

CAREER SERVICE TUTOR PROGRAM 2021

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PROGRAM OVERVIEW

The CSO tutoring program has been established as a collaboration between the Career Service Office and the Student Success Initiative. The program has been developed to provide tailored support to NOP students across campus to excel in their post LUMS journey by enriching their professional readiness. Career tutors provide assistance and resources relating to all career related matters including developing effective resumes, cover letters, reviewing LinkedIn profiles and building interview skills to help students' make their job and/or internship applications stand out to potential recruiters.

PROGRAM CALENDAR

Month	Tutor/Student interactions	Administrative tasks
Jun		Program development + role division of partnership
Jul		Hiring tutors
Aug		
Sept		
Oct		Training tutors Finalizing tutor logistics (venue, office hours)
Nov	Office hours Create career-focused handouts Group Sessions: Alumni Event/ fishbowl/ workshop	
Dec	Office hours Create career-focused handouts	Feedback to tutors + Contract evaluation + pro rated payment
Jan	Office hours Group Sessions: Mock Interview + workshops Resume and cover letter review	Student feedback on how tutors can support Review tutor data sheet Check in with tutors
Feb	Office hours Group Sessions: Mock Interview	Student feedback Review tutor data sheet
Mar	Office hours Resume and cover letter review Group Sessions: Mock Interview or workshops	
Apr	Office hours for students during dead week	
May	Office hours Group Sessions: Alumni Event	Contract closure + payment

PROGRAM FRAMEWORK

Program Elements

Program elements can be found in the protocol document created for tutors. It can be accessed [here](#)

HIRING

Eligibility Criteria

Due to the nature of the program, Career tutors need to possess strong technical and soft skills to successfully support students. Overall, they need to be well equipped with the theoretical strategies that constitute a good resume, cover letter, or LinkedIn, have strong communication skills to support with mock interviews, and possess the right soft skills to encourage students to overcome any social-emotional barriers. The eligibility and job description writeup to send to students can be accessed [here](#).

Application Process

- ☐ [Advertise position](#)
- ☐ Review online application/ CV or other shortlisting criteria to finalize eligible candidates for interview
- ☐ *Optional:* Online application can include an assessment section to test student skillset (aptitude test)
- ☐ Request faculty reference for shortlisted students
- ☐ Background check for disciplinary cases and harassment from OSA/OAI
- ☐ Schedule interviews simultaneous to requesting relevant information from departments/faculty
- ☐ Conduct interviews
- ☐ Shortlist students and send them their [contracts](#)

Payment and Certificate

CSO Tutors will receive between 12,000 to 15,000 per semester payable at the end of the semester. In case of tutor's misconduct, the tutor can be released from their service mid semester and receive a prorated stipend. Ambassadors will also receive a certificate at the end of the year.

Data Collection, Monitoring and Feedback

Tutors should collect data of their interactions on this master data sheet. Tutors sheets will be monitored once a month by the program manager to troubleshoot concerns. The program manager will also meet ambassadors once a month to support further planning.

Feedback

Feedback from participants will be taken twice a year, ideally as part of a general check in survey, which includes input for all SSI programs. The survey in Fall will assess awareness and effective utilization of labs and the survey in Spring will, in addition to awareness and effective utilization, get input on improvements to the program.

Feedback from tutors and other stakeholders will be taken periodically throughout the program to continuously troubleshoot concerns (such as utilization etc).

Training

Tutors will have 3 training sessions.

- 1) Basic overview of professional skills by CSO. This training is provided to all CSO Brand Ambassadors and covers soft skills like how to carry yourself in a professional environment and how to create your brand
- 2) Content training by CES. This training will cover specific content with regards to reviewing resumes, LinkedIn, cover letters, and preparing for mock interviews
- 3) Administrative overview by OAASS. This training will cover how the program looks like, what tutors responsibilities are, and how to manage operations.
- 4) Harassment and Sensitivity Training (OAI)

APPENDIX

Job Description and Eligibility Criteria

The CSO tutor(s) will be responsible for performing the following functions;

- Must hold regular office hours to provide one-on-one sessions to students on an appointment or walk in basis
- Maintain attendance and record of all sessions with students
- Must be available for at least 6 hours a week
- Research relevant resources to stay updated on your trends in professional communications and networking and share with students
- Plan and conduct relevant workshops to help students better understand how to develop their career related skills
- Organize group fishbowls to practice interview skills
- Organize mock interview sessions
- Participate in a training designed to enhance their skills
- Collaborate with CSO and OAASS when required to create career related content and troubleshoot student issues
- Promote CSO events amongst students to ensure they benefit from those
- Keep CSO and OAASS updated on students' progress and concerns
- Assist CSO and OAASS with in any other operational tasks that may emerge
- Must maintain confidentiality and be respectful to all students seeking their aid

Other tasks the CSO tutors may be asked to perform if there are not enough office hour sign ups:

- Extra workshops - especially during the Fall semester
- Set up mock interviews or similar activities for students to participate and enhance their career readiness
- Can attend events like SAC or AAB or Alumni Panels to identify student's professional needs and support the Student Success team as required
- Help create career focused handouts for students

Eligibility Criteria

- Current LUMS student at time of application and a junior or above
- A minimum CGPA of 3.0 and in "Good Standing". An exception can be made for passionate and talented students
- Must be able to commit for the entire year to this position
- Must have an updated resume, cover letter and LinkedIn profile
- Should have excellent verbal and written skills

Ineligibility criteria

- A Disciplinary Committee Action on file

Preferred Qualities

- Has attended more than one CSO event over the last year
- Ability to exhibit empathy, patience, and understanding in working with struggling students
- Ability to be sensitive to the needs of students and provide feedback in a respectful and kind manner fostering a positive learning environment

- Pays attention to intricate details
- Is self driven and independent
- Has a solution-oriented mindset; can reach out and utilize campus resources to student support's academic and personal concerns

Application Process

Advertise Position

Dear Students,

The **Student Success Initiative** is excited to open applications for **Career Service Tutors 2020-2021**. CSO Tutors provide students with one on one tailored guidance related to diverse career related domains. You will get a chance to help someone get their first job/ internship by using your training to enhance their resumes, cover letters, LinkedIn profiles etc. If you are someone who wants to have a positive impact on their peers lives and their future, this position is for you!

Please read the CSO Tutors job description and preferred qualities [here](#) before you apply. You can apply to be a r via this "[link](#)". The deadline to apply is _____. The attached stipend for the mentors is roughly between **12000PKR to 15000PKR** per semester as well as a certificate for your efforts.

We aim to finalize tutors for the academic year within the first week of August. Therefore, we recommend that you keep yourself available in the last week of July/start August for a quick interview call if you are shortlisted. For these reasons, we will also **not** be able to extend the deadline, so we request you to plan accordingly.

Feel free to reach out to us for any questions about the position. We look forward to your applications!

Warmly,

Student Success