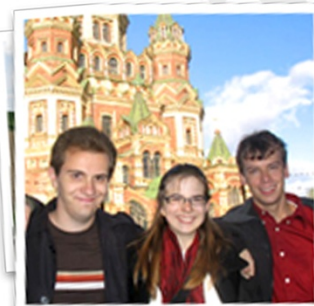


Office of Overseas Study

>> *Engaging Returning Students
to Promote Study Abroad*



INDIANA UNIVERSITY
OFFICE OF OVERSEAS STUDY



Presenters

Rachelle Bennett

Program Specialist
(Non-IU Programs)

Danielle Samek

Study Abroad Advisor
(Spain, Latin America, Mexico, Asia)

Casey Vargo

Study Abroad Advisor
(Canada, France, Italy, the U.K., Africa, the Middle East)





Overview

- **Options for involvement**
 - Volunteers
 - Peer Counselors
- **Outreach Activities**
- **Feedback**
- **Lessons Learned**
- **Q & A**





Volunteers

- **Recruitment**
- **Methods of contact**
- **Types of opportunities**
 - Orientations
 - Panel Discussions





Volunteers cont.

- **Photo contest**
- **Contact a returnee**
- **Student profiles**
- **Social media**
- **Re-entry event**





The Peer Counselor Program



- Overseas Study has used Peer Counselors (PCs) in some capacity for nearly 20 years
- Expanded number of PC positions when the Information Center opened in 2000-2001.
- Peer Counselors became the “face” of Overseas Study & extension of professional staff





The Peer Counselor Program

- Overseas Study hires 12 peer counselors total for each year.
- Peer Counselor appointments are for an academic year.
- PCs are chosen based on interview qualities & program type.
- Requires independence, initiative, and strong communication skills

INDIANA UNIVERSITY
OFFICE OF OVERSEAS STUDY

Office of Overseas Study &
Kelley School of Business
PEER COUNSELOR APPLICATION

Please type or print clearly.

Name _____ Campus ID _____

E-mail _____

Campus local telephone _____ Phone number in August _____

Major(s) _____ Minor(s) _____ G _____

Overseas program(s) you have participated in _____

Are you applying for:

Peer Counselor (in Overseas Study)

Business Peer Counselor (in Kelley School of Business)

Cross out the hours below you are NOT free to work or meet:

	Monday	Tuesday	Wednesday	Thursday
9:00-10:00				
10:00-11:00				
11:00-Noon				
Noon-1:00				
1:00-2:00				
2:00-3:00				
3:00-4:00				
Evening				

Comments:

Describe 3 personal attributes that would make you an effective Peer

Return to Overseas Study, Franklin 305, Indiana University, Bloomington
(Fax: 317-855-6432) by July 25, 2018. This form can be emailed to overseas@iu.edu

Manual for Peer Counselors

The Office of Overseas Study
Franklin Hall 305
(812) 855-9304

Importance of Peer Counselors

Welcome to the Office of Overseas Study! Although you've interacted with this office during your preparation for and participation in a study abroad program, now you get to experience it from the "other" side—working for the Office. Not just anyone gets to be an IU Peer Counselor. The Office of Overseas Study is very careful in its selection process, relying on faculty and staff recommendations and personal interviews.

Why are we so picky?

You are generally our **first contact** with potential study abroad participants. Whether a student programs from general curiosity to actual interest, whether he or she walks in and sits down or turns around and heads straight out the door, whether the light bulbs go off or a black cloud descends, this all depends on your work as a Peer Counselor.

Why is your role so important?

First, you have the **credibility** with your fellow students. You've actually studied abroad and survived! You have the unique ability to breathe life and reality into a student's vague dream about a study abroad experience.

Second, you're the voice of **experience**. You've been there, done that. You can answer the niggly questions about how a program works, how to interact with faculty, what to pack, how to navigate the paperwork, how to stay safe once you're in country—all that good stuff. When an interested student walks into the Information Center, you've got the low down.

Third, you share a similar **experience** with your fellow students. While you're not the same as everyone who walks through the door, you do share a lot of similarities and probably share a general view of what's fun, what's a good learning experience, what are reasonable living conditions, and so on. You're not an administrator or faculty member who says, "Study abroad because it's good for you." You're a peer who can say, "Do it because it's fun. It's cool, you really learn a lot about the world and yourself, and, by the way, it's good for you." ☺

Fourth, you are **essential** about identifying potential study abroad students—in essence, helping to identify self-starters and directing them toward more challenging experiences or a study abroad experience.

Finally, you are essential in providing **marketing support** for the office. We need your suggestions on how to reach other students and your input about our publications, Web site, advertisements, posters, information meeting scripts, etc.

