

Eagle Ambassador Application 2019-2020

Thank you for your interest in the Eagle Ambassador program! We are excited to begin the selection process for 2019-2020. Eagle Ambassadors introduce over 40,000 prospective students and visitors to the University of North Texas annually. They are responsible for the daily operation of the Eagle Student Service Center Tour and Information Desk and provide group tours for school groups. Eagle Ambassadors also assist the Admissions and the President's Office as student representatives at various events.

Enclosed in this packet you will find:

- 1 Eagle Ambassador Application
- 3 Faculty/Staff/Employment Reference Forms
- 1 List of Important Dates
- 1 Eagle Ambassador Job Description

Why become an Eagle Ambassador?

The Eagle Ambassadors are exposed to opportunities that are not available to the average UNT student. In addition to the monetary compensation, Ambassadors interact directly with the Offices of the President, Admissions, and Advancement. The training, skills, and connections received through the Ambassador program will benefit you not just at UNT, but throughout your adult life and professional career.

What will the Eagle Ambassador program do for my future?

Students chosen to be part of this elite group receive valuable training and develop skills in problem solving, team building, interpersonal communication, promoting diversity, public speaking and dining etiquette, making them more marketable in today's workforce. Through this program, Eagle Ambassadors have opportunities to use these skills in hands-on situations, thus providing the experience future employers look for.

What is being an Eagle Ambassador all about?

The Eagle Ambassador program is an amazing opportunity for students with a desire to help others and promote the University of North Texas. We are looking for outgoing, friendly students with a genuine love for UNT who want to give campus tours, provide excellent customer service, recruit new students and be positive role models. Being an Eagle Ambassador is a prestigious honor and a unique chance for personal and professional growth.

**Completed Application, Video, Official UNT Transcript and
3 Reference Forms are due by Friday, March 22, 2019**

Return completed application packet to the ESSC Campus Tour Desk.

Questions? Contact [Laurea Irving](mailto:Laurea.Irving@unt.edu) at (940) 565-4374 or Laurea.Irving@unt.edu

2019 Eagle Ambassador Application

You must turn in three recommendation forms with this application: one from your most recent employer and two from current UNT faculty or full-time staff. First-year students may give one form to community college or high school personnel. You must also include an official UNT transcript.

Name: _____ Student ID: _____

Cell phone: _____ Email: _____

EUID: _____ Classification: _____

UNT Fall '18 GPA: _____ Major: _____ Minor: _____

UNT Cum. GPA: _____ Credit hours completed at UNT: _____ Total credit hours completed: _____

Date you entered UNT: _____ Expected date of graduation: _____

List all languages you speak fluently:

How did you find out about this position?

What organizations and/or service opportunities are you currently active in, including offices you hold?

Will you commit to a full year, Aug. 2019 - Aug. 2020, of Eagle Ambassador Service? (Circle one) Yes / No

Do you plan on student teaching or completing an internship between Aug. 2019 - Aug. 2020? Yes / No

Do you plan on taking summer classes at UNT during summer 2019? Yes / No

Do you have a valid Texas driver's license? Yes / No

Are you in good standing with UNT and free of any disciplinary warnings, probation or suspension? Yes / No
If no, please attach an explanation in writing.

If selected, could you attend training August 19-23, 2019? Yes / No

Many colleges and schools at UNT have tour guide or ambassador programs.

If not selected as an Eagle Ambassador, would you like to be considered for one of these programs? Yes / No

By signing below, you acknowledge you have read the Eagle Ambassador job description, agree to abide by all terms if hired, attest that the information on this application is correct and permit the selection committee to access your UNT academic and judicial records, and any electronic self-representation you have.

Signature of agreement: _____ Date: _____

Please circle any of the following terms that describe you:

Transfer Student	International Student	Student Athlete	Honors College Student
Orientation Leader	Eagle Camp Counselor	Green Jacket	UNT Housing Resident Assistant
ELITE Mentor	College Ambassador	Graduate Student	Emerald Eagle Scholar
Former Eagle Ambassador Finalist		Study Abroad Program Participant	

Please list your three greatest strengths and three greatest weaknesses.

- | | |
|----|----|
| 1. | 1. |
| 2. | 2. |
| 3. | 3. |

If you have been previously employed at UNT, please list where and when below.

Where else have you been employed?

Tour Video Submission

Show us how you tell stories! Have someone film a **two-three minute** video of you talking about the moment you realized UNT was the right fit for you, and address the questions below. You will not be evaluated on UNT knowledge, video or editing skills. We want to see your personality and communication skills in a simple one shot video - a cell phone video will do.

