WHAT’S YOUR LAKER EFFECT?

Share your experiences as a Student Ambassador

GRAND VALLEY STATE UNIVERSITY
ADMISSIONS
The Student Ambassador Program
Training Manual 2019-2020

The Visit Experience

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www.gvsu.edu/ambassadors/
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WELCOME

Thank you for your interest in becoming a Student Ambassador. As a Student Ambassador you play a vital role in assisting the Admissions Office as we welcome prospective students to campus. This is a very important, unique, and rewarding position as you have the opportunity to influence the experiences of future Lakers!

Grand Valley’s Admissions office provides support for prospective students and families during their college search. GVSU Admissions help students from their initial contact with the college all the way until their arrival and first day of classes. The office makes every effort to provide a positive and informative experience whether it is a phone call, personal appointment, or small group tour of campus.

For many of the prospective students, their first visit to campus is during their junior or senior year in high school. In order to add to their experience, we work extremely hard to treat each guest with respect and go above and beyond their individual expectations.

ADMISSIONS CYCLE

During the end of summer more high school seniors begin to visit prospective colleges and begin to fill out college applications. Admissions Counselors will travel to high schools and community colleges throughout the state.

Decision Date is May 1st. Students will decide where they want to attend and Grand Valley hosts Summer Orientations for students to register for classes.

Students continue to apply to scholarships and in January the financial aid season begins.
## ADMISSIONS STAFF

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
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<td>Associate Director of Admissions - Office Operations</td>
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<td>Bonnie Ulmer-DeGraves</td>
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<td>Chris Hendree</td>
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<td>Rachel Yarbrough</td>
<td>Admissions Counselor – International Assisting</td>
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STUDENT AMBASSADOR PROGRAM

Student Ambassadors are student volunteers dedicated to sharing their college experiences with future Lakers. This program strives to bring students together from various academic disciplines, clubs and organizations, and cultural backgrounds to provide a positive and honest image of Grand Valley State University to prospective students, families, alumni and friends of the University.

Student Ambassadors contribute in the following ways:

- Represent Grand Valley at large visitation days
- Conduct campus wide tours
- Sit on student panels
- Host prospective students on campus
- Share experiences with students/teachers in your hometown

As a Student Ambassador you will develop a wide range of transferable skills that will benefit you:

- Enrich leadership skills
- Enhance communication skills
- Polish professional development
- Gain valuable volunteer experience
- Network with Administration, Alumni, and fellow students

Other benefits include earning Grand Valley memorabilia and having the opportunity to work as a paid tour guide within the Admissions Office. Each semester, as the Admissions Office has open student positions, we will hire through the Student Ambassador Program.

PARTICIPATION EXPECTATIONS

Each semester, the Admissions Office hosts various events on campus. Student Ambassadors are asked to participate as much as possible depending on their class schedule. Your opportunities and main responsibilities may include, but are not limited to:

**Grand Valley Laker Experience Days**: Responsible for giving an hour-long tour of campus.

**International Student Visitation Day**: Responsible for giving a thirty-minute tour of campus.

**Scholarship Competitions**: Responsible for sitting on a student panel and giving a tour of Holton-Hooker Living Center.

**Bus Groups**: Responsible for giving an hour-long tour of campus.

**Admitted Student Days**: Responsible for giving a thirty-minute tour of campus.

**Hosting Day Visits**: Responsible for spending the day with an admitted student. This may include having the student sit in on a class with you, having lunch/breakfast on campus, going to a club event/meeting or introducing the student to faculty/staff.

