



# Eagle Ambassador

## Application 2021-2022

Thank you for your interest in the Eagle Ambassador program! We are excited to begin the selection process for 2021-2022. Eagle Ambassadors introduce thousands of prospective students and visitors to the University of North Texas annually. They are responsible for the daily operation of the Welcome Center and Eagle Student Service Center Information Desk and provide group tours for school groups. Eagle Ambassadors also assist Admissions and the President's Office as student representatives at various events.

### Enclosed in this package 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  
Thursday, April 1, 2021.**

**Return application packet to Welcome Center Front Desk or [brittany.deisher@unt.edu](mailto:brittany.deisher@unt.edu).**

# 2021 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:	Major(s):
Phone number:	Minor(s):
Student ID:	Classification:
UNT Email:	Date you entered UNT:
Other Email:	Expected graduation date:
List all languages you speak fluently:	UNT Fall '20 GPA:
	UNT Cumulative GPA:
Credit hours completed at UNT:	Total credit hours completed:
How did you find out about this position?	
What organizations and/or service opportunities are you currently active in, including offices you hold?	
_____	
_____	

**Please Circle for Yes or No**

Will you commit to a full year, Aug. 2021 – Aug. 2022, of Eagle Ambassador Service?	Y	N
Do you plan on student teaching or completing an internship in the Aug. 2021 – Aug. 2022 term?	Y	N
Do you plan on taking summer classes at UNT during summer 2022?	Y	N
Do you have a valid Texas driver's license?	Y	N
Are you in good standing with UNT and free of any disciplinary warnings, probation or suspension?	Y	N
If selected for the position, could you attend training August 16-18, 2021?	Y	N

**Please check mark next to any of the following terms that describe you**

Transfer Student	Student Athlete	Eagle Camp Counselor	Former EA Finalist
International Student	Emerald Eagle Scholar	College Ambassador	Orientation Leader
NT40 Member	Honors College Student	Green Jacket	Alumni Association Ambassador
Study Abroad Program Participant	UNT Housing Resident Assistant		

**Please list your three greatest strengths and your three greatest weaknesses.**


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

<hr/> <hr/> <hr/> <hr/> Where else have you been employed? <hr/> <hr/>
--

**Tour video submission**

Show us how you tell stories! Have someone (or yourself) film a two to three minute video of you addressing the topic 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 it's public.
2. Address the following: **describe your favorite UNT Tradition and why it's important to you.**
3. Email the video to [brittany.deisher@unt.edu](mailto:brittany.deisher@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, phone numbers or email addresses of your most recent employer and the two full-time UNT faculty or staff members who will submit reference forms on your behalf.**


**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 records, and any electronic self-representation you have.**

Signature of agreement: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Return the completed application to Welcome Center Front Desk or [brittany.deisher@unt.edu](mailto:brittany.deisher@unt.edu).**

**Submission of application, including video, prior to the April 1<sup>st</sup> deadline is strongly recommended.**

# 2021 Eagle Ambassador Reference Form (Page 1)

**Applicant: Complete this section prior to distributing to your reference**

Name of applicant:	Phone:
--------------------	--------

The Family Educational Rights and Privacy Act of 1974 provides students the right to access this form. This may be waived, but no school or person can require the student to waive this right. Check the desired statement and sign below.

<input type="checkbox"/> I waive my right to review this recommendation form	<input type="checkbox"/> I do not waive my right to review this recommendation form
--	---

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**To the evaluator**

The Office of Visitor Experience seeks exceptional students to serve as Eagle Ambassadors. If selected, the 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: In your opinion, does the applicant exhibit the following characteristics?  
1 = strongly disagree; 2= disagree; 3= neutral; 4 = agree; 5 = strongly agree.**

Friendliness		Professionalism		Decisiveness		Collaboration	
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
Leadership		Coachability		Initiative		Clear Communication	
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
Responsibility		Empathy		Creativity		Perseverance	
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5

**Please complete the back side of this sheet**

**2021 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.**

<input type="checkbox"/> I recommend this applicant without reservations as an excellent candidate for the Eagle Ambassadors program.
<input type="checkbox"/> I recommend this applicant for the Eagle Ambassadors program.
<input type="checkbox"/> I have some reservations, but I believe this candidate has a reasonable chance of success.
<input type="checkbox"/> I have substantial doubts about this applicant's ability to serve as an Eagle Ambassador.
<input type="checkbox"/> 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 scan and email this form to [brittany.deisher@unt.edu](mailto:brittany.deisher@unt.edu). All references are due by April 1<sup>st</sup>, 2021.**

# 2021 Eagle Ambassador Reference Form (Page 1)

**Applicant: Complete this section prior to distributing to your reference**

Name of applicant:

Phone:

The Family Educational Rights and Privacy Act of 1974 provides students the right to access this form. This may be waived, but no school or person can require the student to waive this right. Check the desired statement and sign below.

