Chancellor’s Ambassador Program

Handbook
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UNCG Chancellor’s Ambassador Program – Criteria and Application

A personal investment in you and by you.

The Chancellor’s Ambassador Program is a leadership training program for a group of specially selected student leaders who volunteer their time to represent the University of North Carolina Greensboro and the Chancellor and First Lady at a variety of events and activities, showcasing what’s best about UNCG to some of its most important guests. As they represent the University, the University invests significantly in them.

Selected through a formal nomination and application process, these students enjoy a series of activities that give them the opportunity to learn and practice networking skills, business etiquette, leadership, community engagement, and personal communication and presentation skills as they help communicate the mission and culture of the school. There is no cost to become an ambassador. The university covers all expenses involved in training; an ambassador’s time is their donation to the program. In return, Ambassadors benefit from leadership training and experience, professional and employment references, opportunities to meet and interact with local and state-wide employers, legislators, donors, and friends of the University; development of career readiness skills, including etiquette, teamwork, communication, and interpersonal skills.

To be considered, applicants must possess the following minimum qualifications (which shall be maintained at all times if selected for the Program):

- Must be enrolled as a full-time undergraduate student
- Must have completed at least one semester of study
- Must have and maintain a minimum 3.0 GPA
- Must be in good conduct standing with the University

There is also a set of expectations for each applicant accepted for the program:

- Ambassadors should have an interest in leadership at UNCG as well as a commitment to community service.
- Ambassadors make their training and their assignments a priority.
- Ambassadors are committed to personal growth and learning.
- Ambassadors will remain in good standing academically and through conduct.
- Ambassadors will conduct themselves in a manner which reflects the values of UNC Greensboro and effectively demonstrates the highest expectations of hospitality, leadership, discretion, respect and responsibility.
- Attendance at all orientation and training sessions is required.
- Service at a minimum of three Chancellor events and one campus community service event per semester
- Adherence to communications and dress code policies
- Maintain flexibility as events often can change unexpectedly
Students who can embrace this challenge are invited to apply. Please download the application form found at [https://chancellor.uncg.edu/chancellors-ambassador-program-application/](https://chancellor.uncg.edu/chancellors-ambassador-program-application/).

**Application Materials:** Please submit a copy of your fall or spring semester schedule (including class and work obligations) as well as the completed application materials (including three recommendations from college faculty or staff). You are encouraged to submit a resume, your co-curricular transcript, and any additional information you think may help support your candidacy.

**Deadline:** All completed application materials must be submitted via email to Paige Boggie at kpboggie@uncg.edu by November 30, 2018.

Name: _____________________________________________________________________
Email: __________________________ Phone #: ______________________________
Hometown/Country: __________________________________________________________
Local/Campus Address: _______________________________________________________
UNCG ID #: __________________________
Major: ____________________ Minor: __________________
Expected Date of Graduation: ____________
How did you hear about the Student Ambassador Program: __________________________
_____________________________________________________________________________

**Campus Involvement**
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

**Community Activities**
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

**Awards and Honors**
_____________________________________________________________________________
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Interests and Hobbies

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Employment Experience

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Will you work during Spring Semester 2018-2019? Yes____ No____
  • If yes, where will you work? ____________________________________________
  • If yes, approximately how many hours/week? ______________________________

Will you student teach or have an internship during Spring Semester 2018-19? Yes____ No____
  • If yes, where will you work? ____________________________________________
  • If yes, approximately how many hours/week? ______________________________

Do you have plans to participate in a Study Abroad Program for Spring Semester 2018-2019? Yes____ No____

If so, what semester? ______________________________

Are you planning to be a Resident Advisor (RA) for the 2018-2019 Academic Year? Yes____ No____

************************************************************************************
Please attach typed responses to EACH of the following five questions as well as a copy of your spring semester schedule to this page and return all items via email to Paige Boggie at kpboggie@uncg.edu. Finalists will be selected and notified of the interview schedule at the end of ______________.

1. List any experiences you have had which you believe will aid you as a Student Ambassador (leadership training, co-curricular activities, community service, employment, etc.).

2. Please describe your reasons for choosing UNCG to further your education.

3. Please discuss why you are interested in becoming a Student Ambassador and how you will promote UNCG if selected.
4. Assume that you are an Ambassador and have been asked to make a 5-minute presentation to a group of alumni who are visiting for Homecoming weekend. What would you tell these alumni about life at UNCG?