**Hometown Hero**: An opportunity for you visit your former high school and share your Laker Effect. This event is under your control! You pick the time that works for you and your high school!
PROFESSIONAL EXPECTATIONS

PROFESSIONALISM
- Positive representative of Grand Valley State University
- Appropriate attire: no sweatpants, no tank tops, no ripped jeans, nothing too tight or short, do NOT wear other school apparel – GVSU clothing is preferred
- Cell Phones, IPods, IPads, etc. turned OFF and put away
- Greet all guests and show courtesy to everyone

ENTHUSIASM
- Be excited about what you do, enthusiasm is contagious
- Show interest in what your guests say and ask
- Enjoy your time with your guests, make the tour as interactive as possible (ask them questions)
- Share your experiences (appropriate experiences)

RESPONSIBILITY
- Be dependable and accountable
- Show up if you sign up – do NOT cancel last minute
- Our guests are expecting their tours to be covered
- Show up on time for your events (15 minutes early)
- Keep track of time – tours should be around 1 hour, try not to go too fast or too slow and make the most of everyone’s time

BEING INFORMATIVE
- Know your facts
- Share your experiences; keep opinions to a minimum
- Allow for questions, especially at the end
- Don’t be ashamed if you don’t know an answer
- Follow up with Admissions on all unanswered questions

BEING HONEST
- If you don’t know an answer, do NOT make it up
- Tell them you’d be happy to find the answer back in the office at the conclusion of the tour
- Don’t over-exaggerate or lie about a fact
- If you hesitate to answer a question or are wondering how to phrase something it’s generally best not to answer that question and direct it to an admissions counselor
SELF ASSESSMENT

Why do you want to be a Grand Valley Student Ambassador? Take a moment and answer the following questions…

What do you hope to gain from being a Student Ambassador?

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

Why did you choose Grand Valley State University?

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

What opportunities and experiences have made your time at GVSU valuable and successful?

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

Remember two main things:

1. **You are often a student’s very first, and sometimes only, impression of campus.** Choosing a college is a very big commitment and the process of choosing a college can often be overwhelming, exciting, nerve-wracking, etc. How you portray campus and what you say can make a big difference in a student’s perception of campus. Don’t forget why you chose Grand Valley and why you wanted to become a Student Ambassador in the first place!

2. **You are not expected to know absolutely everything about Grand Valley and the campus.** A successful Student Ambassador is able to identify the needs of a guest and effectively meet those needs while also providing a positive, honest image of their Grand Valley experience. Each guest will be different: their own personalities, their own specific questions, and their own reasons for visiting. Remember, you are here for them. **LISTEN** to what each guest has to say and include them throughout the visit.
Now take some time to think about how you would answer some very common/tricky questions you may encounter on a tour…

- How would you compare GVSU to other schools?

- What is there to do in Allendale on the weekends? Does everyone go home?

- Is Grand Valley a party school?

- How are the professors?

- What don’t you like about GVSU? What’s one thing you would change?

- Do you get a lot of snow around here?

- What is the best program at GVSU?

- What is the best freshman housing option at GVSU?
Here are some tips on how to answer...

- **How would you compare GVSU to other schools?**
  - Try not to compare GVSU to any other schools, the less we can talk about another institution, the better. You are a student at Grand Valley so focus on your experiences here.

- **What is there to do in Allendale on the weekends? Does everyone go home?**
  - This is a great opportunity to highlight clubs and organizations, as well as the Grand Rapids campus! Students will be as busy or as bored as they choose to be! College is what you make of it!

- **Is Grand Valley a party school?**
  - These questions are hard and may feel uncomfortable to answer. We are a large institution with almost 25,000 students. If a student is looking for something on campus, they will probably find it. If they don’t want to find it, they don’t have to go looking!

- **How are the professors?**
  - This is a great opportunity to highlight the small class sizes and opportunities that are available outside of the classroom. Keep experiences honest but also positive! Give real examples!

- **What don’t you like about GVSU? What’s one thing you would change?**
  - Come up with something clever! “I wish the busing system took us to the beach!”

- **Do you get a lot of snow around here?**
  - Again, honest but positive! Highlight how a student can prepare!

- **What is the best program at GVSU?**
  - Just as we try to avoid comparing GVSU to another institution, we should also try to avoid giving an opinion that a family might take as a ‘fact’. There is no best program at GVSU. Students come here for a wide variety of programs. Highlight what program you are in, stick to the experiences you have had, and say why you love it!

