



A HIGHER STANDARD

Student Ambassador Handbook

1111 McKee Road
Oakdale, PA 15071

Updated 9/2022

Ambassador Program Overview

The Student Ambassador Program is a leadership opportunity for students who are dedicated to serving and representing Pittsburgh Technical College. Student Ambassadors provide campus tours, serve as a PTC representative, and perform duties at various campus and community events. The mission of the Student Ambassador Program is to cultivate student leaders who will share the PTC experience with prospective students, their families, and the community members and represent the college at special events.

Student Ambassadors benefit significantly from participating in the program. Benefits include:

- Leadership opportunities which provide additional experience in community service and develop relationships with school administrators on all levels.
- Providing service to the college helps develop a sense of belonging and contributing to the community.
- Resume enhancement occurs as a direct result of involvement in leadership and school activities which reflect positively on both applications for employment and for future colleges and universities.
- Letters of recommendation may be made available to Student Ambassadors.
- Student Ambassadors are provided with PTC insignia clothing.
- Student Ambassadors are provided with an hourly rate of \$10/hr.

Eligibility

Requirements

To be eligible for the Student Ambassador Program, students must:

- Must be a current student in good standing and above
- Any Student Ambassador with any kind of Conduct Sanction is subject to Probation or removal from the program.
- Have and maintain a minimum 2.75 GPA each term.
- Be available to work 20 (flexible) hours weekly; some nights and weekends may be required.
- You will need your own transportation to attend some events.
- This job may require some heavy lifting.
- Effective written and oral English communication skills.
- Experience working with diverse populations.
- Demonstrated positive attitude and strong work ethic.
- Ability to demonstrate flexibility, creativity, humor and dedication.
- Excellent problem-solving skills in a fast-paced environment.

Employment Contract Authorization

By signing the last page of the Code of Conduct the student is agreeing to the Student Ambassador Program expectations.

Expectations

— I recognize and value the Student Services programs at PTC, and I will actively work to ensure its success and always model its vision.

— I will strive to make all new students, families, and visitors feel welcome. I will remember my position as a role model and be patient and understanding in my interactions with new students and visitors.

— I will act with integrity and be on time to all scheduled shifts as well as be self-directed and accountable when working autonomously.

— I agree to attend all regularly scheduled staff meetings, required trainings, and individual meetings with supervisors.

— I understand the role of Student Ambassador requires me to be sensitive and openminded to individual concerns, contexts and differences. I will not intentionally engage in any incidents of prejudice or biases related to gender, race, ethnic origin, sexual orientation, religion, ability, age, or appearance.

— I will maintain a high level of professionalism. This includes, but is not limited to, abstaining from the use of profanity or inappropriate language, avoiding personal and romantic relationships with participants or direct supervisees or supervisors during the term of employment.

— I will consistently demonstrate positive support for, and respect toward, every individual member of the Student Ambassador team. This includes having timely conversation regarding feedback and working to create a positive team environment for everyone.

— I will neither criticize, nor recommend, specific organizations or businesses to new students. I will, instead, provide objective and impartial information regarding specific PTC organizations and services.

— I understand that alcohol will not be present or any part of any scheduled or unscheduled Student Services function. I will not participate in or condone underage drinking personally and/or amongst the Student Ambassador's members and/or participants. In addition to its being illegal, it is not the culture of our team.

— I will respect and honor the confidentiality of student records and other student information that I may come across in my role.

— I understand that the position sometimes involves a demanding schedule (such as during Orientation), and that I will be required to work the hours necessary to create and maintain a successful program. This may include early mornings, late evenings and possible weekends. I will commit any additional time and effort necessary to ensure that we are completely prepared.

— I understand that this position may also be responsible for any office-related tasks.

— I understand that all violations of this contract are serious and will be addressed on a case-by-case basis by the Student Ambassador Staff. Violation of any of the above expectations can result in probation or termination from this position.

An Accommodation letter will be provided in the case a student may miss class due to an event in which their presence is required.

