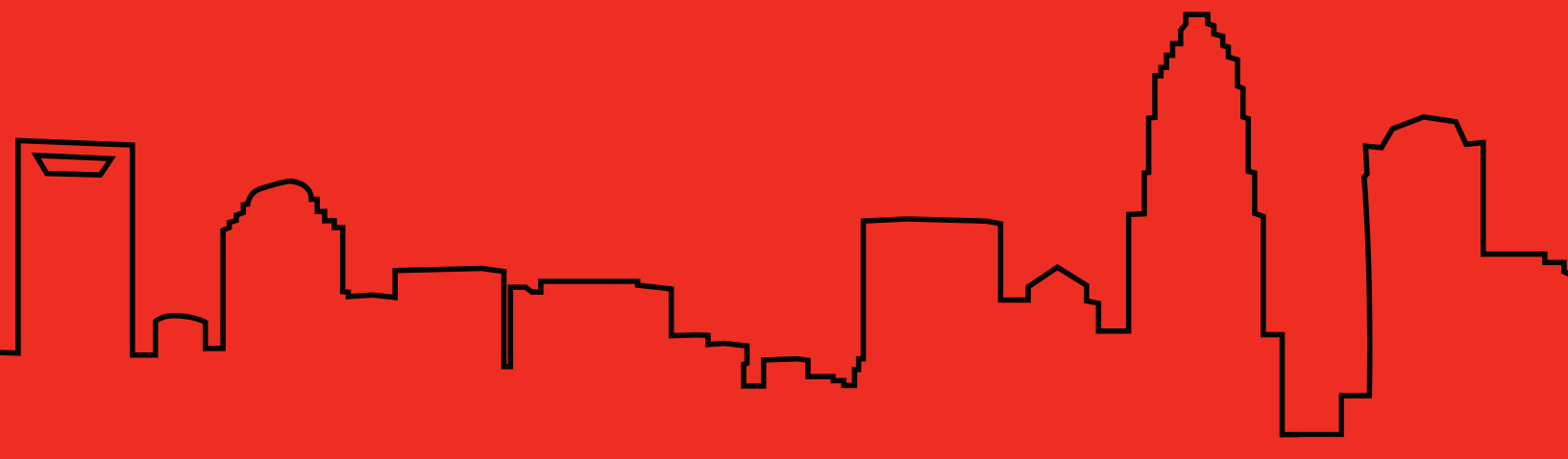
TDU RISK SUMMIT

CHARLOTTE, NC • JANUARY 18-20, 2015



PROFESSIONAL SERVICES

Terra Dotta Professional Services (TDPS) is here to help you get the most out of your Terra Dotta software. With a wide range of standard and custom services available, TDPS is committed to providing excellence in quality, service, and value. For more information write to **services@terradotta.com**.

Tune-Up

A review of your system to identify where you can improve efficiency & adopt best practices

Consulting

Support specialists utilize extensive experience to aid you with improving workflow plans

Credit Card Integration

Create a seamless end-user experience by integrating with your credit card system

Visualizations

Graphic representations of the data in your system to share your story across campus

Administrator

A trained TDS professional will augment your staff to help build & maintain site content

Reports & Programming

TD can build functionality, reports, and processes outside the standard software feature set

Custom Graphical Layout

Match the look and feel of your institutional webpages with a fresh custom layout & design

Training

A TD trainer can provide on-site or webinar training tailored to meet the needs of your office

Welcome to Terra Dotta's Inaugural **Travel Risk Summit**

TDU **RISK** SUMMIT

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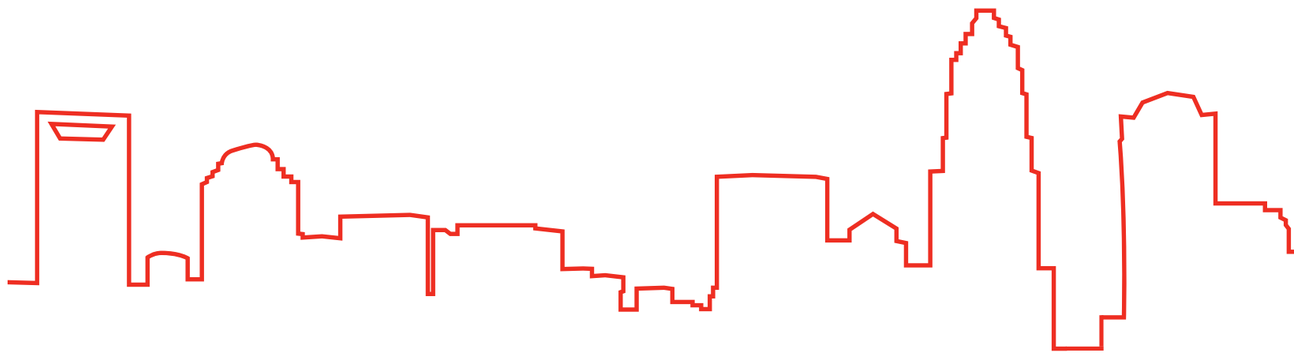

WELCOME

Greetings Travel Risk Summit Attendees,

We are thrilled to welcome you to Charlotte, North Carolina for our inaugural Travel Risk Summit. Every year since its inception, our Terra Dotta User conference has grown. Now, we've added two new summit events—this Travel Risk Summit and an ISSS Summit in Boston prior to NAFSA—to deliver valuable content to all of our clients, no matter the field.

Our staff has been preparing for months to deliver high quality sessions based on your needs. We understand that valuable networking and relationships are built at these events. We know how much you can learn from each other, and how much we can learn from you. Terra Dotta's staff ranks our events with you as their favorite time of the year, when we get to meet so many of you face-to-face over two, energetic days filled with learning, sharing, networking, and fun.

Are you ready for the upcoming year? We are. We'll be releasing TDS15 late in the spring. It will feature new workflow management tools that will enable your office to streamline daily processes like never before. We are also partnering with Concur Platform Services to integrate our respective travel risk management solutions. More on our partnership with Concur will be covered during the opening plenary of this Travel Risk Summit.

With these changes in our future, I'd like to thank our biggest supporters. First, thanks to our clients for being constant advocates. With your willingness to improve our software and your references to others, we proudly now serve over 400 clients. Second, I appreciate the input of our board and steering committees for their ongoing guidance that helps direct many of our decisions.

Users, partners, and colleagues, I welcome you to this summit centered on learning, growing, and celebrating another year with Terra Dotta.

