



# STUDENT LIFE AMBASSADOR HANDBOOK

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Office of  
Student Life

**Updated :**

June 2023

Northeast Iowa Community College



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## **Student Life Ambassador**

The Student Life Ambassador Program is a leadership program that offers Northeast Iowa Community College students an opportunity to represent and promote NICC to prospective students, their families and current students. Student Life Ambassadors will be able to introduce visitors to campus life, traditions and achievements of the college through conducting campus tours, promote student clubs and activities and serve as a leader and voice of the NICC student body.

## **iMPACT Team**

As a Student Life Ambassador, you are a part of the Student Life iMPACT Team. iMPACT serves as the student representative body while programming the extracurricular activities and offers a unique and rewarding opportunity to develop skills, have fun and make a difference!

All iMPACT events are open to the student body and include such events as musicians, hypnotists, novelty acts, motivational speakers, bus trips, intramural sports and service opportunities.

### **Mission**

The Mission of Student Life at NICC is to create an atmosphere that gives students the opportunity to connect to the NICC campus, grow personally and impact their own community.

### **Vision**

We see a campus community that encourages, challenges and believes in one another while impacting the campus, community and world.



## **iMPACT Core Values: (What is important to us)**

### **People matter most.**

Getting a task done is important, but what matters most is people. People are the reason for all we do. We strive to care about others and make a difference in lives. Every moment we have with others is an opportunity to encourage, learn and grow.

### **There is something special about serving others.**

We do not want serving to just be an activity we schedule; we want serving to be who we are. It has been our experience that serving leads to life change in others and ourselves. We cannot explain it, but there is something special about serving others. The paradox that while we help others you end up being the one helped is real.

### **We are atmosphere creators.**

We strive to create atmospheres for connection and growth. The activities that we schedule and the places where we do them are part of the atmosphere created. We are mindful that we cannot make anyone do anything; we cannot make people come to events or connect to one another, but we can work to create the very best atmosphere that can lead to connections.

### **Giving people the benefit of the doubt is our way.**

We believe the best about people when we meet them. Can that be a bit risky? Does that mean that people can let you down or take advantage of you? Sure. But, it also means that more than not people will come through for you when you believe in them. We want to be about believing in people.

### **Experiencing life leads to learning.**

Growth starts with a willingness to risk. It is not easy to risk, to put yourself out there, personally/and or in action – that’s why they call it “risk”! Honestly, most of the time we all remain in our areas of comfort. But, we don’t want to be the same all the time, to fall in to boring, mundane patterns; we want to be fresh and creative. That is why we need each other to inspire and give one another the freedom to risk, to fail, to succeed, to grow. We want to be about encouraging people to risk because it is in those places of risk that the greatest rewards are found.



## **Nah, Nah, Nah, gonna have a good time.**

We like to laugh and have a good time. We are sure that you can accomplish what you want and have a good time doing it, in fact having a good time is a part of what we want to accomplish. We believe people are attracted to people making a difference and having a good time.

## **Leaders are developed.**

Everyone has leadership capability, but not everyone believes they can lead. Leadership is not about popularity, or personality it is about willingness. We strive to give students the confidence, training and opportunities to develop leadership abilities.

## **Character more than counts.**

Learning how to apply the knowledge obtained is the key to any education. A more complete education is obtained from the character developed during the journey. We strive to give students the freedom to assimilate their education in character building opportunities.



# Student Life Ambassador's Role

## Duties and Responsibilities

- Conduct tours for prospective students and families.
- Assist with campus visit days and new student orientation days.
- Work minimal evening and weekend hours as needed.
- Promote a professional and positive image of NICC.
- Attend the annual Leadership Conference/Programming Conference.
- Attend the statewide Legislative Conference in February.
- Serve on campus committees as a voice of the student body.
- Attend various meetings as requested and one student ambassador member will represent the student body on the College Senate.
- Assist Admissions representatives with prospective students.
- Oversee, recruit and retain iMPACT Team members.
- Prepare agendas for and lead iMPACT team meetings.
- Meet weekly with the director of Student Life/Admissions.
- Other duties as assigned.

## Eligibility

- Must be enrolled in a minimum of 9 credit hours during the fall and spring semesters throughout your term as an student ambassador, unless specifically approved.
- Must have completed a FAFSA for the academic year of enrollment.
- Maintain a minimum of a 2.5 grade point average per semester and remain in good academic standing.
- Abide by the standards for student conduct as stated in the NICC student conduct code. Students within fractions of the conduct code may be dismissed.
- Responsible and dependable at all times.
- Ability to work well with people of varying personalities.  
Willingness to represent the college professionally at all times.



