

June 1, 2004

Dear New Admissions Ambassador,

Congratulations on being selected as an Admissions Ambassador! On behalf of the Admissions staff and the entire University, I welcome you to this very special group.

You have demonstrated your knowledge and enthusiasm for Illinois State University. Your selection as an Admissions Ambassador is an achievement in which you should take a great deal of pride. You are part of a unique program with high standards. Therefore, the success of this group depends entirely upon the dedication and work of each and every Ambassador. Because you represent the University to the many campus visitors and prospective students you will meet, striving for excellence is a constant goal. In addition, Ambassadors bring many diverse opinions and views to this program. Being open-minded and adaptable will lead to excellence in yourself as well as fellow ambassadors.

As it is true with other student activities, you will find you gain as much from this activity as you put into it. The rewards from this program can be the highlight of your university experience. Dive in and become a part of the group; we promise that it is a time you will fondly remember.

We know you are honored to have been selected to be an Admissions Ambassador and that you understand the obligation you have made. We are excited to welcome you and provide you opportunities to serve the University and have fun! I look forward to working with you.

Sincerely,

Stacy R. Ramsey
Associate Director of Admissions

General Information

Selection

Student Ambassadors are selected each year for a one-year period. Students who have been Student Ambassadors in good standing the previous year shall qualify as Student Ambassadors for the next year. New Student Ambassadors will be required to submit a **completed Student Ambassadors Application Form and compete in the interview process.**

Ambassador Activities

Ambassadors will be asked to participate in such functions as:

- * Area meetings
- * Campus Open Houses
- * Departmental Special Programs
- * Minority Scholars Day
- * Special Tours
- * Telethons
- * Transfer Days
- * Other Recruitment activities

Ambassador Benefits

Throughout your experience and service with the Ambassadors program, you will be making a difference not only to the students and staff at this institution but in your personal development as well. Some of the many benefits that you may gain include:

- * The opportunity to meet campus administrators and other dignitaries.
- * The satisfaction of knowing that you have played an integral role in the success of Illinois State University.
- * Development of excellent public relations and communication skills.
- * Great resume building experience.
- * A few extra dollars in your pocket.
- * Better understanding of Illinois State University and the role of Higher Education.

Participation Requirements

Students selected as Illinois State University Admissions Ambassadors will be required to participate in a half-day orientation before classes begin. In addition, there will be required meetings which all Ambassadors must attend. These meetings are designed to serve several purposes:

- * Provide additional training opportunities.
- * Keep you up to date on University events and issues.
- * Introduce you to campus administrators.
- * Let you interact with your fellow Student Ambassadors.
- * Provide you with information regarding upcoming Ambassadors events.

OUR EXPECTATIONS

It is important to be aware of the responsibilities that come with being an Admissions Ambassador. You have made a commitment to the program and therefore are expected to uphold certain standards.

Your job as an advocate of Illinois State University will require frequent time commitments. As an Ambassador, you will be expected to attend meetings and group functions. Special assignments will be scheduled throughout the semester. Each Ambassador, in order to stay informed about the program's activities, should check their E-mail regularly.

Due to the formal nature of ambassador-attended functions, proper etiquette is most important. Ambassadors should be punctual, dressed appropriately, and conduct themselves in a professional and friendly manner. Guests are always first in an Ambassador's mind; they are seated first, listened to attentively, and treated respectfully. **Drinking alcohol and smoking are prohibited while attending any function in an Ambassador capacity, especially when wearing the Ambassador nametag.**

Admissions Ambassadors are expected to maintain at least a 2.50 GPA. An Ambassador's commitment lies first with academics. We understand and respect that academics are your first priority while attending Illinois State University.

Dress Guidelines, included in the Ambassador manual, has been established to direct Student Ambassadors for the proper attire at various functions. Student Ambassadors are to follow these guidelines. They have been constructed to produce a semi-casual but professional look for the group. When a unique situation arises, you will be informed of appropriate changes.

