

Airport Pick-Up Training
Thursday, August 4 (11:30 a.m. – 1:30 p.m.)
Location: CLO 154

1. Introduction
2. Lunch and Overview of Airport Pick-Ups (goals, process, roles, etc.)
3. Review Arrivals List and Airport Pick-Up Schedule
4. Confirm schedule for (IPO staff, mentors, program assistants and volunteers)
5. Airport Pick-Up Reminders
6. International Student Airport Pick-Up Checklist
7. Shopping and Banking Trips
8. Suggestions for Helping International Students

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Basic Training for New IPO Mentors revised 11-02-11

Informational materials:

-IPO Organizational Chart; General Planning Guide for ELP Field Trips, Trip Checklist

Tour of IPO office

Mentor mailbox

Mentor office

Mentor folders

Filing cabinets:

-Trip/event files; supplies, games, etc.

User ID and password

IPO Mentor Outlook email account and email folders

IPO Mentor telephone and voicemail (and password)

Making telephone calls (and calling code)

R-drive folders

Copying and scanning

Sending faxes

Time cards

(I) WHAT YOU DID THIS SEMESTER

1. Which ELP field trips have you chaperoned this semester?
2. What other events/activities were you responsible for preparing or leading this semester?
(e.g. English Club, Int'l. Coffee Corner, collaborative program such as Fear Fest or Global Groove)
3. Are there any other major projects that you worked on this semester?

(II) SELF-EVALUATION

1. Please evaluate yourself in the following categories based on the rating system below:

5=Outstanding 4=Exceeds Expectations 3=Meets Expectations 2=Needs Improvement 1=Unsatisfactory

___ **Attendance & Punctuality:** Follows assigned work schedule and arrives on time. Informs supervisor ahead of time if unable to work assigned shift.

___ **Dependability:** Can be relied on to complete assigned tasks. Communicates regularly with other employees and supervisor and works effectively together to ensure that programming and other tasks are successful.

___ **Attitude** – Displays a positive and cooperative attitude. Interacts well with supervisor, other employees and students. Displays flexibility and willingness to accept additional responsibilities and learn new skills.

___ **Quality of Work:** Maintains a high level of quality, including accuracy and thoroughness. Regularly proofreads and double checks information.

___ **Time Management:** Uses work time effectively. Sets priorities, so that can complete tasks on time. Able to focus on completing the most important or urgent tasks first, particularly when time is limited.

___ **Initiative:** Takes the initiative in completing extra tasks or solving unexpected problems. Assists supervisor and other employees when needed without being asked.

___ **Other:**

2. What do you feel that you have been most successful at this semester?
3. What areas do you feel that you could improve on?
4. How can we improve as a team?

(III) GOALS

1. What were your goals from last semester? (if applicable)
2. What are your goals for next semester? (if applicable)
3. Are there any goals that you think our unit of IPO should have for the next semester?

SUPERVISOR EVALUATION FORM

Supervisee Name: _____ (OPTIONAL)

Supervision Period (Semester): _____

Supervisor Name: Brian Domenget _____ Date of Evaluation: _____

Purpose: To provide the supervisor with an understanding of his/her job performance in relation to the supervisee, to suggest areas for improvement, to permit the student to offer feedback to the supervisor in a written form that is based on a set of clearly and previously-established criteria, and to increase the supervisor's competence as a supervisor.

Performance Level Rating Scale: 4 – I strongly agree / 3 – I agree / 2 – I disagree / 1 – I strongly disagree.

Directions: Using the Rating Scale above, place the appropriate number on the line provided at the end of each item.

Evaluation Items:

My supervisor is able to.....

- 1. Establish an atmosphere of acceptance and psychological safety _____
- 2. Call attention to errors in a tactful manner _____
- 3. Recognize and accommodate to your level of experience and style of learning _____
- 4. Refrain from indiscriminate use of praise _____
- 5. Provide opportunities for you to question, challenge or doubt _____
- 6. Make specific suggestions when you need them _____
- 7. When asked, present a clear, theoretical rationale for suggestions _____
- 8. Admit errors and/or limitations without undue defensiveness _____
- 9. Be concrete and specific in comments _____
- 10. Be reached in case of emergencies _____
- 11. Listen sensitively to you _____
- 12. Be straightforward with you regarding areas in which you need improvement _____
- 13. Clearly define the expectations of the supervisory relationship _____
- 14. Make decisions and take responsibility when appropriate _____
- 15. Make you feel s/he genuinely want to help you learn _____
- 16. Be a good role model for you _____
- 17. Be sensitive and adaptive to the challenges you experience as a student _____

