

Eagle Ambassador & ELITE Mentor Application Packet

Thank you for your interest in the Visitor Experience Team! We are excited to begin 2017-2018 staff selections. The Eagle Ambassadors and ELITE Mentors introduce more than 40,000 prospective students, parents and visitors to the University of North Texas each year. They are also responsible for the daily operation of the Eagle Student Service Center campus tour desk and assisting the Office of Admissions with recruitment efforts. This is an amazing opportunity for students who desire to help others and promote the University of North Texas.

Enclosed in this packet you will find:

- 1 Eagle Ambassador & ELITE Mentor Application
- 3 Faculty/Staff/Employment Reference Forms
- 1 List of Important Dates
- 1 Visitor Experience Team Member Job Description

What is the difference between Eagle Ambassadors and ELITE Mentors?

Eagle Ambassadors...	ELITE Mentors...
-Paid \$8.25 per hour plus a \$2,500 scholarship	-Paid \$8.50 per hour
-Conduct campus tours for families and visitors	-Conduct campus tours for community and school groups
-Work various recruitment events on and off campus	-Work various recruitment events on and off campus
-Work various events with the President's Office	-Must be eligible for Work Study
-Commit to work a full year (August '17-August '18)	-Commit to work an academic year (August '17-May '18)

What will joining the Visitor Experience Team do for my future?

If you are an **outgoing, friendly** student with a genuine love for UNT, this opportunity could be a great fit for you. Being part of the Visitor Experience Team is a prestigious honor and a unique chance for personal and professional growth. In addition to the monetary rewards, students chosen to be part of this exceptional 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. They have opportunities to use these skills in hands-on situations, providing the experience that future employers seek in graduates. **Apply today and see how you can get more out of your college experience.**

**Completed Application, Video, Official UNT Transcript and
3 Reference Forms are due by Wednesday, Feb. 22, 2017**

Return completed application packet to the ESSC Campus Tour Desk.

Questions? Contact Jennifer Reif at (940) 369-8504 or jennifer.mclendon@unt.edu

2017 Visitor Experience Team Application

You must submit 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 '16 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. 2017 - Aug. 2018, of Eagle Ambassador service? (Circle one) Yes / No

Will you commit to a full year, Aug. 2017-May 2018, of ELITE Mentor service? (Circle one) Yes / No

Do you plan on student teaching or completing an internship between Aug. 2017 - Aug. 2018? Yes / No

Do you plan on taking summer classes at UNT during summer 2017? Yes / No

If selected, could you attend training August 22-26, 2017? Yes / No

Do you have a valid Texas drivers 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.

This application is for both the Eagle Ambassador position and the ELITE Mentor position. Would you be willing to serve in either position? Yes / No

If not, which position do you prefer? _____

By signing below, you acknowledge you have read the Visitor Experience Team Member 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 60 second video of you talking about your favorite UNT tradition. You will not be evaluated on UNT knowledge, video or editing skills. We want to see your personal-ity and communication skills in a simple one shot video - a cell phone video will do.

1. Create a 60 second video
2. Upload the video to YouTube and make sure the video is public
3. Email the video link to jennifer.mclendon@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 Feb. 22 deadline is strongly recommended.

2017 Visitor Experience Team 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 right 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 Admissions seeks exceptional students to serve as Eagle Ambassadors and ELITE Mentors. 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 on the Visitor Experience Team.

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		Perserverance		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.

2017 Visitor Experience Team 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 reservation as an excellent candidate for the Visitor Experience Team.
- I recommend this applicant as a good candidate for the Visitor Experience Team.
- 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 on the Visitor Experience Team.
- I do not recommend this applicant for employment on the Visitor Experience Team.

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 jennifer.mclendon@unt.edu. All reference forms are due by February 22, 2017.

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

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2017 Visitor Experience Team Member Important Dates

Staff Photos and Meeting: All Visitor Experience Team Members are required to attend a photo session and welcome meeting. Photos will be taken on Thursday, April 20, 2017, at 4 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 Visitor Experience Team. This is also a great opportunity for the new staff to meet one another and ask questions.

Training: Visitor Experience Team Members 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. Team Members living in residence halls should make arrangements to move in early in order to attend training.

All training sessions are mandatory for new and returning Team Members.

Staff Meetings: Staff meetings are often used as training sessions. These are held every Thursday from 4-5:30 p.m. Visitor Experience Team Members must be present at all staff meetings.

Visitor Experience Team Member Selection Events

<u>Date</u>	<u>Activity</u>	<u>Time & Location</u>
Wednesday, Feb. 22 Feb. 28 - Mar. 3 Mar. 6-10	Applications Due Group Interviews* Individual Interviews**	5 pm, ESSC Information & Tour Desk 9am – 4pm, Check in at ESSC Tour Desk Schedule Individually 9am – 4pm, Check in at ESSC Tour Desk
Wednesday, Mar. 15	Finalists Determined	Emails will be sent over spring break
Friday, Mar. 24	Final Interview***	3pm – 6pm, Location TBA
Tuesday, Mar. 28	Positions Offered	Calls will be made on or before this date
Thursday, Apr. 20	Photo Shoot/Meeting	4pm, Meet at ESSC Tour Desk

Mandatory Training Dates

<u>Date</u>	<u>Activity</u>	<u>Time & Location</u>
Monday, Aug. 21	Training	8 a.m. – 6 p.m., Location TBA
Tuesday, Aug. 22	Training	8 a.m. – 6 p.m., Location TBA
Wednesday, Aug. 23	Training	8 a.m. – 6 p.m., Location TBA
Thursday, Aug. 24	Training	8 a.m. – 12 a.m., Location TBA
Friday, Aug. 25	Training	8 a.m. – 1 p.m., Location TBA
Thursday, Aug. 31	First Staff Meeting	4 p.m. – 5:30 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 receive individual interviews.