Job Information

The mission of the Student Ambassador Program is to cultivate student leaders who will share the Pittsburgh Technical College experience with prospective students, their families, and community members and represent the college at special events.

Job Responsibilities

Students are responsible for:

- Welcoming students to Pittsburgh Technical College.
- Answering general questions about PTC.
- Representing PTC at local area schools.
- Conducting campus tours for visiting students.
- Developing relationships within the community that encourage students to attend PTC.
- Establishing a leadership role and presence on PTC campus.
- Striving to create a positive atmosphere by partnering with other leadership groups on campus.
- Assisting and supporting all departments at PTC.
- Creating and developing innovative ideas for recruitment.
- Must complete ONE community day event with Mark Bellemare on a monthly basis.
- Serve as an Orientation Leader and greet students during first week of courses each quarter.
- Maintain required professional discretion regarding sensitive and confidential information.
- If elected, serving in a Student Ambassador Leadership role. (*Student Ambassador Liaison, Event Scheduler, Secretary*)
- Attending meetings as a member of the Presidents Student Council.
- Other duties as assigned.

Student Ambassador Leadership Roles

Officers are considered those individuals who are elected or appointed to a position. In order to be elected for this position a student must serve in one full term before being eligible to apply for leadership roles. The following three Leadership Roles are:

- Student Liaison
- Event Scheduler
- Secretary

Student Leaders must attend a meeting with the Student Ambassador Staff once a month, along with monthly team meetings.

Student Liaison: is the primary student contact for the student organization and the “external spokesperson” of the group who regularly interacts with other student organizations and school officials. They are the liaison between the student organization and the advisor. The responsibilities of this position tend to include but are not limited to:

- supervising all student organization meetings.
- overseeing the process of student organization event planning.
- completing all student organization purchase requests.
- submitting all required paperwork for student organization renewal.

- holding a minimum of two meetings for the general membership per semester; and
- submitting a semester and annual report of student organization activities.

Event Scheduler are responsible for organizing and managing every aspect of an event. Their duties include but are not limited to:

- conceptualizing theme ideas
- planning budgets
- booking spaces/venues
- liaising with suppliers and vendors
- managing logistics
- presenting post-event reports.

Secretary responsibilities of the student organization secretary include but are not limited to:

- taking minutes at every student organization meeting.
- maintaining a current list of members, email addresses, and phone numbers of the student organization officers, advisor and members.
- verifying all student organization purchase requests.
- assisting with student organization projects where needed; and
- maintaining communication between the student organization Student Liaison and individual participants (this may include emails, letters, and phone calls).

Returning to a Previous Job

Returning to a Student Ambassador position will be evaluated on a case-by-case basis. This will be dependent on outcome of prior Performance Evaluations, as well as the student's academic standing and Satisfactory Academic Progress for each quarter.

Time Management

Hours of Work

Ambassadors are to work 20 (flexible) hours per week in the office. During the hours that are most convenient for academic, employment and personal commitments. The number of hours a student can work will vary, depending on their schedule and the demands of the department in which they work.

Once a month the Student Ambassador will meet with the Student Ambassador Staff, to determine monthly scheduling. Discussed more below.

Ambassadors are required to attend Orientations.

Work Schedules

A meeting will be held monthly with the Student Ambassador Staff, and the Student Ambassador to set up a work schedule for each month. It is very important for students to discuss class schedules, academics, personal, medical, and other responsibilities, commitments and extracurricular activities with the supervisor prior to accepting a job and creating a work schedule. The supervisor should be aware of

the student's availability for the quarter and year, when possible. Students are expected to contact the supervisor when there are scheduling conflicts or issues (tardiness, absences, academic/other responsibilities, emergencies, etc.).