Please add any other comments or suggestions you have to help your supervisor be more effective and/or to improve the operations or services provided by the International Programs office:

IPO Student Employee Evaluation Form (Fall 2011 Semester)

Name: _____

Date of Evaluation: _____

(5=*Outstanding* 4=*Exceeds Expectations* 3=*Meets Expectations* 2=*Needs Improvement* 1=*Unsatisfactory*)

___ **Attendance & Punctuality:** Follows assigned work schedule and arrives on time. Informs supervisor ahead of time if unable to work assigned shift.

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___ **Initiative:** Takes the initiative in completing extra tasks or solving unexpected problems. Assists supervisor and other employees when needed without being asked.

___ **Other:** _____

Supervisor's Comments

Student's Comments

This evaluation **has / has not** been discussed with the student.

Supervisor's Signature: _____

Student's Signature: _____

Your Future Goals

Goal #1: _____

Steps: _____

Goal #2: _____

Steps: _____

IPO Mentors Training

August 6-7, 2010

Friday, August 6 (9:00 a.m. – 5:00 p.m.)

FIRST DAY INFO: *The first day will be just for the IPO mentors and will focus primarily on your roles as mentors, expectations, general training, trip planning and team-building.*

9:00 – 9:30 a.m. **Arrival and Light Refreshments**

9:30 – 10:00 a.m. **Ice-breaker: *Pass the Stone***

10:00 – 10:45 a.m. **IPO and PUC Review Activity**

10:45 – 11:30 a.m. **Role of IPO Mentors, Expectations and General Office Training**

11:30 a.m. – 12:30 p.m. **Review IPO Programming Calendar and Assign Trips/Events to Mentors**

- (1) Changes to ELP field trips (including “Lead” mentor and Assisting Mentor, making “trip specific” Checklists)
- (2) Review calendar
- (3) Assign ELP trips/events (including Lead and Assisting Mentor roles)

12:30 – 1:45 p.m. **Lunch & Planning for Field Trips and for On Campus Events**

1:45 – 2:00 p.m. **“Wake Up” Activity**

2:00 – 2:30 p.m. **Brainstorm Your Trip Checklist**

2:30 – 2:45 p.m. **Break**

2:45 – 3:15 p.m. **Airport Pick-Ups**

- (1) Confirm airport pick-up schedule

3:15 – 4:00 p.m. **Orientation**

- (1) Briefly review itinerary
- (2) Assign sessions that mentors will be responsible for leading

4:00 – 5:00 p.m. **Prep. Time for Orientation Sessions & Share Goals**

Tuesday Sessions

Places in the Community (**Mentors:** _____)

Cell Phones (**Mentors:** *Viz and Aziz?* _____)

Places on Campus (**Mentors:** _____)

Wednesday Sessions

Critical Topics (during lunch) (**Mentors:** _____)

What Would *You* Do? (Part I) (**Mentors:** _____)

Thursday Sessions

The American Classroom (**Mentors:** _____)

What Would *You* Do (Part II) (**Mentors:** _____)

Continuing Students Panel (**Mentors:** _____)

Evening Social Events (Volunteers): Tues (Games): _____ Wed (Sports): _____ Thurs (Int'l): - _____

Saturday, August 7 (9:00 a.m. – 5:00 p.m.)

SECOND DAY INFO: *The second day will include the mentors and students who will be volunteering as Int'l. Orientation Leaders at the Fall 2010 Int'l. Student Orientation August 24-26, and will focus on the orientation, airport pick-ups, cross-cultural training, team-building.*

9:00 – 9:30 a.m. **Arrival and Light Refreshments**

9:30 – 10:00 a.m. **Ice-Breaker**

10:00 – 10:20 a.m. **Expectations and Role of International Orientation Leaders**

10:20 – 10:50 a.m. **Brief Overview of IPO & PUC**

10:50 – 11:00 a.m. **BREAK**

11:00 – 11:45 a.m. **Review of Orientation Itinerary**

11:45 a.m. – 12:30 p.m. **Review/Practice**

12:30 – 1:30 p.m. **Lunch & Assign Student Groups**

1:30 – 1:45 p.m. **“Wake-Up” Game**

1:45 – 2:30 p.m. **Tips for Interacting with International Students**

2:30 -3:15 p.m. **Culture Quiz Game**

3:15 – 3:30 p.m. **Final Reminders for International Orientation Leaders**

(1) **Stop by IPO Monday, August 23:** Pick up your IPO t-shirt, finalized Orientation Itinerary, copy of Orientation Folder and help with any final preparation before orientation (optional). Also, it will be your chance to ask any final questions you have.