Whether acting in an Ambassador role or as a student, you are still a representative of Illinois State. Therefore, visibility to the Administration and the University community requires that you conduct yourself as a responsible adult at all times. **If it is against the law or University policy, it is against the standards of the Admissions Ambassadors.**

As a program dedicated to the positive image of Illinois State University and the preservation of its traditions, Admissions Ambassadors are committed to excellence. The success of this program depends on a strong foundation built by devoted students. **You are an Admissions Ambassador...commit yourself to excellence.**

Illinois State University

Admissions Ambassadors Standards

Name

The name of this program and its participants shall be the Illinois State University Admissions Ambassadors, hereinafter referred to as Admissions Ambassadors.

Purpose

The Admissions Ambassador program is designed to enrich and support Illinois State University through various activities related to recruiting prospective students and welcoming special guests to the campus. Student Ambassadors provide information, acquaint prospective students and guests with the campus, and present the positive spirit of Illinois State to all customers.

Participation

Section 1. Participation is open to all full and part time Illinois State University students who are accepted through the application process which will take place in the spring semester.

Section 2. Criteria

- a. Minimum GPA of 2.50.
- b. Possess strong communication/presentation skills.
- c. Show maturity and strength of character.
- d. Possess an understanding of the University.
- e. Demonstrate previous service to the University community.
- f. Be in good disciplinary standing with the University's Student Dispute and Resolution Services.

Section 3: Student Ambassadors are expected to attend all regular and special meetings of the group.

Section 4: Active Participation

- a. Ambassadors are selected in the spring of each year for a one-year membership. Students who have been members in good standing the previous year shall qualify for membership for the next year.
- b. Student Ambassadors must maintain a minimum GPA of 2.50.
- c. Demonstrate enthusiasm toward the position and the University.
- d. Demonstrate dependability and responsibility.
- e. Be positive representatives of the student body.

Supervisor

Section 1: The supervisor for the Student Ambassadors shall be the Associate Director of Admissions for Illinois State University.

Section 2: The Assistant Supervisors will work cooperatively with the supervisors to assist with the coordination of the Ambassadors.

Meetings and Attendance Policy

Section 1: Regular meetings shall be held weekly during the academic year at a time and place to be determined by the supervisor.

Section 2: Special meetings may be called by the supervisor and/or Ambassadors as necessary.

Section 3: All meetings and scheduled shifts will be attended, unless excused by the supervisor or assistant supervisor.

Shift Attendance policy:

- a. Find a substitute. If you are unable to be at your assigned shift/event for any reason, you will be responsible for finding your own substitute. At the beginning of each semester you will be given a contact list of the other Ambassadors.
- b. Notify Supervisor or Assistant Supervisor of all schedule changes. In addition, changes in the tour schedule should be made on the master calendar at the front desk.
- c. Call the office if you are running late. When extraordinary circumstances cause a delay, please call the Admissions Office (438-2181) to let them know you will be late.
- d. Call in sick by 9:00am. You are responsible for finding a substitute. However, if you are sick and cannot find a substitute, please call us before 9:00am so we have time to plan coverage for your shift.

1. Any absence which the Advisor decides is the result of a valid reason shall be considered excused. The following are always considered excused, with proper prior notification to the Advisor:

Death in the family

Illness or other emergency medical reasons

Test, class or review session during the event

Religious holidays which are recognized by the University

2. Any member who will miss a meeting shall be required to meet with the Advisor after the missed meeting, unless said member is also excused from supervisor meeting.

Termination

Section 1: Voluntary termination: Any active participant may voluntarily leave by submitting a letter of resignation to the supervisor. An Ambassador who resigns must turn in his/her nametag to the supervisor.

