

Santa Clara University Student Ambassador Contract 2011-2012

WELCOME TO THE PROGRAM!

The Student Ambassadors are a microcosm of the undergraduate student population who are passionate about giving prospective students and their guests the best possible experience during their visit to Santa Clara University. In doing so, they support the efforts of the Undergraduate Admission office in attracting, recruiting, and enrolling a talented and diverse group of future first year and transfer students. As student leaders, the Ambassadors provide campus visitors a broad view of the Santa Clara experience by welcoming them to the University, speaking on student panels, leading campus tours, and running campus events. Through honestly articulating their personal perspective, as well as that of the student body and University in general, the Ambassadors assist these future students in discerning how Santa Clara could be a place where they will have a thriving, fulfilling collegiate career. A Student Ambassador represents Santa Clara out of a love for his or her school while benefitting from this paid position.

PLEASE NOTE: DETAILS OF THE PROGRAM, INCLUDING DATES, ARE IN DRAFT FORM. FINAL DECISIONS WILL BE MADE AND PRESENTED DURING THE GROUP INTERVIEW PROCESS.

WHAT ARE YOU GETTING YOURSELF INTO?

Committing to be an Ambassador means that you hold a highly-sought position of leadership and public exposure on our campus. Our program and the work we do is very well received by prospective students, most stating that visiting campus was a leading influential factor in their decision to attend SCU. We're lucky to have a very close-knit group that is a lot of fun. We seek new Ambassadors from a variety of backgrounds with varied interests, opinions, and experiences to represent the variety of students that visit and apply to SCU. We have paid monthly meetings on (most) first Tuesdays of each month from 5:30PM - 7:30PM, and require at least two weekly paid commitments as a greeter, panelist, or tour guide, as well as availability to support events and attend training.

From year to year, we get many qualified students applying and cannot offer a position to all of them. Applications are encouraged each year. As a member of this program, you can expect: to gain extensive knowledge of the University, personal and professional development, opportunities to get to know students from different parts of the University, and to experience a blend of business and fun we like to call PROFRESHIONALISM. It is our desire that this program be a symbiotic relationship that you give fully to and receive fully from. Specific expectations of the Ambassadors are outlined below.

ELIGIBILITY

- Ambassadors must be enrolled as a full-time, degree-seeking undergraduate student for the school year. New Ambassadors must not be studying abroad during the 2011 spring or fall quarters.
- Ambassadors must maintain a cumulative GPA of 2.5 or higher.
- Ambassadors must be in good judicial standing with the Office of Student Life and his/her Residential Learning Community.
- Ambassadors must meet all other student requirements as stated in the Santa Clara University Community Handbook.

CHARACTER EXPECTATIONS

- Ambassadors must actively support the mission and values of the University at all times.
- Ambassadors must present selves in a manner consistent with the values of the University in all public spaces and forums including, but not limited to on- and off-campus events and online web environments and communities such as YouTube, Facebook, Twitter and MySpace.

- Ambassadors must be professional, flexible, collaborative, respectful, and honest.
- Ambassadors must be present, prepared, and energetic when fulfilling weekly duties and supporting events.
- Ambassadors must have a willingness to grow and develop as student leaders. This includes willingness to accept and improve from feedback from peers, staff, trainings, guest evaluations, and testing that may arise at any time throughout the year. Ambassadors must be accountable for any content from within the Ambassador handbook and anything delivered during a meeting or training.
- Ambassadors must have a desire to actively support the admission office in attracting a diverse, talented class, and must possess a willingness to serve these students through admission events and programs.
- Ambassadors must possess strong verbal, written, listening and interpersonal skills.
- Ambassadors must be responsive to email or voicemail communication within the designated time period (when a response is requested).
- Ambassadors must adhere to the policies and protocols further outlined in his/her handbook.

EXPECTATIONS OF YOUR TIME (CONDITIONS OF YOUR EMPLOYMENT):

- Ambassadors must be reliable, punctual, and responsible for their assignments and calendar. Subs must be secured for any missed shift to be missed, with the exception of illness and family emergency.
- Ambassadors will be available to fill **two weekly positions** each quarter starting Fall 2011 (tours, greeting, panels) with the exception of week number one and finals week (during which sign-ups are taken).
- Ambassadors will attend **all scheduled meetings** and will be present for the entire duration of the meeting.
- Ambassadors must participate in **all trainings, events, and programs** in their entirety.

Exceptions to the above will only be made **in advance**, on a case-by-case basis, for the following circumstances. Documentation from the responsible faculty, leader, or staff member must be provided. Having to make multiple exceptions for the same Ambassador in one year will affect the student's status in the program and will be basis of discussion with the director(s).

- A weekly class (not extra labs, group work, Arrupe placement, etc). The Ambassador may not have more than one class conflict each academic year and should not be in their first quarter as an Ambassador.
- University-sanctioned or university-related event where participation is a condition of **leadership** position.
- Debilitating illness or family emergency.

