

Spring 2012 Training Manual



“To portray truthfully and enthusiastically,
to current and potential students,
all of the amazing opportunities
Arizona State University has to offer”
—*J. Foster et al., 2002*

Welcome!

By this time, I am sure you have been congratulated on your acceptance into Devils' Advocates. I would like to reiterate how excited the entire organization and myself are to have such a wonderful newbie class. This quick blurb will briefly outline our expectations and give an introduction about some things to expect.

As tour guides, Devils' Advocates will give tours to thousands of prospective students and their families this year. The campus tour is the most important part of any student's campus visit and ultimately their choice of school. We have a vital role in helping to ensure that the visitor sees Arizona State University through the eyes of a student, and gets a real feel for what it is actually like to be a college student at ASU. This role comes with an incredible amount of personal reward, as you will soon see.

This organization gives each individual the opportunity to gain a deeper connection with our University and our peers. You will be surrounded with some of Arizona State University's finest, and I encourage you to get to know each and every Advocate. While some events are technically not required, they do provide a fantastic forum to become closer to other members, which in turn will collectively enrich our organization. Joining a committee, playing an intramural sport or partaking in one of our planned special events are some of the ways to become entrenched in the organization. I can personally guarantee that the more effort you put in, the more benefits you will receive from being a Devils' Advocate.

While there are countless laughs and tons of smiling faces, there are times when personal accountability and seriousness are mandatory. When speaking about issues such as appeals and excuse letters the tone and disposition of the organization becomes businesslike and it is essential you understand these aspects of the organization as well as the more lighthearted ones. I urge you to actively participate in these discussions and seek out ways to improve the organization.

Finally, I want to close by expressing even more excitement about your presence in Devils' Advocates. I can speak for the rest of the Executive Board in saying that we all have an 'open door' policy and are always willing to discuss any comments or concerns that are brought forth. The people are truly what make Devils' Advocates unique, and I am confident that you all will add many new dimensions throughout your time in the organization.

With utmost respect,

Emily Tingle
Training Chair

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History

In 1966 the University, through the Alumni Association, considered several ideas to draw outstanding students to Arizona State University. One goal was to establish a student organization, and Devils' Advocates was born. The purpose of Devils' Advocates was to inform high school students and their families of the opportunities and benefits available to them at ASU and to encourage the most superior of these students to enroll in the University.

The early 1970's marked a turning point for Advocates. The University and the Alumni Association were growing, and thus more demands were put on the organization. At this time, the group was traveling all over the state speaking to high school students as well as giving campus tours.

In 1974, the University established the Office of Admissions, separating it from the Registrar's Office. Advocates stayed with the Alumni Association for about six months and then transferred to the High School/College Relations Office, a division of the Office of Admissions. With two sponsors (Alumni Association and the Undergraduate Admissions Office), a constitutional change was affected and Devils' Advocates experience a shift in the functions and activities.

New standing committees were added, efficiency programs for tours were perfected and new student orientation became a larger part of the group's responsibilities. In the 1990's, involvement with the Alumni Association gradually faded while a new relationship with Institutional Advancement and Sneaker Tours was formed. In 2000, Institutional Advancement joined Undergraduate Admissions as the official sponsors of Devils' Advocates. In late 2002, the name of Institutional Advancement was officially changed to the Office of Public Affairs; yet their support for Devils' Advocates continues.

Today, Devils' Advocates sits under Undergraduate Admissions and acts as arguably its best recruiting tool. Heading into its 46th year of existence, Advocates is the oldest Para-professional organization at Arizona State University. With a knack for keeping it upbeat and professional, the organization thrives off a fervent passion for the University and contains an outstanding amount of Sun Devil pride.

Back it up!

Tour Sign-in Sheets

Guides are expected to sign in for every tour they are present for. Each guide should check the box by their name and initial on the right to indicate they were present, then fill out the “# on tour” and “time returned” sections if they give the tour, or mark the “not needed” option if they do not give the tour. The “buddy” box should be checked when a buddy tour is given, and the “notes” box can be used for messages from the tour chair to the guides, or vice versa.

