**SUNY Fredonia**

**International Education Center**



**Global Student Ambassador**

**Training Manual**

**GLOBAL STUDENT AMBASSADORS**

Congratulations on becoming a Global Student Ambassador! You have been chosen by the International Education Center as our representative and advocate.

This manual is designed to help you better inform other students about the opportunities at Fredonia that await them. It is your responsibility to read this manual and attend the training session. We know the information contained in the following pages will be of great value to you as you start your services as a Global Student Ambassador. We will do our best to answer all of your questions to ensure that you know all you need to know before you begin your duties.

Thank you for your participation and commitment.

**WHAT’S GREAT ABOUT STUDYING IN THE UNITED STATES?**

To experience another culture and language;

To learn about another government and political system;

To really understand the value of the dollar;

To experience cultural and physical geography;

To participate in an experience-based learning environment;

To expand the walls of the classroom;

To travel with dedicated faculty members;

To look at your discipline from a different perspective;

To find out more about yourself.

**Qualifications:**

* Must be in good academic standing with a GPA of at least 2.0
* Must be flexible to work as needed.
* Must be positive in attitude and high level of enthusiasm about working with international students.
* Must be strong in verbal skills and be comfortable with public speaking.
* Must be professional in appearance and demeanor and provide excellent “customer service” to students.
* Must be self-motivated, dependable and able to work independently.
* Must be able to assist with International Student Orientation and programing during the academic year.

**Benefits of being an International Education Center Global Student Ambassador:**

* Be a student role model and mentor: lay a role in encouraging international students to be more involved in the campus.
* Résumé-building in student advising, public speaking, event planning and marketing.
* Develop interpersonal and cross-cultural communication, organizational, public speaking and problem-solving skills.
* Gain valuable administrative experience in an office setting and develop relationships with administrators on all levels.
* Develop campus and professional “network” connections for your professional future.
* Continue your life-long global journey.
* Receive a certificate of completion for volunteer service.

**Responsibility:**

You are a representative of SUNY Fredonia and the International Education Center, so your job is an important one. Both verbal and non-verbal cues paint pictures for visitors as to what SUNY Fredonia is like. In general, how you speak, look, and interact with others greatly impacts their first impressions of SUNY Fredonia and their perceptions of what a SUNY Fredonia student is like.

Always act in a manner that represents SUNY Fredonia well. Be aware of and avoid OFF-HAND comments about ways “around the system.” Consider what messages your timeliness and language use sends to the visitors. Your every comment can impact a visitor’s impression of SUNY Fredonia. Think before and while you conduct a tour, greet visitors, and answer questions. Jokes about your dealings with a specific campus office, warnings you give about services, and comments about activities not supported by the university can leave a negative impression for visitors about SUNY Fredonia, you, and the International Education Center. Just be conscious and aware of your language- both verbal and non-verbal. Be honest, but tactful.

You will be meeting with inbound international students and helping assist the International Education Center staff during orientation week at the beginning of each semester. Please be available to the new students through email and Facebook.

During the academic year, Global Student Ambassadors will assist with general marketing and various forms of media to help promote the International Education Center. This includes programing, dinners and informational workshops/meetings with new international students.

You are expected to avoid the following:

* Chewing gum or eating on the tour;
* Foul, derogatory or disrespectful language;
* Being biased related to campus affairs.

**Personal Opinion:** Maintain a professional and unbiased attitude toward university policies, programs, and activities whether or not you entirely agree with or personally endorse them. A tour guide, or any person representing the University to the public, should offer visitors a fair and unbiased representation of the University and campus life.

**Comparisons between SUNY Fredonia and other Institutions:** Do not draw comparisons between SUNY Fredonia and other institutions or say negative things about other schools. If people ask you where else you applied or why you chose SUNY Fredonia, be honest but tactful. Focus on the positives, not why you did not choose to go elsewhere. Your responsibilities are to share factual information about SUNY Fredonia and to share your experiences and anecdotes about your time here.

**Attire:**

We do not have uniforms; however, we ask you to be conscious of what you wear while interacting with visitors. Look presentable during each tour because you are the prospective students’ first impression. DO NOT wear any torn/frayed shorts or jeans, short skirts or shirts, or articles that sponsor alcohol and/or profanity or another college/university.

**Cultural Awareness:**

Most of the participants will be “fish out of water”, culturally speaking. It is important that Global Student Ambassadors appreciate this fact and are aware of the importance of their own culture in determining much of their behavior.

**Other Guidelines &Expectations:**

1. Look smart when you make public appearances as an Ambassador; wear your name tag when you appear in public.
2. Be on time for all events. As a rule of thumb, arrive 10 – 15 minutes prior to the scheduled start time. This will give you enough time to relax and get yourself organized. Take the initiative to be as informed as possible BEFORE you arrive.
3. Practice speaking slowly and clearly. Do not use slang and avoid using “likes” or “ums”. This is not only for the benefit of the listener, but also to help you enhance your public speaking skills. Remember that the way you speak to another student may be quite different from the way you speak to a member of the faculty or the parents of a program participant.
4. Always maintain eye contact while speaking and listening to people. Parents and students notice whether or not you are interested in them. Always direct your comments to those you are speaking to. Be confident and look them in the eye.
5. Be positive and enthusiastic. This is hard especially when you have bad days, but try to remember that you may only have this one chance to make an impression. Give it your best! Don’t lie, but remember that you need to put a positive spin on everything.
6. Relate your own experiences when answering questions. Do not draw conclusions but give them your opinion.
7. Try not to leave questions unanswered. People appreciate your efforts in trying to answer their questions. If you do not know an answer, do not make something up to avoid looking clueless. Simply say, “I am not sure. Can I check on it and get back to you?” Then DO IT!! Get contact information and send them a response.
8. Be careful with your words and with humor. Not everyone laughs at the same things. Think before you speak, and if you are not sure you should say it, do not say it. Also, be aware that certain words like “retard” and “spaz” can offend people even when you do not intent to. Choose your words carefully.
9. Do not spread rumors. Give only accurate, substantiated and useful information. Please do not give information you heard in the dorm or in class. Avoid statements like, “I’ve heard that…”
10. Personal feelings. As an Ambassador, you will be meeting all kinds of people and students. It is crucial that you put your personal feelings aside when dealing with the public. Be open to all experiences.
11. Come to training sessions. Everyone has packed schedules, but it is imperative that you make an active effort to hone your skills as an Ambassador by attending training sessions. You can also obtain valuable practice by volunteering for events -- even if you are a bit nervous at first.
12. Be kind to each other. The International Education Center Global Ambassador Program provides a great place to get to know other students and many of you are likely to become good friends. As with any group, you will “click” with certain people more than others, but please try not to be exclusionary. Greet the people who walk into an event alone. Say “hi” to each other on campus and you will increase your network while making someone else feel included.
13. REMEMBER that you are the face that represents both SUNY Fredonia AND the International Education Center.