



# 2008



## Eagle Ambassador Application Packet

Thank you for your interest in the Eagle Ambassador program! We are excited to begin the selection process for our 2008-2009 staff. The Eagle Ambassadors introduce more than 15,000 prospective students, parents and visitors to the University of North Texas each year. They are also responsible for the daily operation of the UNT Welcome Center, the Eagle Student Service Center Information Desk, assisting the Undergraduate Admissions Office with recruitment efforts and serving 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 should I apply to be an Eagle Ambassador?

How does \$8.25 an hour plus a \$2,500 scholarship sound? In addition to the monetary rewards, Eagle Ambassadors get to meet new people, share their knowledge and love of UNT and help students everyday! They also build connections throughout campus by working closely with the Division of University Relations, Communications and Marketing, the Undergraduate Admissions Office and the Office of the President.

### 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, 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, Official UNT Transcript and  
3 Reference Forms are due by Wednesday, Feb. 27, 2008 at 3 p.m.**

Return completed application packet to the ESSC Information Desk.

Questions??? Contact Jennifer McLendon at (940) 369-8504 or [mclendon@unt.edu](mailto:mclendon@unt.edu)

# 2008 Eagle Ambassador Application

**You must turn in three recommendation forms with this application. One must be filled out by your most recent employer and the other two must be filled out by current UNT faculty or full-time staff members (not RAs, PAs, or graduate assistants) who know you well enough to respond to the listed items. If you are a first-year student, you may give one of these forms to community college or high school personnel. You must also include an official UNT transcript.**

*Please type or print clearly. Do not attempt to recreate this form.*

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Local mailing address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Local/campus phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Email: \_\_\_\_\_ Classification: \_\_\_\_\_

UNT Fall '07 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? \_\_\_\_\_

Will you commit to a full year, Aug. 2008 - Aug. 2009, of Eagle Ambassador service? (Circle one) Yes / No

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

If selected, could you attend training Aug. 11-14, 2008 with an overnight retreat on Aug.13? (Circle) Yes / No

If selected, is it okay to post your information and photo on the Eagle Ambassador web page? (Circle) Yes / No

**By signing below, you acknowledge that 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 academic and judicial records with the University of North Texas, as well as any self-representation you may have on the internet.**

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

**List organizations/service opportunities in which you are currently active, including offices you hold.**

1. \_\_\_\_\_ 4. \_\_\_\_\_  
2. \_\_\_\_\_ 5. \_\_\_\_\_  
3. \_\_\_\_\_ 6. \_\_\_\_\_

**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  
Study Abroad Program Participant      National Student Exchange Program Participant

**Please rate yourself on the following qualities by circling the numbers (1 = poor; 5 = superior)**

Demonstrate leadership skills	1	2	3	4	5
Maintain a positive attitude	1	2	3	4	5
Work well with others	1	2	3	4	5
Manage conflict	1	2	3	4	5
Public speaking skills	1	2	3	4	5
Manage personal stress level	1	2	3	4	5
Think fast on your feet	1	2	3	4	5
Approach challenges optimistically	1	2	3	4	5
Overall work ethic	1	2	3	4	5
Overall as a potential Eagle Ambassador	1	2	3	4	5

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

**Please type your responses to the following questions on a separate sheet of paper. Limit to three pages.**

1. What three aspects of the Eagle Ambassador program appeal to you most and why?
2. What can you bring to the Eagle Ambassador program that no one else can?
3. How has attending the University of North Texas changed you as an individual?
4. How do you promote pride, spirit and a positive image of UNT to others?
5. Describe your first impression of UNT.

**List the names and titles of your most recent employer and the two full-time faculty or staff members who will be submitting reference forms on your behalf. Reference forms completed by RAs, PAs, organization officers, graduate assistants and other students or student employees will not be accepted.**

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

**Return the completed application personally to the Eagle Student Services Center Information Desk. Submission of application prior to the Feb. 27, 2008 deadline at 3:00 p.m. is strongly recommended.**



## 2008 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 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 Reference:**

The Office of University Relations, Communications and Marketing is seeking exceptional students to serve as Eagle Ambassadors. If selected, this student would serve as a university tour guide, student recruiter and student representative to prospective students and the community. The applicant's ability to communicate effectively is crucial. You can assist in the selection process by answering the following questions in regard to the applicant's ability to contribute and succeed as a member of the Eagle Ambassador program.