DEVILS' ADVOCATES TOUR SIGN-IN

AM		Monday, February 6, 2012					
<input type="checkbox"/>	Name:		# on tour:	Time Returned:	Buddy <input type="checkbox"/>	Initials:	Notes:
<input checked="" type="checkbox"/>	Sparky Sun Devil		8	10:58	Notneeded <input type="checkbox"/>	SS	
<input checked="" type="checkbox"/>	Gabrielle Llovet		9	10:50	Buddy <input checked="" type="checkbox"/> Notneeded <input type="checkbox"/>	GB	
<input checked="" type="checkbox"/>	Zach Hawley				Buddy <input type="checkbox"/> Notneeded <input checked="" type="checkbox"/>	ZH	
<input checked="" type="checkbox"/>	Alex Zywicki		9	10:50	Buddy <input checked="" type="checkbox"/> Notneeded <input type="checkbox"/>	AZ	
<input type="checkbox"/>	Steven				Buddy <input type="checkbox"/>		

General Expectations

Give prospective students and families memorable tours of Arizona State University.

Always remember that you are a representative of the Office of Undergraduate Admissions, and may be the only ASU student a prospective student meets during his/her visit. Some families have spent a great deal of money and time to come visit our campus. You are Arizona State University to many of our visitors. Be proud and represent yourself and this community well.

Read and abide by the Devils' Advocates Constitution & Bylaws.

Be open to change and critique. ASU is continuing to evolve. During your time here as a guide you may need to change the information you provide and/or the manner in which you provide it. Comments and critique can really help you become the best tour guide possible.

Meeting Expectations

Attend all monthly meetings and events prepared and on time.

Prior to the beginning of the meeting pick up personalized folder and keep all handouts. Also remember to return the folder at the end of the meeting.

Bring a personal calendar to all monthly meetings. This will enable people to sign up for tours and note important dates.

Monthly meetings are usually the third Thursday of every month at 4:30pm. If possible, Advocates are expected to plan school & work schedule around meeting times. Look at the Calendar of Events (which is on Blackboard in the Documents folder) for additional event information.

During meetings please make sure to always stand when speaking to the general membership, try to fill the front seats and try not to be distracted by technology.

Appearance

Devils' Advocates is a paraprofessional organization. In several cases, Advocates are the first and sometimes *only* contact a perspective student has with Arizona State University. Our appearance is very important.

- ❑ All Devils' Advocates must wear their polo with **only solid khakis** or **solid black** pants, skirts, or shorts. Skirts and shorts should be an appropriate length (no shorter than your finger tips), so that tour guests will not be offended. This attire is required at most events **including** general meetings.
- ❑ Polo's should be clean and wrinkle free. They should be tucked in and a belt should be worn whenever loops are present.
- ❑ Shoes with a back or heel strap or back are appropriate tour shoes (for safety reasons while walking backwards). Flip-flops are not permitted.
- ❑ **No** sunglasses may be worn while participating in Devils' Advocates events. Eye contact is very important!
- ❑ Advocates are encouraged to wear white under their polos, however black and maroon are also allowed.
- ❑ Clothing representing other groups, organizations, or companies (i.e. pledge pins, Abercrombie hats and undershirts with logos) are prohibited.
- ❑ Hats are strongly discouraged, but allowed only if they are of ASU representation.
- ❑ During cold weather guides are encouraged to wear a solid white long sleeved under shirt. A jacket is permitted only if neither the guides name nor the DA logo is covered. If preferred, Advocates can purchase an official sweater.

Excuse Letters

If an Advocate misses one of the mandatory events, he/she must submit, in writing and within 5 days of the event, an "Excuse Letter" to the President of the Executive Board. Email and paper are both acceptable, and emailed letters should be sent in the body of the message, rather than as an attachment. A member who accumulates **four excused** absences *or* **two unexcused** absences per semester shall be placed on alumni status.

Mandatory events may include:

- General Meetings
- Annual Retreat
- Membership Selection Tea
- Membership Selection Interviews
- Training Day
- Tours
- Convocation
- Speaking Engagements
- Apple Polisher
- Any other events to which you are committed to

Valid excuses may include:

- Attendance at an academic function (class, etc)
- Illness or personal emergency
- Participation in a significant religious event

When writing an excuse letter, be sure to include:

- The event you missed (date, event, and time)
- The reason you missed the event (Where were you?)
- Attempts to find coverage for the event (if applicable)
- The more detailed the letter, the better!

