

Abstract

The purpose of Ambassador training is to provide skills and strategies to build community with our incoming students at Orientation. Our approach is varied over a semester long course to engage all types of learners. The course includes information from campus partners, student led presentations, and information vital to their Ambassador role during Orientation. We have found that the Ambassadors feel more prepared after completing the course. This class creates a foundation of knowledge for Ambassadors to build community and a sense of belonging during the Orientation season. In addition, the training that the Ambassadors receive during their class transposes into making the orientees feel a sense of belonging during there visit on campus. Ambassadors not only increase their success and campus involvement but they in turn impact each incoming student by helping them find their fit at NAU. At the end of each course we reassess trends and relevant data for the Ambassadors. The course content is reviewed and revised each year to update training.

Class Descriptions

EPS 415 - Counseling Skills For Orientation

Description: This course is a pre-service course for students who will serve as Orientation Leaders for Northern Arizona University during the spring, summer, and fall orientation sessions. Instructor's consent required. Letter grade only. Prerequisite: Successfully hired as an Orientation Leader by University Admissions.

EPS 416 - Leadership And Mentorship For True Blue Ambassadors

Description: This course is a pre-service course for returning student leaders who are training to serve as True Blue Ambassadors for Northern Arizona University during the spring, summer, and fall orientation sessions and university recruitment events. Letter grade only. Prerequisite: EPS 415 and completion of the previous year as a True Blue Ambassador and successfully hired as a True Blue Ambassador for the current year by University Admissions.

Highlighted Class Topics

Bystander Training
Active Shooter Training
Mental Health
My Student Body
Leadership and Followership
Team Work
StrengthsFinder and DiSC Assessment
Conflict Management
Campus Tour and Panel Training

Evaluation Tools

Preparedness Assessment:

This assessment is taken at the beginning of the semester, during midterms and before the start of orientation.

Weekly Quizzes:

These quizzes assess Ambassador knowledge of NAU that is pertinent for orientation.

First-Year Final Exam:

This is a comprehensive assessment covering topics and information provided in the EPS course.

StrengthsFinder and DiSC Assessments:

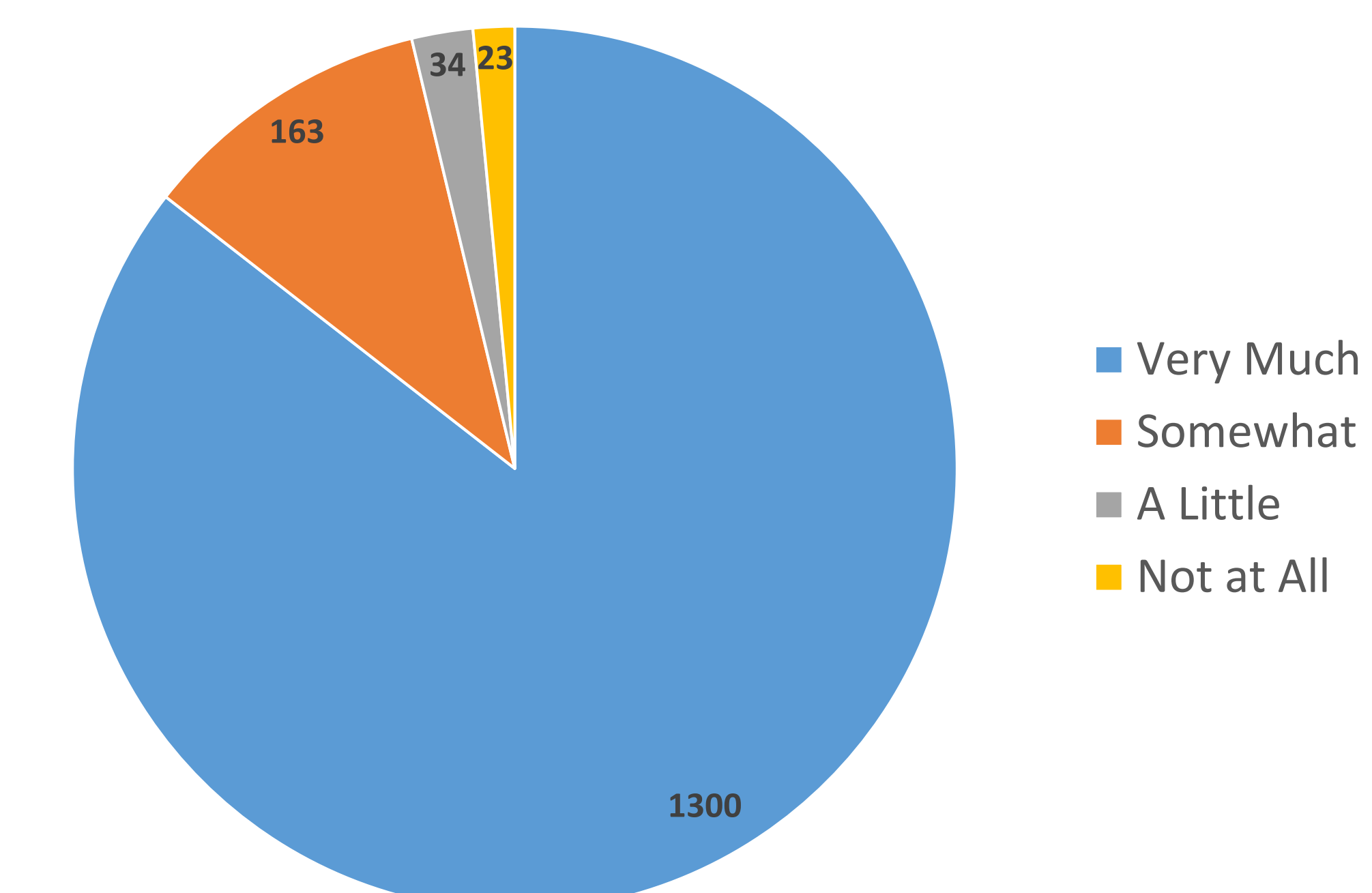
We utilize these two tools to inform Ambassadors how to interact with various personalities within the True Blue Ambassador team.

Ted Talks:

This presentation allows Ambassadors to work as a group, evaluate what it means to be a college student, and represents a skill/information they would use in their role as an Ambassador. They present their topic to their peers similar to an actual Ted Talk.



Did Your Ambassador Make You Feel Part of the NAU Community?



* Data retrieved from the AO 1181 Orientation Survey administered between June 1, 2018 – September 4, 2018

Conclusion

While we do not have specific quantitative data we have qualitative data that has been collected through the three installments of the preparedness assessment. Along with regular one-on-ones with our True Blue Ambassadors.

In the future we hope to collect more quantitative data to regularly assess the effectiveness of the EPS training courses as it pertains to our True Blue Ambassadors and a new NAU students feeling of belonging and community.