Updated 7/29/2010



The Peer Counselor Program



- **Training:**
 - Provided *Peer Counselor Handbook*
 - Multiple intensive training sessions
- **Contact:**
 - Weekly *PC Update* e-newsletter: News, tabling locations, presentations
- **Input:**
 - *PC Team*- Supervisors, office administrator & one Peer Counselor representative





PC Responsibilities

- Information Center (M-F)
- On-campus tabling (M-R)
- Presentations & Events
- Study Abroad 101
- Pre-Departure Orientations
- Bulletin boards
- E-Newsletters
- Freshman Orientation





Peer Counselor Impact

“The student at the front desk had visited the place I was interested in and she was willing to sit down and talk to me about it which was really helpful!”

The student assistant was very helpful and showed me exactly what resources to start with.

For me what helped most was just hearing from [the Peer Counselors] that had already gone overseas and listening to their stories and any helpful tips they had.

The student working in the office was super helpful. It was good to talk to a student who had been on the program I'm interested in.

“The girl peer counselor that answered my questions was extremely friendly and helpful!”

“It was nice to talk to a student who's been abroad!”

“They were extremely helpful in figuring out what I exactly needed to turn in to complete my application. We went over a checklist and put all my application materials in order...I felt confident that everything was done that needed to be done.”

“The peer counselors were friendly and willing to help in any way they could. As soon as I came through the door, they were ready to assist me.”

“I am an RA and requested that PCs present at a program for my floor. The two peer counselors that came to talk were wonderful. They were personable, funny, engaging, and well-informed. Thanks for sending them our way!”





Peer Counselor Impact

- In our survey, $\frac{1}{4}$ of the students who responded had an interaction with a PC outside of the office.
- PCs reached nearly **1,800** students in presentations & more than **5,500** in the Info Center in 2009-10.
- Experienced steady growth and increasing numbers, due to better promotional efforts, including PCs.





Lessons Learned

“I would have liked someone to **find a program [for me]**, instead of having to look through all the binders myself.”

“I was a bit worried the student who was working was going to **lose my paperwork** or put it in the wrong place.”

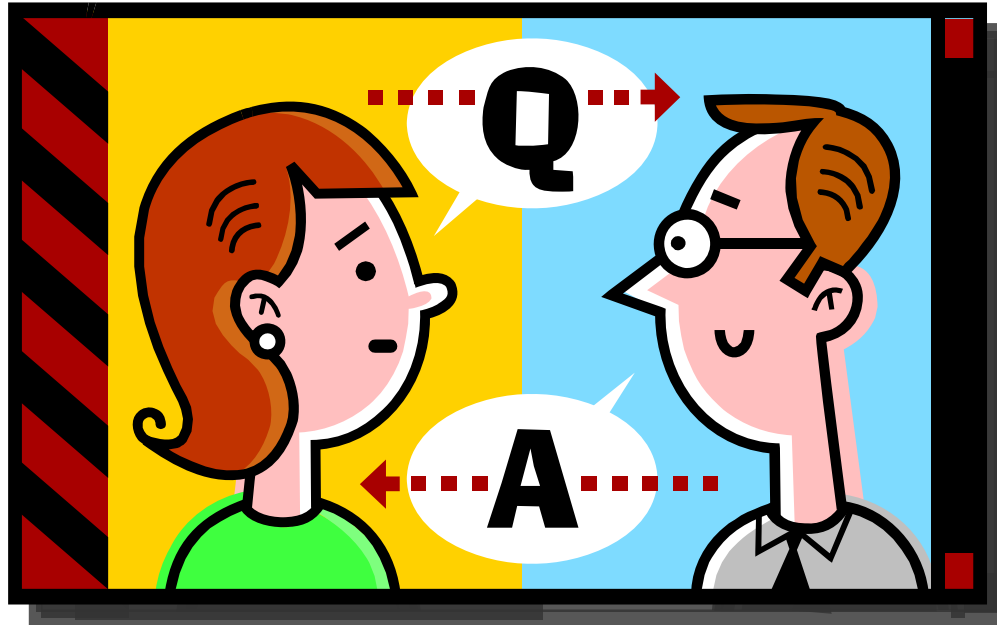
“It was nice to talk to a student who's been abroad, but I **would have liked to talk with a professional too.**”

“It was really interesting to flip through all of the informational binders. However, it would be helpful if the students working in the office could **direct questions they cannot answer to someone who could.**”

1. The Millennial generation needs more hands-on guidance, including Peer Counselors.
2. It doesn't matter how much training you provide, someone will provide incorrect information or advice.
3. There are pros and cons to Peer Counselors representing the office.



Questions?





Contact Us

Office of Overseas Study

601 E. Kirkwood Ave.

Franklin Hall 303

Bloomington, IN 47405

www.indiana.edu/~overseas

overseas@indiana.edu