- **What is the best freshman housing option at GVSU?**
  - Again, it is very easy for opinions to come off as facts. When discussing housing, it is important you remain positive and honest. You can share with families which housing option you lived in and what you liked about it, or where your friend lived and what they liked about it. But there is no best housing option at GVSU. Depending on when students apply or their financial constraints, they may not have much choice in where they live as freshman. It is important we do not portray any of the housing options negatively. Stick to your experiences and with FACTS. As a reminder, it is NOT A FACT that traditional style housing was originally built as a jail cell (so this is something I DO NOT want to hear on a tour!).
PRACTICE CONTINUED…

Housing is one area of campus that is easy to “overshare” or give misinformation on. Sometimes it is hard to decipher between personal experiences with living on campus and a typical students’ experience. To help, here are some things NOT to say about housing…

You can’t live on the south side of campus if you are a freshman.
Although most first year students live on the north side of campus in the traditional, cluster, suite, or apartment style living centers, many in fact DO live in upper-class housing on the south side of campus in Honors housing, other living-learning communities, etc. If a student is interested, housing staff will make sure we find them the right fit.

We are headed by Kistler which looks like a jail cell.
Again, you are selling GVSU- please keep your comments on the positive side.

Holton-Hooker is the newest traditional dorm.
Stay up to date on the terms we use in housing and avoid giving out incorrect information. First, Holton-Hooker is a CLUSTER-style living center. Also, we refer to all of our buildings as “living centers” and not “dorms”.

I live OFF campus, and it is so much better.
A decision on where to live is a personal one with many factors involved. We are just here to be tools and resources. Research shows that students who live on campus are more likely to graduate, have better grades, and are more connected to safety and support resources. For some, those factors alone are a great reason to live on campus. For others, they want and need a little distance. Remember, you are representatives of GVSU- not the off-campus apartment complexes- so it is important to keep in mind that you are also selling the whole experience (which for many includes living on campus).

Everyone lives OFF campus after freshman year. We have many students who choose to stay on campus after their first year (and our upper-class retention rate is very strong). If students think that living off campus is the expectation after their first year, we will have a hard time convincing them otherwise (and the research shows it’s better to stay on campus for at least two years). Again, it’s a personal choice, so avoid grouping everybody together or using extreme examples. Also, one of our 2018 goals is to increase our “rising sophomore” population on campus (first year students who will be sophomores the next year). Encourage them to explore all options!

Housing staff and RAs are around a lot. We refer to them as the “fun police”.
It is important for you to have some general knowledge about our staff and what they do. Each living center has a masters-level professional staff person, graduate staff, and student staff who are committed to the success and transition of each and every student living on campus. Isn’t that a better narrative than squashing the fun? You have a whole team who cares about your student success.
KNOW YOUR NUMBERS

Try to answer all the boxes yourself first, even if you must make a complete guess! This will help you identify how much you know or don’t know about GVSU. Once you tried to answer them all yourself use this website to help you find the correct answers: www.gvsu.edu/quickfacts/

<table>
<thead>
<tr>
<th># of varsity sports</th>
<th>Total student population</th>
<th>Total undergraduate student population</th>
<th># of undergraduate degrees</th>
</tr>
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<tbody>
<tr>
<td>Faculty/student ratio</td>
<td># of fraternities and sororities</td>
<td># of weeks in a Fall semester</td>
<td># of dining locations</td>
</tr>
<tr>
<td># of beds on campus</td>
<td>How tall is “Little Mac” bridge</td>
<td># of club sports</td>
<td># of study abroad programs</td>
</tr>
<tr>
<td># of campuses</td>
<td>% of first-year students living on campus</td>
<td>Average class size</td>
<td># of graduate degrees</td>
</tr>
<tr>
<td># of student organizations</td>
<td>How long is the fireplace in the library</td>
<td>% of recent graduates employed or pursuing advanced degrees</td>
<td>How many acres is the Allendale campus</td>
</tr>
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</table>

Again, you are not expected to know absolutely everything about Grand Valley and the campus. However, it is important we are not giving a misinterpretation of GVSU. You SHOULD be aware of how big our average class sizes are, how many students attend, etc. While I don’t expect you to have ALL of these numbers memorized by heart, please make yourself aware of them.

