Student Ambassador Handbook
I. Introduction

This document has been developed by Lone Star College-Kingwood’s Office of Student Life in order to familiarize Student Ambassadors with the expectations, policies, and procedures that are associated with this position.

A. Mission Statement

The mission of the Lone Star College-Kingwood Student Ambassadors is to assist prospective and new students with their transition into college, as well as to promote the college in the community. Their services include giving campus tours and answering questions about campus resources, policies and procedures.

B. Department Hierarchy

The Student Ambassadors are representatives of LSC-Kingwood under the direct supervision of the Student Ambassador Advisor (Advisor) within the Office of Student Life. On matters related to the program the Advisor reports to the Manager of the Office of Student Life who in turn reports to the Associate Dean of Student Development.

*Student Ambassadors should take any issues or concerns that arise to the Advisor. The Advisor will report these issues to the Manager when necessary, and the hierarchy will follow from there.*

C. Changes in Policy

While every effort is made to keep the contents of this document current, the Office of Student Life and the Student Ambassador Advisor reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in this manual with or without prior notice to Student Ambassadors.
II. Requirements

The Student Ambassador Program gives a select group of students the opportunity to represent LSC-Kingwood throughout the academic year both on-campus and in the community. Student Ambassadors maintain a thorough knowledge of the institution, give campus tours, greet and usher guests at formal events, and build relationships with current and potential students. The Ambassadors gain valuable work experience by improving leadership and communication skills and by working with people from diverse backgrounds.

Applicants must meet these requirements to be chosen for a Student Ambassador position:

- Be enrolled in a minimum of 6 credit hours
- Have a minimum of a 3.0 cumulative GPA each semester
- Be available to work 50 hours per semester (fall and spring)
- Be available to work some weekend and evening events

Skills Needed:

- Excellent oral and written communication skills
- Ability to arrive on time to all commitments
- Good organizational skills
- Positive attitude toward campus and other

Communication:

- You must constantly check your email, sign up genius and other forms of communication to stay up to date on what is happening.
III. Student Ambassador Activities

Student Ambassadors Mandatory Events:

- Open House
- Graduation
- Project Connections

Student Ambassador Activities include volunteering at the following:

- Campus Tours
- Galas and Banquets
- Club Rush
- Oktoberfest
- Spring Fling
- Cody Awards
- Campus and community events as needed

Responsibilities at many of these events will center around informing new and prospective students about the range of academic programs that we offer on campus as well as where they can go to find student success resources or to get connected to the LSC-Kingwood campus. Occasionally Student Ambassadors might serve as ushers at banquets and galas or sit on panels answering questions regarding LSC-Kingwood. At several of the Student Life events during the year the Ambassadors are asked to represent the Ambassador program to students who are interested in applying to the program for the following year. Ambassadors are required to have professional behavior and language while working or representing Student Ambassadors.

A. Descriptions and Expectations

Meetings

Meetings are held every two weeks. These meetings will include trainings on various campus programs, organizations, and resources. These trainings will aid Ambassadors in giving quality, informative tours.

- Ambassadors will receive a list of meeting dates at the mandatory retreat and the last meeting of winter semester.
- Ambassadors are expected to attend all meetings.
- Each Ambassador is allowed one (1) excused absence per semester with proper documentation and prior approval (at least 48 hours in advance from advisor). Please see “Policy Violation and Program Termination” below for more information.
Tours

Quality campus tours are among the main reasons that prospective students may select Lone Star College-Kingwood. The success of tours provided by Student Ambassadors directly affects the new student experience. It is important that every Ambassador share a positive experience during every tour while at the same time following the guidelines and policies listed within this handbook.