Warm Regards,

Brandon S. Lee

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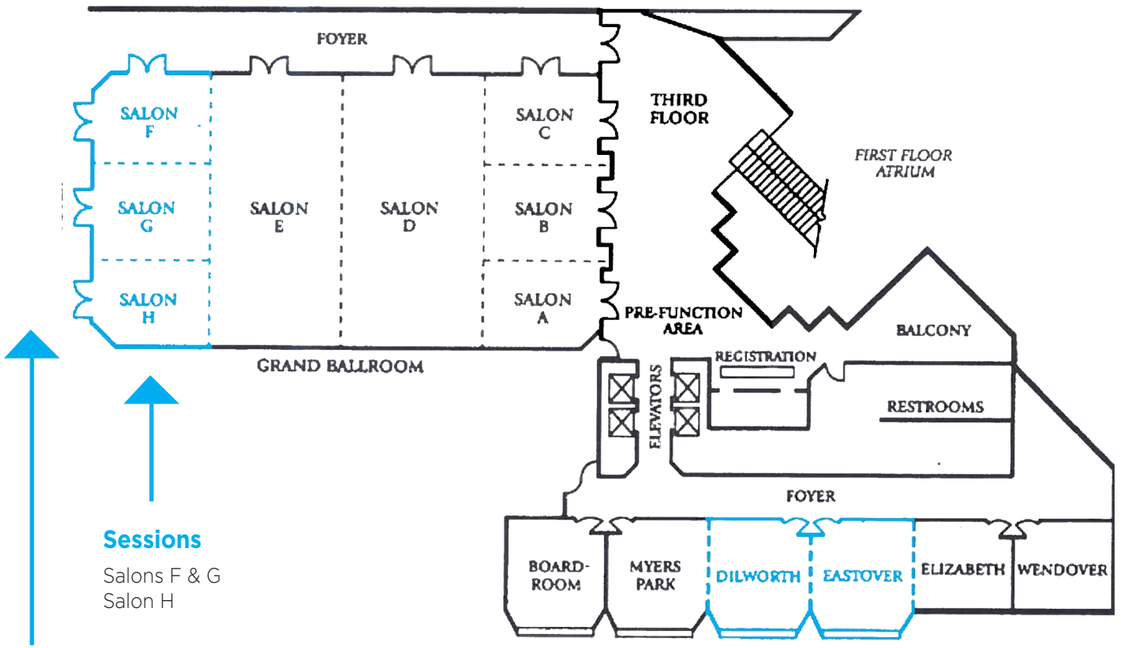
HOTEL FLOOR PLAN

CHARLOTTE MARRIOTT CITY CENTER
SECOND LEVEL



Sessions

Salons F & G
Salon H

Breaks & Networking Reception

Church Street Foyer
(Just Outside Salons F, G, & H)

Meals

Dilworth
Eastover

GENERAL INFORMATION

SOCIAL MEDIA

TWITTER

Follow us and join the conversation!

#TDUrisk15
Twitter.com/TerraDotta

This is your connection to other Travel Risk Summit conference attendees. Use this hashtag to tweet about the conference.

FACEBOOK

Like us and visit our page for updates!

Facebook.com/TerraDotta

We will post conference information and updates to our page throughout the event. All Travel Risk Summit conference attendees are encouraged to like our page and share summit posts to their network.

SCHEDULE

SUNDAY, JANUARY 18TH

1:00pm - 5:00pm	New User Workshop

MONDAY, JANUARY 19TH

7:00am - 8:00am	Breakfast
8:00am - 12:15pm	Concurrent Sessions
10:20am - 10:35am	Break
12:15pm - 1:45pm	Lunch
1:45pm - 5:20pm	Concurrent Sessions
3:20pm - 3:45pm	Break
6:00pm - 7:30pm	Networking Reception
7:30pm - 10:00pm	Restaurant Hop (Cost not included)

TUESDAY, JANUARY 20TH

7:00am - 8:00am	Breakfast
8:00am - 12:00pm	Concurrent Sessions
9:40am - 9:55am	Break

SCHEDULE

TIME	SALONS F & G	SALON H
SUNDAY, JANUARY 18		
1:00 - 5:00	New User Workshop	
MONDAY, JANUARY 19		
7:00 - 8:00	Breakfast - Dilworth & Eastover	
8:00 - 8:30	Opening Plenary - Salons F & G	
8:40 - 9:25	How to Herd Cats: Developing Your Travel Registry Using Terra Dotta Software	You're My Type: Choosing the Best Program Type for your Travel Registry
9:35 - 10:20	Duty of Care: Best Practices for Risk Management Issues	Working with Minors on Campus
10:20 - 10:35	Break - Church Street Foyer	
10:35 - 11:20	Go Fetch! How Integrations Impact Your Use of Terra Dotta Software	
11:30 - 12:15	Where in the World are Your Travelers? Program Locations and Itineraries	First Response: Developing and Supporting a Crisis Response Plan in Terra Dotta Software
12:15 - 1:45	Lunch - Dilworth & Eastover	
1:45 - 2:30	Panel: Case Studies and Success Stories Using Terra Dotta Software	
2:40 - 3:25	Risk in Real Life: Managing Emergencies and Incidents in Terra Dotta Software	Reducing Risk and Liability with Pre-Departure Orientation
3:25 - 3:40	Break - Church Street Foyer	
3:40 - 4:25	The Broad View: Capturing All Campus Travel	Painless Registrations: Using OneStep for Quick and Easy Travel Registrations
4:35 - 5:20	Act Naturally: Clery Act Compliance and Incident Reporting	
6:00 - 7:30	Networking Reception - Church Street Foyer	
7:30 - 10:00	Restaurant Hop	

SCHEDULE

TIME	SALONS F & G	SALON H
TUESDAY, JANUARY 20		
7:00 - 8:00	Breakfast - Dilworth & Eastover	
8:00 - 8:45	Mitigating Risk Together	
8:55 - 9:40	Digging for Data: Queries, Reports, and Query Watches	Asking for the World: Program Proposals in Terra Dotta Software
9:40 - 9:55	Break - Church Street Foyer	
9:55 - 10:40	Demystifying the Import/Export Tool	Calling for Help: Avenues for Terra Dotta Support and Services
10:50 - 11:35	Compliance 101: Strategies for a Self-Sustaining Travel Registry	
11:40 - 12:00	Closing Plenary - Salons F & G	

MONDAY CONCURRENT SESSIONS

BREAKFAST (DILWORTH & EASTOVER) 7:00 - 8:00am

OPENING PLENARY (SALONS F & G) 8:00 - 8:30am

MONDAY 8:40 - 9:25am

How to Herd Cats: Developing Your Travel Registry using Terra Dotta Software
Salons F & G

As an introduction to travel registrations, we'll take a look at why you should create a travel registry, how simple the process can be for both admin and registrants, and what you can do with the information you've collected. By looking at different program types and building out a simple registration program, you'll understand the basic and foundational aspects of developing a travel registry.

