plan to ensure your settings meet your institutional needs as well as additional resources for when you're home.

Be in the Know: Travel Notifications on the Go!

Presenter: Rosie Flowers, Senior Implementation Engineer

Have you ever wondered what notifications a traveler gets when s/he registers travel? Or possibly, what notifications do administrators get at various stages of a travel registration process? Maybe you've just wondered what notifications are even possible! You'll come away from this session with a comprehensive review of the different types of notifications possible with the Travel Registry and tips for maximizing the effectiveness of each.

Travel Taskmasters: Optimizing Group Travel Management in Terra Dotta

Presenter: Audrey Faulkner, Client Enablement Specialist

Master the skill of group travel management using Terra Dotta's Travel Registry features, empowering group leaders to navigate every journey with confidence. At the end of this session, users will know how to configure their site settings to allow for group trips, apply group trip best practices, and guide site users through the process of creating different types of group trips. Then, join us in the lab to explore and update group traveler settings and to create some sample group trips, ensuring you're ready to expertly guide to your institution's group leaders!

Ready, Set, Refresh! Leveraging Travel Registry Workflows

Presenter: Emily Marlton, Senior Implementation Engineer

Make your workflows work for you! Join this session for a comprehensive review of the ways to customize and optimize travel registration and approval processes using Travel Registry workflows. Each workflow type and configuration option will be discussed and illustrated through real world examples and best practices. At the end of this session, you'll have increased confidence in how to leverage workflows to align with your institution's travel policy and accomplish your risk management goals. The interactive lab will offer the opportunity to practice creating both simple and complex workflows, with a focus on tailoring the workflows to fit the unique trips and travelers at your institution.

Hot Topic: Ready, Set, Activate! How to Become an AlertTraveler® Activation Superhero

Presenter: Madelyn Petrovich, Technical Documentation Manager

Calling all AlertTraveler Superheroes! Get ready for this action-packed session where we'll share practical strategies and insider tips to ensure every traveler installs and masters AlertTraveler before they embark on their adventure! Leave feeling set up to effectively communicate the app's benefits, tackle common concerns, and clarify the ease of activating AlertTraveler. Together, we'll pave the way for safer, risk-informed travel experiences!

Grab Bag

Engage, Dashboards, Cross-Platform

Hot Topic: Dynamic Data with Dashboards

Presenter: Dominique Speer, Associate Product Manager

Combine the power of Terra Dotta products into dynamic views with the newest product: Dashboards. Fully customizable and continually updating, your dashboards are the central view needed to enact your institution's vision for internationalization. Learn how you can use insights gleaned from your dashboards to support in-office work, comprehensive leadership conversations, and share your story with internal and external audiences.

Using Terra Dotta for Good: DEIB Advocacy and Outreach Strategies

Presenters: Jordan Threadgill, Senior Enablement Specialist & Sonya Brauchle, Customer Success Manager

Institutions are continually redefining how to address Diversity, Equity, Inclusion, and Belonging (DEIB) on campus and beyond. As higher education seeks to foster international opportunities for all students and scholars, it becomes increasingly important to set up sound information systems to capture data and trends related to DEIB and to understand how to utilize them effectively. Join this session to learn ways to maximize your use of Terra Dotta software for data collection, how to use that data to target and engage underserved and underrepresented populations, and how to leverage that data to advocate and promote DEIB work on your campus - ultimately increasing equity, diversity, and opportunity for all. This session will address all Terra Dotta platforms and will include knowledge sharing and best practice discussion among participants.

Numerical Narratives: Crafting Stories Through Data

Presenter: Krystal Booker-Reusch, Customer Enablement Specialist

Explore the art of storytelling with data - using Terra Dotta software to showcase your office's global engagement initiatives. In this session, we will discuss utilizing Terra Dotta features such as Analytics, Engage, Site Builder, and Dashboards to visually communicate your office's impact and achievements. While all user levels are welcome, basic experience in using Analytics and Site Builder will increase participant takeaways into creating compelling narratives that resonate with diverse audiences. During the accompanying lab, participants will have the opportunity for hands-on experimentation with Terra Dotta's newest product, Dashboards.