- Student Ambassadors are required to sign up for at least one (1) individual tour time each week. Individual tours are one hour in length and the Ambassador is required to be present whether a tour is scheduled or not.
- Ambassadors will supply their schedule to the Advisor prior to the beginning of each semester. The Advisor will build a tour schedule with the information provided. This schedule will be reviewed and finalized at the first meeting of each semester. **Ambassadors are responsible for informing the Advisor of any schedule changes.**
- Ambassadors are required to wear their Polo, Khaki Pants and Name Tag at each tour hour and tour.
- Ambassadors should arrive for tours and tour hours 10 minutes prior to the start of the tour. **Ambassadors are responsible for submitting their hours to the advisor weekly.**
- Tours should be between 30 and 45 minutes depending on the purpose.
- Before Student Ambassadors are clear to give tours they must first complete the following steps:
  1. Go on a training tour with an experienced/former Student Ambassador. This should be completed after the first official meeting.
  2. Pair up with another Ambassador and complete a tour. Be sure to give one another feedback and recommendations about where improvements can be made.
  3. Contact the Advisor to schedule a time for an official Ambassador Tour Evaluation. Once the Ambassador passes the evaluation they are then permitted to give official campus tours. If the Ambassador does not pass the evaluation they must redo steps 2 and 3 of the tour training.
Events

As noted above, there are many different types of events at which Ambassadors may volunteer throughout the year. While responsibilities may vary the expectations are always the same.

- Ambassadors should arrive at events 10 minutes before the time indicated by the event organizer. Please see “Policy Violation and Program Termination” below for more information.
- Dress appropriately for the event – no wrinkles, stains, or holes; shirts must be tucked in; name tag must be straight (appropriate attire is outlined below).
- Keep abreast of current events, programs, and procedures that are relevant for the group with whom you will be interacting.
- All events will be posted on Sign up Genius; if you need to cancel an event you signed up for you need to inform the Advisor and Event Coordinator to get sent the information to cancel appointment.
- While working an event unless asked otherwise by the event coordinator stay at job post and help in anyway that you can. No standing around or being on your phone.
- When you are at an event you are representing the school and your behavior, language and demeanor should follow accordingly. Check personal problems at the door. Be respectful and behave with integrity and maturity.
- If is up to you to keep up to date on events and your hours.
- If you cannot attend an event that you signed up for you will need to inform the Advisor no later than 48 hours before the start of the event.
**Dress Code**

The uniform for the Student Ambassadors depends on the nature of the event. Some events may be more casual, and you will not be required to wear your uniform (ex: Leadership Exchange). Other events will be more formal, and you are expected to show up fully dressed as listed below. There are two variations of the uniform that you may wear for tours and events unless they requested the formal uniform. The Office of Student Life will supply one navy blue polo, one navy blue sweater, one pair of khaki pants, and one name tag. Ambassadors will be responsible for replacing any lost or damaged items.

<table>
<thead>
<tr>
<th>Variation</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>White dress shirt</td>
<td>White dress shirt</td>
</tr>
<tr>
<td>Variation</td>
<td>Navy blue sweater vest (provided)</td>
<td>Navy blue cardigan (provided)</td>
</tr>
<tr>
<td></td>
<td>Khaki pants</td>
<td>Khaki pants or khaki pencil skirt</td>
</tr>
<tr>
<td></td>
<td>Black belt</td>
<td>Black belt</td>
</tr>
<tr>
<td></td>
<td>Black dress shoes</td>
<td>Black dress shoes</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Navy blue polo shirt (provided)</td>
<td>Navy blue polo shirt (provided)</td>
</tr>
<tr>
<td>Formal</td>
<td>Khaki pants</td>
<td>Khaki pants</td>
</tr>
<tr>
<td></td>
<td>Black belt</td>
<td>Black belt</td>
</tr>
<tr>
<td></td>
<td>Black dress shoes</td>
<td>Black dress shoes</td>
</tr>
<tr>
<td><strong>Formal</strong></td>
<td>White dress shirt</td>
<td>White dress shirt</td>
</tr>
<tr>
<td></td>
<td>Dark navy blazer (return after use to advisor)</td>
<td>Dark navy blazer (return after use to advisor)</td>
</tr>
<tr>
<td></td>
<td>Tie (return after use to advisor)</td>
<td>Scarf (return after use to advisor)</td>
</tr>
<tr>
<td></td>
<td>Khaki pants</td>
<td>Khaki pants or Khaki pencil skirt</td>
</tr>
<tr>
<td></td>
<td>Black belt</td>
<td>Black belt</td>
</tr>
<tr>
<td></td>
<td>Black dress shoes</td>
<td>Black dress shoes</td>
</tr>
</tbody>
</table>