Paid Hours

Students will be paid \$10/hr. for the following events:

- Student Ambassador Curated Events
- Day in the Life Camps
- Open House
- Community Day Events (i.e., College Fairs, Job, Fairs, Seminars)
- Campus Tours
- Department requested events
- Front Desk Duties
- Monthly Trainings and meetings

Reporting Hours

A monthly time sheet will be submitted by the Student Ambassador Staff to verify hours worked for the Student Ambassador position. Timesheets are submitted on the 1st of each month and pay will be on the 10th of each month.

Responsibilities

The role of the Student Ambassador is vital to the success of the Student Ambassador Program at PTC. It is important for students to treat this as a real job and perform their job duties, projects, and assignments in a serious, responsible and professional manner as they are a representative of PTC.

The **STUDENT** has **RESPONSIBILITIES** to:

- Check College email account and group chat regularly for correspondence,
- Create a manageable and flexible work schedule (with the supervisor) based on academic course load and other college commitments,
- Report to Student Ambassador events and office hours as scheduled,
- Act in a manner which displays the utmost confidentiality and respect of others,
- Strictly abide by all College, state and federal privacy FERPA (Family Educational Rights and Privacy Act) regulations and policies,
- Strive to abide by all College policies and procedures as outlined in this handbook and Student handbook,
- Always demonstrate professional and courteous behavior, as a representative of PTC,
- Dress appropriately for the job (at the discretion of the hiring department); be sure to confirm preferred work attire with your supervisor **PRIOR** to working,
- Monitor and record hours worked accurately; submit timecards on time the 1st of every month,

- Refrain from conducting personal/academic matters during work (i.e., No internet or cell phone use or excessive socializing at any time),
- Meet all job expectations and perform all duties as indicated by the supervisor,
- Notify supervisor immediately of anticipated absences or tardiness as early in the workday as possible; confirm with the supervisor the preferred form(s) of communication for such notifications,
- Discuss any work-related issues with your supervisor or a Student Ambassador Staff Member.

Performance Evaluations

Student Ambassadors will be required to have performance evaluations. The purpose of the evaluations is to give our Student Ambassadors a sense of what they may expect when they get into the work force. The performance evaluations must be completed after the student has been employed for 4 weeks. There will be another performance evaluation around midterms, as well as the end of each semester.

If for some reason an ambassador ceases employment prior to this time the supervisor must complete a performance evaluation at the time of termination. The performance evaluations will be kept in the student's file within the Student Ambassador Staff. Evaluations are in the appendix of this document for Student Ambassadors to evaluate and understand what aspects they will be evaluated on.

Student Ambassador Employment Policies and Procedures

Absence & Punctuality

If a student is unable to attend events or office hours because of illness or other personal problems/scheduling conflicts, he/she must contact the supervisor 48 to 72 hours prior to. It is strongly recommended that supervisors are notified every time a student anticipates an absence or anticipates arriving to work later than scheduled. Frequent absences and tardiness are justifiable causes for ending the Student Ambassador Program.

Emergencies do arise, but frequent absences or lateness as well as failure to give proper notice of absence(s), decreases the value of the student's role as a Student Ambassador and his/her services to the College and may result in release from the position. A student's failure to report to their job without notice is grounds for dismissal based on voluntary termination.

Nondiscrimination Policy

Pittsburgh Technical College does not tolerate any form of discrimination, harassment, or retaliation based on disability, race, color, religion, national origin, ancestry, genetic information, marital status, familial status, sex, age, sexual orientation, veteran status, or gender identity or any other protected category under applicable local, state, or federal law in its employment practices and the administration of its educational programs and activities. The College is

committed to taking prompt action to end a hostile environment that interferes with the College's mission. PTC will take steps to ensure that lack of English language skills will not be a barrier to admission and participation in its educational programs.

Title IX of the Education Amendments of 1972 (Title IX), 20 USC §§ 1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 also prohibit gender-based harassment, which may include acts of verbal, nonverbal, or physical aggression, intimidation, or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.

