

# STUDENT AMBASSADOR HANDBOOK 2024-2025



## Madonna University Student Ambassador Handbook

### **Key Terms to know**

OUA-Office of Undergraduate Admissions

SBW-Semester Break Week

(Winter/Spring/Summer Breaks)

AO- Admissions Officer

SA- Student Ambassador

Slate- Our Student Data Management System

### **Who is a Student Ambassador?**

Ambassadors are Madonna University campus leaders dedicated to welcoming prospective students and guests to campus. Ambassadors are essential to the recruitment experience, to relate to a prospective student as a fellow student, and share Madonna knowledge and experiences. An ambassador is always a representative of Madonna University in and outside of the Office of Admissions.

### **Expectations**

**Academics-** We know that you are at Madonna University to earn a quality education. Ambassadors are meant to be leaders who prioritize their schoolwork and remain in good academic standing of a career GPA of 2.8. Be proactive when registering for courses. Should those conditions not be met, the ambassador may be excused from the program. Should this take place mid semester, part or all of the scholarship will be removed at the discretion of your supervisors and the OA.

**Attendance-** Arrive to your shifts on time. If you arrive to your shift late, you must stay that much time after your shift. Ambassadors are expected to attend all trainings, weekly meetings, scheduled shifts, and any required events unless other arrangements have been made. Weekly meetings are on Wednesdays from 12:00 PM to 1:00 PM in the Art Gallery in the Welcome Center.

**Involvement-** Ambassadors are encouraged to find ways to be involved on campus, try new things, and motivate each other to do the same. This is an important way to stay up-to-date on things happening around campus as well as to pass on info/stories to prospective students while on tours.

**Communication:** Ambassadors are expected to communicate any issues that may come up throughout the semester, when they need support, and report any concerns to the Ambassador Supervisors. Timely communication through proper communication channels are expected.

**Professionalism-** As an ambassador, you represent Madonna University in more ways than one. We expect that you maintain professional decorum at all times within the University, this includes, but is not limited to, off-campus events and social media.

**Initiative-** Ambassadors need to be self-motivated to accomplish day-to-day tasks, volunteer to take tours if needed, and complete other projects if assigned. Ask OA staff if they need any assistance before working on homework.

## **Dress Code for Shifts and Events**

Best practice is to wear jeans/dark pants or khakis, business-ish casual, and/or Madonna gear which includes scrubs and athletic apparel (not workout gear). Showing school spirit is always a great option if you don't know what to wear. Be clean, presentable, and professional to ensure a great first impression. **ITEMS NOT ALLOWED: SWEATPANTS, HEADPHONES/EARBUDS ON SHIFT, APPEARL FROM OTHER UNIVERSITIES OR HIGH SCHOOLS**

## **Shift Coverage**

You must check in with the Ambassador Supervisors at the start of your shift and check out when you leave. If you have the need to adjust your shift start/end time this must be communicated and approved 24 hours prior to the day of your shift. An extra shift will be added finals week if you do not communicate prior.

## **Missed Shifts/Meetings**

You get 1 missed shift and 1 missed meeting per semester.

If you miss your shift, the arrangement to make up that shift will need to be decided by the end of the week of the missed shift (adjustments can be made if sick or emergency).

If a meeting is missed, you are required to meet with the Ambassador Supervisors to cover any information that was covered and to make up the hour that was missed.

*\*\*\*If you have a class that is only offered during the time of the weekly meeting you will need to inform the Ambassador Supervisors before to the start of the semester and include an additional hour into your weekly ambassador shifts.\*\*\**

## **Swapping shifts**

If you know that you are going to be missing a future shift/need coverage, try to swap shifts for the week with a fellow ambassador. It is YOUR responsibility to ensure that your shift is covered. The shift you are swapping for must be equal hours. Communicate all adjustments with ambassador supervisors. If you are unable to swap a shift, your next option is a makeup.

