

SAINTS AMBASSADOR CORPS POLICY MANUAL



UNIVERSITY OF SAINT FRANCIS
2006-2007

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EXPECTATIONS

Purpose:

The Saints Ambassador Corps is a group of USF students that have been selected by the Admissions Office to serve as official hosts of the University. The Saints Ambassador Corps is not a club but rather an employment agreement between each member and the On-Campus Admissions Office. All members are ***expected to fulfill all obligations and responsibilities***, as with any other job. Ambassadors share their experiences with prospective college students, which includes everything from living in the residence halls, eating in the cafeteria, to adjusting to new study habits. They are aware of programs currently being offered at the university, which include academic and athletic programs, as well as student affairs activities. Ultimately, an Ambassador's most important job is to be ***honest*** and ***positive***, their pride and enthusiasm can be pivotal in a prospective student's ultimate decision to attend USF. We hope that members will find it productive, rewarding, and ***fun*** to work as hosts of the university!

Organizational Structure:

An administrator from the Admissions Office advises the Saints Ambassador Corps. The Student Coordinator who works under the direction of the administrator carries out Day to day activities. The Assistant Student Coordinator who works with the Student Coordinator learning about the day to day activities they will be conducting once the Student Coordinator leaves. Any concerns regarding interpretation of policies should be directed to the administrative advisor.

The Student Coordinator:

The Student Coordinator assists the Administrator Advisor and carries out the day-to-day activities needed to run the Saints Ambassador Corps. The student coordinator is in charge of staffing, budgets, planning meetings, events, and a number of other activities.

The role of the Student Coordinator is a position that carries much responsibility and requires many hours of work. A workweek for the Student Coordinator carries an average of 15 hours, but is subject to change. Due to the importance of this position any one interested in filling the position upon graduation of the current Student Coordinator, must have at least one year experience with the Corps before officially declared as the Student Coordinator. Filling the position requires filling out an application and going through an interview process. All final decisions will be made by the Administrative Advisor and the current Student Coordinator. The position's term lasts until they graduate as long as they continue fulfilling all the duties of the position.

The Assistant Student Coordinator:

The Assistant Student Coordinator assists the Student Coordinator and learns all of the day-to-day activities needed to run the Saints Ambassador Corps. The role of the Assistant Student Coordinator is a position that is in training for at least one year to learn the responsibilities of running the group successfully. A workweek for the Assistant Student Coordinator carries an average of 10 hours or less in the beginning. At the end of his/her training, he/she may put in 15 hours of work per week, but is subject to change

Committees:

Social Committee. This committee organizes social events for the members of the Saints Ambassadors. Ideas for events must be approved by the Advisor and Student Coordinator. The Social Committee is responsible for such things as planning outings, school sponsored events or to other local vendors. They are also responsible for assisting with planning of the Appreciation Dinners with the Student Coordinator and Assistant Coordinator.

At any time other ad hoc committees may be appointed as needed.

Ambassador Duties:

The Saints Ambassador Corps is a highly respected group of students on campus due to their knowledge of history on the university, excellent customer service, and the professional behavior they provide to potential USF students and their families. For these reasons, SAC is often called upon to host campus events. Ambassador activities include, but are not limited to:

- II Freshmen Visit Days
- II Adult & Transfer Open House
- II Football recruitment tours
- II Fine Arts performances (Schola concerts, productions by the Sometimes Thespians, Southgate Keyboard Series concerts, etc.)
- II Individual campus tours
- II Hosting prospective students overnight
- II Freshmen Registration

Ambassadors should arrive for all events and tours at least 10 (ten) minutes before schedule. A **phone call** should be made to the Administrative Advisor no later than 24 hours prior to the event if you are unable to work. **E-mail is not an acceptable form of notification.**

Ambassador Requirements:

Ambassadors are viewed and treated as employees of the On-Campus Admission Office. The appropriate work authorization documents must be completed in the Student

Services Office during the first week of school There are five mandatory conditions of employment.

- Ambassadors must attend all training sessions and meetings that are scheduled by the administrative advisor. Ambassadors are expected to attend 12 – 16 hours of training throughout the course of the school year in order to receive compensation for work at all events.
- Must maintain a fulltime student status with a 2.5 GPA. If you fall below you are put on probation.
- SAC members who are unable to attend a major event and/or meeting must fill out an excused absence form and have it signed by the administrative advisor. Excused absence forms should be filled out two days prior to an event/meeting date. Emergency excused absences may be accepted by the administrative advisor pending review of circumstances.
- Check e-mail on a regular basis or as frequent as possible.
- Ambassadors must maintain a positive standing in the program.
 - i.e. signing up and then showing up for events, avoiding tardiness and unexcused absences, providing appropriate notice when canceling, etc.