If you are ever asked a question that you do not know the answer to, don’t answer it. At the end of every tour you will have a chance to direct the family to an Admissions staff member. We will help provide the answer! Never guess or provide information you are not 100% certain of!
KNOW THE ROUTE

Exercise: For each stopping point, identify one fact you could share and one experience/story you have as a student there. There is no right or wrong answer here. Again, try this on your own first, then use pages 14-17 for help as needed.

Fieldhouse and Recreational Center
Fact:
Story:

Mary Idema Pew Library:
Fact:
Story:

Kirkhof Center:
Fact:
Story:

Kleiner / Housing:
Fact:
Story:

Lake Plaza / Honors College:
Fact:
Story:

Kindschi Hall of Science:
Fact:
Story:

Mackinac Hall:
Fact:
Story:

Clock Tower / Cook Dewitt Center:
Fact:
Story:

Fieldhouse & Recreational Center
Fact:
Story:

Commons:
Fact:
Story:

Student Services Center:
Fact:
Story:

There are many different routes around campus; before your volunteer event, we will provide information regarding your tour route. You also only have about one hour for a campus tour. Therefore, we cannot show and talk about everything! Make sure you are showing and sharing the most important things around campus. These are locations you should go inside and have a conversation about. We want to show more than just the outside of buildings. *What are other places to show/point out on campus? Answer below...*
CAMPUS TOUR – TALKING POINTS

You are NOT expected to remember or even say all the following talking points, there is simply not enough time. Please use this as an example of what to say at various locations around campus. Go through these pages and highlight what you want to say, or come up with your own talking points for each location.

EVERY TOUR:

- Introduce yourself, ask students to introduce themselves – where they’re from, major of interest
- Offer a map to follow along
- Explain the size of campus, note the inability to see everything in an hour, encourage them to explore on their own after the tour

STOP IN: Student Services Lobby

Student services are housed in one location for convenience:

- 1st floor: Records, Registration, Student Employment, Financial Aid
- 2nd floor: Dean of Students, Career Services, Career Counseling & Development, Counseling Center, Advising Resources
- 3rd floor: Admissions

Stories:
- College is a big transition for many students. Some students adjust well, while others might not. Career Services, on the 2nd floor, hosts group and individual counseling for students who might need it.
- Career Services and the Career Library, located on the 2nd floor, is a great place to learn about professional development, internships, and career paths.
- “I visited the financial aid office and they helped me…”

WALK BY: Cook Dewitt Center

- 236 Seat lecture hall
- Variety of events held here: weddings, religious services, guest speakers, campus events, music recitals and student organizations use auditorium

STOP AT: Clock Tower

Clock Tower is a working carillon tower, chimes every 15 minutes.

POINT OUT: Lake Plaza

Houses many different academic buildings, was the original campus in the early ‘60s

POINT OUT: Performing Arts Center

- Houses music classrooms and faculty offices, practice rooms, two dance studios, the Art Gallery and a music technology lab

- Lakes Superior, Huron, Michigan, and Ontario contain lecture halls, classrooms, departments, and academic offices
- Lake Superior: School of Communication
- Lake Michigan: Administration, Human Resources, Business & Finance, University Counsel, News & Information Services
- Lake Huron: English and Classics
- Lake Ontario: Padnos International Center, and the Writing Department: Writing Center, Liberal Studies, Women & Gender Studies
  - Over 4,000 study abroad programs
  - Weekly start-up meetings every Wednesday
  - ONLY “open” study abroad program in Michigan
  - Ranked 5th in the country
- Zumbarge Hall: Administration, Human Resources, Business & Finance, University Counsel, News & Information Services
- Seidman Hall: rare books, Civil War documents, study areas
- Au Sable: Psychology, Sociology, Political Science, Anthropology, International Relations

Stories:
- Founded in 1960, first class held in 1963
- Study Abroad are some of the most valuable experiences a college student can have
- If you have been abroad, please share your experience with the group. Perhaps a friend studied abroad and shared some stories.
- Share a positive personal story about visiting the Writing Center, or meeting with a professor
• New renovation added a two-story, 47,000 square-foot edition that includes a black box theatre, support spaces, two theatre classrooms and ensemble rooms.

