

NAPA VALLEY COLLEGE REQUEST FOR NEW PERMANENT FACULTY AND STAFF 2008-2009

Accreditation reference: Human resource planning is integrated with institutional planning. The institution systematically assesses the effective use of human resources and uses the results of the evaluation as the basis for improvement.

Project additional needs above and beyond the current status. Please include in your projected needs any known position that will be vacated due to retirement. **List in priority order.** Replacement positions are not guaranteed. Information will be used in the faculty and staff prioritization processes.

<u>Job Title and Justification</u>	<u>N/R*</u>	<u>Hour/Salary</u>	<u>Pt/Full</u>
5 Student Ambassadors	N	Hourly	Part time
<p>In spring 2006, newly hired Vice President of Student Services, Oscar De Haro, reactivated the NVC Outreach Committee. With his leadership, the focus of the Outreach Committee shifted to increasing enrollment at Napa Valley College. Members of the Outreach committee include the Office of Student Services, Admissions and Records, Financial Aid, Talent Search, Student Life and faculty. Since then, the Napa Valley College Outreach Committee has increased attendance at high school career and college fairs, hosts weekly NVC information tables at local high schools, and sponsors multiple college awareness events on and off-campus. Such outreach efforts have resulted in an increase of group tours of NVC. Group tours have ranged from 50 to 25 high school and elementary students. Often times, the Outreach Committee members are unable to fill the demand for tour guides. As a result the same people are being requested to lead tours on top of their daily responsibilities. The Outreach Committee is in need of tour guides and staff to work information tables and outreach events. The Outreach Committee has recommended developing a Student Ambassador program with the intention to hire NVC students. The program would be coordinated out of the ASB Office under the supervision of the Coordinator of Student Life.</p>			
<u>Office</u>	<u>Objective Code</u>	<u>Budget Code</u>	<u>Amount</u>
ASB Office	52390 (Salaries)	5503 (Student Life)	\$2000
			<u>Hourly</u>
			\$10.00

*N=New, R=Replacement

Submitted By:

Approved By:

Victoria Estrella

Budget Center Manager

President/Vice President

Proposal for Student Ambassador Program at Napa Valley College

Student Ambassador Job Description:

The Napa Valley College Outreach Committee is looking for NVC students to apply to be Student Ambassadors. The committee is offering five paid positions. The position is part-time. Each position will work an average 3 to 5 hours depending on the need of the week. Student Ambassadors will be paid \$10.00 an hour. Student Ambassadors will be campus tour guides, and staff on and off-campus outreach events. Student Ambassadors will also be representatives at the college and high school college and career fairs.

Student Ambassadors will receive training about college programs and services, along with how to lead a tour. They also will be trained on how to talk to the media.

Qualifications:

Applicants must be flexible, friendly, comfortable talking to strangers, and have attended NVC for at least one semester. They must show that they are currently enrolled at NVC in at least 9 units. Students who currently work for the college as student workers, who serve in Student Government, or who are a club officer are encouraged to apply.

Why Students:

The Napa Valley College Outreach Committee agrees that students can offer future NVC students an insight into Napa Valley College that staff and faculty might be able to. The Outreach Committee has found that often times, students relate more to each other when it comes to talking about going to college. The Outreach Committee has found that at community events, people like to hear from students.

Justification

In Spring 2006, newly hired Vice President of Student Services, Oscar De Haro, reactivated the NVC Outreach Committee. With his leadership, the focus of the Outreach Committee became to increase enrollment at Napa Valley College. Members of the Outreach committee include Admissions and Records, Financial Aid, Talent Search, Student Life and faculty. Since then, the Napa Valley College Outreach Committee has increased attendance at high school career and college fairs, hosts weekly NVC information tables at local high schools, and sponsors multiple college awareness events at on and off-campus. Such outreach efforts have resulted in an increase of group tours of NVC. Group tours have ranged from 50 to 25 high school and elementary students. Often times, the Outreach Committee members are unable to fill the demand for tour guides. As a results the same people are being requested to lead tours on top of their daily responsibilities. The Outreach Committee is in need of tour guides and staff to work information tables and outreach events. The Outreach Committee has recommended developing a Student Ambassador program with the intention to hire NVC students. The program would be coordinated out of the ASB Office under the supervision of the Coordinator of Student Life.

Research by Victoria Estrella, Coordinator of Student Life

To find out how other Community College campuses in CA organize their Ambassador program or Campus Tours, I sent out a four question survey on the CA Community College Student Affairs Association CCCSAA listserv:

Ambassador /Tour Guide programs Survey

Email sent out:

“Happy Wednesday!

The Outreach Committee at NVC is interested in organizing a student ambassador/tour guide program and thinks it should be coordinated out of the Student Activities office.

Questions Asked

If you have student ambassador / tour guide program on your campus, who coordinates it?

How much do you pay the students?

Which budget does the money come out of? Work study?

What recommendations or suggestions do you have for starting such a program?”