Section 2: Involuntary termination: Any active participant may be removed from the Admissions Ambassadors program for cause.

a. Academics: If an Ambassador's GPA falls below a 2.50 cumulative, the supervisor will ask that the Ambassador leave the group in order to concentrate on his/her academic endeavors. The Ambassador may reapply after he/she has achieved and maintained a 2.50 cumulative GPA.

b. Conduct: The supervisor may be alerted by a university staff member or the Student Dispute and Resolution Services regarding the behavior of an Ambassador and may, at his or her discretion, charge an Ambassador with "conduct unbecoming an Admissions Ambassador" and recommend sanctions, including, but not limited to, removal. "Conduct unbecoming" shall be defined as a violation of the Standards of Excellence. The accused Ambassador shall have the right to present a defense to the supervisor.

c. Performance: Your role as Ambassador is extremely important to the University, so we have to make sure the rules and standards are being followed. Failure to follow the rules and standards will result in the following actions.

- 1st violation Verbal Warning
- 2nd violation Written Warning/Probation
- 3rd violation Dismissal

Please be aware that depending on the severity of the violation, immediate dismissal without verbal or written warning is a possibility.

Standards of Excellence

Section 1: Each Ambassador has made a commitment to serve Illinois State University. It is therefore expected that each student uphold standards of excellence as a representative of the University. These standards include, but are not limited to, the following:

- a. Each Ambassador shall exercise proper etiquette when on duty. This includes but is not limited to the following:
- Friendly customer service ethic.
 - Cell phone off.
 - Appropriate discussions and using good judgment when answering questions.

- Office items are for office use, including the 800 line, copiers, fax machine, printers, office supplies, parking passes, etc.
- No chewing gum or eating.
- All systems and file information is confidential and should be maintained accordingly.

b. Ambassadors shall be punctual, dressed according to the stated dress guidelines, and act in a professional manner while on duty.

c. Ambassadors shall be prohibited from drinking alcoholic beverages and smoking prior to and while on duty or at any time while wearing the Ambassador nametag.

Section 2: Each Ambassador shall have a responsibility to contribute to the overall positive morale of the group through attendance at social functions, consideration and polite concern for other participants, and maintenance of professional conduct while dealing with issues and concerns of the group.

Section 3: Each Ambassador will be evaluated continually throughout the semester by the supervisors and Admissions staff. Raises will be given accordingly. Feedback will also be provided if necessary.

Attire Guidelines

1. Nice jeans are okay, slacks or knee length skirts are preferred.
2. Do not wear hats/visors (except in the winter – stocking caps are OK).
3. Do not wear sunglasses.
4. Do not wear shirts, hats, etc that represent another school, have beer logos.
5. Clothes should look pressed and clean.
6. You should look neat and clean (make-up, facial hair, hair, etc.).
6. Do not wear shirts that do not cover your stomach.
7. Do not wear shorts or skirts that do not cover your rear.
8. Bra straps, underwear, and cleavage should be covered.
9. Sleeveless shirts are OK – muscle shirts and strappy shirts/dresses are not.
10. Do dress for the weather, but still within the guidelines.
11. Do not wear sweat pants or anything that looks like pajamas.
12. Nametags are always worn on the person's right side of their chest.

If Ambassadors can not use good judgment in the clothing you select to wear, good judgment will be questioned.

Illinois State Alma Mater

Glory hast thou, might and power
Proud the halls of ISU
Deeds that live in song and story
Loyal sons and daughters true.
So shalt thou in years increasing
Send thy grads* of honest worth
Forth to bear with zeal unceasing
Wisdom's torch throughout the earth.

-music by Joseph Hayden

-words written in 1926 by Wanda Neiswanger and Jennie Whitten, faculty members.

** "sons" was changed to "grads" in 1998*

Illinois State Fight Song

Go you Redbirds, on to battle
Fight for ISU
Raise the banner, red and white
To this emblem we'll be true
So let us cheer the Redbirds on to victory
Every voice proclaim
We've got the fight, we've got the might
Let's win this game!!