Presenter: Rachael Welty

You're My Type: Choosing the Best Program Type for your Travel Registry
Salon H

Travel Registration? Risk Management? Incident Report? Learn about the various Program Types in TDS, including the new options available in TDS14, to find the best match for your needs.

Presenter: Isaiah Allekotte

MONDAY 9:35 - 10:20am

Duty of Care: Best Practices for Risk Management Issues
Salons F & G

What is your institution's responsibility when members of the university community travel abroad? This interactive session will delve into a variety of situations and will examine a variety of strategies to help you uphold your responsibilities.

Presenter: Mark Landon

Working with Minors on Campus
Salon H

Institutions frequently host and run events involving students still attending primary or secondary school that are not yet legally adults. This session will delve into the ways that institutions can use TDS to manage these programs, including using the software to communicate with parents and to track any information pertinent to the minors' time on campus.

Presenter: Daniel Bullins

BREAK (CHURCH STREET FOYER) 10:20 - 10:35am

MONDAY CONCURRENT SESSIONS

MONDAY 10:35 - 11:20am

Go Fetch! How Integrations Impact Your Use of Terra Dotta Software
Salons F & G

Integrations allow TDS to talk to your campus information system. Learn the nuances of user authentication, applicant parameter refreshes, and HR integration, and what to do if the software misbehaves.

Presenter: Isaiah Allekotte

MONDAY 11:30am - 12:15pm

Where in the World are your Travelers? Program Locations and Itineraries
Salons F & G

Whether in response to an emergency, or in support of data development for your office, it is important to be able to quickly find the locations of all your travelers. This session will demonstrate how program locations, combined with program and application itineraries, enable you to pinpoint travelers in a matter of moments.

Presenter: Chelsey Harwood

First Response: Developing and Supporting a Crisis Response Plan in Terra Dotta Software
Salon H

Crises can happen on campus at any time. Most colleges and universities have a Crisis Response Plan in place, however, these are often paper files or PDFs that are difficult to navigate quickly. This session will discuss how you can use Terra Dotta software to implement a crisis response plan that is easy to put into action in the event of an emergency on your campus.

Presenter: Daniel Bullins

LUNCH (DILWORTH & EASTOVER) 12:15 - 1:45pm

MONDAY 1:45 - 2:30pm

Panel: Case Studies and Success Stories Using Terra Dotta Software
Salons F & G

Hear from your colleagues about their creative uses of TDS for travel registration and crisis response. Clients will discuss their rationale behind various aspects of their software configuration and the ways they used TDS in real-world scenarios. Discuss best practices, learn to avoid common snafus, and take home their good ideas!

Presenter: Isaiah Allekotte

MONDAY CONCURRENT SESSIONS

MONDAY 2:40 - 3:25pm

Risk in Real Life: Managing Emergencies and Incidents in Terra Dotta Software
Salons F & G

No matter how well we plan travel before it takes place, there's no way to prevent every emergency. This session will examine how you can manage emergencies and other travel incidents within Terra Dotta's online interface, including all the ways you can reach out to travelers, their emergency contacts, and any local law enforcement all within a matter of minutes. Make notes on who you have contacted and who still needs to be reached without ever leaving your site.

Presenter: Erica Masten

Reducing Risk and Liability with Pre-Departure Orientation
Salon H

Learn how to use learning content and assessments to create an online orientation. You can require that users read and acknowledge reading material that you choose to deploy. In addition, you can create assessments to quiz them on this material. Want to deploy a different orientation to travelers going to restricted regions? No problem! This session will also explore health and safety related content from the Terra Dotta Community Library that are ready to go and available for you to use at no extra cost.

Presenter: Mark Landon

BREAK (CHURCH STREET FOYER) 3:25 - 3:40pm

MONDAY 3:40 - 4:25pm

The Broad View: Capturing All Campus Travel
Salons F & G

When you're charged with the responsibility of capturing travel for your entire campus, the task may seem daunting. How will you design programs to meet the needs of each kind of travel? How will you configure your staff permissions? Do you need multiple licenses? How will you get everyone's data? And, when there's an emergency, how will you keep everyone informed? In this session, we'll examine best practices for capturing travel across your campus and the benefits of doing so.

Presenter: Rachael Welty

Painless Registrations: Using OneStep for Quick and Easy Travel Registrations
Salon H

This session will demonstrate how Terra Dotta software enables your faculty, staff, and students to quickly register their travel using one-step registration forms. See how easy it is for you to setup these forms and how they can help increase compliance on your campus.

Presenter: Chelsey Harwood

MONDAY CONCURRENT SESSIONS

MONDAY 4:35 - 5:20pm

Act Naturally: Clery Act Compliance and Incident Reporting
Salons F & G

Providing a standard of support for institutional travelers, both staff and students, has become an inherent part of the legal responsibilities for institutions in the age of global initiatives and strategic partnerships. Political unrest, natural disasters, and individual emergencies are realities that can increase your institution's exposure to liability. In this session you will learn how to utilize Terra Dotta software to improve your ability to collect quick feedback from travelers, categorize the information and structure responses to all types of situations that may arise for your travelers.

Presenter: Tim Wojoski

NETWORKING RECEPTION (CHURCH STREET FOYER) 6:00 - 7:30pm

RESTAURANT HOP 7:30 - 10:00pm

BREAKFAST (DILWORTH & EASTOVER) 7:00 - 8:00am

TUESDAY 8:00 - 8:45am

Mitigating Risk Together
Salons F & G

Universities have their own processes for mitigating risk and dealing with emergencies, but they aren't always the front line. Many students travel on programs that are either sponsored and maintained by third party providers or are led by faculty members who look to providers to develop the logistics of their programs. This interview and Q&A session will examine what universities should focus on when choosing their partners. It will also delve into the complexities of who does what when a university and a program provider are both trying to assist program participants in an emergency.

Presenter: Paul Watson, AIFS | Bill Bull, CIEE

TUESDAY 8:55 - 9:40am

Digging for Data: Queries, Reports, and Query Watches
Salons F & G

Whether you're wanting to quickly analyze your data or are preparing a presentation for others at your institution, nothing is more important than getting the right data in the right amount of time. This session will show you to use the built-in querying and reporting tools in Terra Dotta software to create easily shareable documents of your data, narrowed down any way you see fit.

Presenter: Erica Masten

Asking for the World: Program Proposals in Terra Dotta Software
Salon H

Learn how to create a program proposal process in TDS. This session will cover the best way to configure a program proposal workflow, and explore the process from both a proposer and an approver perspective. Follow a program proposal from start to finish, through initial submission, review, approval, and implementation.

