

### ***Program Description***

The Student Ambassadors represent Umpqua Community College to prospective students, current students, faculty and staff, community members, and guests at the institution. Student Ambassadors are a first point of contact, are well informed about campus, and are able to provide direction and assistance as needed. Student Ambassadors assist in the creation of an inclusive, academic-focused, engaging and supportive community.

### ***Responsibilities***

A Student Ambassador is positive, enthusiastic, and a well-informed representative of UCC. Student Ambassadors interact with students, staff, and community members on a daily basis through their work at the Student Center Information Desk, Accessibility Services, Veterans Student Center, and Testing Services. The Student Ambassador responsibilities are described below for each area.

#### ***Student Center Information Desk Ambassadors will:***

- hold regularly scheduled hours
- respond to phone calls through the campus switchboard and interact with walk-in traffic to the Student Center Information Desk;
- help students, staff, and community members become familiar with college resources;
- refer individuals to appropriate resources;
- assist students in navigating UCC's online tools including the website, Self-Service Banner, Canvas, and student e-mail;
- direct students to various student forms and assist them with completing forms when necessary;
- provide student photo identification cards through the id card station,
- assist with and participate in college recruitment activities including phone calls, e-mails, campus tours, Student Orientations, and class visits;
- promote UCC programs, services, and resources;
- assist in the maintenance of the campus bulletin boards, including the posting and distribution of materials around campus;
- assist in the development of the weekly announcements e-mail,
- plan and organize student success and engagement events/activities;
- attend and participate in scheduled staff meetings;
- participate in scheduled trainings; and
- support the work of the Student Engagement department.

#### ***Accessibility Services Ambassadors will:***

- hold regularly scheduled hours;
- respond to phone calls, interact with walk-in traffic;
- refer individuals to appropriate campus and community resources; and
- direct students to student forms and assist them with completing forms when necessary

### ***Veterans Student Center Ambassadors will:***

- hold regularly scheduled hours in the Veterans Student Center;
- orient new center users to the space and explain expectations for use of the space;
- ensure the cleanliness and tidiness of the center;
- ensure the computer lab is operational;
- shop for center snacks as needed;
- conduct outreach to individuals/organizations who provide veterans focused resources and services;
- create a schedule of visits from veterans focused service providers; and
- work with the veteran students advisor, certifying official, and student engagement director to develop and implement educational workshops.

### ***Testing Services Ambassadors will:***

- hold regularly scheduled hours in the Testing Center;
- assist with checking testers in/out; and
- proctor test exams.

### ***Qualifications/Characteristics***

Applicants must:

- be a current student in good academic standing with a 3.0 cumulative GPA or higher;
- have completed 15 credits at UCC;
- possess a general working knowledgeable of academic departments, campus structure, student services, campus resources, and campus life;
- have the ability to relate to individuals from a variety of backgrounds/abilities;
- maintain a positive and productive working relationship with all staff, peers and students;
- possess the ability to work independently and have the flexibility to work as a team member giving and taking directions;
- possess the ability to communicate, both in oral and written format, in a professional and effective manner;
- be comfortable with public speaking;
- have strong customer service skills;
- possess strong organizational and time management skills to ensure academic success and completion of Student Ambassador responsibilities;
- be able to successfully lead projects through to completion;
- be able to multi-task;
- be able to handle confidential information and materials with discretion;
- demonstrate a strong work ethic;
- be reliable and accountable; and
- be proficient in the use of current technologies and related software, including Microsoft Office and Gmail.

### **Compensation**

A Student Ambassador receives a tuition waiver of equivalent to the number of credit hours they are enrolled in, not to exceed 12 credits per term. A Student Ambassador is required to work between 6-12 hours per week; a student receiving a 6 credit tuition waiver is expected to work 6 hours while a student receiving 12 credit tuition waiver is expected to work 12 hours. Upon advanced request and agreement, a Student Ambassadors may work a reduced number of hours during finals week of each term. A Student Ambassador may also be hired on an hourly basis (not to exceed 19 hours a week) to work during term breaks, including summer term.

### **Term of Employment**

A Student Ambassador, pending satisfactory evaluations, may work up to six terms.

Note: A Student Ambassador may not simultaneously work as Peer Mentor or serve as an ASUCC Executive Council Officer.

### **Application Process**

- Complete the attached application and submit it to the Student Engagement Office, located in the Student Center
- An applicant must have two reference forms completed by campus employees. References must be submitted directly to the Student Engagement Office
- Interviews will be scheduled with individuals whose applications are complete by the posted deadline.

**Questions about the Student Ambassador position or the application process should be directed to Marjan Coester by e-mail at [marjan.coester@umpqua.edu](mailto:marjan.coester@umpqua.edu) or by phone at 541.440.7749.**

*UCC promotes inclusion and equal opportunity in employment and education. In full accordance with the law, UCC prohibits unlawful discrimination based on race, color, religion, national origin, sex, marital status, disability, veteran status, age, sexual orientation, or any other status protected by federal, state, or local law in any area, activity or operation of the College. The College also prohibits retaliation against an individual for engaging in activity protected under this policy, and interfering with rights or privileges granted under anti-discrimination laws.*

*In addition, the College complies with applicable provisions of the Civil Rights Act of 1964 (as amended), related Executive Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990 (as amended), Uniformed Services Employment and Reemployment Rights Act ("USERRA"), Title II of the Americans with Disabilities Act, and all local and state civil rights laws. Under this policy, equal opportunity for employment, admission, and participation in the College's programs, services, and activities will be extended to all persons, and the College will promote equal opportunity and treatment through application of this policy and other College efforts designed for that purpose.*



# Student Ambassador Program

## Application

Please print clearly. Missing information may delay the processing of your application.