DATES FOR THE YEAR (CONDITIONS OF YOUR EMPLOYMENT):

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SPRING QUARTER '11

- Wednesday, April 13, 5:30 – 6:30 p.m. (Preview Days training)
- April 16 & 17, 6a – 3p (Preview Days)
- Training: choose one consistent day of the week – either Monday OR Thursday on the following dates:
 - April 4 or 7, afternoon or evening, TBA
 - April 18 or 21, afternoon or evening, TBA
 - April 25 or 28, afternoon or evening, TBA
 - May 2 or 5, afternoon or evening, TBA
 - May 9 or 12, afternoon or evening, TBA
- Training conclusion: Monday, May 23rd, afternoon or evening, TBA

- *Availability* for 2 ShadowSCU class visits per week
- 2 ShadowSCU overnights (if you live on campus)

FALL QUARTER '11

- Tues., Sept. 20, 5:30-7:30p (Fall Training/Formation)
- Tues., Sept. 27, 5:30-7:30p (Fall Training/Formation)
- Tues. October 11, 5:30-7:30 p.m. (Ambassador Meeting)
- October 15 & 16, 6a – 3p (Open House)
- Tues. November 1, 5:30-7:30 p.m. (Ambassador Meeting)

WINTER QUARTER '12

- Sun., January 8, 2:00 – 5:00 p.m. (new Freshmen and SA's returning from Abroad will arrive before lunch)
- Tues. January 10, 5:30-7:30 p.m. (Ambassador Meeting)
- Tues. February 7, 5:30-7:30 p.m. (Ambassador Meeting)
- Tues. March 6, 5:30-7:30 p.m. (Ambassador Meeting)
- Availability for 2 ShadowSCU class visits per week
- 2 ShadowSCU overnights (if you live on campus)

SPRING QUARTER '12

- Tues. April 10, 5:30-7:30 p.m. (Ambassador Meeting)
- April 14 & 15, 6a – 3p (Preview Days)
- Fri., May 18, 5:30-8 p.m. (Ambassador Awards Night)
- Availability for 2 ShadowSCU class visits per week
- 2 ShadowSCU overnights (if you live on campus)
- Spring training and first meeting for the 2012-2013 school year TBA

CONSEQUENCES

Eligibility: if at any time an Ambassador becomes ineligible (gpa, standing with the office of student life, etc) to participate in the program, he/she will be put on probation for a quarter. If the situation has improved within that time, the Ambassador will be re-instated. If the situation does not improve, the Ambassador will be asked to leave the program.

Character: if at any time an Ambassador is not representing the character traits listed above, he/she will be asked to meet with a director and issued a warning. If a second offense occurs, the Ambassador will be put on probation and monitored for improvement. If a third offense occurs, the Ambassador will be asked to leave the program.

Time commitment: the first missed or late shift of the year is forgiven but the Ambassador will be given a warning. A second missed or late shift of the year will result in a probationary status. A third missed or late shift of the year will result in the Ambassador being asked to leave the program.

Conditions of Employment: Missing a mandatory date (outlined above) or not being able to fully commit for anything other than an exception listed on this contract is grounds for discussion with the director and may result in termination of that Ambassador's contract for the year.

COMPENSATION

Ambassadors are asked to submit a biweekly electronic time sheet through ecampus for the following paid commitments. Pay is \$9.50/hr for new hires with \$1.00/hr added for each year of experience, capping at \$11.50/hr.

- Weekly commitments – greeting, panels, tours (including subbing)
- Monthly meetings
- Supporting admission events outside of Preview Days (i.e. paneling for a special event or leading a tour for Scholar's Day)
- Fall and winter training & formation

The following events are volunteer commitments. We hope all the perks of the program and your love of representing SCU make up for this!

- Preview Day and Open House (incentive typically provided)
- Attendance at an off-campus event to support admission (all expenses paid) – *invitation only*
- Hosting a student for class or overnight

Tours not coordinated through our office (i.e.: providing your mom, roommate, or a squirrel with a tour) are not paid. Shadowing for training is not paid.

Working at the front desk during the quarter or during any student academic breaks (Christmas, summer, etc) is a position reserved for Ambassadors only but requires a selection process by the front desk staff, who oversee these positions. This position may have a different pay scale.

(SEE NEXT PAGE FOR CONTRACT) – KEEP THE ABOVE PAGES FOR YOURSELF

RETURN THIS PAGE

CONTRACT

I certify that I qualify for the Student Ambassador program based on the above-named criteria. In signing this form, I am committed to the above expectations for the 2011-2012 program.

Signature _____ Date _____

Printed Full Name _____

Exceptions for the year: _____

If you have any questions or concerns, please do not hesitate to contact recruitment coordinator and student leader Nicky Nienow-Birch (phone number here, mnielowbirch@scu.edu) or Miranda Niemoth, the program co-director and Associate Director of Admission (408-554-5254, mniemoth@scu.edu).