



PEER ADVISOR/STUDENT MARKETING COORDINATOR POSITIONS International Academic Programs, University of Wisconsin-Madison

International Academic Programs (IAP) is seeking student staff applications for the 2017-18 academic year. Positions will begin at \$9.50/hour and are eligible for a raise each semester. Some summer positions are available, with a start date of May 15, 2017. All staff members are required to attend staff training August 24-25 & 28-29, with regular shifts beginning August 30, 2017.

Qualified applicants must be UW-Madison degree-seeking students who studied abroad on an IAP/CALS program. We are dedicated to hiring student staff that reflects the diversity of UW-Madison and students who are abroad. Successful candidates will also:

1. Demonstrate enthusiasm for their own study abroad experience and the field of international education
2. Display strong initiative when approaching projects and tasks
3. Possess excellent communication and interpersonal skills
4. Have the ability to work well as a team member or independently on assigned projects.
5. Demonstrate excellent organizational skills.
6. Be detail-oriented.
7. Have the ability to work large blocks of time (3-4 hours) at least 2-3 days Monday-Friday.

Multiple openings for three types of positions are available: Peer Advisor (PA), CALS Peer Advisor (CALS PA), and Student Marketing Coordinator (SMC).

Peer Advisors:

- *Actively engage with prospective students while staffing the Study Abroad Resource Center (301 Red Gym).* Enthusiastically advise students about general study abroad opportunities at UW-Madison, discuss experiences abroad, provide guidance for researching program options and funding, describe procedures for application, assist students with individual questions, and refer students to professional staff members as needed. Keep the Study Abroad Resource Center up-to-date, well stocked, and organized.
- *Provide exceptional customer service and excellent administrative support.* Collect and process application materials, create student files, prepare pre-departure materials, update information in the IAP database. Work with professional staff on researching current and future programs. Make on-campus deliveries for staff members and process mailings. Perform other projects and duties as needed.
- *PAs typically work between 8-10 hours per week.* Most work hours are scheduled between 8:00am-4:30pm, with occasional evening and weekend events. Summer positions may offer up to 30 hours per week.

CALS Peer Advisors:

- *Actively engage with prospective students while staffing the Study Abroad desk in the Academic Affairs suite (116 Agricultural Hall).* Enthusiastically advise students about CALS study abroad programs and general study abroad opportunities at UW-Madison, discuss experiences abroad, provide guidance for researching program options and funding, describe procedures for application, assist students with individual questions, and refer students to professional staff members as needed. Keep the Ag Hall space well stocked and organized. Manage the CALS study abroad inbox, conduct outreach for CALS presentations, and present to various classrooms and student organizations.
- *Provide exceptional customer service and excellent administrative support.* Prepare pre-departure materials and update information in our student database. Work with professional staff on researching current and future programs, and take on various projects as directed. Assist with CALS event planning, marketing, and social media. Work independently and with a team of CALS study abroad staff and peers.
- *CALS PAs typically work between 8-10 hours per week.* Most work hours are scheduled between 8:00am-4:30pm, with occasional evening and weekend events. Summer positions may offer 20-30 hours per week. Preference for the CALS PA positions will be given to CALS majors.

Student Marketing Coordinators:

- *Promote IAP study abroad programs around campus and nationwide.* Conduct outreach to on-campus groups and organizations. Give presentations in classrooms and staff informational tables at events across campus. Update and distribute flyers and prepare promotional mailings. Assist IAP staff with development of new marketing and outreach strategies.
- *Specialize in graphic design and email marketing.* Depending on experience, one or more Student Marketing Coordinators may specialize in creating promotional flyers, graphics, and email marketing materials using Adobe Creative Suite and Mailchimp email marketing.
- *SMCs typically work between 8-10 hours per week.* Schedule will be variable week-to-week, and will include occasional evening and weekend events. Summer positions may offer up to 30 hours per week.

All positions:

- *Work closely with IAP and CALS staff on other duties as assigned.* This may include developing other projects with IAP staff to promote study abroad or provide support/information to prospective students and study abroad participants. These projects may include developing workshops, giving presentations, or creating other resources like videos or digital stories.

Sounds great! How do I apply?

The application is located in your MyStudyAbroad portal under the Share My Experience tab. Please complete the application questions and attach your resume. **Applications must be received by 11:59pm on March 17, 2017.**

Applications will be reviewed after the deadline. Students should indicate if they have preference for a PA, CALS PA (as applicable), or SMC position, though they may be considered for both/all. Only applicant finalists will be offered an interview. Interviews will take place in April 2017, and Skype video interviews will be conducted for finalists that are not on campus during the interview period.

Questions about the positions and selection process should be emailed to peeradvisor@studyabroad.wisc.edu.



