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ANNUAL CONFERENCE | CONGRÈS ANNUEL | OTTAWA 2016

From the classroom to the workplace: how volunteer programs help students gain meaningful work

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Langara College
Vancouver, BC

INTERNATIONALIZATION FOR ALL | L'INTERNATIONALISATION POUR TOUS

AGENDA

- Introduction to Langara and IE
- History and Goals of IEVP
- Overview of IEVP
- Skills Development
- Leadership & Recognition
- Raising Intercultural Awareness
- Overall Benefits to Volunteers
- Small Group Discussion

LANGARA COLLEGE

- 13,000 students in Degree Studies, University Transfer, Career Studies
- 3682 International Students
 - 3140 in Degree Studies, University Transfer, Career Studies
 - 542 in ESL
 - 80 countries



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PROGRAM OFFERING

- University Transfer Programs
(Diploma and Associate of Arts and Science)
- Bachelor's Degree Programs
- Career Diploma & Certificate Program
- Post-Degree Diplomas
- ESL Program
 - Langara English for Academic Purposes (LEAP)
- Continuing Studies

INTERNATIONAL EDUCATION DEPT.

Marketing and
Recruitment

International
Admissions

International
Student
Services

Homestay /
SELP

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INTERNATIONAL STUDENT SERVICES



- Front-line Support: 7 International Student Coordinators (ISCs) & 1 International Education Assistant
- First point of contact for current international students
- Open door policy

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IN THE BEGINNING...

International Education Volunteer Program (IEVP)

- Started in March 2005
- Student-initiated
- Additional university application requirements
- Provide training & opportunities to gain transferable skills & experiences
- Real practical experience with the job hunting process
- Win-Win
 - more engagement activities
 - Gain experience and learn new skills




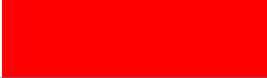





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GOAL OF THE IEVP

“Be responsible, be imaginative and be involved.”

- to contribute to the development and implementation of **events and activities** for International Students at Langara College
- To provide student volunteers an opportunity to gain **valuable experience** on campus and **get recognition** for it
- To **increase our offering** of special events and activities for International Students planned & organized by student volunteers

REASONS FOR APPLYING TO IEVP

Response	Chart	Percentage
Make friends		78.3%
Gain some work experience		56.7%
Strengthen résumé and/or university application		66.7%
Learn or improve English communication skills		56.7%
Gain new skills		73.3%
Give back to the Langara community		71.7%
Help others		73.3%

ONE OF OUR ORIGINAL MEMBERS



I was the first few students come to IEVP program. I had a hard time as an international student to study and live in an English speaking country. It's not too much about the culture. It's about we have to live with a language that I have no confidence in. In fact, one very important thing I learn from my IEVP experience

is that communication is never about speaking the perfect language. And the best thing I gain from my experience in IEVP is the confidence and the I-can attitude. I still don't speak perfect English, but I believe I can achieve a lot of goals I never thought I could do before I joined IEVP.

~ Xuemin Liu, China

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OVERVIEW OF IEVP

- 20 to 25 IEVP volunteers
- Both international and domestic students can apply!
- They serve a variety of roles including:
 - Plan on and off-campus events
 - Assist at campus events
 - Campus tours
 - Focus groups
 - Student panels






VOLUNTEER REQUIREMENTS

- Ensure that students have a balance of studies & volunteering
- Prepare them for meeting future job requirements
- School commitment
- Minimum time commitment
- GPA
- Minimum volunteer hours



MINIMUM REQUIREMENT EXCEEDED!

Response	Chart	Percentage
2 semesters		35.0%
3 to 4 semesters		55.0%
5 or more semesters		10.0%



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SELECTION PROCESS

- Application form
- Résumé
- Interview Process







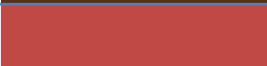



TRAINING & ORIENTATION

- Comprehensive training and orientation
 - Ensure that volunteers are prepared for their roles and feel well supported
- Team-building activities
- “First meeting” of the semester
- Mid-semester check-in
- “Just in time” training



SKILLS DEVELOPMENT

Response	Chart	Percentage
Teamwork		86.7%
Time management and organizational skills		76.7%
Event planning and coordination		90.0%
Interpersonal skills		63.3%
Intercultural communication skills		63.3%
Event promotion, marketing and advertising		63.3%
Large group coordination		63.3%
Leadership skills		83.3%

TRANSFERABLE HARD SKILLS

I developed event coordination and leadership skills from volunteering at IEVP, which helped me succeed in obtaining a few Co-op positions in the event planning field.

~Yvonne Kwok, Hong Kong



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CHARACTER DEVELOPMENT

Response	Chart	Percentage
Intercultural awareness		66.7%
Self-confidence		70.0%
Assertiveness		30.0%
Patience		58.3%
Reliability and responsibility		73.3%
Self-discipline		38.3%
Adaptability		66.7%
Creativity		50.0%
Independence		45.0%
"coming out of your shell" (overcome shyness)		51.7%

BUILDING CHARACTER

It taught me how to adapt to working with people from different cultures and backgrounds. Helped me build up my confidence slowly and to not shy away from others. It taught me to not look at people through a stereotypical eye.