(2) On the first day of Orientation (Wed, August 25), please arrive by **8:00 a.m.**

3:30 – 4:45 p.m. **Airport Pick-Ups**

NOTE: Any Int'l. Orientation Leaders who will not be doing airport pick-ups can either leave at this time

(1) Review schedule (review; add specific volunteer names to “VOLUNTEER” spots on schedule)

(2) Review process for airport pick-ups (including Airport Pick-Up Checklist, calling ahead to UV to confirm, etc.)

(3) Discuss safety tips for driving vans

Student Employment Application Form



International Programs Office (Fall 2011)

Which position(s) are you applying for? (Check all that apply)

IPO Mentor IPO Program Assistant

(Please see separate Job Description and Related Information section below for each position.)

Last Name:		First:		Nickname:	
PUID #:			Date:		
Street Address:				Apartment #:	
City:		State:		ZIP:	
Phone:		Email:			
Major:		GPA:			
When was your first semester at PUC?			Expected Graduation Date (Year/Semester):		
Current Classification: <input type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> ELP (must be Level 3 to apply)					
Do you have an Indiana driver license or a license from another U.S. State? YES <input type="checkbox"/> NO <input type="checkbox"/>					
If YES, how long have you had the driver license?					
The position you are applying for may require that you drive a van. Purdue University requires that students be at least 20 years old in order to drive a van. Do you meet this requirement? YES <input type="checkbox"/> NO <input type="checkbox"/>					
Do you have (or plan to have) any other jobs if hired by IPO? YES <input type="checkbox"/> NO <input type="checkbox"/>					
If YES, please list the job and how many hours you expect to work per week at that job. (NOTE: F-1 international students are only legally allowed to work up to a total of 20 hours combined per week)					

IPO Mentor Position

Job Description and Related Information

DESCRIPTION

International Programs Office (IPO) Mentors provide support for students in the English Language Program (ELP) and other international students. IPO mentors assist ELP students in making the transition to American college life and serve as role models for them. In addition to planning and chaperoning weekly field trips, IPO mentors also assist with other IPO programming and office duties.

IPO mentors are paid **\$10.50** per hour. They typically work **10-20 hours per week** depending on activities and the needs of the department.

IPO mentors are hired for one semester at a time. After each semester, they are evaluated by the International Programs Coordinator.

RESPONSIBILITIES

IPO Mentors have the following responsibilities:

- Assist with airport pickups, orientation and other practical matters for newly arrived students.
- Assist in coordinating, organizing and chaperoning social/cultural activities and field trips. Typically, there is one event per week for participating students.
- Communicate with the students during social/cultural activities to develop a relationship and improve their English speaking skills.
- Help students become familiar with university resources. Advise and refer students to appropriate resources as needed.
- Provide assistance and directions to grocery stores, banks, doctor offices, etc.
- Maintain participant email list and provide information about campus and community events.
- Design and post fliers for events.
- Write brief summaries of events for the IPO website.
- Welcome guests to the IPO office and answer questions.
- Participate in training before and during the semester as needed.
- Attend occasional office meetings (typically held on Fridays).
- Able to drive rented vans for airport pickups and local shopping.
- Complete other tasks as assigned by the IPO Coordinator.

QUALIFICATIONS

For consideration, candidates should possess the following qualifications:

- Full-time PUC student (graduate or undergraduate)
(Level 3 ELP students may also apply, but they must complete the ELP program and be accepted into an academic program at PUC before they can begin working.)
- Minimum grade point average of 3.0
- Expected to be available to work for at least two semesters
- Familiarity with Purdue University Calumet, including resources available to students
- Familiarity with Northwest Indiana
- Knowledge of, as well as interest and sensitivity to, other cultures
- Strong English speaking and writing skills
- Strong computer skills including knowledge and use of Microsoft Office Suite
- Strong interpersonal skills
- Strong communication and teamwork skills
- Positive attitude
- Self-motivated
- Reliable
- Patient
- Maintain privacy
- Available to attend IPO Mentor training and occasional meetings
- Fluency in another language is preferred.
- An Indiana driver license or other U.S. driver license is strongly preferred.

