

## ISV Student Rep FAQ

### THE BASICS

#### What is the Student Rep Program?

The ISV Student Rep Program is a chance for ISV alumni to promote volunteerism by encouraging their peers to make a difference overseas with ISV. Reps have the opportunity to travel for FREE with ISV by using the passion and excitement from experiences on their Program to refer new participants to travel with ISV.



#### Who can be a Student Rep?

Anyone who has traveled on an ISV Program can apply to be a Student Rep. Whether you are a current student at your university, participating on a study abroad course or even a recent graduate – any ISV alumnus can be a Student Rep.

#### How do I sign up to be a Student Rep? When do I sign up?

Once you return from your ISV Program, you will receive an email with details about the sign up process. The application is online at [www.isvrep.com](http://www.isvrep.com) and we encourage you to apply as soon as possible after returning from your host country.

#### What support will the ISV office give me?

1. You will have a dedicated Rep Coordinator whose job is to help make sure you travel with ISV again for free. The Rep Coordinator will be available to help you all along the way via phone, email and discussion forums.
2. The ISV office will provide each Student Rep with support and advice on how to promote the ISV Program through a series of online Rep Training Webinars detailing the most effective methods of campus promotion.
3. ISV will also supply you with downloadable “resource packs” with materials you can duplicate, as well as brochures, business cards, etc., upon request.

If you have questions at any time, please contact the ISV Rep Coordinator at [isvreps@isvonline.org](mailto:isvreps@isvonline.org).

## TRAVELING FOR FREE & CASH INCENTIVES

### How do I earn free trip credits or cash?

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Anyone who applies to ISV because of you should be instructed to write your name on their application (in the section called “How did you hear about the ISV Program?”) to ensure you receive credit for your efforts. Full participant credits are earned for each full-fee paying participant you have referred to the ISV Program. This means you will receive a free trip credit or commission credit for anyone you refer who actually travels on a 2012 May-Sept Standard 4-Week ISV Program.

### How many applications do I need to collect?

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There are no set number of applications needed, however experience shows that the more applications you collect, the higher the chances are that you will reach the amount of signups necessary to earn a free ISV Program. Applying for the Program is not an official commitment, so encourage anyone who is interested to apply! This way ISV can help your referrals through the process by sending them additional information throughout the year. The most successful Reps are the ones who follow up on their applications by adding them to their Facebook page, their ISV Community Blog and even meeting up with them for a coffee.

### How many new applicants need to sign up to travel in order for me to earn a free trip?

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A Student Rep can travel for free by earning as little as 5 credits!

- Student Reps who complete the online Rep Training Webinars only need to refer 5 new full-fee paying participants to travel on a Standard 4-Week ISV Program. One participant results in one credit.
- If someone you referred applies to the Program at one of the meetings held by ISV’s traveling campus staff, then this is counted as a half credit as it is shared with our Campus Recruiters.
- If a Rep is unable to complete all online Training Webinars, then the normal 8 credit requirement applies.

### What is included in the free trip?

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When you earn a free trip, ISV will cover all Program costs for a Standard 4-Week Program (actual price of trip may vary by country, ask ISV for current pricing). You will be responsible for airfare and any additional costs incurred on your invoice (OAP, excursions, etc.). Any cash incentives you earn above and beyond your free trip credits can be applied directly to your ISV account.

### **Do I get to choose where and when I travel on my free trip?**

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As with any ISV Program, you will specify your country and date preferences on your Program application and country/date assignments will be made on a first come, first served basis. We encourage you to submit your application as soon as possible, and to submit your participant agreement and deposit as soon as you decide to travel again with ISV.

### **How much time do I have to earn my credits?**

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You can start promoting as soon as you return from your ISV Program (and we encourage you to do so!). You have until the end of May 2012 to recruit for the 2012 season and earn a free trip. If you earn a free trip and are unable to travel in 2012, you can postpone your trip to the following year. If you don't quite earn a free trip, you will "cash out" and we will send you a check for any applicable commissions, and you can begin again the following year.

### **If I do not earn enough credits for a free trip, what happens?**

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If you don't quite earn enough credits for a free trip, you can earn up to \$200 per participant that you refer, and you have two options on how to use this cash:

1. If you are traveling with ISV: We can apply your earned commissions directly towards your balance due.
2. If you are NOT traveling with ISV: We will send you a check toward the middle of the 2012 travel season (around June 2012).