**Do:**

- Wear name tag at every event – it must be worn over right breast and must be straight
- Iron dress shirts, pants/skirts, and sweater vests/cardigans before each event
- Remove all stains from uniform
- Maintain proper hygiene – this position involves frequent interactions with people, and poor hygiene will not be tolerated (e.g. Brush teeth; wash and comb hair, etc.)
- Wear variation 1 or variation 2 during your tour hour(s)

**Do not:**

- Wear a sweatshirt or other second layer on top of your ambassadors uniform (Jacket will be provided)
- Wear pants below waist line

*The Student Ambassador Advisor reserves the right to deem any clothing article unfit for dress code standards. The advisor may also allow alterations to the uniform when stated.*
IV. Grades
Students GPA will be checked at the beginning and at the end of each semester to check that student’s GPA is at or above a 3.0. If the students GPA is lower than a 3.0 then the student will be put on probation and will have to skip two weeks of tour hours to focus on academics. If the student’s grades do not improve then the student will be terminated until the GPA is brought up to a 3.0.

V. Policy Violation and Program Termination

Ambassadors who participate in unacceptable behavior, tardiness, and/or absences will undergo the following corrective actions:

1. Verbal Warning from the Student Ambassador Advisor
2. Written Warning and meeting with the Student Ambassador Advisor
3. Probation and/or Termination from the Student Ambassador Program

All disciplinary actions are at the discretion of the Student Ambassador Advisor, up to and including termination without notice if necessary.

A. Specific Offenses

<table>
<thead>
<tr>
<th>Offense</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meetings</strong></td>
<td></td>
</tr>
<tr>
<td>Tardiness (1st) to regularly scheduled meeting</td>
<td>Verbal warning</td>
</tr>
<tr>
<td>Tardiness (2nd) or unexcused absence (1st) from the regularly scheduled meeting</td>
<td>Written warning</td>
</tr>
<tr>
<td>Tardiness (3rd) or unexcused absence (2nd) from the regularly scheduled meeting</td>
<td>Termination</td>
</tr>
<tr>
<td><strong>Tours</strong></td>
<td></td>
</tr>
<tr>
<td>Tardiness, unacceptable behavior, etc. (1st)</td>
<td>Verbal warning</td>
</tr>
<tr>
<td>Tardiness, unacceptable behavior, etc. (2nd) Unexcused absence (1st)</td>
<td>Written warning</td>
</tr>
<tr>
<td>Tardiness, unacceptable behavior, etc. (3rd) Unexcused absence (2nd)</td>
<td>Probation/Termination</td>
</tr>
<tr>
<td><strong>Events</strong></td>
<td></td>
</tr>
<tr>
<td>Tardiness or inappropriate behavior/attire for an assigned shift at an event (1st)</td>
<td>Verbal Warning</td>
</tr>
<tr>
<td>Tardiness/attire (2nd) Unexcused absence for an assigned shift at a special event (1st)</td>
<td>Written Warning</td>
</tr>
<tr>
<td>Tardiness/attire (3rd) Unexcused absence for an assigned shift at a special event (2nd)</td>
<td>Termination</td>
</tr>
</tbody>
</table>
VI. Student Services Q & A

A. Admissions Q&A

How do I apply to Lone Star College?

Go online to www.lonestar.edu. Click on Future Students, Admissions, and begin the application.

What are your admissions requirements?

We are an open admissions college; therefore, everyone is accepted. However, every applicant is required to take a placement exam that covers reading, writing, and math. We offer the placement exam in our testing center.

Do you offer financial aid?

Yes! Financial assistance is available to those that qualify, based upon eligibility. Please speak to a Financial Aid Advisor for further information.

Is Lone Star College accredited?