Presenter: Isaiah Allekotte

BREAK (CHURCH STREET FOYER) 9:40 - 9:55am

TUESDAY CONCURRENT SESSIONS

TUESDAY 9:55 - 10:40am

Demystifying the Import/Export Tool
Salons F & G

The data import/export tool lets you perform complex and large-scale tasks through the power and convenience of Excel. If you've read the Terra Dotta Knowledgebase documentation, you may be puzzled by all the requirements and unfamiliar terms. This presentation will address those questions and supplement what you've read through practical demonstrations of exports and imports, both simple and complex. Export demonstrations will show how information can be used in other systems for statistical analysis or as a way to efficiently review and update existing data. We will look at how to prepare data to import in batches. We will examine common system errors. The resulting file will serve as a blueprint for the mass import of hundreds of records. At the end of this session, you will be ready to import records from your old system for historical reporting, travel registrations, and any number of other record types.

Presenter: Chelsey Harwood

Calling for Help: Avenues for Terra Dotta Support and Services
Salon H

Do you know where to go for help with Terra Dotta software? In this session, we'll look at what Terra Dotta Support offers to ensure you're making the most of your resources and software. We will walk through the Terra Dotta Support Portal together, reviewing how to search the Knowledgebase for answers, submit cases, find upcoming webinars, and connect with other users in the community. You'll learn about Professional Services offered by Terra Dotta such as the Administrator Service, Tune-Up Service, On-site Training and One-Week Workshop. Whether you need simple answers or special attention on a custom project, know your options with Terra Dotta Support and Services.

Presenter: Rachael Welty

TUESDAY 10:50 - 11:35am

Compliance 101: Strategies for a Self-Sustaining Travel Registry
Salons F & G

Developing an electronic travel registry is a key part of using Terra Dotta software, but what can you do to make your travel registry as self-sustaining as possible after it's up and running? This session will delve into how TDS can keep your travel registry up-to-date, relevant, and filled with the information you need with the least amount of work-hours on your office.

Presenter: Tim Wojoski

CLOSING PLENARY (SALONS F & G) 11:40am - 12:00pm

TERRA DOTTA BIOS

Brandon Lee | Chief Executive Officer

Brandon's first study abroad experience during his senior year of high school in Pornic, France inspired him to take French studies. He earned a B.A. in French (summa cum laude and Phi Beta Kappa) from The Ohio State University in 1997 and an M.A. in French Literature from the University of North Carolina at Chapel Hill in 1999. While at Chapel Hill, he led undergraduate students on a semester-long trip to France and taught courses in French language and literature as well as communication studies. He served on several University executive boards, including one that examined the role of technology in the future of the University, and he worked with the Carolina Computing Initiative. These experiences led him to start Terra Dotta with co-founder Garrett Christian.

Brandon lives in Hickory, NC with his wife, Jennifer Heller, who has a Ph.D. in English and Women's Studies and is currently Associate Professor of English and Chair of the School of Arts and Letters at Lenoir-Rhyne University. They have three children.

Isaiah Allekotte | Client Support Specialist

As a Client Support Specialist at Terra Dotta, Isaiah Allekotte assists new clients with implementation and systems integration projects, serves as a Terra Dotta Administrator for new and established clients, and acts as a first responder for support requests. Before joining Terra Dotta, Isaiah was the western region Assistant Director of Admissions at the Institute for Shipboard Education / Semester at Sea. He has been working in the international education field since 2010, starting his career as the Applications Support Assistant at the Chapman University Center for Global Education. While at Chapman, he led the testing, implementation and maintenance of Terra Dotta software on campus, and provided credit articulation and other academic support for study abroad students.

Isaiah earned a BFA in Film Production and an MA in Education from Chapman University. He studied abroad with Semester at Sea in Spring 2009. Outside of work, Isaiah explores experimental music, futurism, and Eastern philosophy.

Daniel Bullins | Sales & Marketing Coordinator

Daniel started working for Terra Dotta in May of 2012 as a Marketing Intern and joined the company full-time in January 2013. He is responsible for the company newsletter, mass-marketing announcements, and social media execution. He also helps maintain all Terra Dotta demonstration sites and works with his colleagues to grow the TD brand. He graduated from Lenoir-Rhyne University in 2012 with a B.A. in English and minors in Creative Writing and Philosophy. He was the Station Manager of 99.3 WLRZ, the Lenoir-Rhyne campus radio station, from 2010-2012 and President of the film appreciation society from 2011-2012. He currently lives in Hickory, NC and enjoys playing ultimate frisbee and guitar in his free time.

Chelsey Harwood | Client Support Specialist

Chelsey joined Terra Dotta in 2013 and started as a first responder for support cases. Now, her time is mostly spent helping new clients implement Terra Dotta software through One Week Workshops and training meetings. She graduated from Lenoir Rhyne University with a degree in Information Technology with a focus in ERP systems and Project Management. She has also attained a SAP/ Enterprise Systems Certificate of Completion of the SAP University Alliance Program. Chelsey has experience in web design as well as educational website and database development.

TERRA DOTTA BIOS

Mark Landon | Professional Services Manager

Mark enjoys helping new clients configure Terra Dotta software to meet their unique needs. In addition, Mark shares leadership of Terra Dotta's new Professional Services division, allowing him to help existing clients get the most out of the software.

Prior to joining Terra Dotta, Mark co-founded Educational Directories Unlimited (EDU), which created and operated the StudyAbroad.com website. At EDU, he provided technology leadership while keeping a hand in product design, sales, marketing, and professional services delivery. A member of NAFSA since 1996, Mark has been a frequent presenter at national and regional conferences. Mark holds a B.A. in Journalism from Penn State and works from his home in West Chester, PA.

Erica Masten | Director of Support Services

Erica is the Director of Support Services. She joined Terra Dotta in 2008, bringing with her a passion for international education and an extensive student-perspective of study abroad. She holds two degrees from UNC-Chapel Hill; a Master in Business Administration and an undergraduate degree in International Studies. During her undergraduate studies she completed three semesters of study abroad including one semester in Perth, Australia; another in Bangkok, Thailand; and a third in Xalapa, Mexico. After graduation Erica spent a year teaching Spanish at a public middle school in North Carolina and then moved to the Dominican Republic where she taught English as a Second Language for a year and a half. Erica oversees Terra Dotta's support team and is responsible for support services such as the case system, support website, training services, user documentation, and implementation assistance.