Office Hours:

Members are expected to provide services for the On-Campus Admissions Office on a weekly basis. These services can range from events, individual tours, or helping out counselors and staff. Weekly office hours are planned out at the start of each semester. Each Ambassador has the chance to sign up for as many hours he/she can work. Signing up for the slots doesn't guarantee all hours will be assigned to that person.

Any member that has chosen and has been assigned to work must show up. If something arises and a member cannot work, **they must find their own replacement and call the office to report their absence and who is the replacement.** Any SAC member who doesn't call in or find a replacement, will be counted as an unexcused absence. If excessive unexcused absences occur, it may result in probation or dismissal from the corps. While working in the office proper conduct and dress attire is expected any differentiation from the assigned code must be taken up with the administrative advisor, failure to do so, may result in dismissal.

TRAINING

Each fall a mandatory, comprehensive training program is scheduled to provide new members with an extensive history of the university. All members are required to attend a seminar that focuses solely on campus tours. A general training session which focuses on professionalism, customer service, academic majors, campus history, and tour review is also held for the benefit of both new and returning members. In addition to the training seminar, all new members are required to observe two tours, give a self-directed tour to either the student coordinator or assistant student coordinator. All returning members must also provide an individual campus tour for either the student coordinator, the assistant student coordinator, or

administrative personnel to verify that the ambassadors are displaying the appropriate customer service skills, using the proper tour route, and sharing accurate information with prospective students.

Each spring, a general mandatory training session is held to review policies, updates, events, concerns, or any other element of necessity that needs to be discussed based on the discretion of the administrative advisor.

Throughout the year spot checks will be done on tours. These will be unannounced and will be conducted by the administrative advisor, the student coordinator, the assistant student coordinator, or a member of the administrative personnel. These will ensure the proper tour route and script is being said and done. A report will be issued after each spot check to use as reference for each Corps member.

ATTENDANCE

Meeting:

Supplemental training is provided at SAC meetings that are held throughout the course of the school year. A mandatory meeting is scheduled one evening for approximately one hour during the week prior to each Visit Day program. Additional meetings are scheduled at the discretion of the administrative advisor to ensure that members are refreshing their skills at least once a month. **Attendance at every SAC meeting is mandatory.** Ambassadors who do not attend a meeting and did not receive an excused absence from the administrative advisor prior to the meeting will receive a warning. A second unexcused absence, anytime during the year, as well as abuse of the attendance policy, may result in probation or immediate dismissal from the corps.

- In order to receive an excused absence, a member must be excused by the Administrative Advisor at least 4 hours prior to the scheduled meeting.
- If unsuccessful after several attempts of reaching the Administrative Advisor, contact the student coordinator.
- Please note that it is not enough to simply leave a message on the Administrative Advisor's voice mail, verbal contact should be made. A voice mail should only be used as a last resort.

Major Events:

Major events are, but not limited to, Fall/Spring Training, Visit Days, and Registration. Attendance by each Corps member is mandatory. Emergencies that may arise must be brought to the administrative advisor as soon as possible for discussion. If a member does not show up and is not excused, for reasons beyond their control, may result in probation or immediate dismissal from the Corps.

- SAC members who are unable to attend a major event must fill out and turn in an Excused Absence form, and get it approved by the Administrative Advisor. For consequences, see page 8.

- SAC members unable to attend events they, themselves signed up for must find a replacement and report that to the Administrative Advisor. If a SAC member fails to find a replacement, they will receive and unexcused absence.

EXCUSED ABSENCES

Meetings:

- A member must be excused by the administrative advisor at least 4 hours prior to the scheduled meeting.
- If after several attempts you still cannot reach the administrative advisor, contact the student coordinator.
- Please note that it is not enough to simply leave a message on the advisors voicemail. Voicemail should be your last resort.

Events:

Ambassadors who are unable to attend a major event must fill out an excused absence form and have it signed by the administrative advisor at least two days prior to an event.

Under extenuating circumstances, emergency excused absences may be accepted by the administrative advisor, pending review of circumstances.

If for any reason you are unable to attend an event, be it a mandatory event or one you signed up for, you must try to find a replacement. It is your responsibility to find someone to work for you.

Disciplinary actions for violations of the aforementioned procedures are on page 9.

TIME SHEETS

Members will be responsible for keeping track of the hours they work, for filling out time sheets, and having them signed on time. Members will also be responsible for completing all forms associated with giving individual tours, which include but are not limited to, filling out a postcard to the student, filling in the tour log as well as filling out the time sheet. This must be done *before* members will be paid for their work. Failing to sign individual time sheets will delay compensation until a signature is provided.