5. If allowed only three adjectives to describe yourself, what three would you use and why?

The University of North Carolina Greensboro makes an investment in Student Ambassadors. In return, we ask that you make a commitment to the Ambassador Program. Please initial the following statements, indicating your agreement:

- If selected as an Ambassador, I will be available for the entire _____________ academic year.

- If selected as an Ambassador, I will comply with the standards of the UNCG Code of Student Conduct. If found in violation, I will voluntarily relinquish my position as an Ambassador.

- If selected as an Ambassador, I will attend required orientation & training sessions.

- If selected as an Ambassador, I commit to participating in at least three events per semester.

- If selected as an Ambassador, I commit to participating in at least one campus-sponsored community service event per semester.

- I agree all information on this application may be verified and shared with the Ambassador Selection Committee and the Chancellor’s Office. Information will be otherwise held in strict confidence.

I authorize the release of the information needed for full consideration of my application and I acknowledge that it will include academic and disciplinary records. I further affirm that the information I have provided on this application is true and accurate.

Signature______________________________________Date_______________
UNCG Chancellor’s Ambassador Program
Recommendation Form

The below named student is an applicant for a position as a Chancellor’s Ambassador for the 2018-2019 academic year. Chancellor’s Ambassadors are a special team of volunteer students selected each year to represent the University and the Chancellor and First Lady at events while hosting various groups of visitors, stakeholders, or other distinguished guests. The successful applicant must possess a high degree of professionalism, dedication, energy and adaptability as well as strong verbal skills.

Applicant’s Name ______________________________________________________

Please rate the applicant using a scale of 1 (minimal) to 5 (excellent), including your comments:

_____ 1. Communication Skills (articulate and comfortable in verbal expression, able to think quickly and express him/herself well in a group or one-on-one)

_____ 2. Professionalism (reliability, punctuality, tact, self-motivation, discretion in personal attire and conduct)

_____ 3. Maturity (patient, appropriately self-confident)

_____ 4. Attitude (enthusiastic, honest, optimistic, positive)

_____ 5. Teamwork (ability to work collaboratively and effectively with peers, including those who are different from the applicant)

Please list 3 adjectives that you believe best describe this applicant:

In what capacity and for how long have you known the candidate?

Please check one of the following: _____ Strongly Recommend _____
Recommend with Reservations _____ Recommend _____ Do not recommend

Your Name (Please Print)____________________________________________________

Title/Position_______________________________________________________________

Signature ______________________________________Date_______________________

Thank you for your assessment of this candidate. Please return this form via email to Paige Boggie at kpboggie@uncg.edu by __________________.
Agreement of Service

As a participant in the UNCG Chancellor’s Ambassador Program, I agree to uphold the following commitments. (Please initial beside each bullet)

● ______ I understand that as a Chancellor’s Ambassador, my attitude and actions represent the University. As such, I will conduct myself at all times as a young professional in how I speak and present myself both on and off campus and in social media, using a positive manner and with a positive attitude regarding the University of North Carolina Greensboro and my student experience.

● ______ I will maintain at a cumulative 3.0 GPA and acknowledge that failing to meet this requirement will result in a one-semester probationary status.

● ______ I understand that even if I am 21 years old or older, I will not participate in the consumption of alcohol prior to, or while hosting events and/or representing the University in my capacity as an Ambassador.

● ______ I understand that I will not participate in the use of illegal drugs or substances prior to, or while hosting events or representing the University.

● ______ I will arrive in a timely manner at events, wearing the specified professional attire adhering to the following:
  o No clothing which is overly tight or loose, unwashed, poorly pressed, or exposes skin more than 2 inches below the point where collarbones meet.
  o Ladies’ attire includes: knee-length (or longer) skirts, knee-length (or longer) dresses, or pants, a blouse, closed toe and clean shoes (no sneakers).
  o Gentlemen’s attire includes: khakis or dress pants (no shorts), collared shirt, a tie or bowtie, closed toe and clean shoes (no sneakers)
  o Personalized Chancellor’s Ambassador Program nametag provided to me.

● ______ I will help host the minimum number of events per semester, as determined by the Advisor and the Chair.

● ______ I will maintain my University provided Chancellor’s Ambassadors Google Calendar within my University provided email account.