Name of Reference: \_\_\_\_\_ Title/Position: \_\_\_\_\_

Department/College: \_\_\_\_\_ Phone: \_\_\_\_\_

How long have you known the applicant? \_\_\_\_\_ In what capacity? \_\_\_\_\_

**Personal Characteristics:** Check all that apply to the applicant.

- |  |                                     |                                      |  |  |
|--|-------------------------------------|--------------------------------------|--|--|
| <input type="checkbox"/> Accepting of others | <input type="checkbox"/> Creative   | <input type="checkbox"/> Insightful  | <input type="checkbox"/> Outgoing          | <input type="checkbox"/> Reserved      |
| <input type="checkbox"/> Approachable        | <input type="checkbox"/> Dependable | <input type="checkbox"/> Mature      | <input type="checkbox"/> Patient           | <input type="checkbox"/> Sincere       |
| <input type="checkbox"/> Caring              | <input type="checkbox"/> Emotional  | <input type="checkbox"/> Motivated   | <input type="checkbox"/> Positive Attitude | <input type="checkbox"/> Tactful       |
| <input type="checkbox"/> Confident           | <input type="checkbox"/> Ethical    | <input type="checkbox"/> Open-minded | <input type="checkbox"/> Practical         | <input type="checkbox"/> Temperamental |
| <input type="checkbox"/> Cooperative         | <input type="checkbox"/> Honest     | <input type="checkbox"/> Organized   | <input type="checkbox"/> Punctual          | <input type="checkbox"/> _____         |

**Strengths and Weaknesses:**

What are this applicant's two biggest strengths?

What are this applicant's two biggest weaknesses?

**Abilities:** Use the scale below to assess the applicant's ability in the following areas.

5=Excellent    4=Good    3=Average    2=Fair    1=Unacceptable    NA=Not applicable

- |  |   |
|--|---|
| _____ Communication skills (oral and written)        | _____ Ability to solve problems                           |
| _____ Predisposition for teamwork                    | _____ Ability to manage time and finish tasks on time     |
| _____ Leadership abilities                           | _____ Ability to work with a diverse population           |
| _____ Respect for authority                          | _____ Ability to accept responsibility for own actions    |
| _____ Relationships with peers                       | _____ Ability to speak in front of small and large groups |
| _____ Willingness to take initiative                 | _____ Ability to listen and follow directions             |
| _____ UNT Pride                                      | _____ Ability to think fast on their feet                 |
| _____ Ability to cope with stress                    | _____ Ability to present a positive image of UNT          |
| _____ Ability to relate well to students and parents |   |

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



## 2008 Eagle Ambassador Reference Form (Page 2)

### Explanation of Ratings

If you rated the applicant as a 1 or 2 in any area, please elaborate below:

If you rated the applicant a 5 in any area, please elaborate below:

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 Bataille 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 return this form, in a sealed envelope signed across the seal, to the applicant so he or she may submit a complete application packet by 3:00 p.m., Feb. 27, 2008. You may also fax this form to 940-369-8366.**



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## 2008 Eagle Ambassador Important Dates

**Staff Photos and Picnic:** All Eagle Ambassadors are required to attend a photo session and welcome picnic. Photos of the 2008-09 Eagle Ambassadors will be taken on Friday, April 25, 2008, at 3 p.m. with a picnic immediately following. The photos will be used for publicity of the new staff and the picnic 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 two weeks 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 all new and returning Eagle Ambassadors.**

**Staff Meetings:** Staff meetings are often used as training sessions. These are held every Friday from 3-5 p.m. Eagle Ambassadors must be present at all staff meetings.