Individuals with questions or concerns about Title IX, any protected class, and/or those who wish to file a complaint of non-compliance may contact PTC's Title IX Coordinator or Chief Diversity, Equity & Inclusion Officer

Lindsay Seal, SPHR; Director of Human Resources and Title IX Coordinator; 1111 McKee Road, Oakdale, PA 15071; 412-809-5311; 800-784-9675; seal.lindsay@ptcollege.edu.

Marsha Lindsay, Chief Diversity, Equity & Inclusion Officer; 1111 McKee Road, Oakdale, PA 15071; phone number; 412- 809-5293, 800-784-9675; lindsay.marsha@ptcollege.edu.

Attire & Workplace Etiquette

Student employees are expected to dress in a fashion that is appropriate to their particular job, on and off-campus as they are a representative of Pittsburgh Technical College at all times. Jeans can be worn (if approved by the supervisor), but in good taste for the environment in which they are working. Business professional dress may be required dependent on the event taking place and will be disclosed in timely manner in preparation for the event. In such cases, the Student Ambassador must comply.

Students are expected to be professional, courteous and respectful in their interactions with students, faculty, and the community. In certain areas, dress precautions must be taken for health and safety reasons and students will be instructed by supervisors in those work areas. A student's clothing must be clean and in good repair. Individual supervisors may establish a dress code for their department and students will be notified of such attire accordingly.

Students will not be permitted to wear provocative clothing, clothing bearing offensive language or advertising alcohol, cigarettes, illegal substances or events, or clothing that exposes their midriff or upper thigh areas. A student must also exercise good personal hygiene habits.

Homework, reading and other personal work is not permitted unless a supervisor authorizes this activity. Telephones, computers and other College resources are for business use only (with the exception of any medical/family emergency) and are not to be used for personal reasons without supervisor approval. Cell phones, computers with internet access (College and personal laptops), video games and other electronic devices not related to the Work Study job duties are not to be used during work hours.

Confidentiality

The College expects its employees (including Student Ambassadors) to be the most prudent in discussing ANY College business with others. Most, if not all work within Pittsburgh Technical College may be regarded as confidential, and it is in the best interest of the College and its employees if that work is not discussed indiscriminately with others who are not directly involved with it. Confidential College matters should not be the subject of casual conversation at ANY time. Matters concerning College finances, student/faculty/staff information, and other such private or personal subjects should be held in the strictest confidence. Disregard for confidentiality can (and most often will) result in disciplinary action by the Student Ambassador Staff Members and College personnel.

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that ensures the confidentiality of student records. Student employees of PTC are required to become familiar with the basic provisions of FERPA and acknowledge their understanding of its terms by signing the College FERPA form (prior to working). This will ensure students' awareness of FERPA and its consequences of violating the terms while a College and Student Ambassador. FERPA violations may result in disciplinary action including, but not limited to, termination from an Ambassador position permanently for a student's career at Pittsburgh Technical College.

Students must NOT, under any circumstances, release student information to anyone other than the student, unless:

- Your Student Ambassador Staff and/or College personnel permits,
- The student has provided a written statement giving permission for the College to discuss their file/information with a separate part.
- Students must refer all requests for information regarding a student to other available College staff, faculty or supervisor directly; this will ensure that student employees are not at risk of violating FERPA.
- Students also must avoid acquiring student information that he/she is not required to possess and must NOT exchange student information that he/she has learned while in the Ambassador position. An example of disclosing student information and violating FERPA would be any of the following:
 - Informing a student/parent/friend/College employee of another student's class schedule,
 - Information a student/parent/friend/College employee of another student's phone number, email/home/campus address, date of birth,
 - Informing a student/parent/friend/College employee of another student's personal information.

Any of these (and others as indicated by the Student Ambassador Staff or College personnel) are violations of FERPA and will result in disciplinary action and/or termination from an Ambassador position. Any information Ambassadors obtain during their employment must remain in the appropriate department/office. For more information, click [HERE](#).