**A member of the Visitor Experience Team will call applicants to schedule individual interviews if needed.

***Finalists will be notified and given the location of the final interview on or before Friday, March 17, 2017.

****Positions will be offered on or before Tuesday, March 28, 2017.

2017 Visitor Experience Team Member Job Description

To be selected for the Visitor Experience Team, as an Eagle Ambassador or ELITE Mentor, is an honor and an opportunity for personal and professional growth.

Qualifications

- A. Have and maintain a 2.8 cumulative and semester 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 student will be on probation for one semester. The student will still receive the hourly wage and participate in all job-related duties during the probation period; however, they will be required to attend a study skills program through the Learning Center. Eagle Ambassadors will lose the scholarship award for that semester. Students are only allowed one semester of academic probation per term. If the minimum GPA is not met, the student will be expelled from the Visitor Experience team and lose any remaining scholarship money.
- B. Undergraduates: have a minimum of 30 semester credit hours (at least 15 hours at UNT) at the beginning of the semester in which their term begins and be enrolled full time (12 or more hours for long semester; 3 to 6 hours per summer session). ELITE Mentors are not required to be enrolled during summer sessions.
- C. Graduate students: have attended UNT at least one long semester and be enrolled as a full-time student (9 to 11 hours for long semester; 3 hours per summer session).
- D. Eagle Ambassadors commit to a full academic year of service (fall semester, spring semester, 5 week 1 and/or 5 week 2 summer sessions) and be continuously enrolled full-time during their term. Eagle Ambassadors are required to be available for at least 20 hours of work per week, working a minimum of 15 hours per week and a maximum of 25 hours.
- E. ELITE Mentors commit to serve during the fall and spring semester and be continuously enrolled full-time during their term. ELITE Mentors are required to be available to work from 10am-1pm at least three days per week, working a minimum of 6 hours per week and a maximum of 20 hours.
- F. Exhibit leadership potential and an outgoing, friendly personality (provide three recommendations – two from UNT faculty or staff members and one from a previous employer).
- G. Be in good standing with the university and free of any disciplinary action from the Dean of Students Office.
- H. Communicate effectively both orally and in writing with a diverse group of people and personalities.
- I. Be able to climb stairs, walk campus, vocally project and lift approximately 25 pounds.
- J. Be able to visually explore campus with visitors and monitor website requests.

Terms and Conditions

- A. Length of term
 - Eagle Ambassadors – one full year (fall semester, spring semester, two summer sessions).
 - ELITE Mentors – fall and spring semesters.
 - The Visitor Experience team is selected in the spring to begin in the fall.

B. Training may include the following:

- UNT History and Traditions
- Eagle Student Services Center training
- Team building
- Academic departments
- Social Fundamentals
- Active listening skills
- Working with ethnic and culturally diverse populations
- UNT marketing approaches
- Tour of Campus/script
- Campus safety

C. Required Event Attendance (including, but not limited to)

- Freshman/Parent/Graduate/Transfer orientations (as scheduled)
- President events (as scheduled)
- College nights (as scheduled)
- UNT Preview and Premiere events

D. Remuneration

- Eagle Ambassadors receive a \$1000 scholastic award per long semester, \$500 per summer session, for a total of \$2,500 per year and \$8.25/hour for a minimum of 15 hours per week of work. Maximum allowable hours of 25 per week.
- ELITE Mentors receive \$8.50/hour for a minimum of 10 hours per week of work with the potential of semester pay increases. Maximum allowable hours of 20 per week.

E. Uniforms

- Students may receive short sleeve and long sleeve casual uniform shirts and are required to wear their own khakis or black pants for the casual uniform. Eagle Ambassadors also receive a formal uniform for formal events. The appropriate clothing is determined prior to events, tours or special functions.
- Every Visitor Experience team member is a representative of the university and is expected to present a positive image reflected in behavior, attitude, speech, dress and personal hygiene.
- Uniforms will be worn only when on duty.
- Uniforms must be professionally cleaned and returned if a student leaves the team for any reason.
- If part of a uniform is lost or damaged, the student is responsible for the replacement of the item.

F. Employment

- **It is expected that participation in the Visitor Experience team will be the primary source of employment.**
- **Any outside employment must not conflict with training sessions, events or obligations undertaken.**

G. Conduct

- Eagle Ambassadors and ELITE Mentors are representatives of UNT and are expected to present exemplary behavior during all working hours.
- Exemplary behavior 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 Visitor Experience team and revocation of any scholarship monies.
- All team members will be subject to a security background check due to the potential handling of proprietary issues.
- Any drug use or illegal activity will not be tolerated.

Responsibilities

A. General Duties

- Represent UNT at functions as assigned.
- Present a positive image and good character during all assigned duties.

B. Tour Duties

- Conduct well-organized, friendly tours of the university for large groups, parents, prospective students and other visitors.
- Become well versed in UNT history, traditions, marketing messages, etc.
- Memorize tour script information and tour route.
- Represent all areas and organizations of UNT equally and accurately to guests.

C. Recruitment Duties

- Serve as a positive role model for prospective students.
- Be accessible to answer questions to make them feel comfortable and welcome.
- Understand and use university marketing messages when interacting with prospective students.
- 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.

D. Administrative Duties

- Assist in operation of ESSC information desk and Tour Center as assigned.
- Assist in compiling materials for events as assigned.
- Maintain regular communication with immediate supervisor to discuss any situations that warrant his/her attention.
- 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.

Reporting Structure

Eagle Ambassadors and ELITE Mentors are employed by the Office of Admissions and are expected to abide by all guidelines of that office. The Visitor Experience Manager reports to the Executive Director of Admissions, who in turn reports to the Vice President for Enrollment.