### Eagle Ambassador Selection Events

<u>Date</u>	<u>Activity</u>	<u>Time &amp; Location</u>
<b>Wednesday, Feb. 27</b>	<b>Applications Due</b>	<b>3 p.m., ESSC Information Desk</b>
Mar. 3-7	Group Interviews*	9 a.m. – 4 p.m., Check in at ESSC Info Desk
Mar. 10-14	Individual Interviews**	Schedule Individually 9 a.m. – 4 p.m., Check in at ESSC Info Desk
Friday, Mar. 14	Finalists Determined	Phone calls will be made that afternoon
Friday, Mar. 28	Final Interview***	4 p.m. – 6 p.m., Location TBA
Tuesday, Apr. 1	Positions Offered	Calls will be made on or before this date
Friday, Apr. 25	Photo Shoot and Picnic	3 p.m., Meet at ESSC Info Desk

### Mandatory Training Dates

<u>Date</u>	<u>Activity</u>	<u>Time &amp; Location</u>
Monday, Aug. 11	Training	8 a.m. – 5 p.m., Location TBA
Tuesday, Aug. 12	Training	8 a.m. – 6 p.m., Location TBA
Wednesday, Aug. 13	Training	8 a.m. – 6 p.m., Location TBA
Wednesday, Aug. 13	Over-night Retreat	7 p.m. – 12 a.m., Location TBA
Thursday, Aug. 14	Training	8 a.m. – 1 p.m., Location TBA
Friday, Aug. 29	First Staff Meeting	3 p.m. – 5 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 Thursday, March 26.

\*\*\*\*Positions will be offered on or before Tuesday, April 1, 2008.



## **2008 Eagle Ambassador Job Description**

### **1. Qualifications**

- Have and maintain a 2.8 semester and 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 scholarship will cease and the Eagle Ambassador will be 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 scholarship money will be revoked.
- Undergraduate students must have a minimum of 15 semester credit hours completed at UNT by the end of the fall 2007 semester and 30 semester credit hours completed at the end of the 2008 summer sessions.
- Undergraduate students must remain enrolled full time with 12 or more hours each long semester and 3 to 6 hours each summer session.
- Graduate students must have a minimum of 15 semester credit hours completed at UNT by the end of the fall 2007 semester and remain enrolled as a full-time student with 9 to 11 hours each long semester and 3 hours each summer session.
- Commit to a full academic year of service including the fall 2008 semester, spring 2009 semester and two summer 2009 sessions, and be continuously enrolled during those semesters.
- Be available for 20 hours of work per week, working a minimum of 10 hours per week and a maximum of 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**

- A. Length of term
  - One full year (fall 2008 semester, spring 2009 semester, two summer 2009 sessions)
  - New Eagle Ambassadors will be selected in spring 2008 to begin in fall 2008
- B. Required event attendance as scheduled (including, but not limited to):
  - Eagle Ambassador training
  - Chancellor/President/Advancement events
  - College Nights and recruitment events such as NT Preview and NorTex College Fair
  - Residence hall move-ins

C. Training may include the following:

- UNT History, Traditions and Mission
- Eagle Student Services Center Core Services
- Team building
- Marketing approaches
- Academic departments
- Social Fundamentals
- Tour of Campus/script
- Welcoming Diversity workshop

D. Renumeration

- At least \$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 10 hours, maximum of 20 hours** per week

E. 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 reflected in attitude, speech and dress.

F. 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 training sessions, events or obligations undertaken.**

G. 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.
- 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, marketing, etc. for answering questions on tours and at the UNT Welcome Center and the ESSC information desk
- Memorize tour script and tour route
- Represent all areas and organizations of UNT equally and accurately to tour participants

#### 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 marketing messages when talking 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

#### C. Ambassador duties

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

#### D. Administrative duties

- Assist in operation of the UNT Welcome Center and the ESSC information desk as assigned
- Assist in compiling materials for events as assigned
- Maintain regular communication with Eagle Ambassador Program Coordinator 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. University Relations, Communications and Marketing

- Eagle Ambassadors are employed by the Division of University Relations, Communications and Marketing and are expected to abide by all guidelines of that division.
- Eagle Ambassadors will report directly to the Eagle Ambassador Program Coordinator (who in turn reports to the Director of Integrated Branding, who in turn reports to the Assistant Vice President for University Relations, Communications and Marketing, who reports to the Vice President for University Relations.)