Time sheets are located in the SAC Office in a folder titled Timesheets. The folder will be provided at Visit Day Events but completion of a Visit Day evaluation will need to be filled out before signing the time sheet.

- Π Be sure that your name and identification number are correct and complete at the top of the sheet and that the department label says “Admissions-SAC.”
- Π Remember to fill in all dates and time that have been worked for the corresponding payment period.
- Π Be sure to fill in the appropriate box: T (tour) E (event) O (other).
- Π Total each day’s hour in the “Total Hours” column.

- II Total each week's column in the "Total Hours Worked" line at the bottom of each chart and put the total hours for both weeks in the "Total Payroll Hours" line at the bottom of the second chart.
- II Be sure to sign and date your time sheet on or before the second Friday of each pay period. It is important that time sheets are signed before the Admissions Office closes on Friday afternoon.

UNIFORM

Dress Code:

Ambassadors will be expected to dress accordingly, to act appropriately and professionally, as employees of the university, at all events and weekly office hours. While clothes do make the person, your appearance does make an impression. In representing USF you should be well groomed, dressed neatly, and cannot chew gum. All members will be expected to purchase a SAC polo shirt and a sweat shirt. The dress code is the following:

- Events:
 - SAC polo shirt or SAC hoody with khaki slacks not shorts, unless otherwise specified.
 - Girls are permitted to wear khaki skirts that do not fall any higher than their middle finger with arms at their side.
 - Comfortable footwear, in either black or brown, must be worn since there will be a lot of standing, and walking. Leather sandals are permitted—no flip-flops, shower shoes, or gym shoes of any kind are permitted.
- Office Hours:
 - What to wear:
 - First option is to wear SAC uniform that is worn during events.
 - Second option is to wear USF apparel.
 - Third option appropriate attire.
 - Ex. Khakis, turtle necks, golf shirts, sweaters, sandals, (not flip-flops), nice jeans
 - What not to Wear
 - Tank tops that are less than 3 inches wide on the shoulder.
 - Cargo pants
 - Shorts
 - Jogging suits
 - Sweatpants
 - Absolutely no paraphernalia from other universities
 - Any clothing that sponsors obscenities or inappropriate marks

Behavior:

Tour guides should refrain from eating, drinking, smoking, swearing, or any other socially inappropriate behavior that may be offensive to other people or places the university in bad light either directly or indirectly. SAC members are to maintain a professional code of conduct and **never** act, say, or do anything to make any prospective student or any member of their family feel unimportant or a burden. All Ambassadors are expected to be courteous, friendly, responsible, professional, yet collegiate, approachable, honest, and *always* wear a smile!

RESIGNATION, PROBATION, DISMISSAL

Resignation-

1. If an ambassador is no longer interested in maintaining membership in the Saints Ambassador Corps, a written letter of resignation should be sent to the administrative advisor as soon as possible.

Probation-

1. Each individual case will merit a Review by the Administrator Advisor and Student Coordinator and appropriate action will be determined.

Dismissal from the Saints Ambassador Corps may result if a member:

1. Does not participate in the entire fall and spring training program.
2. Does not inform the administrative advisor 2 days prior to any tour/event that was signed up for that they can no longer work that function.
3. Misses 2 meetings with out excused absences.
4. For the duration of the membership of each affiliate of the Saints Ambassadors Corps any disciplinary actions that need to be taken will first receive a verbal warning that will be documented in their file. A second offense will result in a formal write up and that member will have to meet with the Administrative Advisor.
 - a. For severe misconduct, the Administrative Advisor has the power to immediately remove that member from the corps without a first verbal warning.

REVIEWS

Reviews will be conducted at the end of each year by the Administrative Advisor and the Student Coordinator and membership renewal and pay increase will be based on items such as, attendance at meetings, events, office hours, volunteer events, and attitude.

The reviews will be in the form of a self-evaluation, and an evaluation filled out by the Administrative Advisor and the Student Coordinator. Members will receive a conference to discuss their evaluations and receive documentation.

DISCLAIMER

Policies outlined are only the main regulations; any other problems that may arise during the course of the year will be handled on a case by case basis by a board constructed of the Administrative Advisor, and the Student Coordinator.

Any problems that may arise during the course of the year will be documented and an individual conference with the Ambassador(s) will be held. An Ambassador will receive one (1) verbal warning; failure to heed this warning will result in a write-up. A copy will be given to the member and will be kept on file. A second account that is cause for a write up may cause in the termination of the Ambassador's membership.

Any questions regarding policies should be taken to the Administrative Advisor.