Cecilia Scheibner | Business Development Representative

Cecilia joined Terra Dotta in August of 2013 and is the newest addition to the sales team. Prior to joining TD, she obtained a degree in Public Communications from the University of North Carolina at Charlotte. Cecilia's time as a Business Development Coordinator with HGI Healthcare and an Executive Ad Sales Director at Professional Specialty Publications enriched her ability to understand the needs of companies on both a small and large scale. She looks forward to continuing to meet new and interesting people in the fields of international education and risk management as she works to expand the Terra Dotta brand.

Rachael Welty | Training Coordinator

As a part of the Support team, Rachael builds training materials that will provide future software users with more robust tools to learn the software. She organizes and updates materials in the Terra Dotta Knowledgebase and video library. Additionally, she is developing curriculum for instructor led (on-site and web-based) and self-guided online training.

Rachael joined Terra Dotta in 2013 having earned a BA in English Education and a minor in Creative Writing from Lenoir Lenoir-Rhyne University. She maintained several leadership positions around campus and traveled to Germany on a scholarship to study their values in conjunction with education. Having taught in the public school system and with Duke's Talent Identification Program, she is a licensed teacher and cares most about helping people.

Tim Wojoski | Technical Services Manager

Tim is responsible for pre-sales support and technical coordination of TDS implementations. His extensive knowledge, gained from years in international education and from using Terra Dotta software for more than 6 years at the University of Virginia, serves as a valuable resource for business and technical stakeholders of Terra Dotta's new and potential clients. Tim was the technology manager for education abroad at the University of Virginia. He has 7 years of experience in international education and led Virginia's implementation of TDS. He was a study abroad advisor for 5 years before assuming his role as technology manager at the university. His own personal study abroad experiences led him to Australia, Spain, and Costa Rica.

GUEST PRESENTER BIOS

Paul Watson | Executive Director
AIFS Study Abroad

Paul has been active in the field of international education and study abroad for over 25 years. He is currently Senior Vice President and Executive Director of AIFS Study Abroad, which offers study abroad programs in twenty countries around the world. AIFS also assists colleges and universities with customized, faculty-led programming world-wide. Prior to his role at AIFS Paul served as Director of Enrollment Management at the Institute for Shipboard Education. He holds a BA in Economics and an MBA from the University of Pittsburgh. As a student Paul lived and studied in Japan for a year and remains actively interested in Japanese history and current affairs. He has traveled to over 50 countries, and has led student, faculty and staff and parent groups on excursions and site visits. Paul is particularly interested in issues related student access to study abroad and is a strong advocate for the importance and value of international education.

Jim Cambray | Director of Higher Education Sales
Concur

Jim is the Director of Higher Education Sales for Concur where he is helping universities explore and deploy innovative solutions that automate travel, expense, and risk messaging via the Concur open platform. Prior to Concur, Jim spent 12 years in Higher Education focused on delivering automation technologies that drive efficiencies, savings, and safety on campus with both SciQuest and SAP. His unique Higher Education experience has given him the opportunity to collaborate across multiple departments at his university clients and introduce impactful campus wide solutions. Jim has a Master's Degree in Manufacturing Engineering from University of Massachusetts - Lowell and resides in Massachusetts with his wife and three young daughters.

Rex Myers | Regional Sales Executive
Concur

Rex has more than 30 years experience in the technology industry. He began his career supporting a mid-western university's technology business systems. He has spent more than 22 of his 30+ year career either working for or consulting with institutions of higher education across the country. Rex's diverse background in technology, coupled with his vast experience in working with universities' Finance, HR, IT, and Academic Affairs organizations have provided a very broad view of the business challenges that present themselves to colleges and universities. Working for many major companies in the industry such as Price Waterhouse, IBM, PeopleSoft, SciQuest, and now Concur, Rex has brought many solutions to institutions providing substantial value and ROI.

At Concur, Rex provides colleges and universities with a platform for automating Travel & Expense Management across the institution through its unique "T&E Platform", which helps institutions achieve their Duty of Care obligation to students, faculty, staff, researchers, and guest travelers. Concur's unparalleled platform provides the very unique ability to locate, track, and bi-directional communicate with travelers across a myriad of reasons.

Bill Bull | Director- Health, Safety and Security
CIEE

Bill is responsible for creating, implementing, and assessing the health, safety, and security policies of each of CIEE's nearly 200 programs in more than 40 countries. Additionally, Bill leads a central CIEE Risk Management Team; coordinates all CIEE staff training in health, safety, and security; and works closely with program staff to upgrade CIEE facilities as needed. Bill comes to CIEE with a long history in the safety and security field, having most recently served as East Africa/East Indian Ocean Safety and Security Officer for the Peace Corps, an organization he has maintained close ties with since he first became a Peace Corps volunteer in 1985.

Since 1999, Bill has served in many capacities for the organization, including as Associate Peace Corps Director (APCD) for Rural Development and Post Safety Officer in Gabon; as APCD for the Environment and Safety Officer in Madagascar; and as Country Director in Madagascar, during which he received numerous prestigious awards for his work, including the John F. Kennedy Award and a knighthood from the Malagasy Government into the Ordre National de Merit. Bill also played an instrumental role in re-opening Peace Corps programs in Madagascar in May 2002 and in Liberia in 2008. Bill holds a bachelor's degree in international affairs from LaFayette College and a master's degree from The Fletcher School of Law and Diplomacy at Tufts University.

GLOSSARY

Account Info: This is where the basic account information such as office name, institution name, institution abbreviation, office address, Contact 1 email, Contact 1 name, etc. can be entered/edited. [System Settings -> Account Info]

Applicant Parameter: Standardized information fields about applicants where the data can be populated from a SIS data source or manually entered by the applicant. These are attributes regarding the applicant/registrant, not the application; meaning this information is the same for that person even if they have several different applications/registrations on file. Examples: GPA, Address, Gender, Major, Minor, Ethnicity

Application Cycle: A combination of a term and a year. Examples: Fall 2015; Academic Year 2015-2016

Application Itinerary Record: A record assigned to an application/registration that indicates a start date, an end date, and (optionally) a location in which the traveler will be during that duration. Application itinerary records determine when an applicant enters the abroad phase, and when the applicant enters the returnee phase.

Application Tag: A "digital sticky note" that can be easily added/removed from applications/registrations and used for querying.

Assessment: A type of process element that takes the form of an online quiz where the applicant/registrant answers multiple choice questions and immediately sees their score.

Cascading Style Sheet (CSS): Every layout has a CSS that determines the common styles that will be used throughout the site. The CSS can have a major effect on the styles a user tries to create in the WYSIWYG editor and is the reason why sometimes the content appears differently on the actual web page than it does when working in the WYSIWYG editor. The CSS can determine styles for such things as paragraph headings, spacing, font style/size, and the way hyperlinks behave.