Stories:
1️⃣ Typically put on 4-5 large performances a year, as well as numerous one-acts and student directed plays.
2️⃣ “I have a friend that got a music scholarship by auditioning before they came here.”
3️⃣ You do not have to be a music or theater major to perform in ensembles and plays.

POINT OUT: Meijer Honors College
• Completed in 2008, the Honors building houses “smart” classrooms, and honors faculty offices.
• Contains 4 bedroom, 2 bedroom, and studio living options for Honors students
• Geared toward students with an ACT around or above 28, SAT around or above 1300, and a high school GPA of 3.5 or higher.
• Requires a separate online application after being accepted to GVSU
• Honors students take separate Honors courses instead of general education courses, specific major classes do not change

Stories:
1️⃣ “My friend was a part of the Honors College and had a class…”

STOP IN: Mary Idema Pew Library
• Flexible spaces, 19 group study rooms
• There are spaces for individual, quiet study and spaces for collaboration on floors 2-4.
  o Quiet areas are on the east side of the building on floors 2-4 (not the higher you go up)
• Approximately 1,500 seats, 30 different furniture types
• Knowledge Market: Students can receive one-on-one help in the areas of research, writing, speech preparation, and data analysis and visualization.
• There are 150,000 books on open stacks on the upper floors and a storage and retrieval system that can hold an additional 600,000 items.
• The Technology Showcase is an immersive and engaging environment to: interact, discover, learn, and share how innovative emerging technologies can enhance teaching and improve student learning at GVSU

Stories:
1️⃣ Bring prospective students to the service desk to get a quick demonstration of the retrieval system
2️⃣ Knowledge Market: “I needed help with a research project…”
3️⃣ When you need a place to study, there’s a variety of options: alone or together, quiet or loud, indoor or outdoor

STOP IN: Kirkhof Center
• Central location for students to hangout, get food and meet with their organizations
• Houses the Women and Gender Equity Center, LGBT Resource Center, Office of Multicultural Affairs, and the Veterans Lounge
• KC 0008 holds Laker traditions, Student Senate and Spotlight Productions
• Many Student Media opportunities are offered in Kirkhof such as Whale radio, GVTV and the Lanthorn.
• Billiard and Foosball tables, PlayStation and X-Boxes available, mini movie theater

Stories:
1️⃣ The Community Service Learning Center can help you get engaged in the community.
2️⃣ When you need information, for on-campus or off-campus, visit 20/20 desk. You can also stop by there to get game room supplies or tickets to the theatre!
3️⃣ Explain Campus Life Night
4️⃣ If you want to get involved as a student, visit the Office of Student Life. Over 400 clubs and organizations. All clubs can be viewed on LakerLink. Any club can be started with 4 students and an advisor. Talk about organizations you’re involved in.

STOP IN: The Commons (Upper Level)
• Lower Commons: Papa Johns, Bleeker St., Freshens Energy Zone, Jump! Asian Cuisine
• Upper Commons: Fresh Food Company
• Explain differences between meals and dinning dollars
• Explain differences between types of dining locations around campus – where can you go
  o 22 dining locations
• Use your student ID to access your Meal Plan account

The 14+ meal plan automatically comes included in your freshman housing contract
<table>
<thead>
<tr>
<th>PLAN</th>
<th>MEALS/WEEK</th>
<th>DINING $</th>
</tr>
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<tbody>
<tr>
<td>Unlimited Fresh</td>
<td>Unlimited Fresh/10</td>
<td>$125</td>
</tr>
<tr>
<td>14+</td>
<td>14</td>
<td>$225</td>
</tr>
<tr>
<td>7+</td>
<td>7</td>
<td>$350</td>
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<td>5+</td>
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<td>$175</td>
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<tr>
<td>3+</td>
<td>3</td>
<td>$125</td>
</tr>
<tr>
<td>Value+</td>
<td>90/semester</td>
<td>$450</td>
</tr>
<tr>
<td>Casual</td>
<td>-</td>
<td>$800</td>
</tr>
<tr>
<td>Casual+</td>
<td>45/semester</td>
<td>$400</td>
</tr>
<tr>
<td>Express</td>
<td>-</td>
<td>$200</td>
</tr>
</tbody>
</table>