## **Make up hours**

Make up shifts must be scheduled and confirmed by end of the week of the missed shift, some accommodations can be made in the event of an emergency and illness. An email is required to be sent to Ambassador Supervisors to document and confirm the situation. If a makeup shift is not scheduled and confirmed in the allotted time frame you are automatically signed up to work your regular shift during the upcoming SBW.

## **Event Coverage/Saturday Hours**

Ambassadors are expected to cover 7 hours of additional events for the office of admissions, above and beyond your regularly scheduled shifts. These events are not limited to Saturday visits, admitted student days, opens houses, financial aid events, etc.

## **Semester Break Week (SBW)**

SBW is considered to be any week that the campus and OA are open but classes are not in session (i.e. winter/spring break, weeks between semesters). These weeks are focused on students that need to make up shifts. If no hours were worked during the previous

SBW and a missed shift has not been made up you are automatically scheduled to work both shifts during finals week.

### Finals Week

Ambassadors are required to work one of their ambassadors shifts during finals week, office coverage takes precedence over shift preference. Ambassadors that need to make up hours and are not able to do so during potential SBWs in the semester, will do so during finals week by completing both of their shifts instead of just one. If you are over hours, your missed shift used cannot be during finals week. **ALL AMBASSADORS MUST WORK AT LEAST ONE SHIFT FINALS WEEK.**

### Going Over Hours

Ambassadors are required to work at least once a week (including midterms/finals week, not including SBW). If an Ambassador is ahead on hours, they must work with their supervisor to plan how they will use their remaining hours to ensure they are working every week.

### Ambassador Responsibilities

#### Basic Responsibilities

Weekly Shifts and Meetings	Supporting Admissions Staff Projects
Front Desk duties: Answering phones, Mail, directing visitors, filing, inputting data in our Student Data System, and any other office duties.	Admissions Events not limited to but include: Saturday Visits, Open Houses, high school visits & virtual events.
Campus Tour (Thank you Cards)	Supervisor Check-ins
Social Media Content Creation	Award Nominations

### Desk Coverage

Ambassadors are a key aspect of maintaining office coverage for the Welcome center First floor info desk and the second-floor information desk. It is important that this duty and other responsibilities are managed before doing homework. While it is important for students to check in with Admissions Officers for tasks, please note the importance of desk coverage. **Leaving the desk for a prolonged period of time (over 10 minutes), unless asked to do so by a supervisor, is not acceptable.**

### Phones

"Thank you for calling Madonna University, Student Speaking, How may I direct your call?" It is important to answer every phone that comes into the university with greeting to ensure consistency and that you reinforce that you are a student and will be directing the individual needed assisting to someone that will be able to assist them further.

### Guest Reception

When a family or guest walk into the Welcome Center, it's important to prioritize safety and ensure proper procedures are followed. Greet visitors warmly and inquire about the purpose for coming to campus today and who they are meeting with. Message or call the appropriate person and they will come down downstairs or give you further direction from there- do not bring anyone upstairs until you talking to staff first. it is important to note that you need to be attentive at the front desk. You cannot look distracted, have your feet up, on the desk or not look up at guests when they walk in.

### **Microsoft Teams/Outlook**

There is a Teams account on both computers on the first and second floor. This is to be used to communicate with the admissions office. If you have any questions for Mitch and Anna, teams them or call them- DO NOT LEAVE THE DESK unless absolutely necessary.

### **Friends at the Desk**

They are NOT allowed at the desk. This is a job and you are being paid to be a student ambassador. It is incredibly unprofessional and does not provide a welcoming look for prospective students. There is a time and place for your friends and when you are on shift is NOT one of them :)

### **Ambassador Teams**

Everyone on the Ambassador team will be on a team for the school year. These teams include Social Media, Events, Meetings, First Glace, and Athletics. These teams will allow you to have more specialized tasks geared towards either major or interest. Having these teams will allow the office of admissions to run effectively everyday and ensure all office operations are being completed. Teams will have opportunities to have points (stickers) throughout the semester. The team with the most points will earn a reward at the end of the semester/school year.