Case System: Can be accessed on the Terra Dotta Support Portal by anyone who has been designated as a support contact. This is where Terra Dotta clients can submit cases to Terra Dotta to ask for assistance and report issues.

Chatter: Available in the Support Portal, Chatter is a space where Terra Dotta clients can join groups and participate in community discussions with other Terra Dotta software users.

Code Distribution: A tab in the Support Portal available only to support contacts for client accounts that have Terra Dotta software installed on their own servers. This is the area of the Support Portal where the client can download code for first time installation, upgrades, and patches.

Copyable Questionnaires: Questionnaires and recommendations can be configured to be copy-able by the applicant/registrant. On the configuration page of the questionnaire, there is a setting to allow applicants to copy responses from other applications that use the exact same questionnaire.

Data Access Object (DAO): A type of permissions restriction that can be given to staff members to restrict what they see. For example, a staff member could be restricted to see only program and applicant/registrant information for one specific program or for a specific program group. Data access object restrictions are configurable at the very bottom of the permissions page for each staff member and permission group.

Data Import / Export: A tool used to export data from Terra Dotta software into Excel or to import data from Excel into the software. This can be used to update data in the site or to import legacy records. It is a very powerful tool with the potential to change/delete data permanently from the site. It is recommended that only very experienced users be granted access to this tool. [Maintenance -> Data Import/Export]

Deadline: The final day on which applicants/registrants are able to begin a new application/registration. The final day on which applicants/registrants can complete items in their pre-decision application – the application will be locked after the deadline has passed and will remain locked until it moves into the post-decision phase which will happen when the decision date is reached.

Decision Date: On this date, any applicant with a status other than 'Pending' will be notified via email to login to the site. They will then learn if their application/registration has been waitlisted/accepted/rejected. Accepted/Committed applications/registrations move into the Post-Decision Phase on this date. If the decision date has already passed when the status is changed, the applicant is immediately notified and moved into the post-decision phase which is called a 'rolling admissions' application cycle. Rolling admissions is often used for travel registration processes, except where approval to travel is required.

GLOSSARY

Document Center: Area in the software where admin can upload or create documents. Files can be organized by folders and are accessible to other admin with the document center permissions. Once a document is in the document center, it can be linked to from other webpages or attached to applications. [Website Admin -> Document Center]

Email Signature: To automatically include an email signature in all emails you send from the system, go to your admin homepage, scroll to the bottom and click on 'Administrative Customization.' Here you will see the option to use a signature and to create the signature that will be used.

External Applicant (Version 12): The internal/external distinction is used primarily for sites that are integrated with a Student Information System. An external applicant is one that is not in the Student Information Database and therefore must login to Terra Dotta software through an external account using their full email address as the username. They also must manually enter all applicant parameters as the information will not be automatically populated by the data source.

External Applicant (TDS14): The internal/external distinction is used to identify the profiles of applicants/registrants that are registered with your office's institution. An external user will usually be one that has provided their name and email address to your site to obtain login credentials. Programs, process elements, and applicant parameters can be configured to apply only to external users.

Facilitator: A default permissions group which defines general site admin users as facilitators. This group is used for the general admin users who work in the software regularly and who should be included on the Staff listing page on the public part of the website. Permissions granted to a facilitator will vary depending on what permissions are granted to them on the individual level or to the facilitator group as a whole.

Federal School Code (FSC) Table: A list of institutions and codes created by the U.S. government and used for federal financial aid purposes. Terra Dotta uses this list as the means of unique identification of institutions for purposes such as external applicants' self-identification of home institution.

Friendly URL: A way to shorten the URL of a webpage so that the link looks much shorter/cleaner. For example, you could change https://studyabroad.terradotta.com/index.cfm?FuseAction=Abroad.ViewLink&Parent_ID=0&Link_ID=ABE2CD98-B0B3-2CD9-BA7B39D43888366A to http://studyabroad.terradotta.com/?go=Exchange

Idea Forum: Part of the Terra Dotta Support portal where clients are encouraged to post ideas for future development of the software. Ideas can then be promoted by other Terra Dotta clients and the ratings help Terra Dotta developers decide which features to add in the next version of the software.

Image Library: Collection of all the images that have been uploaded to the site and that are available for use in any WYSIWYG editor. [System Settings -> Image Library]

Incident Report Program: This program type is a stripped down application that does not implement many features (no locations - no itinerary records - no public deadlines). It is intended as a simple way to provide a link where the user will just authenticate and create the application/registration.

Incoming Program: A type of program where there is a program-level setting for location, dates and partner institution. Generally used to process applications from foreign students who want to come to study at the institution as exchange students.

Integrated user: A user that authenticates on your site through a secure campus login (SCL) integration and has both core data fields (name/email/gender/DOB) and SIS-mapped parameters and addresses populated through an integration with your student information system and human resources data sources (SIS/HR).

Internal Applicant (Version 12): The internal/external distinction is used primarily for sites that are integrated with a Student Information System. An internal applicant is one that is included in the group of students whose information is available to Terra Dotta software from an external data source. These applicants will be able to login using their institution credentials and their core information will be automatically populated.

Internal Applicant (TDS14): The internal/external distinction is used to identify the profiles of applicants that are registered with your office's institution. An internal user is one that is registered with your office's institution. If your site is integrated, these applicants will login using their institution credentials and their core information will be automatically populated from your information system. Programs, process elements, and applicant parameters can be configured to apply only to internal applicants/registrants.

GLOSSARY

Itinerary Record: Refer to the definition for either Application Itinerary Record or Program Itinerary Record.

Journal: Can be enabled under System Features -> Features tab to allow all or some travelers to post journal entries. Journals can be made public by the traveler to share with friends/family and used for marketing purposes on the site.

Knowledge: A collection of articles, videos, and documentation available in the Terra Dotta Support Portal that can be searched by using keywords to find information about specific features in Terra Dotta software or to help troubleshoot issues.

Layout: Each Terra Dotta site comes with the standard 'stock layout' that can be minimally customized to use the selected colors/banner/footer. If a more customized design is desired, a custom layout can be created. The layout is the 'graphical skin' of the website and refers to the areas that cannot be customized through the WYSIWYG editors.

Learning Content: A type of process element that is simply an informational page the applicant/registrant can read and check off as having been read. The informational page can include text, images, and/or video.