● ______ I will adhere to the University code of conduct and remain in good standing with the University.  https://plx-wpmsdpt02.uncg.edu/osrr/wp-content/uploads/sites/6/2018/08/UNCG-Student-Code-of-Conduct.pdf

● ______ I will uphold all University policies, follow all University procedures, and abide by State and Federal Laws.
By signing this Agreement of Service, I certify that I have read and understand the above commitments and that I agree to abide by and uphold them. Additionally, I agree to release my GPA information and criminal record information to the Chancellor’s Ambassador Program Advisor and any additional University Staff deemed necessary by the Advisor for the purposes of verifying that I meet the basic GPA and conduct requirements outlined above.

________________   __________ __________
Print Name       Date

__________________________
Signature
CONFIDENTIALITY AGREEMENT

The University of North Carolina at Greensboro (“University”) maintains information that is sensitive and confidential, and often protected by federal and state laws that prohibit its unauthorized use or disclosure. As a member of the Chancellor’s Ambassador Program, you will have access to sensitive information relating to the University, the Chancellor and the Chancellor’s family, and various campus visitors and stakeholders.

As a condition of accepting membership in the Program, by signing below you agree to be bound by this confidentiality agreement (“Agreement”) and to take all steps necessary to protect Confidential Information (as defined below) from disclosure to anyone except as specifically allowed in this Agreement. For purposes of this Agreement, Confidential Information means any nonpublic information that you are provided, overhear, or otherwise have access to in connection with your membership.

You understand and agree that violation of this Agreement may subject you to possible disciplinary action affecting your membership and your good standing with the University.

You agree that you shall access Confidential Information only to the extent needed to perform your legitimate duties as a Chancellor’s Ambassador. You will not look up, review, or analyze Confidential Information outside the scope of your service, even if you have access to that information, unless authorized to do so by your Advisor.

You agree that you shall not share Confidential Information with anyone other than a designated University Advancement or Chancellor’s Office staff member, or fellow Ambassadors, and only to the extent necessary in the performance of service as a Chancellor’s Ambassador. You agree to protect all Confidential Information and not to share Confidential Information or access to Confidential Information with any unauthorized individuals, whether internal or external to the University. You further agree not to facilitate any other person’s access to said information. For purposes of this paragraph, the term “Confidential Information” shall include passwords or other access information or devices you are given in connection with your program membership.

This Agreement is binding upon and shall inure to the benefit of the University and its assigns. This Agreement is effective as of the date signed below and will continue for as long as you remain a Chancellor’s Ambassador, provided however your obligations of confidentiality and restrictions on use of the Confidential Information shall survive termination of this Agreement for any reason.

I hereby agree to all of the terms and conditions in this Agreement:

Signed: ________________________________

Name: ________________________________

Date: ________________________________
Communication Policy

Purpose

The purpose of the Communication Policy, is to clearly and consistently outline the communication plan for members of UNCG’s Chancellor’s Ambassador Program.

Section 1 - Scheduling

At the beginning of every semester, the Program Advisor will email members a Google Hosting Spreadsheet showing scheduled events requiring member hosts and the number of hosts required, and will request that members sign up to work three events within three calendar days. The Advisor will update the Spreadsheet accordingly and will send calendar invitations for each event to the hosting members. If a member’s schedule allows for hosting evening events and transportation is required, the Advisor will work with the member to provide that transportation.

Because schedules change and events can be added and/or removed, the Advisor will update the spreadsheet on a monthly basis at the end of every month and request that members indicate their availability for newly-scheduled events within a given timeframe.

There will likely be instances where events are added with little lead time; in such instances the Advisor will email members and request hosts. Members should make every effort to serve if schedules allow. The Advisor will update the Hosting Spreadsheet and send Google Calendar invitations for the event and to the members hosting that event.

The Advisor will communicate any special pre-event meetings to the event hosts via email. Meetings may be in person or via conference phone, at the discretion of the Advisor.

Every effort will be made to take members’ class/work schedules into consideration.

Section 2 – Changes to Members’ Schedules

Once the Advisor sends the Google Calendar invitations to members hosting an event, it becomes the individual member’s responsibility to notify the Advisor via email of any changes to their schedule.