### **Gold Star Tasks**

These are individual tasks that ambassadors can complete for points that will contribute to your overall ambassador team total. Whatever Ambassador has the most individual points at the end of the semester will get a special prize!

### **Events**

At on-campus and virtual admissions events, Student Ambassadors are an important part of the success of the event. Please arrive on-time, in appropriate attire, and with an enthusiastic attitude to welcome all guests. At events you can expect to engage with students and families in a student panel, tour, and other activities.

### **Social Media**

Student Ambassadors manage the admissions Instagram account. They will also assist when needed to provide content to the main university accounts. Examples include written or video testimonials, "day in the life of", photos, marketing material, etc.

### **Supervisor Check-ins**

Each ambassador will meet with the Ambassador Supervisors throughout the semester to discuss your progress as an Ambassador and any other areas you want to address. This will include GPA check-in, profile review, feedback, and disciplinary conversations. Expect a one-on-one check in once a semester. We are here to support you holistically as a student and an Ambassador, we are here to help you.

## **Disciplinary Actions for Violations of Ambassador Responsibilities and Expectations**

In the event that an Ambassador does not meet or violates any of the responsibilities and expectations of their role, disciplinary action will be taken that includes, but is not limited to, probation, immediate dismissal from the program, and removal of the Ambassador scholarship which can result in a balance on your Student Account.

Violations can include:

- lack of professionalism and proper communication
- engaging in inappropriate actions and/or activities on-campus, on social media, and in some cases off-campus events
- frequent unexcused absences or tardiness to shifts, events, and/or meetings without proper notification to supervisors
- wearing inappropriate attire to the office and events
- not contributing to the team in projects, events and office duties (this could include having friends at the information desks)

## **Ambassador Teams**

### **Social Media Team**

Team Lead: Mitch

Number of Ambassadors: 3-4 (Captain opportunity)

Requirements: None

Tasks:

- One person posts each day, Monday-Friday+event days
- Creates content, brainstorms ideas, researches what is working at other schools
- Collaborates and coordinates with other offices on campus

### **Events Team**

Team Lead: Maci

Number of Ambassadors: 4-5

Requirements: Returning Ambassadors Only

Tasks:

- Assists with planning campus events (Open House, Admitted Student Day, Saturday Visits, School Visits, Essay Writing, etc.)
- Acts as a Captain and go-to contact for Ambassadors at events
- Assists with ensuring Ambassadors sign up for events so that coverage needs are met

### **Meetings Team**

Team Lead: Anna

Number of Ambassadors: 3

Requirements: Available during Wednesday meetings

Tasks:

- Notetaker at meetings and sends the notes to all Ambassadors by Friday
- Assists with inviting guest speakers and coordinating activities
- Updates the team about office changes, news, events, etc.

### **First Glance Team**

Team Lead: Kelsey

Number of Ambassadors: 4

Requirements: None

Tasks:

- Restocking office supplies: folders, program sheet copies, flyers, shredding
- Ensuring first impression points are clean/maintained/stocked (maps, folders, pens, etc.): front desks, conference room, welcome table, etc.
- Responsible for updating the whiteboard in the break room, and other special projects

### **Athletics Team**

Team Lead: Jacob

Number of Ambassadors: 4

Requirements: Must play a sport

Tasks:

- Contacts/reminds coaches about admissions events
- First contact for recruitment events and recruitment tours
- Sends out weekly updates to all ambassadors about upcoming games/athletic events that recruits should know about

**Additional Resources:**

Receptionist/Phone Training:

<https://youtu.be/9a5wLY96rjk?si=G9BGhhqeBurhwCPS>

Public Speaking Training:

<https://youtu.be/i5mYphUoOCs?si=ZsCuPpeasR1vLeU->