Locator Search: Tool used to find who is abroad in a specific location on a specific date or between a range of dates. This tool finds all travelers with an application that has a status or status alias of 'Accepted' or 'Committed' and allows the admin to search by the location (city, country and/or region) and by travel date(s). [Applicant Admin -> Locator Search]

Login Assistance Pages: On the login page, there are links to pages that provide information to specific user groups to help them login. (Applicants, Recommenders, Reviewers and Staff) These pages can and should be edited to provide the most relevant login assistance specific for those types of users. [System Settings -> Login Assistance]

Material: A process element that can refer to a Material Submission or a Signature Document.

Material Submission: A type of process element where the applicant is given instructions for something that is to be turned in to the office and marked as received by an admin user.

Non-integrated user: A user that has obtained login credentials to your site by providing their name and email address. Their applicant parameters and addresses will be manually entered by either themselves or by an administrator. They will also can be required to submit a signature verification form before being able to submit signature documents online.

OneStep: The 'OneStep Registration' is a simplified version of an application/registration in Terra Dotta software that can be configured for some program types. Applicants/Registrants who use the OneStep form will see all requirements on one page to make the process as straightforward as possible.

Outgoing Program: A type of program where there is a program-level setting for the location and dates. Generally used for abroad program options.

Outgoing with Side Trips and OneStep Program: This program type is used to update the existing 'Outgoing' program type so that the programs created have the ability to implement a OneStep registration form as well as providing the applicant with the ability to create additional application itinerary records in their application once they've been accepted and reached the post-decision phase of the application process.

Permissions: The way to determine which features admin users on your site can and cannot access. Permissions can be granted on the user level or on the user group level.

Post-Decision Phase: Any application/registration with a status or status alias of 'Accepted' or 'Committed' is considered to be in the Post-Decision Phase between the decision date and the travel start date. This refers to the period of time after the application is accepted, but before the traveler embarks on their journey.

Pre-Decision Phase: Any application/registration with a status or status alias of 'Pending' is considered to be in the Pre-Decision Phase. Applications with a status or status alias of 'Accepted' or 'Committed' are also considered to be in the Pre-Decision Phase if the decision date is still in the future.

Process Element: There are four general types of application requirements that can be used in Terra Dotta online applications/registrations: Questionnaires, Materials (Material Submissions and Signature Documents), Assessments and Learning Content. These requirements are referred to as process elements and are all managed under the Process Admin tools.

GLOSSARY

Process Map: Every application cycle has a process map. To see the process map, go to Process Admin -> App Cycles and click on the edit pencil for one of the app cycles. You will see a tabbed interface where you can decide which process elements are or are not deployed for that app cycle. This overview of process elements, where each can be checked/unchecked to be part of the app cycle, is referred to as the Process Map.

Process Version Management (PVM): A system designed to allow application/registration processes to change over time while maintaining accurate records of the past activity. As process elements change, historical versions are created and kept with the corresponding applications/registrations, while new users see the newest version. Different versions of process elements can be deployed in different application cycles.

Profile: Users create a profile when they login to the site. Through the profile, they can provide personal information in the form of applicant parameters, upload a profile photo, and save programs that are of interest.

Program Brochure: The digital program information page. The brochure includes program name, location, dates, fact sheet with all program parameter information, description created by an admin through a WYSIGYG editor and the Apply Now button. All brochure pages are publicly accessible meaning the user does not have to be logged in to see the information. Outgoing, Incoming and Scholarship brochures are searchable. The links to the brochures for Risk Management programs must be provided to the user if it is desirable for the applicant to see those brochures.

Program Builder: The tabbed interface that enables the admin to edit a program. Each program in the catalog has a program builder that can be accessed by clicking on the edit pencil icon next to the program name. [Program Admin -> Search/List All]

Program Date Record (Version 12): All programs that accept applications/registrants for a specific term will inherit the default deadline and decision dates configured when the app cycle is created. If a specific program should require a different deadline or decision date, this can be done by creating a program date record on the 'Dates' tab of the program builder. Once a program date record has been created for a specific app cycle, it is also possible to then enter the start and end dates for that program.

Program Date Record (TDS14): All programs that accept applications/registrations for a specific term will inherit the default application deadline and decision dates configured when the app cycle is created. If a specific program should require a different deadline or decision date, this can be done by creating a program date record on the 'Dates' tab of the program builder. Once a program date record has been created for a specific app cycle, it is also possible to create program itinerary records for that program if the program type is one that uses them.

Program Enrollment Program: This program type is used to create programs in which the applicant will be enrolling either for a class or registering with a program at the institution.

Program Itinerary Record: A record assigned to a program for a designated application cycle that is used to generate application itinerary records when users apply to that application cycle for that program. The record will have a start date, an end date, and a single location.

Program Parameter: Standardized information fields about the programs in the public program catalog.

Program Type: A classification for programs created in Terra Dotta software that determines the application process logic and the feature set that is available to the administrators and applicants. Program types each have their own distinct process elements and rules about who can apply to the programs and what information must be provided to apply to the programs.

Q&A: Available in the Support Portal, Q&A is a repository for answers to common questions. Terra Dotta clients can post/answer questions or browse this collection and pull results from the Knowledgebase as well as past questions that have been posted and answered.

Query: A simple or advanced search performed by an admin that will result with a list of applications/registrations that meet the criteria.

Query Watch: An event that will automatically execute a saved query, and record any differences, on a pre-determined schedule. The system will 'watch' your queries for you and can notify you when something changes, send an informational email to the new/removed applicants/registrants in the query results, or produce a report with desired information about the new/removed applications. With additional programming, it is also possible to create custom actions for the software to take with regards to new/removed applications in a saved query.

GLOSSARY

Questionnaire: A type of process element that is an online form consisting of question items.

Question Item: Individual questions that will be available for use when creating questionnaires and recommendation forms. Once all the question items have been created, putting a questionnaire together is just a matter of selecting the desired question items. [System Settings -> Question Items]

Recommendation: A type of questionnaire that will be completed by a person other than the applicant. The applicant can request that someone complete a recommendation questionnaire on their behalf electronically or by printing the form and giving the person the paper. The recommender can complete the paper form or access the recommendation questionnaire on the website to submit responses. There is a setting for each program to determine the number and types of recommendations that are required.

Recommendation Type: It is sometimes necessary for an application/registration to have different types of recommendations completed. For example, one application might require a general recommendation with a certain set of questions and a language recommendation with a different set of questions. In order to achieve this, different rec types will need to be created. Then the recommendation questionnaires can each be set as the corresponding type. [System Settings -> Recommendation Types]

Recommender: A type of staff user whose user record is created when an applicant requests a recommendation through the electronic process. This recommender is given access to login to the site as a recommender to complete the questionnaire on behalf of the applicant. All recommenders can be seen under Staff Admin -> Staff Permissions -> Recommender group. The recommender group generally does not need to be granted any additional permissions.

