

End of the Year Ambassador Interview

Ambassador: \_\_\_\_\_  
Date: \_\_\_\_\_  
Interviewer: \_\_\_\_\_

\* The scale that will be used throughout the interview is 1-5 with 5 being the highest.

**Experience as an Ambassador (use additional sheets if necessary)**

- What does it mean to you to be a University Ambassador?

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- Rate the extent that you enjoy being a University Ambassador :

1      2      3      4      5

Why did you rate it this way?

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- What could have been done by the full time staff to increase your satisfaction this year?

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**Ambassador Training**

- How would you rate the following:

Rate your satisfaction with the Wednesday night training and professional development

1      2      3      4      5

Why did you rate it this way?

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What needs to be changed or added?

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- Rate the Oral BSAT in terms of assisting you in refining your presentation skills?

1      2      3      4      5

Why did you rate it this way?

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Should we keep the oral BSAT? What needs to be changed or added?

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**Mentor Program**

- What was your role in the mentor program this year?

Mentor      Rookie      General Member

- Mentors Only-

How could you have been better prepared for the role as a mentor?

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How could we have made the mentor experience more satisfying?

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If you were me, what must be addressed for next year?

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- Rookies only -  
What was the highlight of your year as a new Ambassador?

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What inspires you to continue to develop and grow as an Ambassador?

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Specifically, how have you adapted your campus tour since being shadowed by a full-time staff member?

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DO you feel like you know that majority of the organization? How could be enhance your ability to get connected more quickly?

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If you were me, what must be addressed for next year?

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- General Member only -  
Would you like to have been more involved in the mentor program? No or If yes, how?

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Tour Training and Tour scheduling

- Your average tour time is \_\_\_\_\_.

If over 100 minutes, how are you going to cut time off of your tour?

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**If within the 80-100 minute range, what advice would you give to Ambassadors struggling with tour length?**

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**What is the lasting impression that is left with visitors that go on your campus tour?**

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- **How often do you look at your comment card feedback?**

**Weekly          Monthly          Never          I don't know how**

**What have you learned from your comment card feedback?**

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**Would it be helpful to meet and discuss your feedback with a member of the FTS or another Ambassador?**

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**Based on what was shared by Jenna about the comment card feedback, how are you adapting your tour to ensure that you are talking about academics, the fitness center, and housing in a more general way?**

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**Based on the comment card feedback, we have not meeting our strategic goal of helping students make an informed decision about college. How do you think that we could do a better job if this in the coming year?**

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- **Based on training you have received, to what extent would you feel comfortable managing an emergency on a campus tour?**

**1          2          3          4          5**

**What aspects of campus safety or emergency preparation would you appreciate additional training on?**

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- In what areas would you like additional VC2 training?

- Scheduling
- Rescheduling
- Adding appointments
- Other \_\_\_\_\_

**General**

- How can the full time staff enhance your experience as an Ambassador?

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- If you were me, what must we address for next year?

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- Will you be returning as an Ambassador in the fall? Yes      No      Graduating

- a. If no, what is the reason for your departure?

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- b. If yes, do we have a copy of your fall schedule? Yes      No

**\*\*Sign Recommitment Contract\*\***

- Seniors only-

What legacy do you believe you have left with the UA organization?

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