



Managing Risk Through Participant Engagement

Before, during and after program

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Pre-program education

- Informational videos
- Health & vaccines
- Risk & release Forms
- Itinerary details
- Enrollment follow up calls & emails
- Student interviews
- Communication & travel day information
- Student goals questionnaire

On-program instruction

- Orientations
- Leader of the day
- Activity briefings
- Individual & group check-ins
- Travel home informational video
- Travel home informational handout

Post-program follow up

- Follow-up emails
- Debrief phone calls
- End of summer survey
- Director phone calls

Tools we use

- Calendly
- Custom portal
- Salesforce
- Email, phone, text
- LiveChat



Explore your process:

PRE-PROGRAM EDUCATION

ON-PROGRAM INSTRUCTION

POST-PROGRAM FOLLOW UP