1. Upload the video to YouTube and make sure the video is public
2. Address the following: describe your first impression of UNT, what about being an Eagle Ambassador appeals to you, an example of a conflict with a coworker or team member and how you resolved it, what are your goals
3. Email the video Laurea.Irving@unt.edu
4. Put your first and last name in the subject line of the email

Candidates will not be considered for employment without this video.

List the names, titles, and phone number or email address of your most recent employer and the two full-time UNT faculty or staff members who will submit reference forms on your behalf.

- 1.
- 2.
- 3.

**Return the completed application to the Eagle Student Services Center Tour Desk.
Submission of application, including video, prior to the March 22 deadline is strongly recommended.**

2019 Eagle Ambassador Reference Form (Page 1)

Applicant: Complete this section prior to distributing to your reference

Name of Applicant: _____ Phone: _____

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- I waive my right to review this recommendation form.
 I do not waive my right to review this recommendation form.

Signature of Applicant: _____ Date: _____

To the Evaluator:

The Office of Visitor's Experience seeks exceptional students to serve as Eagle Ambassadors. If selected, this student would serve as a university tour guide, student recruiter and representative to students and the community. You can assist in the selection process by answering the following questions about the applicant's ability to contribute and succeed in the Eagle Ambassador program.

Name of Evaluator: _____ Title/Position: _____

Department/College: _____ Phone: _____

How long have you known the applicant? _____ In what capacity? _____

Personal Characteristics: Check all that apply to the applicant.

Friendliness		Emotional Stability		Decision-Making Ability		Co-operation	
<input type="checkbox"/>	Avoided by others	<input type="checkbox"/>	Insecure	<input type="checkbox"/>	Insightful, well thought-out	<input type="checkbox"/>	Works well with others
<input type="checkbox"/>	Tolerated by others	<input type="checkbox"/>	Exercise self-control	<input type="checkbox"/>	Impetuous, acts without thinking	<input type="checkbox"/>	Does not work well with different personalities
<input type="checkbox"/>	Seeks out others	<input type="checkbox"/>	Copes well with stress	<input type="checkbox"/>	Seeks the counsel of others	<input type="checkbox"/>	Shares responsibility
<input type="checkbox"/>	Avoids others	<input type="checkbox"/>	Tense, fearful, worried	<input type="checkbox"/>	Disregards sound advice	<input type="checkbox"/>	Dominates in group settings
<input type="checkbox"/>	Sought by others	<input type="checkbox"/>	Self-confident	<input type="checkbox"/>	Displays wisdom	<input type="checkbox"/>	Prefers to work alone
<input type="checkbox"/>	Difficulty maintaining relationships	<input type="checkbox"/>	Easily angered, easily frustrated	<input type="checkbox"/>	Avoids making decisions	<input type="checkbox"/>	Prejudiced toward groups, races
Leadership		Teachability		Initiative		Intelligence	
<input type="checkbox"/>	Makes no effort to lead	<input type="checkbox"/>	Rigid, argumentative	<input type="checkbox"/>	Does only what is assigned	<input type="checkbox"/>	Learns and thinks slowly
<input type="checkbox"/>	Tries but lacks ability	<input type="checkbox"/>	Highly opinionated	<input type="checkbox"/>	Starts but does not finish	<input type="checkbox"/>	Average mental ability
<input type="checkbox"/>	Has some leadership promise	<input type="checkbox"/>	Willing to receive instruction	<input type="checkbox"/>	Meets average expectations	<input type="checkbox"/>	Brilliant, exceptional capacity
<input type="checkbox"/>	Good leadership ability	<input type="checkbox"/>	Open-minded	<input type="checkbox"/>	Resourceful and effective	<input type="checkbox"/>	Alert, has a good mind
<input type="checkbox"/>	Unusual ability to lead	<input type="checkbox"/>	Eager to receive instruction	<input type="checkbox"/>	Superior creative ability	<input type="checkbox"/>	
Responsibility		Sensitivity to Others		Perseverance		Communication	
<input type="checkbox"/>	Accepts responsibility for own actions	<input type="checkbox"/>	Responds with unusual insight and consideration	<input type="checkbox"/>	Needs encouragement to persevere	<input type="checkbox"/>	Conveys clear ideas verbally
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<input type="checkbox"/>	Completes work in a timely manner	<input type="checkbox"/>	Impatient with others	<input type="checkbox"/>	Persists even under adversity	<input type="checkbox"/>	Avoids speaking in front of groups
<input type="checkbox"/>	Dependable	<input type="checkbox"/>	Intolerant to opposition	<input type="checkbox"/>		<input type="checkbox"/>	Gossips

Please complete the back side of this sheet.