Yes! We are accredited by Southern Association of Colleges and Schools (SACS).

Note: Include the name of the agency (Southern Association of Colleges and Schools) when referring to accreditation status.

Are my credits transferable?

Most credits earned at Lone Star College will transfer to most other post-secondary institutions. Our Associate Degrees determine core completion and can be transferred to other Texas institutions. It is each student’s responsibility to confirm whether or not credits will be accepted by receiving institutions.

Note: In the U. S. higher education system, transfer of credits is always determined by the receiving institution, taking into account such factors as course content, grades, accreditation and licensing.

Who is considered an international student?

(Contact: Jovana Medina @ Jovana.Medina@lonestar.edu)

International students are those students needing non-immigrant visa classification.

Legal permanent residents of the United States, residents of U.S. territories, and naturalized citizens are not considered to be international students.

Refer prospective international students to the International Advisor for more information.

Note: To determine status, ask the student whether or not he/she is a U.S. citizen, from a U.S. territory, or is a legal permanent resident of the U.S. If the answer is “No” to each of these, then he/she is an international student.
Note: U.S. territories include Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, Guam, other minor outlying islands

B. Advising and Counseling Q&A

What kind of degree can I get?

LSC-Kingwood offers three types of degrees and numerous certificates. Degrees offered include AA – Associate of Arts, AS – Associate of Science and AAS – Associate of Applied Science.

How many classes do I need to take to get my degree?

The AA and AS degrees require 60 credit hours, which will include 20 to 25 classes.

What if I don’t know what I want to do after college?

We encourage our students to visit Career Services. This is a wonderful resource for students who are undecided regarding a career path.

Where can I get my Testing Referral and what is the cost? Can I retest if I don’t do well the first time?

Students may obtain a Testing Referral form from any of the Advisors or from the Student Services Center Front Desk. The cost is $29.00. A student is allowed to re-test as many times as they want.

Is there a Veterans Advisor on Campus?

Yes! The Veterans Advisor is located in the Advising Department located in the SCC.

Who do International and/or ESOL students need to see?

International and/or ESOL students should contact Ita Jervis at Ita.L.Jervis@lonestar.edu for additional advising information.

What if personal issues come up that interfere with my classes and study time?

Lone Star College System counselors are master’s level counseling professionals who are trained to assist you in meeting your academic, career and personal goals. Change, stress and personal growth are all elements of the college experience, and our counselors will be happy to help you. The contact information is on the website.
C. ESOL Q&A (English for Speakers of Other Languages)

What are the requirements to qualify for ESOL?

- Complete Admission Application
- Take the ESOL COMPASS Exam
- Attend an orientation with Ita Jervis
- See an Advisor for help with registration

What ESOL classes are offered at LCS-Kingwood?

The Academic ESOL Program includes courses in reading, writing, oral communication, and grammar. There are five levels of reading, writing, and grammar, and four levels of oral communication.

What is the right level of English for me?

The student’s score on the ESOL COMPASS Exam will determine the appropriate level of classes.

D. Financial Aid Q&A

How do I apply for Financial Aid?

Go to www.FAFSA.gov and complete the application.

What types of Financial Aid are available?

Our Financial Aid office can assist you with grants, loans, scholarships, and work study programs.

Is it too late to apply for Financial Aid?

No, it is not too late! However, it can take 4-6 weeks for aid to be awarded.

How do I check the status of my Financial Aid?

Go to www.lonestar.edu, and log into MyLoneStar.

Note: Refer students to the Financial Aid Office for additional information. Answers are usually dependent on case-by-case details.
E. Learning Center Q&A

What is the Learning Center and who can visit it?

The Learning Center is a resource for all Lone Star College-Kingwood students, and it is here to help students (1) improve learning skills and (2) develop effective strategies for life-long learning.

The Learning Center includes the Computer Lab, Success Training and Referral Program (STAR), the Tutoring Center and the Supplemental Instruction Program.

Where is the Learning Center?