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Student Staff Training Schedule

Thursday, August 24, 2017

Friday, August 25, 2017

9:00AM	Welcome!	Welcome, Schedule Overview, Questions
9:30AM	Who's Who	Introduction to Advising
10:00AM	Study Abroad 101	Diversity and Inclusion
10:30AM	Returned Student Services	
11:00AM	Peer Advisor Roles & Expectations	
11:30AM		
12:00PM	Lunch & HR Paperwork	Going Beyond Awesome
12:30PM	Program Training	Lunch
1:00PM	CALS Study Abroad Overview	Advising Techniques & Scenarios
1:30PM	Get to Know the Professional Staff	
2:00PM		
2:30PM	Peer Advisor Procedures and Technology	Advising Students on Academics
3:00PM		
3:30PM		Program Training

Monday, August 28, 2017

Tuesday, August 29, 2017

8:00AM		Resource Center Opening Procedures
8:30AM		UW Programs Overview
9:00AM	Scheduling & Red Gym Emergency Procedures	Application Practice: Scanning, Accepting, Filing
9:30AM	Funding Study Abroad	
10:00AM		Non-Approved Programs
10:30AM	Program Training	
11:00AM	Application Training & Deadlines	
11:30AM		Worldwides and Internships
12:00PM	Lunch	Potluck
12:30PM	Orientation and Health & Safety	Study Abroad Fair Overview
1:00PM	Advanced Training Scenarios	CfLI and URS
1:30PM		Program Training
2:00PM		Advising Practice
2:30PM		
3:00PM	Exchange/International Students	Fall Semester Overview and Wrap Up
3:30PM	Program Training	
4:00PM		



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**International Academic Programs (IAP)
Student Staff Training Session Descriptions**

Thursday

Session Title	Session Length	Description	Led By
Welcome!	30 minutes	Introductions, training overview, HR paperwork	Study Abroad Staff
Who's Who	30 minutes	Presentation with pictures and fun facts about all of the professional staff.	Study Abroad Staff
Study Abroad 101	30 minutes	An interactive presentation given by returning student staff. Typically for prospective study abroad students but used in training as a general overview of the study abroad process.	Student Staff
Returned Student Services	30 minutes	An overview of resources provided to returned study abroad students	Study Abroad Staff
Peer Advisor Roles & Expectations	60 minutes	An overview of the Peer Advisor position and specific expectations for staff (be on time, advise with enthusiasm, keep the office tidy, etc.)	Study Abroad Staff
Lunch & HR Paperwork	30 minutes	Lunch topics/activities: Get-to-know-you and your study abroad program activities, Q&A about the position, general team building time.	Study Abroad Staff & Student Staff
Program Training	30 minutes	Student staff have the opportunity to give a brief summary of their study abroad program. Five minutes per student.	Student Staff
CALS Study Abroad Overview	30 minutes	Overview of College of Agriculture & Life Sciences study abroad programs	Study Abroad Staff
Get to Know the Study Abroad Staff	60 minutes	Fun icebreaker activities with the professional staff	Study Abroad Staff & Student Staff
Peer Advisor Procedures & Technology	90 minutes	An overview of technology used at the front desk: answering/transferring phone calls, email, handbooks, timesheets, google docs, etc.	Study Abroad Staff

Friday

Session Title	Session Length	Description	Led By
Welcome, Schedule Overview, Questions	30 minutes	Quick icebreaker activities, review the daily schedule, answer any questions	Study Abroad Staff

Introduction to Advising	60 minutes	Introduction to the PA advising role. Information and strategies for interacting with prospective students	Study Abroad Staff
Diversity & Inclusion	60 minutes	How personal identity impacts students who study abroad, IAP resources available to students	Study Abroad Staff
Going Beyond Awesome	60 minutes	Speaking meaningfully about study abroad. Tips and tools to assist students with discussing their study abroad experience.	Study Abroad Staff
Advising Techniques & Scenarios	90 minutes	General advising approaches and techniques	Study Abroad Staff
Advising Students on Academics	60 minutes	Academic policies and procedures related to study abroad academics.	Study Abroad Staff

Monday

Session Title	Session Length	Description	Led By
Scheduling & Red Gym Emergency Procedures	30 minutes	How shifts are scheduled. What to do in the event of an emergency.	Study Abroad Staff
Funding Study Abroad	60 minutes	Advising students on how to fund their study abroad program: scholarships, financial aid, etc.	Study Abroad Staff
Application Training & Deadlines	60 minutes	How to accept application materials and FAQs related to the application process	Study Abroad Staff
Orientation and Health & Safety	30 minutes	Procedures for pre-departure orientation and overview of health/safety policies.	Study Abroad Staff
Advanced Training Scenarios	2 hours	An interactive session where students interact with professional staff and act out common advising scenarios.	Study Abroad Staff & Student Staff
Exchange/International Students	30 minutes	An overview of how IAP interacts with exchange students and available resources	Study Abroad Staff

Tuesday

Session Title	Session Length	Description	Led By
Resource Center Opening Procedures	30 minutes	Practice opening the office	Student Staff
UW Programs Overview	90 minutes	Detailed overview of UW study abroad programs	Study Abroad Staff
Application Practice	60 minutes	Hands-on practice accepting applications, scanning, filing, etc.	Student Staff
Non-Approved Programs	30 minutes	How to advise a student who is interested in going on a non-UW program.	Study Abroad Staff
Potluck & Study Abroad Fair Overview	60 minutes	Potluck (students can bring food connected to their study abroad program location). Discussion of upcoming Study Abroad Fair.	Study Abroad Staff & Student Staff
CfLI and URS	30 minutes	Presentations by our neighbors: Center for Leadership & Involvement and Undergraduate Research Scholars.	UW Staff
Advising Practice	90 minutes	Practice various advising scenarios you will encounter as a Peer Advisor	Student Staff
Fall Semester Overview & Wrap Up	30 minutes	Important dates and events coming up for the Fall semester – overall wrap up of training and next steps.	
Practice Closing Procedures	30 minutes	Practice closing the office	Student Staff