If a member is no longer able to host an event, they are responsible for contacting other members to find a substitute for the event and must notify the Advisor via email of the substitution at least 48 hours in advance of the event. The substitute member must be included in this email as well and must confirm with the Advisor.
Section 3 – Emergencies and Minimum Notification Time

We recognize that emergency situations can and do occur. Emergencies justifying withdrawal from an event within 24 hours of the event include illness, family emergencies, and academic-related issues. If a substitute cannot be found, documentation supporting the reason for withdrawal shall accompany notice of the withdrawal to the Advisor. Notice of less than 24 hours that a member is no longer able to host an event and has not found a substitute is unacceptable and should be avoided.
Continued Membership, Member Probation, and Member Dismissal

Continued Membership
A student selected to be a Chancellor’s Ambassador maintains that status until graduation, unless and until that student resigns or is dismissed per policy.

Member Probation
The member strike system provides parameters and guidelines for when, why, and how a member of the Chancellor’s Ambassador Program is placed on probation.

One strike shall be assigned to any member who:

- Misses a regular meeting or other mandatory event without a valid excuse
- Volunteers for an event but does not appear without giving at least 24 hours’ notice to the advisor
- Fails to adhere to semester event requirements
- Fails to wear the proper attire at an event

Accumulation of two strikes will result in a meeting with the Advisor and placement on probationary status for the remainder of the academic year.

During a period of probation, a member must make up for any event attendance deficit and otherwise adhere to all attendance, academic, conduct and other policy requirements. A member who successfully completes a probationary period shall be reinstated to good standing following a meeting with the advisor to ensure that the circumstances that warranted probation have been properly resolved.

Member Dismissal
Dismissal from the Chancellor’s Ambassador Program can happen as a result of a member not upholding the Agreement of Service, falling out of good academic or good conduct standing with the University, being placed on probation and the reason for probation not being properly resolved, or a member breaking State or Federal Law.

Upon dismissal, a member will no longer be allowed to participate in the Chancellor’s Ambassador Program or represent the University as such. Dismissed members must return all materials provided by the Program, including, but not limited to, the official name tag, attire, and handbook.
Dress Code

Purpose:
To enforce a uniform dress code for the purposes of being easily identified by our campus community, event guests, as well as colleagues. As a member of the Chancellor’s Ambassador Program, you are also representing UNC Greensboro; as such, your appearance reflects on the university as well as our organization.

*Any member who needs assistance acquiring appropriate attire in addition to the program-provided jacket and polo should speak privately to the Advisor for assistance. All such conversations will be kept strictly confidential.

Dress Code Requirements:
As a member of the Chancellor’s Ambassador Program, each member must adhere to the following dress code at each event. Please dress to your preferences as an individual within the confines of a “business casual” designation. If a Program-issued item needs to be replaced please let your Chair or Advisor know as soon as possible.

When serving as an Ambassador, each member must wear the following:

- Chancellor’s Ambassadors Program Nametag.
- Program-issued jacket or polo (depending on the weather.)
- Business or Smart Casual clothing (see below)

Each member must also maintain a polished appearance, which includes:

- Hair neatly combed
- Clothing ironed and clean
- Shoes clean, simple and professional
  - Closed toe for male-identifying members
  - Heels higher than two inches should be avoided
- Maintain a “less is more” mentality with makeup, nail polish, lipstick and jewelry
- Body art or tattoos should not be visible; nose rings or face jewelry prohibited
- Socks, hosiery, belts and accessories should be in matching neutral tones
- Ties should be solid colors, stripes, or small patterns

Failure to adhere:
A member who reports for service without adhering to the above requirements will not be permitted to serve and will receive one strike pursuant to the Member Probation guidelines.
What is Business/Smart Casual?

In addition to your Program-issued jacket or polo, you should choose attire in line with the general guidelines below (in addition to the specifics outlined above).
Defining the Chancellor’s Ambassador Program:
Talking Points

When you are asked what the Chancellor’s Ambassador Program is, the following talking points should be used:

• A program within the Chancellor’s Office wherein Ambassadors represent the University while serving as hosts at Chancellor events, as well as select on and off campus Advancement events.

• An opportunity for Ambassadors to become connected to both the campus community as well as the community at large by way of hosting and directing guests at University events.

• An opportunity for Ambassadors to become more prepared for the working world through interacting with a diverse group of constituents, as well as adhering to guidelines which lend themselves to the business world- such as proper attire, being mission-oriented, being accountable for one’s actions, having a customer service-friendly demeanor, problem solving, and conversing with a wide variety of people.

• An opportunity for Ambassadors to exemplify the quality of our constituency to important stakeholders.