

University of Houston

Ambassador Programs:

Supporting Students While They Support Us

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Introductions

WGRC

Promote gender equity, gender justice, and student success at the University of Houston through advocacy, education, empowerment, and support services

LGBTQ RC

Cultivate safe spaces on campus and empower LGBTQ students to develop their authentic identity, and become proud successful engaged members of the UH community

UCS

Provides career counseling to UH students and alumni to develop, evaluate, and implement their career plans.

WGRC

**Champions of Outreach, Resources &
Education (CORE)**



What is CORE?

Student Ambassador Program

The CORE (or Champions for Outreach, Resources, and Education) Team, is the WGRC Student Ambassador Program- the official student representatives of the Women and Gender Resource Center. CORE Team ambassadors lead discussion groups, resource tabling events, and help with WGRC programs and events.





Structure

Retreat

- Introductions
- Team Building
- WGRC 101
- Training

Team Meetings

- Requirement!
- Bi- Weekly
- Include Team Building

1:1's

- With Ambassador
Program Director
- Bi- Weekly
- 30 min (Maybe 1 Hr)

Office Hours

- 3-6 hours per week
- Pair Ambassadors
- Research/Program
Development

Programming

- 1 per semester
- Discussion Group
- Volunteering

Outreach

- Tabling
- Presentations
- Social Media



Recruitment



Soft Push
Tabling
Events



Application Open
Newsletters
CoogNews
Targeted Tabling



WHS Events
Digital Screens
Social Media Campaign
Email RSOs
Class Presentation



Final Push
Interview
Selections



Incentives

Awards

Presentation
Development

Program
Development

Polo

Networking

Leadership Development

- Strengthsquest
- Soft/Hard Skills

Graduation
Cords



Moving Forward: Future Considerations

01

Time Commitment

- 1:1 Meetings
- Assistance Managing Program (GA)
- Student Development

02

Measurable Impact

- Assessment (Program Effectiveness)
- Curriculum

03

Retention

- Membership
- Group Dynamic
- Momentum



CORE Curriculum

Leadership Development

- Team Building
- Group Facilitation
- Public Speaking
- Conflict Resolution

Personal Development

- Self Care
- Goal Setting
- Personality/ Strength Assessment

Diversity Education

- Diversity 101
- Feminism 101
- Sexual Misconduct Awareness
- Unconscious Gender Bias

LGBTQ

**Sexuality & Gender Acceptance Squad
(SAGA)**



What does SAGA do?

SAGA members act as **official representatives** of the Resource Center, **plan outreach events**, & **create a welcoming space**.





Recruitment

3 Weeks Prior

Fliers, digital screens, social media
SAGA Informational Session

June-August

Campus Newsletters
Nomination Requests
Orientation Fairs



Structure

- Mandatory Retreat
- Outreach/Programming
- Office Hours
- Conferences
 - National
 - Campus





Weekly Meetings

Fall (Education)

- Assigned topic
- Research
- Present to peers



Spring (Implementation)

- Working Meetings
- Community & Campus Guests



Lesson Learned & Future Plans

- **Lessons Learned**
 - SAGA Coordinator
- **Looking Forward**
 - Reinforce Expectations



UCS

Peer Career Advisors (PCA's)



What does a PCA do?

All PCA's provide front desk support and gain experience in a focus area:

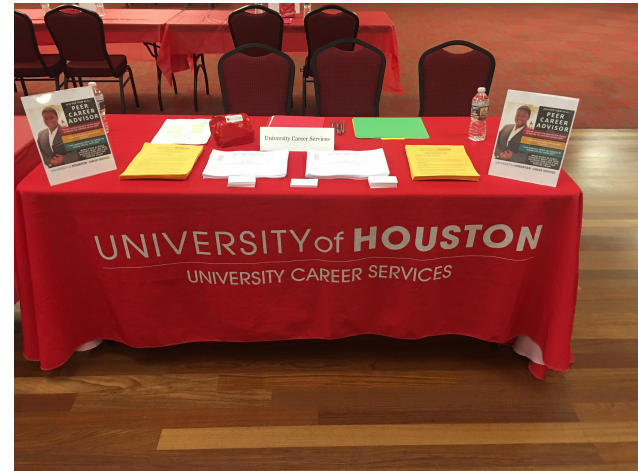
- Career Development
- Marketing & Outreach
- Employer Development & Relations





Recruitment

- **College Work Study**
 - Pro: no cost to department
 - Con: applicant pool is small
- **Recruit**
 - Time Frame: Aug/Jan but flexible
 - Cougar Pathway
 - skills/schedule handout
 - Campus Jobs for Coogs
 - **Referrals from current PCA's or counselors**





Incentives of being a PCA

- **Paid Position**
- **Transferable Skills**
 - Customer Service
 - Administration
- **Skills in Focus Area**
 - Human Resources
 - Illustrator
 - Presentation
 - Resume Writing



Best Incentive: Food!



Training

Fall/Spring Orientations

- 5 hours
- Review PCA Handbook
- Resume Writing
- Team Building

PCA's Train New PCA's

Monthly Trainings

- 1 hour and 30 minutes
- FISH Training
- Strengths Quest
- UCS Jeopardy



End of the Semester Evaluation

Competencies

QUALITY OF WORK:

Achieves satisfactory results for duties and tasks completed

QUANTITY OF WORK:

Works effectively and efficiently; tasks done in a timely manner; handles multiple tasks

CUSTOMER SERVICE:

Ensures requests have timely and complete responses

RELIABILITY:

Job completion, ability to get things done, conscientiousness

KNOWLEDGE AND SKILLS:

Demonstrates working level of skill/knowledge in area of expertise. Applies professional and technical expertise to best meet department/area needs.

DEPENDABILITY:

Punctual and reliable in attendance; completes assigned duties and tasks

PROFESSIONALISM:

Interacts well with others in the office; conducts him/herself professionally

INITIATIVE:

Interest in assuming added responsibilities

LEADERSHIP:

Demonstrates leadership abilities

COMMUNICATION:

Exercises solid listening, written, and oral communication skills.



Lessons Learned & Future Plans

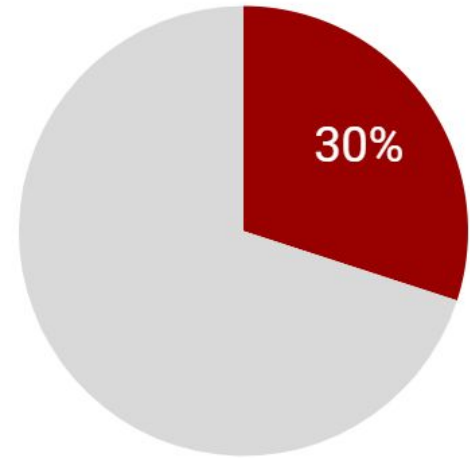
- **Lessons Learned**
 - Learning styles/skills vary
 - Quality over quantity
 - Need to provide purpose
- **Future Plans**
 - Assist with orientation/drop-ins
 - Lead PCA oversees trainings





Common Threads

- Should be mutually beneficial for students & department
- It is a time commitment!
- Ask for support





Thanks!

Any questions?

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