Reminder: Automatically generated emails that can be sent by your site on a pre-determined schedule to applicants/registrants who are missing some of their application requirements to 'remind' them of what they still need to complete. Reminders can be turned on/off for the different phases (pre-decision, post-decision, while abroad, returnee). [Process Admin -> Reminders]

Report: To run a report, a query must first be created to get the group of applications. Then a report can be created to show specific information about those applications/registrations. Example: You can run a query for all Fall 2015 travel registrations with a location in Europe. Then you can create a report to get the emergency contact information for each of those travelers that were in your query results. To run a report, select 'Create report' from the options drop down list at the top of the query results page.

Returnee Phase (Version 12): This phase begins after the program's end date has passed and the application will remain in the Returnee Phase indefinitely, unless the site is utilizing the Alumni phase, in which case the Returnee Phase ends when the Alumni Phase begins.

Returnee Phase (TDS14): This phase begins after an application's last application itinerary record end date has passed and the application will remain in the Returnee Phase indefinitely, unless the site is utilizing the Alumni phase, in which case the Returnee Phase ends when the Alumni Phase begins.

Reviewer: A type of staff user who logs in to the site to review applications/registrations and posts their recommendation as to whether the application should be accepted/rejected/waitlisted. The reviewer view of the application/registration is quite different than how other admin see an application. The reviewer sees one long page with all the information and a place at the bottom where they can make a recommendation and post an internal comment.

Risk Management Program: A type of program where there is no program-level setting for location or dates. Instead, the applicant enters the location and travel dates.

Scholarship Program: A type of program where a location is not required. Generally used for students to apply for scholarships or grants.

Signature Document: A type of process element where the applicant will read instructions/text and then provide an electronic signature to show agreement/understanding.

GLOSSARY

Signature Verification Form (Version 12): A configuration can be set under System Features -> Process Options tab to require any user whose identity has not yet been confirmed to submit a Signature Verification Form. Internal users who login using institution credentials are deemed to have already authenticated and will not be required to submit this form. External users who simply entered a name and email address will be required to print the form, sign it, and submit a copy of a driver's license or passport as a way for the office to verify their identity. Once this form has been marked as received by the office, the user will be permitted to provide an electronic signature for signature documents.

Signature Verification Form (TDS14): A configuration can be set under System Features -> Process Options tab to require any user whose identity has not yet been confirmed to submit a Signature Verification Form. Integrated users who login using institution credentials are considered to have their identity confirmed and will not be required to submit this form. Non-integrated users who manually entered a name and email address to request login credentials will be required to print the form, sign it, and submit a copy of a driver's license or passport as a way for the office to verify their identity. Once this form has been marked as received by the office, the user will be permitted to provide an electronic signature for signature documents.

Site Builder: The site builder can be accessed under Website Admin and is where administrators can create/edit site page content, homepage content, footer content, create friendly URLs, customize the stock layout editor and change the color of the heading bars used on the site.

Site Pages: General informational webpages that are created with a WYSIWYG Editor under Website Admin -> Site Builder. These pages are publicly accessible and each site page has a corresponding link in the navigation menu on the public site. Also referred to as 'Content Pages.'

SIS Refresh: A nightly routine that refreshes applicant information pulled into Terra Dotta software from an institution's Student Information System or HR database.

SSL Certificate: Secure Socket Layer certificate. Any client who has Terra Dotta software installed on their campus will require an SSL certificate for their site. This is used to keep the information submitted post-login secure. All Hosted/SaaS clients whose URL ends in terradotta.com, studioabroad.com, i3s.com, or applicationgateway.com will use an SSL certificate provided by Terra Dotta. If a Hosted/SaaS client would like their URL to end in institution.edu (for example) they will be required to purchase their own SSL certificate for the site. SSL certificates are necessary in order to secure personal/student information that your site contains.

Staff Pages: Admin in the facilitators group can have a staff page accessible publicly. Staff pages can include a photo, contact information, a bio and a link to email or schedule an appointment with that staff member. [Website Admin -> Staff Pages]

Status Alias: Alternative name for one of the standard application statuses. Example: Instead of 'Accepted' a status alias of 'Travel Approved' could be used. [System Settings -> Status Aliases]

Stock Layout: The standard graphical layout that comes with Terra Dotta software. The colors used in the Stock Layout are customizable under Website Admin -> Stock Layout Editor and a header/footer graphic can be uploaded.

Stock Report: Free additional reports that can be requested by opening a case. Current stock reports that are available include: Review Comments, Application/Profile Comments, Appointments, Open Doors, Itineraries, and the Program Date Management Utility.

System Features: Where many features for the site can be turned on or off. [System Settings -> System Features]

Term: The various periods of time during which you group your travelers. Examples: Fall, Spring, Summer, Academic Year, Calendar Year

Terra Dotta Community Library (TDCL): A community resource where clients can share process elements that they think might be of value to other institutions. Clients can share questionnaires, learning content and assessments. Once an item is in the TDCL, other Terra Dotta clients can find and download the questionnaire, learning content or assessment directly to their own website.

Text Interface: Virtually all of the default verbiage in Terra Dotta software can be customized by finding the text interface identifier number and then making the edit under Maintenance -> Text Interface.

GLOSSARY

Travel Registration Program: This program type is used to create programs where the applicant's itinerary is going to need maximum flexibility throughout the life--cycle of the application. It will enable the add/edit/delete capabilities for the applicant so that itinerary records can be adjusted at any time to match the current travel plans.

User Record: Each user has a user record found under Maintenance -> Edit User. The user record is created when the person logs into the site the first time and is where an admin can see/edit the user's name, email address, username and if the record is internal or external. The internal/external distinction is what determines if the user logs in with their institution credentials or with their email address as the username.

While Abroad Phase (Version 12): Any application/registration with a status or status alias of 'Accepted' or 'Committed' will move into the While Abroad Phase once the start date for the program is reached and will remain in the While Abroad phase until the end date is reached.

While Abroad Phase (TDS14): Any application/registration with a status or status alias of 'Accepted' or 'Committed' will move into the While Abroad Phase once the first start date of an application itinerary record is reached and will remain in the While Abroad phase until the latest end date in an application itinerary record is reached.

WYSIWYG: 'What You See Is What You Get' An editor that operates similarly to MS Word and is used by Terra Dotta software to generate web page and program brochure content.

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Paul D. Pousson
Associate Director of Risk Management
University of Texas System

Denise Connerty
Assistant Vice President for Education Abroad & Overseas Campuses
Temple University

Lisa Zimmaro
Assistant Vice President for Risk Management and Treasury
Temple University

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