Objectives:

- Share best practices for current returnee programs (interns, peer advisors, student assistants)
- Share materials
- How new student ambassador program can integrate into campuses

1. Current Returnee Programs

Best Practices:

UCB:
Used to offer 1-unit course for paid work/study positions
Included a 3-hour intensive training session, capstone final project (5 min. Power Point, which they can use to show at info meetings, orientations, etc.)
2 big events/year, others not so successful
Challenges: uncommitted students, ‘senioritis’

This year created a student ambassador program instead in an effort to find committed students and provide higher quality peer interactions.

2011-12 pilot year (UCEAP and Travel Study Returnees). Usually accept everyone who applies if qualified. Requires Facebook introduction via Facebook group.

SAs required to do one event/month; help at orientations. Not expected to be advisors--there to promote. SAs self report.

UCSD:
Peer-Advising Program

Meet once a week: Ask what popular questions that week are, train on how to respond, what’s going on that week

Office offers professional development - short trainings twice a quarter - presentations from key campus offices.

UCSB: Peer Advising Program

6-7 PAs each year. 3-day in-office training, 1 day social gathering with advisors and staff.
PAs are receptionists in office. Need to know a little bit of everything, who to direct questions to. About 10 hours/week.
The advisors figure out what each PA’s skills are, what they want to learn, help them build their resumes how they want to.

Global Intern Certificate Program - all interested returnees accepted (30-70)
Give official role in office to build resume. Usually do recruitment and retention work. Choose a team to join (recruitment, orientation, retention, writing, etc.)

Managing interns - required to login 1 hour/week in office. Weekly attendance sheet.

Challenge to get to know each one on a personal level when there are so many, keeping everyone occupied, keeping them accountable (don’t always show up for office hours), managing relations between interns and peer advisors.

*Other Campuses - Best Practices - Share*

UCB: Switched to ambassador program because students all have different levels of commitment, and it’s easier to manage.

UCB: Has PAs come up with ideas to promote programs. Ex. study abroad speed dating - gave prospective students opportunity to talk to many students who went on different programs. PAs used for info session, study abroad fairs, Cal Day, Facebook page posts, etc.

Q: How much staff is required to supervise peer advisors?
UCSB: one advisor manages all interns/PAs in addition to regular duties

Q: How many hours/week do advisors interact with PAs?
UCB: 1-2 hours/week on the program; planning events for ambassadors; keeps it manageable

Q: Do you list peer advisor names/emails on the website?
UCSC: doesn't currently publicize info.
UCSB: not yet, but think it’s a great idea
UCB: used to give out contact emails, but females received inappropriate emails, so they made it more difficult to contact the peer advisors. UCB has list of PAs in their office.
UCI: peer advisor contact info is on website. Any returnee who wants to be on the list can be. Students have to login with UCI net ID to access the list.

2. UCEAP Student Ambassador Program

UCEAP will select returnees to receive $3000 scholarships to promote programs (NOT act as advisors), create interest in UCEAP, drive traffic to UCEAP offices.

The program will be modeled after other successful programs (ex. DAAD)
Skype interviews for applicants will take place in July. Program requires full commitment for full year. SAs will work on going after non-traditional groups, various clubs, dorms, classrooms, Greeks, engineers, Hillel, etc.

The SAs are meant to complement campus peer advisor programs, not replace them.

Research shows that students respond well to word of mouth; students look to friends first for advice.

The scholarship will be divided into two disbursements of $1500: 1st after selected (mid-July), 2nd after they completed satisfactory job.

UCEAP will give $300 to each SA to come to Goleta for a 2-day orientation/training. At that time, the SAs will come up with a new name (student ambassadors too generic).

SAs will be given $100 for each event and will report to Briana Sapp. Briana will visit each campus to follow-up with SAs and advisors.

Questions:

Q: Do campus offices need to oversee these students? How do we guarantee students will do work?
A: No, campuses don’t need to oversee students. Briana will follow-up with students on activities.

Q: What happens if students don't follow through?
A: Students can still keep first $1500. No consequence to not following through. Students applying are very motivated and excited about the opportunity. UCEAP is looking for vocal, excited students who are self-motivated.

Q: Many are worried students won't perform after given first $1500 and think forwarding the scholarship amount before students deliver is risky.
A: This is what those working on the program have agreed on and are comfortable with it.