2019 Eagle Ambassador Reference Form (Page 2)

Please provide any additional information you would like us to know about this candidate:

Could you picture this candidate conducting clear, organized campus tours for large groups? YES / NO

Do you think this candidate would represent UNT well to President Smatresk and other VIPs? YES / NO

Do you think this candidate is someone that prospective students could relate to easily? YES / NO

Do you think this candidate is someone that parents could relate to easily? YES / NO

Final Recommendation

Please check one:

- I recommend this applicant without reservations as an excellent candidate for the Eagle Ambassadors.
- I recommend this applicant as a good candidate for the Eagle Ambassador program.
- I have some reservations, but believe this candidate has a reasonable chance of success.
- I have substantial doubts about this applicant's ability to serve as an Eagle Ambassador.
- I do not recommend this applicant for employment in the Eagle Ambassador program.

Thank you for serving as a reference for this applicant. Your feedback is crucial to our selection process. Please either return this form to the applicant in a sealed envelope signed across the seal, fax this form to 940-369-8366 or scan and email this form to Laurea.Irving@unt.edu. All reference forms are due by March 22, 2019.

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Please provide any additional information you would like us to know about this candidate:

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Do you think this candidate is someone that prospective students could relate to easily? YES / NO

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2019 Eagle Ambassador Important Dates

Staff Photos and Meeting: All Eagle Ambassadors are required to attend a photo session and welcome meeting. Photos of the 2019-2020 Eagle Ambassadors will be taken on Tuesday April 23, 2019, at 5 p.m. with a meeting immediately following. The photos will be used for publicity of the new staff and the meeting will provide an introduction to the Eagle Ambassador program. This is also a great opportunity for the new staff to meet one another and ask questions.

Training: Eagle Ambassadors are responsible for knowing vast amounts of information about UNT and knowing how to properly present this information. Extensive training will take place the week prior to classes beginning in August. Training will cover a variety of topics including, but not limited to: campus tours, academic departments, student services, life in Denton, welcoming diversity and dining etiquette. Eagle Ambassadors who will be living in residence halls will need to make arrangements to move in early in order to attend training.

All training sessions are mandatory for new and returning Eagle Ambassadors.

Staff Meetings: Staff meetings are often used as training sessions. These are held on Tuesdays from 5-6:30 p.m. Eagle Ambassadors must be present at all staff meetings.

Eagle Ambassador Selection Events

<u>Date</u>	<u>Activity</u>	<u>Time & Location</u>
Friday, March 22nd March 25-29 April 1-5, 8-10	Applications Due Group Interviews* Individual Interviews**	5 p.m., ESSC Information & Tour Desk 9am – 4pm, Check in at ESSC Info Desk Schedule Individually 9am – 4pm, Check in at ESSC Info Desk
Friday, April 12	Mixer Interview	Check in at ESSC Info Desk
Wednesday, April 17	Finalists Determined	Emails will be sent over spring break
Friday, April 19	Positions Offered	Calls will be made on or before this date
Tuesday, April 23	Photo Shoot/Meeting	5pm, Meet at ESSC Tour Desk

Mandatory Training Dates

<u>Date</u>	<u>Activity</u>	<u>Time & Location</u>
Monday, Aug. 19	Training	8 a.m. – 6 p.m., Location TBA
Tuesday, Aug.20	Training	8 a.m. – 6 p.m., Location TBA
Wednesday, Aug. 21	Training	8 a.m. – 6 p.m., Location TBA
Thursday, Aug. 22	Training	8 a.m. – 12 a.m., Location TBA
Friday, Aug. 23	Training	8 a.m. – 1 p.m., Location TBA
Tuesday, Sept. 3	First Staff Meeting	5 p.m. – 6:30 p.m., Location TBA

*It is up to the discretion of the selection committee to determine which applicants will be interviewed. Group interviews will be used to determine which applicants will receive individual interviews.

