



Work Smarter, Not Harder


Getting the Most Out of Your
Student Employees





Who are we?

- Community college in north central Illinois
- Third largest city in the state
- Unemployment rate of about 16%
- Only 13% of our population has a bachelors degree or higher
- Approximately 9000 credit seeking students
- No on campus housing
- Try to be all things to all people



Who are we?

Primary Functions:

<ul style="list-style-type: none"> ■ Recruitment <ul style="list-style-type: none"> <input type="checkbox"/> Community Outreach <input type="checkbox"/> School Outreach <input type="checkbox"/> Special Events <input type="checkbox"/> Campus Visit Program ■ Admissions <ul style="list-style-type: none"> <input type="checkbox"/> Credit application data entry <input type="checkbox"/> Adult Education data entry 	<ul style="list-style-type: none"> ■ Information Center <ul style="list-style-type: none"> <input type="checkbox"/> College switchboard <input type="checkbox"/> Student Development phone bank <input type="checkbox"/> Student Ambassadors ■ Building/Event support
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A brief historical overview

Student Ambassadors

- Began in Orientation & Leadership (2003)
 - Faculty/Staff Nominations
 - Rigorous Interview Process
 - Glorified Front Desk Workers
 - Not released to assist with key college functions

- Moved to Student Life (2005)
 - Hiring for numbers, not abilities

Ambassadors Before

- Work Information Desk
- Transfer phone bank calls
- Occasional campus tour
- Unreliable, unengaged and underworked

Doing nothing is very hard to do...you never know when you're finished.

~ Leslie Nielsen ~

Life is like a ten-speed bicycle. Most of us have gears we never use.

~ Charles Schulz ~

The Right Equation

Departmental Merger (2006)

Recruitment + Information Center + Admissions

= Student Ambassador Rebirth

Even if you're on the right track, you'll get run over if you just sit there.

~Will Rodgers~

Transforming our Workforce

- Downsized student workforce
- Enhanced training
- Higher expectations
- Added duties
- Less free time
- Incentives
- Cultural Shift

People often say that motivation doesn't last. Well, neither does bathing - that's why we recommend it daily.

~ Zig Ziglar ~

Ambassadors After

- Work the Welcome/Information Center front desk
- Answer/triage incoming college calls
- Data entry (applicant/prospect)
- Process mailings
- Issue Student IDs
- Conduct regular campus tours
- Telecounseling

We cannot always build the future for our youth, but we can build our youth for the future.

~ Franklin D. Roosevelt ~

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