IPO Program Assistant Position

Job Description and Related Information

DESCRIPTION

International Programs Office (IPO) Program Assistants (PA's) provide support for international students at Purdue University Calumet. PA's assist with airport pick-ups and orientation for newly arrived students. They also chaperone field trips for students enrolled in the English Language Program and help with on-campus IPO events.

IPO Program Assistants are paid **\$7.25** per hour. The majority of hours occur before the start of the semester during the airport pick-up period and orientation (up to **80 hours total**) and the remaining hours (approx. **10 hours per month**) take place during the semester. PA's are expected to be available for both the Fall and Spring semesters.

After each semester, PA's are evaluated by the International Programs Coordinator.

RESPONSIBILITIES

IPO Program Assistants have the following responsibilities:

- Assist with airport pickups and orientation for newly arrived students.
- Assist in chaperoning social/cultural activities and field trips. Typically, there is one event per week for participating students.
- Communicate with the students during social/cultural activities to develop a relationship and improve their English speaking skills.
- Help students become familiar with university resources. Advise and refer students to appropriate resources as needed.
- Provide assistance and directions to grocery stores, banks, doctor offices, etc.
- Participate in training before and during the semester as needed.
- Attend occasional office meetings (typically held on Fridays).
- Able to drive rented vans for airport pickups and local shopping.
- Complete other tasks as assigned by the IPO Coordinator.

QUALIFICATIONS

For consideration, candidates should possess the following qualifications:

- Full-time PUC student (graduate or undergraduate)
(Level 3 ELP students may also apply, but they must complete the ELP program and be accepted into an academic program at PUC before they can begin working.)
- Minimum grade point average of 3.0
- Expected to be available to work both the Fall and Spring semesters
- Familiarity with Purdue University Calumet, including resources available to students
- Familiarity with Northwest Indiana
- Knowledge of, as well as interest and sensitivity to, other cultures
- Strong English speaking and writing skills
- Strong interpersonal skills
- Strong communication and teamwork skills
- Positive attitude
- Self-motivated
- Reliable
- Patient
- Available to attend IPO Mentor training and occasional meetings
- Fluency in another language is preferred.
- An Indiana driver license or other U.S. driver license is strongly preferred.

IMPORTANT DATES (Fall 2011 Semester)

Student employees are expected to be available on the following dates:

(1) Thursday, August 4 (Training)

(2) August 5 - 14 (Airport Pick-Ups)

(3) Monday, August 15 (Orientation Training)

(4) August 16 – 19 (Tuesday – Friday) (New International Student Orientation & ELP Orientation)

**NOTE: First day of classes is Monday, August 22*

(5) Student employees should also be available during the semester for bi-weekly Friday meetings (typically 11:00 a.m. – 12:00 p.m.) and Friday and Saturday field trips. IPO Mentors usually chaperone 1 – 2 field trips per month.

REQUIRED APPLICATION MATERIALS & PROCEDURES

Please submit the following documents: (a) application form, (b) cover letter, (c) resume and (d) recommendation letter.

The **application form**, **cover letter** and **resume** should be submitted electronically to brian.domenget@purduecal.edu. The **recommendation letter** should be emailed directly from the reference's email account or submitted via mail, campus mail or dropped off in person to Brian Domenget in the International Programs Office in CLO 176.

In your **cover letter**, please tell why you believe you would be a good IPO mentor, explain how the position relates to your long-term academic goals and share one positive cross-cultural experience you have had with students from another country.

**For help writing a cover letter and resume [also called a CV, or curriculum vitae], you can visit*

<http://owl.english.purdue.edu/owl/resource/549/01/> or http://owl.english.purdue.edu/media/pdf/20081107103356_734.pdf. You may also make an appointment at Career Services in SULB 349 for suggestions on how to improve your cover letter and resume.

The **recommendation letter** (also called a *reference letter*) should be written by one of your professors, a former or current supervisor, an advisor or leader of a student organization or someone from an organization in the community for which you have volunteered.

Important: If you do not receive an email confirmation of receipt with 2 days after submitting your application, please call (219) 989-2399 to confirm that your application has been received.

DEADLINE

Completed applications (including recommendation letters) are due on **Wednesday, March 30** by **4:00 p.m.**

QUESTIONS

If you have any questions, please call (219) 989-2399 or email brian.domenget@purduecal.edu.