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 Experience seeks exceptional students to serve as Eagle Ambassadors. If selected, the 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: In your opinion, does the applicant exhibit the following characteristics?  
1 = strongly disagree; 2= disagree; 3= neutral; 4 = agree; 5 = strongly agree.**

Friendliness		Professionalism		Decisiveness		Collaboration	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
Leadership		Coachability		Initiative		Clear Communication	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
Responsibility		Empathy		Creativity		Perseverance	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	

Please complete the back side of this sheet

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.**

<input type="checkbox"/> I recommend this applicant without reservations as an excellent candidate for the Eagle Ambassadors program.
<input type="checkbox"/> I recommend this applicant for the Eagle Ambassadors program.
<input type="checkbox"/> I have some reservations, but I believe this candidate has a reasonable chance of success.
<input type="checkbox"/> I have substantial doubts about this applicant's ability to serve as an Eagle Ambassador.
<input type="checkbox"/> 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 scan and email this form to [brittany.deisher@unt.edu](mailto:brittany.deisher@unt.edu). All references are due by April 1<sup>st</sup>, 2021.**

# 2021 Eagle Ambassador Reference Form (Page 1)

**Applicant: Complete this section prior to distributing to your reference**

Name of applicant: \_\_\_\_\_ Phone: \_\_\_\_\_

The Family Educational Rights and Privacy Act of 1974 provides students the right to access this form. This may be waived, but no school or person can require the student to waive this right. Check the desired statement and sign below.

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 Experience seeks exceptional students to serve as Eagle Ambassadors. If selected, the 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: In your opinion, does the applicant exhibit the following characteristics?  
1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; 5 = strongly agree.**

Friendliness		Professionalism		Decisiveness		Collaboration	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
Leadership		Coachability		Initiative		Clear Communication	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
Responsibility		Empathy		Creativity		Perseverance	
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	

Please complete the back side of this sheet



**2021 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.**

<input type="checkbox"/> I recommend this applicant without reservations as an excellent candidate for the Eagle Ambassadors program.
<input type="checkbox"/> I recommend this applicant for the Eagle Ambassadors program.
<input type="checkbox"/> I have some reservations, but I believe this candidate has a reasonable chance of success.
<input type="checkbox"/> I have substantial doubts about this applicant's ability to serve as an Eagle Ambassador.
<input type="checkbox"/> 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 scan and email this form to [brittany.deisher@unt.edu](mailto:brittany.deisher@unt.edu). All references are due by March April 1<sup>st</sup>, 2021.**

## 2021 Eagle Ambassador Important Dates

**Staff Photos and Meeting:** All Eagle Ambassadors are required to attend a photo session and welcome meeting. 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. You will be notified of this date by email if selected for the program.

**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		
Date	Activity	Time and Location
Thursday, April 1 <sup>st</sup>	Applications due	5:00 PM Welcome Center/Email
April 6 <sup>th</sup> -8 <sup>th</sup>	Group Interviews	9:00 AM – 4:00 PM (Location TBD)
April 13 <sup>th</sup> -15 <sup>th</sup>	Individual Interviews	9:00 AM – 4:00 PM (Location TBD)
Week of April 19 <sup>th</sup>	Mixer Interview	TBD
Week of April 26 <sup>th</sup>	Positions Offered	Calls will be made on or before this date
*TBD	Photo Shoot/Meeting	

Mandatory Training Dates		
Date	Activity	Time and Location
Monday, August 16 <sup>th</sup>	Training	8:00 AM – 5:00 PM, Welcome Center
Tuesday, August 17 <sup>th</sup>	Training	8:00 AM – 5:00 PM, Welcome Center
Wednesday, August 18 <sup>th</sup>	Training	8:00 AM – 5:00 PM, Welcome Center
Tuesday, August 31 <sup>st</sup>	First Staff Meeting	5:00 PM – 6:30 PM, Welcome Center

