

Graduate Assistant Position Description

Work completed in coordination with Director, Associate Directors, Assistant Directors, Coordinators and Administrative Assistants.

IPS GRADUATE ASSISTANT LEARNING OUTCOMES

– By the end of their time of service, the Graduate Assistant will:

- Connect theoretical knowledge to the practical application in setting of Academic Affairs, Student Affairs, and International Education across all departments.
- Learn how to develop, implement, and improve programs and events using professional standards and benchmarks and implementing best practices.
- Develop working knowledge of international student and scholar services in the higher education context.
- Develop advising, facilitation, training and mentoring skills.
- Develop a higher degree of emotional intelligence.
- Increase customer service and people skills, with the specific added benefit of increased cultural awareness.
- Strengthen written and oral communication skills and professionalism within an office setting, representing the University as a professional organization to a wide variety of stakeholders.
- Enhance leadership and collaboration skills.
- Expand project management and event planning skills.

General Support of International Programs & Services (IPS)

- Assist with front desk coverage as needed, including answering phones, greeting walk-ins, and addressing student needs
- Along with other IPS Team members, serve as an IPS Outreach Representative – Admission Open Houses, Job/Internship Fair, Presentations, IPS campus tables, etc.
- Other tasks as assigned

DUTIES SPECIFIC TO THE EDUCATION ABROAD & PARTNERSHIPS UNIT

Research, Analysis and Data Management

- OnBase and TerraDotta digital recordkeeping, and other database management
- Assist in the collection and maintenance of study abroad data (reports, IIE Open Doors, Generation Study Abroad, and others)
- Creation and implementation of study abroad campus interest surveys and focus groups
- Creation and maintenance of the study abroad Pre & Post Global Competency Surveys and the Program Evaluation Surveys for study abroad
- Creation and maintenance of the Traveling Scholar Program Evaluation Survey for international partnerships

Education Abroad:

- Serve as a Peer Mentor for MAPS: Marauders Abroad Programs, International Travel Registry student participants, and non-traditional students.
- Event assistance from conception, to planning and readiness, to team forming, completing reservations and setup, transportation arrangements, etc. Major events include: Study Abroad Orientation sessions; re-entry programming, Study Abroad Fair, and International Education Week.
- Assist in the recruitment, enrollment, pre-departure orientation, and re-entry of all education abroad participants.

- Assist in the marketing of education abroad participation.
- Manage and lead weekly Study Abroad Workshops.
- Manage and advertise Passport Photo Friday program, including the training of new staff.

International Partnerships:

- Manage the Goethe-Institut Credit Program, including promotion, tracking participants, supporting applications and inquiries.
- Assist in the management of the Faculty/Staff International Travel Registry.
- Assist in the management of visiting delegations and international visitors: Event assistance from planning to execution, completing reservations and setup, agenda/itinerary arrangements, etc.
- Assist in managing the Traveling Scholar Programs by supporting faculty and staff. This includes promotion, applications, itinerary management, communication, and coordination of travel logistics.

DUTIES SPECIFIC TO THE INTERNATIONAL STUDENT & SCHOLAR SERVICES UNIT

Research, Analysis and Data Management

- OnBase and Sunapsis digital recordkeeping, filing, and other database management.
- Assist in the collection and maintenance of international enrollment data (reports, IIE Open Doors, and others)
- Creation and maintenance of Faculty and Staff engagement database
- Creation and implementation of international student survey and focus groups.

International Student & Scholar Services:

- Manage Global Ambassador Program, including interviews, communications, coordination of events and activities, etc.
- Advise the Global Marauders student club
- Event assistance from conception, to planning and readiness, to team forming, completing reservations and setup, transportation arrangements, etc. Major events include: International Student Orientation; Activity Nights, Incoming Student Cultural Activities, the Carnival for Success and International Education Week.
- Coordinating various aspects of International Student Orientation at the start of every semester. This may include but is not limited to assisting with pick-up and arrival day, inputting student information for electronic records, planning and presenting on a variety of topics, giving tours of campus and local community.
- Providing support for international students including coordinating Social Security Office visits, managing international student item donations, letter preparation,
- Social media management and marketing including the weekly ISN (International Student News)
- Be responsible for the development and implementation of programs and activities that enhance the integration and celebration of international students

English Language Institute

- Assisting ELI staff and Instructors in operation of program

DUTIES SPECIFIC TO THE INTERNATIONAL ENROLLMENT MANAGEMENT UNIT

This individual will assist with all aspects of the international student recruitment, admissions, and marketing process. Responsibilities include updating credentials for international students and organizing files accordingly. This individual will also answer student email questions and call potential students to answer questions regarding the student's application process for Millersville University. The position was developed to help with outreach and efficiency in the international student recruitment process. This position enables the student to develop skills of a dynamic professional such as strong written communication, presenting and working in small and large groups, marketing (digital and print), and being effective in cross cultural communication.

Research, Analysis and Data Management

- OnBase and Sunapsis digital recordkeeping, filing, and other database management.
- Update international student records to complete their applications in SLATE

International Enrollment Management

- Reach out to prospective international students to support them through the application process
- Respond to student inquiries regarding the application process
- Assist students with any admission questions
- Support International Admissions staff to complete tasks while abroad
- Attend tour and information sessions
- Provide course descriptions for international transfer students
- Follow up with prospective students through digital campaigns
- Respond to emails from prospective international students
- Assist with Admissions events such as Open House, Information Sessions, etc.
- Assist with maintaining digital marketing platforms to reach international students
- Communicate international admissions criteria to students and families
- Assists with shipping and distribution of materials overseas.
- Calculate GPAs of foreign high school transcripts
- Assist in the maintenance and communication of the online international marketing platforms to which the admissions office has subscribed such as EDUSA and Virtual Fairs.