- Can use 1 meal per purchase, but up to 4 per day on a weekly meal plan
- Dining dollars carry over till the end of the year but cannot be transferred to the next academic year
- Meal combo cheat sheets are available online and located near registers at dining locations
- Check your balance online or by asking the register

**STOP IN: Mackinac Hall**

- **SHOW A CLASSROOM**
  - Average class size is 26, though we do have lecture halls that fit 120-140 in Henry Hall.
  - Teachers teach all classes. We do not use graduate assistants or teaching assistants
  - 90% of classes at GVSU are smaller than 40 students
  - We offer over 89 majors, with over 200 areas of study (minors and different classes you can take), 40 graduate study programs, and 2 main campus areas: Allendale and Grand Rapids
  - Allendale is our main campus, downtown Grand Rapids houses our Education, Social Work, Criminal Justice, Engineering, Medical/Health, and Business campuses.
  - For the past decade, we’ve been rated one of the highest academic colleges in the state of Michigan

**Stories:**

- Tell a story about a teacher or class you had...
- Talk about your experience with the Grand Rapids location

**POINT OUT: Kleiner Commons**

- The Marketplace, Qdoba, expanded dining area
- 24 Convenience Store and Java City
- Late Night

**STOP IN: Housing**

- **SHOW TWO HOUSING STYLES**
  - Around 6,000 students live on campus
  - Different types of housing: Traditional, Cluster (2 or 3 person), Suite and Apartment Styles (1 and 2 bedroom)

- HHLC offers Linked Course Program where faculty collaborate for richer classroom experiences
- Living and Learning Communities: Honors, Women in Science and Engineering, Movement Science, Gender Justice House, Art Living, International House
- Housing Staff and Roles: 12 communities, 115 RAs, 14 Grad Staff, 12 Masters-level Staff, Some staff on call 24/7, 365 days a year
- **HOUSING POLICIES:**
  - Community council implements programming
  - Gender inclusive housing option – application required
  - Exterior doors locked 24 hours
  - Quiet hours 12a-10a weekends
  - First 90 laundry cycles are free
- Seeing the traditional-style, shared bathroom is available on our 360° views
- Freshmen are allowed cars on campus
  - (around $400/year)
  - Bus service to Grand Rapids with stop at Meijer – NEW LAKER LINE
- Campus security: Grand Valley Police, Community Police Officers
  - 24 hour escort service
  - Laker Guardian Safety App

**Stories:**

- When living on campus you are close to dining halls, the fieldhouse and have easy access to student organizations
- Talk about the safety on campus when walking around during the day or at night (1,000 new security cameras being installed)
- Tell any of the numerous appropriate on-campus stories you have (going to an event, hanging out in the residence halls, etc.
- Explain how living on campus helped you succeed overall at GVSU

**STOP IN: Fieldhouse/Recreational Center**

- Houses basketball courts, weight rooms, pool, athletic offices, practice gymnasiums, rock climbing wall, dance rooms and a gymastics room
- GVSU is the #1 Division II athletic program, and has earned either 1st or 2nd in the Directors cup for 17 straight years
• Three levels of play: NCAA DII, Club sports and intramural sports (explain the differences)
  o 50 club sports
  o 18 intramural sports
  o 20 varsity sports
• Facilities are open for student use free of charge, and there is no fee to attend sporting events
• The Laker Turf building is located behind the Fieldhouse and contains an indoor Olympic sized track and turf soccer field
• Over 160 student employees each year

Stories:
○ Talk about games you have been to
○ Talk about the Rec center if you use it, or joke about not using it and just eating…
○ Talk about Football Saturdays, “Saturday nights under the Lights”

STOP IN: Kindschi Hall of Science

• SHOW A CLASSROOM AND A LAB
  • Houses Biology, Geology, Chemistry, Biomedical Sciences, and Physics
  • Well-equipped labs for research and studying
    o 15 teaching labs, 16 research labs
    o 3,000 sq. ft. greenhouse

• Computer labs available for students from 7am-1am
• Students are encouraged to bring a computer to campus