**A member of the Eagle Ambassador staff will call applicants to schedule individual interviews if needed.

***Finalists will be notified and given the location of the final interview on or before Wednesday, April 10, 2019.

****Positions will be offered on or before Friday, April 19, 2019.

2019 Eagle Ambassador Job Description

1. Qualifications

- Have and maintain a 2.8 cumulative grade point average from UNT as an undergraduate student; 3.25 as a graduate student. If the minimum grade point average is not maintained, the Eagle Ambassador will be placed on probation for one semester. The Eagle Ambassador will still receive the hourly wage and be able to participate in all Eagle Ambassador efforts during the probation. If the grade point average is not brought up to minimum by the following semester, the Eagle Ambassador will be expelled from the program and the remaining money will be revoked.
- Undergraduate students must have a minimum of 12 semester credit hours completed at UNT by the end of the Fall 2019 semester and 24 semester credit hours completed at the end of the 2018 summer sessions.
- Undergraduate students must remain enrolled full time with 12 or more hours each long semester and 3 to 6 hours during the summer sessions.
- Graduate students must have a minimum of 9 semester credit hours completed at UNT by the end of the Fall 2018 semester and remain enrolled as a full-time student with 9 to 11 hours each long semester and 3 hours during the summer sessions.
- Commit to a full academic year of service including the Fall 2019 semester, Spring 2020 semester and two Summer 2020 sessions, and be continuously enrolled during those semesters.
- Be available for 25 hours of work per week, working a minimum of 15-20 hours per week.
- Exhibit leadership potential and an outgoing, friendly personality.
- Provide three reference forms – one from a former employer and two from full-time UNT faculty or staff members.
- Be in good standing with the university and free of any disciplinary actions from the Dean of Students Office.
- Be able to communicate effectively both orally and in writing with a diverse group of people and personalities.
- Be able to climb stairs, walk campus, and lift approximately 25 pounds.
- Be able to visually explore campus with visitors and monitor web site requests.

2. Terms and conditions of the position

Length of term

- One full academic year beginning Fall 2019
- New Eagle Ambassadors will be selected in Spring 2019 to begin in Fall 2019
- Eagle Ambassadors are required to work during some school breaks.
Required event attendance as scheduled (including, but not limited to):
- Eagle Ambassador training
- Chancellor/President/Advancement events
- College Nights and recruitment events such as UNT Preview and NorTex College Fair
- Football Games

Training may include the following:

- UNT History, Traditions and Mission
- Driver Safety Training
- Team building
- Marketing approaches
- Academic departments
- Social Fundamentals
- Tour of Campus/script
- Welcoming Diversity workshop

Remuneration

- Possible \$1,000 scholastic award per long semester; at least \$500 per summer session for a total of at least \$2,500 per year
- At least \$8.25/hour for a **minimum of 15-20 hours, maximum of 25 hours per week or 20 hours for work study recipients**

Attire/personal presentation

- Eagle Ambassadors will receive short sleeve and long sleeve casual uniform shirts, but will be required to wear their own khakis for the casual uniform. They will also receive a formal uniform. The appropriate clothing will be determined prior to events, tours or special functions. Uniforms will be worn only when on duty and must be returned to the university if an Eagle Ambassador leaves the program for any reason.
- Every Eagle Ambassador is a representative of the university and is expected to present a positive image and good judgement reflected in attitude, speech and dress.

Employment

- It is expected that participation in the Eagle Ambassadors will be the primary source of employment.
- **Any other employment, membership or involvement must not conflict with the positive image of the Eagle Ambassador program, training sessions, events or obligations undertaken.**

Conduct

- Eagle Ambassadors are representatives of UNT and are expected to present **exemplary behavior** during all working hours. This includes, but is not limited to: timeliness, positive attitude and professionalism.
- Any violation of the UNT Student Code of Conduct may result in expulsion from the Eagle Ambassadors and revocation of the scholarship for recipients.
- All Eagle Ambassadors will be subject to a security check because of the potential of handling proprietary issues.

3. Responsibilities

A. Tour duties

- Conduct well-organized, friendly tours of the university for parents, prospective students and other visitors
- Become well-versed in UNT history, tradition, general information, etc. for answering questions on tours and at the ESSC campus tour desk
- Memorize tour script information and tour route
- Represent all areas and organizations of UNT equally and accurately to tour participants

- Operate the campus tour tram safely and be able to navigate the approved tour route
- B. Recruitment duties
- Serve as a positive role model for prospective students and be accessible to answer questions to make them feel comfortable and welcome
 - Understand and use UNT enrollment goals and marketing messages when talking with prospective students and parents
 - Interact with faculty and staff involved in the recruitment of students
 - May involve on- or off-campus recruiting (transportation may/may not be provided), one-on-one or electronic (telephone, computer, etc.) contact with prospective students
- C. Ambassador duties
- Represent UNT at functions as assigned
 - Present a positive image and good character both on and off duty
- D. Administrative duties
- Assist in operation of the ESSC tour desk as assigned
 - Assist in compiling materials for events as assigned
 - Maintain regular communication with Visitor Experience Manager to discuss situations that warrant his/her attention or action
 - Participate in all assigned duties with a positive attitude while taking initiative with unanticipated tasks or problems
 - Assist supervisor and other administrators as needed
 - Other duties as assigned

4. Reporting structure

- A. Office of Admissions
- B. Eagle Ambassadors are employed by the Division of Enrollment Management, and are expected to abide by all guidelines of that division.
- Eagle Ambassadors will report directly to the UNT Visitor Experience Assistant Director and indirectly supervised by the Administrative Officer. The Assistant Director reports to the Director of Visitor Experience.