What happens when my excuse letter is read?

When the President receives a letter, it is brought to the next Executive Board meeting. Letters are always first on the agenda, and this portion of the meetings is closed to the General Membership. The President reads the letter aloud to the Executive Board, but does not read the name of the Advocate. The Board then discusses the excuse based on the content of the letter. If any outside information is known, it cannot be presented (note: This is why detail is **so important** in excuse letters!). The Board then votes individually whether to excuse or not excuse the absence. The President votes only in the event of a tie. Only after the vote is tallied is the name of the Advocate revealed. Secretary Stuart Luther then notifies the Advocate in regards to the decision.

Please send all letters to Maggie Broderick at advopresident@gmail.com.

Also, notify any executive board member that might be impacted by the reason for the excuse letter.

Sample Excuse Letter

Below is an example of an actual excuse letter. Please note the amount of detail and professionalism.

January 23, 2012

Dear Advocate Executive Board:

I am writing to ask for an excused absence for needing to leave early on Sat. October 4th from retreat in Payson, AZ. While I asked for the time off from my weekend job last April, I was surprised to find out today that I have been invited to mock interviews for medical school at U of A's Phoenix Campus that same morning. I was at first torn about this decision, but later realized that this morning can have a direct impact on my future as I am one of 20 to be invited, as well as I am given an insight as to the selection process at U of A med school for next year's rounds of applicants. The day begins at 9:30am with check in and will not be completed until after a roundtable discussion with lunch. I will therefore be making accommodations to return to Phoenix early Saturday morning, but will bring my suit and necessary supplies to retreat so that I may maximize the amount of time I will be allowed to stay in Payson.

As always, I will go the extra step to see what I miss, and continue to write all my love notes to the Advocates both on retreat and for those unable to attend. I greatly apologize for this early leave, but I cannot miss out on this opportunity both from academic and career aspects. Attached is a copy of my itinerary and my date of invitation, so that you can be assured that it was rather late notice of my invitation, as well as the validity of this matter.

Thank you for your time,

XXXXXX XXXXX

Appeals

What is an appeal?

If an Advocate is placed on alumni status after accumulating 4 excused **or** 2 unexcused absences in one semester, he/she has the option to appeal to the membership at the first General Meeting following the Executive Board's decision. Reinstatement to Advocate Active status requires a **2/3 YES vote** of the members present and active at the General Meeting.

What is the general process of an appeal?

When a member is placed on appeal he/she has the option of either continuing to give tours and attend events or take the time off to reflect on their commitment to Advocates. If the latter option is chosen, the person on appeal must notify the tour chair, Nich Weller, immediately and he will make the appropriate accommodations.

Usually, an appeal follows this format:

1. The Advocate in question will speak in their own behalf, explaining their absences in detail, and the reasons for missing those absences.
2. After the Advocate has finished their speech, a question and answer period takes place between the General Membership and the Advocate in question.
3. The Advocate will leave the room. At this point, any other questions can be asked between the General Membership. A speaker's list is created, and those who wish to speak may do so now.
4. After the speakers list is exhausted and questions have been answered, the General Membership will vote on the Advocate in question.

A **YES vote**—the Advocate will return to active status and to the group.

A **NO vote**—the Advocate remains in alumni status and will no longer have responsibilities to the group.

An **Abstain vote**—removes the person's vote from the overall number used to calculate the 2/3 total, thus the voter loses his/her voice in the vote.

What should I speak about if I am on appeal?

It would be best to provide the following information to the group:

- What event was missed and why?
- When did you know that you would miss the event?
- Did you contact anyone to cover the event (if applicable)?
- Why was the absence determined to be "unexcused"?

When appealing, it is also advantageous to mention:

- Why are you in Advocates?
- Why should the group reinstate you?
- What is your time commitment to the group?
- What special contributions have you made to Advocates?
- What steps you have taken to ensure any mistakes that were made will not occur again?

What should I think about when judging an appeal?

It may be helpful to consider:

- Be **objective**; consider the event missed and why it happened.
- Consider the absences and an Advocate's behavior rather than your personal relationship with him/her.
- What is the person's attitude toward the group and Devils' Advocates responsibilities?
- How much time does the person have to commit to the organization?
- Is he/she a positive influence on the group?
- Consider the Advocate's commitment to the group.