The Learning Center is in the Performing Arts Center (PAC) room 200. The Writing Center is in PAC 208. We also have walk-in tutoring for math, reading and writing in Performing Arts Center (PAC) room 200.

What subjects are available for tutoring?

You name it; we can tutor it! From Accounting to English and Biology to Math – just take a look at our schedule online or pick one up in the Tutoring Center!

Do students have to make an appointment to see a tutor?

Not necessarily, but making an appointment for Math, English guarantees that students will receive one-on-one tutoring for half-an-hour. The schedule also allows for walk-in tutoring, without an appointment.

What do students need to do in order to make an appointment for tutoring?

No appointment necessary.

Who are the tutors?

Many tutors are Lone Star College-Kingwood faculty. Others have industry or graduate experience, and some are alumni of Lone Star College or other universities in the region.

What is the STAR Program

The Success Training and Referral (STAR) Program is a program designed to assist students in mastering skills that will provide them with long-term academic success. It functions similarly to tutoring in that students make 30 minute appointments. Unlike tutoring, however, in a STAR appointment students do not focus on a specific content area. Instead, they will focus on skills that will help them throughout their academic careers. STAR appointments will target areas such as time management, test taking tips, study strategies, and more. Appointments are made the same way as traditional tutoring.

What is the SI (Supplemental Instruction) Program

SI Leaders are students who work in tandem with the curriculum and in specific classrooms. They provide guided group-study sessions so all students can reinforce their learning to make success more achievable.

If you would like more information on the SI program, visit http://www.lonestar.edu-supplemental-instruction.htm.

What resources can the Learning Center offer to Study Groups?
Find a few individuals in class with whom you can study, and the Learning Center will provide your group with:

A group study room    A seminar on effective study groups    Learning Center resources (books, DVDs, videos, etc.)

All you have to do is contact us and complete a Study Group form.

F. Student Life Q&A

What kinds of events do you have?

Our events vary widely in purpose and include: Spring Fling Crawfish Boil, Welcome Back to the Woods, Black History Month, Hispanic Heritage Month, Constitution Day, Breast Cancer Awareness Day, Oktober Fest and many others. These events are held to give students the opportunity to build relationships on campus as well as have some fun. The food is always free! The music is always good!

When and where are the events?

Typically, the bigger events are outside (either the SCC patio or on the Big Quad) during the dead hour (12:30p-1:20p on Tuesdays and Thursdays).

Who is invited to the events?

Any student or staff member is welcome to attend. Some events are open to the community as well.

What clubs do you have and how many are there?

We have clubs related to common interests such as political affiliation, college major, culture, sexual orientation, hobbies, service learning, academic honors, and religion. The Student Government Association represents the entire student body. As of fall 2014, we have over 45 registered student organizations.

How does a student start a club?

The student should identify other students who are interested in being part of this club and a staff/faculty member who will serve as the club advisor. He/she should then set up an appointment with Lisa Hill, Clubs and Organization Coordinator. Students can email Lisa at Lisa.L.Hill@lonestar.edu.

Why do most students join clubs?

Most commonly, students want to make a difference on campus, develop their leadership skills, make friends, or build their resume. All of these reasons are great ones!
Lone Star College-Kingwood Official Campus Tour

- **Student Conference Center (SCC)**
  - Student Services Division – Office of the Dean (Garth Howard)
    - Admissions/Advising, Financial Aid, Business Office, Women’s Center, Career Services/Disability Services, Intercultural Center/Men’s Center
  - Testing Center – Placement Testing, Online classes, make-ups, testing accommodations
  - Office of Student Life (Lisa Hill)
    - Student Activities Center (Lone Star I.D. to enter)
    - Clubs and Organizations Area
    - SGA and PTK offices
  - Police Department
    - Offer an escort service to get students to their cars
    - Emergency: 281-290-5911
    - Non-Emergency: 832-813-6800
    - Has 2 officers on duty 24/7
  - Bookstore – books, supplies, snacks, merch.
  - Cafeteria – M-Th: 7am-3pm; F: 7am-1pm