Stories:
○ Tell about a time you worked closely with a faculty member on campus
○ Talk about an internship, co-op, teacher assisting, research or study abroad experience you had/or will have
○ Talk about the importance of small class sizes, building relationships, and real hands-on experience

Conclusion

In closing:

• Things they may have missed: Art building, Health Services, Sports fields/facilities
• Encourage them to explore on their own
• Thank them for coming
• Remind them to call Admissions Office if they have any questions
• Tell them you hope they had a good time
• Ask guests to complete evaluation so we can continue to improve tours
GET STARTED

1. COMPLETE TRAINING

Training for Ambassadors is crucial to the success of the program. New Ambassadors are required to shadow one tour and attend one training session before participating in any events.

To shadow a tour of campus, please go to the 3rd floor of the Student Services Building. All students are encouraged to shadow at their earliest convenience, this just MUST be complete before your first event. You may check in at the front desk and sign out once you are done. Please feel free to call our office in advance to ensure the tour you are looking to shadow is still going out: 616-331-2025. Tours of campus occur Monday – Friday at 10am, 11am, 12pm, 1pm and 2pm.

2. CALENDAR OF EVENTS

The following events will be listed online and available for sign up: Grand Valley Laker Experience Days, International Student Visitaton Day, Scholarship Competition Days, and Admitted Student Days.

If a single start and end time/location are given, you must be available during the entire event. However, if the arrival time is offered as a range, you may come anytime in between the times given.

To sign up for an event, please email: guerrami@gvsu.edu

The only event you are not able to sign up for is Hosting Day Visits. This opportunity will be given based on prospective student requests. Please beware that you may be asked to do this throughout the year.

Hometown Heroes is an event that is completely under your control! You pick the time that works for you and your high school! Holiday breaks are a great time to consider this opportunity.

3. VOLUNTEER
RESOURCES – WEBSITE

The student ambassador website will provide you with various tools in preparing you to become a great student ambassador! Please take your time in familiarizing yourself with the different pages.

www.gvsu.edu/ambassadors/

CALENDAR OF EVENTS

- Fall semester and Winter semester events listed
- Can click the link to verify what you signed up for, the time of the event and the starting location

TRAINING

- Link to Training Manual
- Link to Talking Points
- Link to Tour Map
- GVSU Quick Facts/Videos

RESOURCES – DAY OF MATERIALS

When you arrive the day of your event, you will receive a sheet of paper similar to what you see below.

| 1. The Fieldhouse & Rec Center: start/introductions (fitness/sports) |
| 2. Kleiner: walk by (Qdoba, late night, etc.) |
| 3. Show TWO styles of housing |
| 4. Mackinac Hall: go in and walk by classes (academics) |
| 5. Commons: go in upper (meal plans) |
| 6. Student Services Building: walk by (tutoring, financial aid, etc.) |
| 7. Head towards clock tower |
| 8. Cook-Dewitt: walk by (faith based groups) |
| 9. Lake Plaza & Honors College: point out |
| 10. Performing Arts Center: point out (Louis Armstrong Theatre) |
| 11. Library: go in |
| 12. Kirkhof Center: go inside (clubs/orgs/etc.) |
| 13. Kindschi Hall of Science: go in (bookstore, classrooms, labs) |
| 14. The Fieldhouse & Rec Center: go in and end |

This sheet will include YOUR route and the housing options that you will be showing that day. You must show everything on the sheet given to you… starting at #1 and working your way down the list.

You are more than welcome to bring this sheet with you on the tour and reference it along the way.
TROUBLESHOOTING

If you are running late, or sick, or need to miss a scheduled event for any reason, please contact me on my cell, or my e-mail address: guerrami@gvsu.edu, or the designated Admissions representative helping out while I am traveling. Our guests are expecting their tour to be on time so we need to be prepared.

It is imperative that we fill each tour position.

After reviewing this manual, if you have any additional questions or concerns, please do not hesitate to contact me. If you need more information from me or would like to meet one on one before you feel comfortable giving a tour, I would be more than happy to do so. Thank again for your dedication in bettering your Laker Community!