

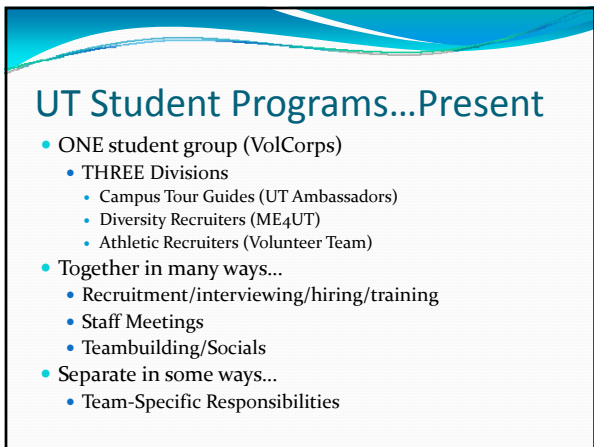
Student Tour Guides

Reducing the Bottom Line while Maintaining Quality



UT Student Programs...Past

- THREE student groups
 - Campus Tour Guides (UT Ambassadors)
 - Diversity Recruiters (ME4UT)
 - Athletic Recruiters (Orange Pride)
- Separate in every way...
 - Separate recruitment/interviewing/hiring/training
 - Separate leadership
 - Separate responsibilities

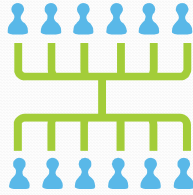


UT Student Programs...Present

- ONE student group (VolCorps)
 - THREE Divisions
 - Campus Tour Guides (UT Ambassadors)
 - Diversity Recruiters (ME4UT)
 - Athletic Recruiters (Volunteer Team)
- Together in many ways...
 - Recruitment/interviewing/hiring/training
 - Staff Meetings
 - Teambuilding/Socials
- Separate in some ways...
 - Team-Specific Responsibilities

An Organizational Overhaul

- Program Strengths
- Program Weaknesses
- Budgetary Concerns
- Student & Staff Input
- Administration Input
- Meetings, Meetings, Meetings...
- Finally, a plan!



The Overhaul

- All students are part of at least one group
- All students have requirements for each group & the overall team
- All students are cross-trained for all groups
- Students have training for the overall team
- Students have team-specific training
- Students are expected to work VolCorps events
- Captains for each group

Timeline

- August
 - Initial Discussion
 - Student Involvement
- September-November
 - Staff Preparations
- November-December
 - Student Involvement
- January-February
 - Program Rollout & Recruitment
- March-April
 - Interviewing/Hiring
- May
 - Training

Budgetary Savings

- ONE Recruitment Cycle
- ONE Interviewing Cycle
- ONE Training Cycle
- ONE Uniform Purchase
- Overall, less student workers



Additional Benefits

- All Students are Cross-Trained
- All Students work all programs
- 'Campus involvement' hours
- Easier to manage
- Program Coordinator
- Team Advisors



What we wish we had known...

- Get student input the entire time
- Develop student advisory board to help with transition
- TONS of teambuilding... there's a group dynamic to change!
- Make your expectations clearly made to ALL members
- Publicize the change... it's a good thing!

What we are glad we knew...

- Everyone MUST be on the same page
- Everyone MUST work together
- Everyone MUST support the change
- Students are your most prized resource
- Work with your students
- Develop an action plan and divide responsibilities
- Have one defined leader
- Develop incentive program to emphasize change with students

Questions/Comments???