## 2021 Eagle Ambassador Job Description

### I Qualifications

- A. 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 events 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.
- B. Undergraduate students: have a minimum of 30 semester credit hours (at least 15 hours completed at UNT) at the end of the 2021 Summer sessions. Undergraduate students must remain enrolled full time with 12 or more hours each long semester; a total of 6 hours throughout summer sessions is encouraged.
- C. Graduate students: have attended UNT at least one long semester and be enrolled as a full-time student (9 to 11 hours long semester; 3 hours during summer sessions is encouraged).
- D. Commit to a full academic year of service (fall semester, spring semester, Maymester, 5 week 1 and/or 5 week 2 summer sessions), and be continuously enrolled through long semesters; enrollment is encouraged through summer sessions.
- E. Be available for 20 hours of work per week, working a minimum of 15 hours per week. Hours are subject to a decrease in the event of extenuating circumstances.
- F. Exhibit leadership potential and an outgoing, friendly personality.
- G. Provide three reference forms – one from a former employer and two from full-time UNT faculty or staff members.
- H. Be in good standing with the university and free of any disciplinary actions from the Dean of Students Office.
- I. Be able to communicate effectively both orally and in writing with a diverse group of people and personalities.
- J. Be able to climb stairs, walk campus, and lift approximately 25 pounds.
- K. Be able to visually explore campus with visitors and monitor web site requests.

### II Terms and Conditions of the Position

#### A. Length of term

1. One full academic year beginning Fall 2021.
2. New Eagle Ambassadors will be selected in Spring 2021 to begin in Fall 2021.
3. Eagle Ambassadors are required to work during some school breaks.
4. 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

#### B. Training may include the following:

1. UNT History, Traditions and Mission
2. Driver Safety Training
3. Team Building

4. Marketing Approaches
5. Academic Departments
6. Social Fundamentals Tour of Campus/script
7. Welcoming Diversity Workshop

**C. Remuneration**

1. \$1,000 scholastic award per long semester; \$500 per summer session (if taking required credit hours) for a total of at least \$2,500 per year.
2. At least \$8.25/hour for a minimum of 15 hours per week of work. Please note that in the event of extenuating circumstances, hours may be decreased.

**D. Attire/personal presentation**

1. Eagle Ambassadors will receive short sleeve and long sleeve casual uniform shirts and will be required to wear their own khakis for the casual 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.
2. Every Eagle Ambassador is a representative of the university and is expected to present a professional image reflected in attitude, speech and dress.

**E. Employment**

1. It is expected that participation in the Eagle Ambassador Program will be the primary source of employment.
2. Any other employment, membership or involvement must not conflict with Eagle Ambassador training sessions, scheduled events, or related obligations.

**F. Conduct**

1. Eagle Ambassadors are representatives of UNT and are expected to present exemplary behavior during all working hours. These include, but are not limited to: timeliness, positive attitude and professionalism.
2. Any violation of the UNT Student Code of Conduct may result in expulsion from the Eagle Ambassador program and revocation of the scholarship for recipients.
3. All Eagle Ambassadors will be subject to a background check.

### III Responsibilities

**A. Tour duties**

1. Conduct well-organized, friendly tours of the university for parents, prospective students and other visitors.
2. Become well-versed in UNT history, tradition, general information, etc. for answering questions on tours and at the Welcome Center and ESSC Information Desk.
3. Memorize tour script information and tour route.
4. Represent all areas and organizations of UNT equally and accurately to tour participants.
5. Operate the campus tour tram safely and be able to navigate the approved tour route.

**B. Recruitment duties**

1. Serve as a positive representative for the University for prospective students and be accessible to answer questions.
2. Understand and use UNT enrollment goals and marketing messages when interacting with prospective students and parents.
3. Interact with faculty and staff involved in the recruitment of students.

4. Participate in on or off campus recruiting (transportation may/may not be provided) and one-on-one or electronic (telephone, computer, etc.) contact with prospective students.

**C. Ambassador duties**

1. Represent UNT at functions as assigned.
2. Participate in all assigned duties with a positive attitude and take initiative with unanticipated tasks or problems.

**D. Administrative duties**

1. Assist in operation of the Welcome Center and ESSC Information Desk as assigned.
2. Assist in compiling materials for events as assigned.
3. Maintain regular communication with the Assistant Director of Visitor Experience to discuss situations that warrant his/her attention or action.
4. Assist supervisor and other administrators as needed.
5. Other duties as assigned.

## IV Reporting Structure

- A. Eagle Ambassadors are employed by the Division of Enrollment Management and are expected to abide by all guidelines of that division.
- B. The Eagle Ambassador unit is part of the Office of Visitor Experience within the Department of Customer Experience.
- C. Eagle Ambassadors will report to the UNT Visitor Experience Assistant Director. The Assistant Director reports to the Director of Customer Experience.