Risky Business: How Universities on Both Sides of the Pond Approach Risk Management

Presenters: Meredith Wilson, Director of Education Abroad & Interim Executive Director of Global Engagement, Clemson University & Victoria Bezer, Placements & International Programs Coordinator (Systems & Data) University of Manchester

Are you looking for ways to enhance your student outreach, marketing, and communication efforts with Engage? At this Event, we will have a Blast - going on a journey that will connect the dots to further your student engagement. Participants will learn how the individual tools of Engage can work together to create multiple touchpoints with your students, enabling you to form a stronger connection as you advise and guide your students towards achieving their international education goals. This session will provide current Engage users the confidence to seamlessly integrate Engage tools with your broader engagement efforts.

Connecting the Dots: Interlinking Tools of Engage

Presenter: Brock Price, Senior Solutions Engineer

Are you looking for ways to enhance your student outreach, marketing, and communication efforts with Engage? At this Event, we will have a Blast - going on a journey that will connect the dots to further your student engagement. Participants will learn how the individual tools of Engage can work together to create multiple touchpoints with your students, enabling you to form a stronger connection as you advise and guide your students towards achieving their international education goals. This session will provide current Engage users the confidence to seamlessly integrate Engage tools with your broader engagement efforts.

Integration Questions Answered: Troubleshooting Login, SIS Integration, and SIS/HR Lookup Issues in Terra Dotta

Presenter: Scott Carter, Director of Integrations

For many Terra Dotta clients, user access issues or administrators' inability to retrieve user data can halt applications and disrupt business processes. While some challenges may necessitate support from Terra Dotta, most unexpected behaviors call for thorough investigation by institutional personnel. In this session, participants will explore real-world examples and gain practical tools to conduct initial investigations, empowering them to identify the most effective next steps for resolution. Join us to enhance your troubleshooting skills and minimize downtime!

Turning Over a New Leaf: How Effective Onboarding Plans Can Transform Staff Turnover into an Opportunity

Presenter: Christina Meredith, Director of Product Learning

Has high turnover hit your office or institution? You are not alone! As you navigate dynamic staffing changes, from student workers to dedicated admins, join this session to learn all the tips and tricks on setting them (and you!) up for success. This session will review the Terra Dotta competencies needed for various roles in all office types, how to create a plan to get those people where they need to be, how to transfer knowledge when onboarding new team members, and more. Having competent and confident Terra Dotta software admins can make all the difference in your office's ability to efficiently deliver student services, and this session will help you to streamline their onboarding and ongoing learning opportunities. After the presentation, join us for a lab where you'll get down to business and start crafting your own onboarding and training plans for the Terra Dotta admins in your office. Terra Dotta experts will be available to coach you in crafting your plan so you can bring your vision to life.

Hot Topic: End User Empowerment: Enhancing Cognitive Accessibility in Digital Spaces

Presenter: Chelsea Weaver, Customer Enablement Specialist

In the vast digital landscape, we have all been guilty of not reading carefully, whether due to time constraints or information overload. (Admit it, we all scroll straight to the bottom of a recipe blog post.) However, for users whose first language isn't English or those who are neurodiverse, the impulse to disconnect from digital content can be even more pronounced. This session will highlight the importance of cognitive accessibility and offer practical strategies to create content that empowers all users and engaging, inclusive language on your Terra Dotta public sites, such as avoiding combined words with unexpected meanings like "beforehand." In this session, you will:

- Learn effective techniques for presenting information in formats that resonate with all users.
- Discover how to implement plain language and interactive elements to enhance engagement and user empowerment.
- Review examples of cognitive accessibility initiatives that meet students' unique needs.