Q: Can you give examples of projects SAs will do on campus?
A: During training, we will have students come up with ideas. Movie nights, talking to clubs on campus, etc. are all possibilities. Projects will depend on the campus. We will look at campus office activity list to coordinate with campus efforts.

Q: Will Briana be communicating with campuses to inform campus offices of what SAs will be doing so campus offices can collaborate?
A: Yes.

Q: As UCEAP is moving towards finalists, will UCEAP share names with campus staff; will campus staff have input on which students are selected?
A: UCEAP was thinking of selecting the students ourselves, but if campuses want us to run by finalist lists, we will. We will run by campuses/UO specialists for red flags.
Q: Will we let campuses do interviews since the SAs would be working with campus offices? UCM advisor says they are going to be supervising student since they have a small campus, so they want to interview applicants. UCM as a small campus has certain challenges.

Briana: SAs should not require additional supervision from campus offices. The SAs may create a little bit of additional work, but no extra supervision should be required. Not a direct supervision relationship.

UCB thinks further integration will be good; to integrate the SAs with existing SA program. They want to monitor, meet with students, bring into training. UCB wants contact with students, to know what they are doing, but will respect relationship with Systemwide.

UCLA is concerned about logistics for the pilot project, for example, do the campus advisors have to be the ones to schedule conference rooms? Some of the work may run parallel with what is already happening, but it may create extra work.

Q: What is timeline for making final scholarship decisions?
A: By July 9th we should have list of chosen applicants.

Shelby: It may be useful to get recommendations from study center staff abroad rather than just faculty since they can tell us what kind of activities students were involved in, what the student was doing while abroad.

Q: What do we want students to do with $100/event?
A: Pizza nights, printing, decorations, publicizing. SAs will have to submit receipts.

Advisors commented that there are certain campus policies that SAs will need to adhere to (food permits, etc.).

Q: How will students be given $100 for events?
A: Will need to ask Sue Asch-Luna.

Q: Will events be on campus only, or off-campus allowed?
A: The only limitation is that students can only promote UCEAP programs.

Q: Can campuses have the SAs promote their campus programs as well?
A: No.

Q: Will we have ambassadors learn about other non-UCEAP programs available?
A: No. SAs will send students to campus offices for any info they don’t have.

Q: Who is liable for the SAs? (This relates to on-campus vs. off-campus events.) Is UC or UCEAP liable? What if SA throws party in apartment? What are rules?
A: UCEAP is still working out the rules, and will be consulting with Ines. It would be useful for us to have a copy of the rules for campus peer advisors at each campus for reference.

UCSC: Campus offices have lots of resources/info for who to contact for catering, etc. so SAs should work with their offices so they don’t duplicate efforts.
Q: Will deliverables be required?
A: SAs will submit reports for Briana. Sign-in sheets for events may also be required.

Student Ambassadors will be stocked with swag and materials that are separate from campus office supplies. Separate allocation of brochures. Campuses concerned this could be space issues for students.

Q: What if campus peer advisors are also our SAs?
A: Duplication will not be allowed. Campuses are unable to hire students selected to be Student Ambassadors. Don't want students to double-dip. Want as many students advising on campus as possible.

Q: What if the SAs want to apply to be UCSC peer advisors after we give them their scholarship?
A: Students will know once selected to be SAs that they cannot apply for other peer advisor positions.

SAs can be invited to campus office trainings, meetings, etc., but these will not be required.

Q: What will SAs be required to do?
A: Full-year commitment. 2-4 events per quarter, 4-5 per semester. $900-$1000 per year for event expenses.

Q: This position is a more lucrative position than any campus student position in terms of effort and time vs. pay. Campuses pay $10/hour, so students would have to work 30 hours/month to equal this.
A: The scholarship is not calculated to be an hourly equivalent.

Q: Campuses want the best and brightest students as peer advisors, and are worried UCEAP is going to take their best students who they'd want to hire.
A: UCEAP will only be hiring two SAs at each campus, so there should be an ample pool of great students for campus peer advisors.

Q: How are students are going to be trained to not answer questions they aren't informed on--we don't want students to be misinformed and decide not to go abroad because of it.
A: That will be at the heart of our training – to refer students to campus offices.