Survey Results:

- “Sacramento City College houses our program through our Welcome and Information Center. Students are paid through student help/Work Study/CalWorks.”
- “East LA College: Outreach and Recruitment. Varies per our district. Anywhere from \$8 to \$15. Outreach budget and some work study and BFAB. Check out some schools near you to see what they are doing. Build something that will work for your college. Not all models will work. “
- DVC has a proposal for a student ambassador program awaiting final approval. The proposal is to have 10 ambassadors selected through an application process, supervised and housed in Outreach, and paid through the general fund (student wages, I believe).
- Santa Barbara has an "Admissions Outreach Services" department that employs student tour guides. These same students also answer the phones for general admissions questions.
- El Camino The Recruitment and Outreach Office
Student Help rate
Budgeted by R&OO

- “Have research generate a report for you with your local high schools listed and number of students from each school that currently attend. Then put out an announcement through AGS, Service clubs, ASO, and classrooms to recruit students that would be interested. Talk to VP about funding. Justify need for funds through growth percentage that institution is trying to achieve.”
- Cuesta College: “Tour requests are handled through our office and a student ambassador program is under the direction of the Foundation Office.”
 - The Mt. SAC student tour guide program is housed in the High School Outreach office.
 - Chabot College does have ambassadors. They are paid a stipend of \$600 per semester to act in this area. They are coordinated by the Outreach Dept and are expected to visit high schools, middle schools, and do special information booths on campus during holidays, open house, and first week of school. Outreach Dept budget pays and has this as a special line item.
 - “College of the Canyons is in the midst of starting an Ambassador program. Student Development coordinates it of or Student Recourse Center which also houses our Cougar Mentor program. Ambassadors will get paid \$11.50 an hour. The district, if all works according to plan, will fund their salaries for district events and activities, and the community will pay their salaries for their events.”
 - Foothill College
 “Student Activities Director co-advises (3 advisors total). I coordinate all event assistance needed. Outreach Office coordinates the tours & the High School visitations. They have 2 Outreach Generalist Specialists (Full time staff) who are housed in the Student Success Center/Outreach Office (in A&R). They oversee the 2 paid Ambassadors, who started at \$10 per hour., District paid.”
 - City College of San Francisco “Our Ambassador program is coordinated out of the office of Admissions & Recruitment, under Laurie Scolari, Associate Dean. \$9/hour at 15 hours per week. Work Study funding. Recommend: First, secure the funding from the Fin Aid office or other resources. Prepare a comprehensive training program. For those students who do not qualify for work study, perhaps you can get a leadership course set up to offer students 3.0 units.

Recommendations for NVC:

Option one: Use Student Workers

- a. Chairs of the Outreach Committee would ask department managers if their student workers could apply to also be a Student Ambassador.
- b. The student workers would complete an application and be interviewed by two members of the Outreach Committee.

- c. If picked, they would then make an arrangement with their manager to be allowed to leave work if called on to do a tour or when they have off-campus work reassigned to them related to working at an Outreach Event.
- d. They would include the hours they worked as a Student Ambassador on their main student worker time card.
- e. The member of the outreach committee who does the most tours would train the students.
- f. Student Ambassadors would be paid out of Federal and District work study money.
- g. There would be a list in the Student Services Office and A&R of the Student Workers approved to be Student Ambassadors.
- h. Admissions and Records or Student Service will contact the Student Ambassadors when needed.
- i. They would include the hours they worked as a Student Ambassador on their main student work study time card.

Option two: Use ASB and Club Leaders

- a. ASB Office would create 5 paid Student Ambassador Positions. The student would be paid \$10.00 an hour.
- b. Each semester the Outreach Budget would set aside: \$1000. Each student would be expected to work 20 hours a semester and make a total of \$200.00 each.
- c. The Outreach Committee would transfer money into the Student Activities Budget.
- d. The Coordinator of Student Life would then pay the Student Ambassadors out of the Student Activities Budget
- e. The Coordinator of Student Life would invite ASB and Club leaders to apply to be a Student Ambassador.
- f. The students would complete an application and be interviewed by one member of the Outreach Committee and the Coordinator of Student Life.
- g. The member of the outreach committee who does the most tours would train the students.
- h. Members of the Outreach committee would inform the Coordinator of Student Life when and where Student Ambassadors would be needed.
- i. The Coordinator of Student Life would then assign work to the Student Ambassador and sign their time card.

Option three: Use Student Workers and ASB Leaders

- a. ASB Office would create 5 paid Student Ambassador Positions.
- b. Each semester the Outreach Budget would set aside: \$1000. Each student would be expected to work 20 hours a semester and make a total of \$200.00 each.
- c. The Outreach Committee would transfer money into the Student Activities Budget.
- d. The Coordinator of Student Life would then pay the Student Ambassadors out of the Student Activities Budget
- e. Chairs of the Outreach Committee would ask department managers if their Student Workers could apply to also be a Student Ambassador.

- f. The Coordinator of Student Life would invite ASB and Club leaders to apply to be a Student Ambassador.
- g. The student workers, ASB and Club leaders would complete an application and be interviewed by two members of the Outreach Committee.
- h. The member of the outreach committee who does the most tours would train the students.
- i. Members of the Outreach committee would inform the Coordinator of Student Life when and where Student Ambassadors would be needed.
- j. The Coordinator of Student Life would then assign work to the Student Ambassador and sign their time card.

Option Four: All students can apply

- a. Office of Student Services would post a job opening for 5 Student Ambassadors at the NVC Career Center.
- b. Each semester the Outreach Budget would set aside: \$1000. Each student would be expected to work 20 hours a semester and make a total of \$200.00 each.
- c. Students would complete an application and be interviewed by two members of the Outreach Committee.
- d. The member of the outreach committee who does the most tours would train the students.
- e. Members of the Outreach committee would inform Office of Student Services when and where Student Ambassadors would be needed.
- f. Then Office of Student Services would assign work to the Student Ambassador and sign their time card.