Conflict of Interest

No administrative officer/employee or student employee may accept, for private use, directly or through a member of his/her immediate family or otherwise, any gratuitous payment, loan, service, or accommodation of value from any other party doing or seeking to do business with Pittsburgh Technical College. Accepting entertainment, travel or gifts of a character that reasonably might be deemed by others to affect the judgment or action of the officer or student employee in the performance of his/her employment duties with Pittsburgh Technical College would also contravene this policy.

Injury & Accident

If a student is injured or has an accident while performing their duties as an Ambassador, the student must immediately notify the supervisor. The supervisor should immediately contact the Human Resources Office for further instructions.

Four Week Performance Evaluation

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation.

4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. Responsibility- The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.

4 3 2 1 N

2. Judgment- Reasons, compares, understands, and thinks rationally on the job. Makes quality work-related decisions based on conclusions and separates facts from opinions.

4 3 2 1 N

3. Teamwork- Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.

4 3 2 1 N

4. Initiative- Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.

4 3 2 1 N

5. Dependability- Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.

4 3 2 1 N

6. Safety- Works safely and follows all safety work rules and sets a good example for others.

4 3 2 1 N

7. Use of Work Time- Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.

4 3 2 1 N

8. Communication Ability- Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.

4 3 2 1 N

9. Overall Performance- Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.

4 3 2 1 N

Midterm & End of Semester Performance Evaluation

Supervisors complete the following:

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation.

4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. Responsibility- The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.

4 3 2 1 N

2. Judgment- Reasons, compares, understands, and thinks rationally on the job. Makes quality work-related decisions based on conclusions and separates facts from opinions.

4 3 2 1 N

3. Teamwork- Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.

4 3 2 1 N

4. Initiative- Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.

4 3 2 1 N

5. Dependability- Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.

4 3 2 1 N

6. Safety- Works safely and follows all safety work rules and sets a good example for others.

4 3 2 1 N

7. Use of Work Time- Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.

4 3 2 1 N

8. Communication Ability- Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.

4 3 2 1 N

9. Overall Performance- Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.

4 3 2 1 N

End of Semester Evaluation:

Students complete the following:

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation.

4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. Responsibility- The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.

4 3 2 1 N

2. Judgment- Reasons, compares, understands, and thinks rationally on the job. Makes quality work-related decisions based on conclusions and separates facts from opinions.

4 3 2 1 N

3. Teamwork- Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.

4 3 2 1 N

4. Initiative- Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.

4 3 2 1 N

5. Dependability- Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.

4 3 2 1 N

6. Safety- Works safely and follows all safety work rules and sets a good example for others.

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7. Use of Work Time- Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.

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8. Communication Ability- Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.

4 3 2 1 N

9. Overall Performance- Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.

4 3 2 1 N

Acknowledgement of Receipt of the Student Ambassador Code of Conduct

The Student Ambassador Code of Conduct contains important information about the Ambassador Program at Pittsburgh Technical College, and I understand that I should consult the Ambassador Staff any questions not answered in the handbook.

I have entered my Ambassador relationship with Pittsburgh Technical College voluntarily and understand that there is no specified length of Ambassadorship. Accordingly, either Pittsburgh Technical College or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

Since the information, policies, and procedures described herein are subject to change at any time, I acknowledge that revisions to the Code of Conduct may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I understand that this Code of Conduct is neither a contract of employment nor a legally binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask Student Ambassador Staff member any questions I might have concerned the Code of Conduct. I accept the terms of the Code of Conduct. I also understand that it is my responsibility to comply with the policies contained in this Code of Conduct, and any revisions made to it.

I have read the duties and expectations required of Pittsburgh Technical College's Ambassadors. I understand these duties and expectations and pledge to uphold them to the best of my ability. I understand that failure to uphold these duties and expectations may result in my dismissal from the PTC Ambassador program. I agree that my GPA, as reported, is accurate and acknowledge that it may be verified by my supervisors. I have read and I agree to all terms and conditions listed above:

Printed Name:

Signature:

Date

Crystal Wamalwa, Coordinator,
Outreach Success Advisor