~Carlos Corpus, Philippines



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LEADERSHIP DEVELOPMENT

- In 2015, leadership positions were developed for current IEVP members
- Provide leadership & skills development opportunities
- More rigorous application and interview process



LEADERSHIP DEVELOPMENT



- Role involves more responsibilities including:
 - Manage a small group of volunteers
 - Co-lead presentations
 - Interview IEVP candidates

PRACTICING LEADERSHIP SKILLS

“I was able to practice and develop my leadership skills in real situations by leading a small team. It helped me gain organizational skills, sense of responsibility to my team & community, and confidence.”

~ Carine Tang, China



INCENTIVES & RECOGNITION

- Cover the cost of activities
- End of semester lunch
- Reference letter and certificate
- Incentive Awards Program



LETTER OF REFERENCE & STATEMENT OF ACHIEVEMENT

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International Education

April 22, 2016

To Whom It May Concern,

Jiayi (Aimee) Lu has contributed 135 hours to the International Education Volunteer Program (IEVP) at Langara College. The IEVP, organized by the International Education (IE) Office, contributes to the development and implementation of special events and ongoing activities for international students at Langara. During Aimee's three semesters (from April 2015 to March 2016) in the IEVP, she has been a passionate volunteer with excellent team work skills. She takes her role as a volunteer seriously and strives to provide excellent services to international students.

The activities Aimee contributed to include:

- New International Student Orientation – assisted at three full-day International Student Orientation sessions for new students by ushering new students, participating in small group activities, assisting at a workshop presentation by sharing her experience and providing tips to new students, and answering questions from students;
- ESL Class Visits – visited several ESL classes each semester to promote IE activities and events;
- Important Document Assistant – collected and photocopied required important documents from new international students, and provided translation help;
- Student Interviews – interviewed by ESL students about student life for the class project;
- Volunteer Fair – participated in Langara's annual Volunteer Fair by providing information about the IEVP and sharing her experience in the IEVP to prospective volunteers;
- International Student Graduation Celebration – assisted with set-up and clean-up of the venue, greeted guests as they arrived, mingled and engaged with guests to ensure they were enjoying the celebration;
- i-Guide Engagement Committee – assisted with planning and running group activities for i-Guide mentors and mentees, including an end-of-semester potluck party;
- i-Café event – greeted and encouraged mingling among students, and assisted in set-up and clean-up at three i-café events;
- i-Sport Committee – organized and led an off-campus events including canoeing and mini-golfing;
- i-Explore Committee – organized and led off-campus excursions to the Vancouver Aquarium and Go Karting;
- i-Chat Committee – along with several team members, organized a series of discussion groups for students, including brainstorming on relevant and interesting discussion topics and facilitating several i-Chat discussion meetings. Also helped produce a promotional video which was shown in class and posted on the IE Facebook page;
- Lunar New Year Celebration – participated and assisted at our annual Lunar New Year event by overseeing one of the activity tables;
- International Education Week Fair – assisted at an IE Week student fair by providing information and food samples to students, and assisting with cultural activities.

If you require any further information about Aimee's contribution to the IEVP, please contact me by email at celinehuang@langara.ca or by telephone at 604-323-5019.

Sincerely,



Celine Huang
International Student Coordinator

Statement of Achievement *International Education*

International Education Volunteer Program (IEVP)

Jiayi (Aimee) Lu

Thank you for contributing 31 volunteer hours to the IEVP



Ajay Patel, Associate Vice President, International & External Development

April 22, 2016

Date

Vancouver, British Columbia, Canada



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INCENTIVE AWARDS PROGRAM

- Began in 2013
- Excellence in Leadership
- Team Spirit
- Rising Star
- Most Volunteer Hours
- Best Contribution



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INCENTIVE AWARD CEREMONY



SUPPORTING INTERCULTURALIZATION

IEVP supports ‘internationalization for all’ & helps to raise intercultural awareness:

- Cultural Events
- Provide international students with opportunities for exploring the community, learn about Canadian culture
- Provide Canadian students with intercultural experiences
- Help students learn about working with others who come from cultures different than theirs



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APPLYING INTERCULTURAL SKILLS

My experience in IEVP as a campus tour guide, newsletter editor and i-Café organizer certainly came in handy during my first full-time job. My role was to ensure that over 200 international trainees could adapt to life and work in Germany as part of a two year training program. Through my experience at IEVP I was able to confidently lead an intercultural team of 8, to organize events and to set up many information sessions. Thanks IEVP Team!

~ Olga MacDougall, Canada



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DEVELOPING INTERCULTURAL FRIENDSHIPS

I met my closest friends through IEVP. The opportunity to meet such a diverse and cultured group of people is what makes volunteering in IEVP an invaluable experience.

~ Jag Singh, Singapore



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OVERALL BENEFITS ARE SO MUCH MORE!

Most IEVP volunteers indicated they got a lot more from IEVP than they ever imagined.

- Direct benefit towards getting a job
- Lead to great self-awareness
- Contribute to volunteers' personal identity



NOW IT'S YOUR TURN...

We want to learn from you!

- Small groups at your table
- Discuss/share with each other - your ideas and/or programs offered
- Share with everyone

Your feedback is important to us!

Please take a moment to submit the evaluation
for this session.

Evaluations are found on CBIE's Conference app.

Thank you!