- **Music Instruct. Building (MUS)** – Eric Skiles, Chair
  - Yamaha school – Recital Hall houses Yamaha CFX Piano (1 of 20 in the world) – Retail for $170,000
  - We have an orchestra, 6 bands and 3 choirs, and you do not have to be a music major to take music classes.
  - Recital Hall, Choral and Band practice rooms/small ensemble rooms

- **Performing Arts Center (PAC)**
  - Academic Division – Fire Sci, Letters, Arts & Kin. (FLAK) – Dean (Jim Stubbs)
  - Theatre Department – Theater/Black Box
  - Learning Center - Free Tutoring
  - Center for Civic Engagement – Public Achievement
  - Art Gallery, Honor’s Lounge, Computer lab and over 93 flags to honor our International students

- **Fitness Training Center (FTC)**
  - Need a Lone Star I.D. to enter
  - We do have sports teams:
    - Club Sports = Baseball (M), Basketball (M), Soccer (M), Tennis (M & W), Volleyball (W)
  - Intramural sports (Golf, B-ball, V-ball, Tennis) and Outdoor Adventures (varies per semester)
  - Racquetball court, badminton, tennis court, weights, Cardio Lounge, dance studio, locker rooms
  - You may need to take at least one credit hour of a physical education class dependent on degree

- **Classroom Building B (CLB)** - “The Head Building”
  - Academic Division – Math, Education, Engineering & Student Success (MEESS) – Dean (Interim)
    - Art studios and LSC-Kingwood Media – Posters, flyers, etc.
  - Professor Sedoff – Created animation for Disney and Hollywood Movies
  - Professor Baldwin – Smurfs/Rocky & Bullwinkle Smurfs behind the SS Front Desk

- **Health Science Building (HSB)**
  - Academic Division – Science and Health Occupations (SHO) – Dean (Dr. Luehrs-Wolf)
  (Continued on next page)
  - Nursing Program (Nickie Loftin)
    - One of the best in TX and a state of the art practical lab, with which our instructors have toured the country.
  - Dental Hyg Program/Clinic (Joanna Allaire)
    - Teeth cleaning for about $25
  - Respiratory Care (Fiona B. Campbell)
Occupational Therapy Asst. (Alma Watson)

- **Library (LIB)**
  - Academic Division – Social Sciences & Humanities (SSH) – Dean (Interim)
  - First floor is the library
    - Check out books/reference materials – connected to Montgomery and Harris County Library System
    - Receive a Lone Star I.D. here
    - Access to computers and printers
  - Second floor has a café and classrooms

- **Administration Building (ADM)**
  - Academic Division – Bus., Tech., Com, & Lang. (BTCL) – Dean (Maribeth Stitt)
  - First floor has the Presidents’ offices
    - Persson, Baty (VPI), Rankin (VPSS)
  - Designs In Print – Posters, flyers, etc.
  - Fire Science, Business, Technology, Computer Science, Game Design (Workforce Programs)

- **Classroom Building A (CLA)**
  - Teaching Theatre (CLA 114)
  - Office of Technology Services (OTS)
  - ESOL Program
  - Adjunct Offices
    - An adjunct is a part-time professor hired on a contractual basis rather than having a permanent position.

- **Continuing Education**
  - These classes will result in a certificate, not a degree. Most will not transfer

- **Department of Education (Calandra Pervis)**
  - We have a joint admissions program with UH-D. Students receive a bachelor’s in Interdisciplinary studies and teacher certification or BBA without ever having to leave the LSC-Kingwood campus.

- **Cosmetology Class & Clinic**
  - Community can use services in the salon.

- **MathLab (CLA 215)**
  - Walk-in tutoring available for math only

- **Astronomy Lab**

- **Other**
  - Service Learning
    - The Learning Garden, The Lowlands
  - The Founder’s Fountain – LSC-Kingwood was founded in 1984 – 20th
    - Located between LIB and HSB
  - The “Big Quad”
    - Located in the large field between PAC, MUS, and SCC
    - Many Student Life events hosted here
  - The “Little Quad”
    - Located between LIB and CLA