

## Tour Guide Evaluation–Front

Ambassador: \_\_\_\_\_

Date: \_\_\_\_\_

Evaluator: \_\_\_\_\_

# of Visitors: \_\_\_\_\_

Tour Length the tour length was between 80 and 100 minutes (90 is ideal)

Time at start of tour: \_\_\_\_\_ Time at end of closing: \_\_\_\_\_

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### Required buildings to mention on tour (\* indicates must enter):

At least five academic buildings that are of interest to your tour group

McKissick Museum

University Bookstore

McCutchen House

Thomson Student Health Center

Lieber College/Admissions

Gambrell or Sloan (show classroom)\*

Thomas Cooper Library\*

The President's House

Russell House\*

Strom Thurmond Fitness and Wellness Center

Rutledge College

Financial Aid and Scholarships

Innovista- at least two buildings within Innovista

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### Introduction:

Was the tour guide in the Carolinian room or Theater before the tour began?

Introduction of the Admissions counselor

Personal Introduction

Community Building

Briefly explained what would be covered on the tour

Encourage questions and feedback

Announce no smoking or cell phones

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### Horseshoe:

Historical information (founding of USC, Maxcy Monument, etc.)

Columbia information (proximity to State House, capital city)

Knowledge of building names and what is inside

Study Abroad/ Undergraduate Research

Lieber College/Admissions

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### Greene Street in front of Longstreet:

Innovista/ research campus

Colonial Life Arena/ Koger Center

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### Sumter Street by Graduate Research Center:

The Honors College

Strom Thurmond Wellness and Fitness Center / Blatt PE Center

Greek Village

Athletics- point out Williams Brice Stadium

Parking (peripheral and garages)

Shuttles (Next Bus) and Campus Transportation

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### Thomas Cooper Library:

# of books, Computer Labs, Inter-Library Loans, Student Success Center

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### Russell House Patio:

Thomson Student Health Center

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### Russell House:

Carolina Card

Meal Plans (where can plan be used?, Mandatory for freshman students)

Student Organizations (what are you involved in, how many on campus?)

Campus Events (Late Night Carolina, Movies, Concerts, Speakers)

Carolina Mall/Mailboxes

Bookstore/scholarship funding/book reservation

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Humanities/Nursing Buildings:

Language Lab, Writing Center, Academic Center for Excellence, Math Lab

Professor offices and office hours

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BA/Capstone Area:

Office of Scholarships and Financial Aid

Capstone Scholars Program

Career Center (Resume Service/Job Shadowing/Job Fairs)

Living-Learning Communities-(explain and give examples)

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Classroom:

Which classroom was shown? \_\_\_\_\_

Class size and recitation sections

SMART Classrooms

University 101

Blackboard

Advising process

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Safety:

USCPD – accredited police force

Call Boxes/Emergency notification system

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## Housing:

Discusses types of Residence Halls (hall bath, suite, and apartment)

Furniture - What is provided in rooms?

Technology: Cable TV, Data Jacks (wireless access)

Security – Resident Mentor and security guards

Roommate selection/roommate contracts/U Choose

In-hall features (laundry, computer labs, dining facilities and classrooms)

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## Tour Closing:

Warmly thank visit participants

Campus tour was drawn to a clear and meaningful conclusion

3-4 personal and concise closing statements about USC

Invited group back inside for tour packets and comment cards

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## Presentation Quality:

Could everyone hear?

Humor - Sarcasm, Genuine, Just right, Over the top (please indicate by circling)?

Enthusiasm/Positivity/Negativity

Mindful of surrounding environment (i.e. noise, trash) by avoiding negative areas?

Body Language

Time allowed for questions/ “quiet time” for absorbing info

Speed/pace of tour (does the tour guide indicate what is coming up next)?

Please describe the Ambassador’s impressions (smile, dress /attire, eye contact)

Articulation:

Overall use of tour theme language (engagement, undergrad research, service learning, study abroad):

Were Are peripheral buildings mentioned if there are interested parties on the tour?

Ability to answer questions

Relevance of personal stories/delivery of stories

use of interruptive language such as “like, um, you know, sorry, uhh?”

Depth of knowledge

Is the information easy to understand (no “jargon” or “University speak”)?

Aspects of campus tour that went very well:

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Aspects of campus tour that need improvement:

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Tour Certified:

Yes

No, will be evaluated again on \_\_\_\_\_ by \_\_\_\_\_.

Interpreted by: \_\_\_\_\_ Date: \_\_\_\_\_