### **WHAT DOES IT MEAN TO BE AN ISV REP?**

#### **What do I need to do as a Student Rep?**

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As a Student Rep, your goal is to promote volunteerism by sharing your ISV experiences and encouraging your peers to have similarly life changing experiences with ISV. There are countless ways to do this, such as word of mouth, classroom presentations, Facebook, assisting our Campus Recruiters and *much* more. The schedule is flexible and you can put in as much or as little time as your schedule allows.

An easy way to stay involved and in touch is to join the ISV Blog at <http://isvolunteers.goabroad.net>. Here you can write about your ISV experience, post photos of your trip and reconnect with friends you made on your program. You can also join the Student Rep sub-group and stay connected with other Reps in your area and across the country.



### How will I receive training as a Student Rep?

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Each Student Rep will complete a series of online Rep Training Webinars that cover valuable information. These webinars will provide you with tips and techniques for promoting ISV Programs to people in your university campus, within your community and at your former high school. Reps will also have access to downloadable “resource packs” which contain all the necessary tools for recruiting. Every Rep who completes all of the Rep Training Webinars will automatically earn 3 credits toward the goal of 8 needed to travel with ISV for FREE.

### How do I recruit volunteers?

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As you have experienced first-hand, the ISV Program is an unforgettable, life changing adventure. Use your passion, enthusiasm and memories of your ISV Program to encourage others to have their own ISV experience. The possibilities are ENDLESS! We will be offering several online training sessions over the coming months to provide detailed advice on the best promotional methods that our Reps use.

#### Top 15 most successful ISV Rep promotional methods:

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|------------------------------------|--------------------------------|
| 1. Working with ISV Recruiters     | 9. Email Promotions            |
| 2. Facebook and ISV Community Blog | 10. Fliers & Posters           |
| 3. Hosting Tables                  | 11. Scholarships & Fundraising |
| 4. Campus Fairs                    | 12. High School Trips          |
| 5. Personal Approach               | 13. Clubs & Greeks             |
| 6. Classroom Announcements         | 14. Group Trips                |
| 7. Hosting Events & Info Meetings  | 15. Start an ISV Campus Club   |
| 8. Newspapers & Internet           |                                |

### What materials do I need? How do I get more if I run out?

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ISV has tons of materials you can use for your promotions, including flyers, brochures, business cards, posters and more! Most materials can be downloaded and printed from the [Rep Portal](#), and we can ship brochures to you at no cost.

### When/where/how do I talk to people to get them to apply?

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Anyone and everyone, anywhere and everywhere! The experience you had with ISV is unique and interesting, which makes it easy to drop in to almost any conversation you might have at:

- school
- work
- social gatherings
- sporting events
- volunteer events
- student fairs
- high schools, and more!

You don't have to try to be a salesperson, just be friendly and natural and people *will* be interested.

### **When and how do I follow up with applicants to help them through the sign up process?**

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Follow up is key with people who apply to travel, but who have not officially signed up yet. You can follow up with email, texts, Facebook, phone calls and by meeting up with them on campus. Our best Reps have had great success by adding their referrals as Facebook friends and keeping in touch with them that way. You can also have applicants look at the [ISV Blog](#) to view photos and journal entries of your trip as well as others who've traveled. We recommend following up with new referrals 1-2 days after you meet them, to catch them while they are still excited about the opportunity. There are follow up email templates available on the [Rep Portal](#), or you can make your own!

### **Does it cost anything for the students to apply with me?**

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No! If you collect applications you will not need to charge a \$10 application fee.

### **How do I get in contact with other Reps in my area or from my ISV host country?**

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Visit the [Rep Portal](#) and click the link for "Rep Contact Information" to find a spreadsheet with contact details for all of our ISV Reps, including what ISV host country they traveled to and which university they attend.

You can also connect with other Reps via ISV's online community at <http://isvolunteers.goabroad.net> and join the Rep sub-group.

### **Who should I contact if I have questions?**

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Contact your ISV Student Rep Coordinator by email at [isvrepos@isvonline.org](mailto:isvrepos@isvonline.org) or phone at (714) 779-7392. In addition, you can go online and post your question in a number of ISV Reps dedicated sites:

- [Rep Portal](#)
- [ISV Blog](#)
- [ISV Facebook Page](#)

### **What are my first steps as a Rep?**

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1. Write up a journal about your experience on the ISV community page - <http://isvolunteers.goabroad.net>
2. Research the dates and sign up process for Orientation week (O-Week), Study Abroad Fairs, Volunteer Fairs and Careers Fairs on your campus.
3. Ask your high school if you can make a presentation about ISV.
4. Start telling all your friends, family and network about your experience! You have an exciting story to tell – start sharing it!