Name: \_\_\_\_\_ Banner ID#: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Major: \_\_\_\_\_ Intended graduation date: \_\_\_\_\_

**Rate yourself in the following skill areas and characteristics:**

4=Excellent    3=Very Good    2=Acceptable    1=Needs Improvement    0=No Basis for Rating

____ Accountability	____ Oral Communications
____ Creativity	____ Organization
____ Dependability/Reliability	____ Patience
____ Event Planning	____ Positive Attitude
____ Flexibility/Adaptability	____ Problem Solving
____ Initiative	____ Rapport with others
____ Integrity	____ Responsibility
____ Knowledge of Campus Resources	____ Teamwork
____ Knowledge of Student Services	____ Time Management
____ Knowledge of UCC Policies and Procedures	____ Using UCC online/web based tools
____ Listening Skills	____ Work Independently
	____ Written Communications

**Short Answers**

*Please provide a thoughtful response to the questions below. Attach a separate sheet if necessary.*

1) Please describe what influenced your decision to attend Umpqua Community College.

2) Why do you want to be a student ambassador?

3) What do you hope to achieve from this experience?

- 4) Please describe resources that you have used on campus and how they have been of benefit to you.
- 5) What unique qualities and abilities do you have to offer prospective students, UCC staff and other individuals with whom you may come in contact?
- 6) Please describe any other obligations you have while attending college that may affect your participation as a student ambassador.

### **Additional Information**

Are you in good financial standing with Umpqua Community College?

\_\_\_\_ Yes \_\_\_\_ No

Do you have any outstanding disciplinary actions with Umpqua Community College?

\_\_\_\_ Yes \_\_\_\_ No

*I understand that the making of any false statement on this application will be sufficient cause for dismissal. I hereby certify that, to the best of my knowledge, all information on this application is true and accurate. I hereby authorize the UCC Student Ambassador Program to inquire as to my qualifications and character of any of the persons listed herein as references.*

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**Questions about the Student Ambassador position or the application process should be directed to Marjan Coester by e-mail at [marjan.coester@umpqua.edu](mailto:marjan.coester@umpqua.edu) or by phone at 541.440.7749.**



# Student Ambassador Program

## Recommendation Form #1

Name \_\_\_\_\_

Banner ID \_\_\_\_\_

*Family Educational Rights and Privacy Act (FERPA) of 1974 gives a student the right of access to an evaluation written about them. The law also permits the student to sign a waiver relinquishing their right to inspect letters of recommendation. The applicant's signature below constitutes a waiver; no signature means that students will have the right to read this recommendation.*

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

The above named student has applied for the position of Student Ambassador. The Student Ambassadors represent Umpqua Community College to prospective students, current students, faculty and staff, community members, and guests at the institution. Student Ambassadors are a first point of contact, are well informed about campus, and are able to provide direction and assistance as needed. Student Ambassadors assist in the creation of an inclusive, academic-focused, engaging, and supportive community.

Reference Name (*please print*) \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

**Please rate the student using the following:**

4=Excellent    3=Very Good    2=Acceptable    1=Needs Improvement    0=No Basis for Rating

\_\_\_\_ Accountability

\_\_\_\_ Listening Skills

\_\_\_\_ Rapport with others

\_\_\_\_ Creativity

\_\_\_\_ Oral Communications

\_\_\_\_ Responsibility

\_\_\_\_ Dependability/Reliability

\_\_\_\_ Organization

\_\_\_\_ Teamwork

\_\_\_\_ Flexibility/Adaptability

\_\_\_\_ Patience

\_\_\_\_ Time Management

\_\_\_\_ Initiative

\_\_\_\_ Positive Attitude

\_\_\_\_ Work Independently

\_\_\_\_ Integrity

\_\_\_\_ Problem Solving

\_\_\_\_ Written Communications

1) How long have you known the applicant and in what capacity?

2) What about the applicant demonstrates her/his ability to be a student ambassador?

Reference Signature \_\_\_\_\_

Date \_\_\_\_\_

*Please return Marjan Coester via email [marjan.coester@umpqua.edu](mailto:marjan.coester@umpqua.edu)*



# Student Ambassador Program

## Recommendation Form #2

Name \_\_\_\_\_

Banner ID \_\_\_\_\_

*Family Educational Rights and Privacy Act (FERPA) of 1974 gives a student the right of access to an evaluation written about them. The law also permits the student to sign a waiver relinquishing their right to inspect letters of recommendation. The applicant's signature below constitutes a waiver; no signature means that students will have the right to read this recommendation.*

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

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Reference Name (*please print*) \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

**Please rate the student using the following:**

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\_\_\_\_ Rapport with others

\_\_\_\_ Creativity

\_\_\_\_ Oral Communications

\_\_\_\_ Responsibility

\_\_\_\_ Dependability/Reliability

\_\_\_\_ Organization

\_\_\_\_ Teamwork

\_\_\_\_ Flexibility/Adaptability

\_\_\_\_ Patience

\_\_\_\_ Time Management

\_\_\_\_ Initiative

\_\_\_\_ Positive Attitude

\_\_\_\_ Work Independently

\_\_\_\_ Integrity

\_\_\_\_ Problem Solving

\_\_\_\_ Written Communications

1) How long have you known the applicant and in what capacity?

2) What about the applicant demonstrates her/his ability to be a student ambassador?

Reference Signature \_\_\_\_\_

Date \_\_\_\_\_

*Please return Marjan Coester via email [marjan.coester@umpqua.edu](mailto:marjan.coester@umpqua.edu)*