## **Compensation & Time Commitment**

- Work approximately ten paid hours (\$10.00) per week with a minimum of five regularly scheduled office hours.
  - **Start Date:** Mid-August (Week prior to classes starting)
  - **End Date:** Mid-May (End of the Spring semester)
- Prorated stipend available per semester pending involvement for each student ambassador. This is according to the most updated stipend scale on file with the Student Life Department. It can range from \$100-\$500 per semester. ([Tracking Document SLA Fall 2023](#))

## **Desired Skills/Characteristics**

### **Teamwork**

- Contribute to the effectiveness of the Student Life Ambassador team and the Student Life team as a whole
- Actively participate in Student Life team meetings
- Create a constructive and positive team environment

### **Verbal communication**

- Communicate to new students and families through orientations, visit days and other campus events
- Communicate with peer leaders and professional staff from across campus

### **Influencing others**

- Educate incoming students about the opportunities available within the Department of Student Life to maximize their student experience.

## **Duties of iMPACT Team Member:**

Any NICC student is eligible to become a team member of iMPACT. Students who choose to be a team member do not have to go through an interview process. Interested individuals may inquire in the Student Life Office. Team members are not paid for their participation but are afforded complimentary or discounted admission to many of the sponsored Student Life activities. Team members who are interested in becoming a Student Life Ambassador should contact the Student Life Office.



# **iMPACT Participation & Policies**

## **Code of Conduct**

iMPACT members at Northeast Iowa Community College play a vital role in the marketing and delivery of services on the NICC campus. Upon hire as an iMPACT executive officer, you are expected to conform to the highest standards of performance and good conduct. To ensure you understand what is expected of you, and to consistently and fairly apply these standards, the following are additional written standards for compliance with the NICC Code of Conduct. The following are violations:

- Failure to fulfill outlined job responsibilities as outlined in Executive Roles and Duties and Responsibilities checklist.
- Misuse of college equipment for personal purposes.
- Excessive tardiness and unreliability.
- Failure to remain in good academic standing.
- Unexcused absences from required office hours, meetings or events.
- Unprofessional language or actions (on campus, off campus, or online).
- Under the influence of alcohol or controlled substances while on duty, on campus or at college sponsored activities.
- Violation of NICC and department regulations, policies and rules.
- Violation of NICC Student Conduct Code.
- Violation of local, state or federal laws.
- Insubordination.

If a student violates the NICC Code of Conduct agreement and/or the above, the following will take place:

- 1) A verbal warning will be given.
- 2) A second incident will result in a written warning, with signed documentation of the incident.
- 3) Additional incidents will result in the sequential loss of stipend monies of \$100, \$250 and full loss of scholarship and automatic dismissal.

In situations of serious violation of the NICC Code of Conduct and above violations, a student may be dismissed without warning. Dismissal will result in the loss of executive position and





the scholarship for that term. All suspensions and dismissals will be administered by the Director or Associate Director of Student Life and a representative from Admissions. Dismissal from iMPACT will result in the termination of the student's employment. Students may appeal the decision to the Dean of Student Development.

## **Attendance**

Student Life Ambassadors are expected to report to work on time each day you are scheduled. If you need to miss a scheduled working time you must contact the Student Life or Admissions Office via phone or email. Excuses of illness or sickness should be used according to workplace standards. Not getting enough sleep or staying out too late the night before a work day are not legitimate reasons for an excused absence from your SLA duties. Give as much advance notice as possible. The same is true when you commit to assisting at an event on or off campus.

## **Scheduling**

Each semester you are required to submit a working schedule listing your availability to the Student Life office. Additionally, you will be expected to use your NICC Google calendar to maintain your working hours and availability. Often there are last minute events and surprise prospective student visits where your help is needed. In order to find someone quickly, you must provide your open times as well as your scheduled office hours. The Student Life Ambassadors who are selected to be tour guides will often receive email, phone or text messages to see if they can assist with a prospective student tour. Admission staff will request your preferred mode of communication at the tour training. When scheduling courses for upcoming terms, SLA should be cognizant of Visit Days and should make all possible attempts to be available.

## **Professionalism**

The intent of the Student Life Ambassador program is for NICC to develop professional leaders on and off campus. Professionalism as a member of iMPACT incorporates professional language with fellow students and NICC staff. Slang and profanity are not acceptable modes of communication when serving as a SLA. We encourage a casual relationship with one another, but discourage getting too comfortable with one another that professionalism is forsaken. In accordance with professional standards in the workplace, students who are working within college offices should dress appropriately during their working hours and are not permitted to



be surfing the Internet, visiting social network sites, sending text messages or answering personal cell phone calls not specific to their SLA duties. SLA work hours are to be devoted to college projects and use of college technology or personal technology not relevant to your job are cause for infraction of the Student Life Ambassador/ iMPACT Code of Conduct and will be punishable accordingly.

## **Meetings and Communication**

Meetings will be held regularly to keep iMPACT members abreast of new events and activities. Meetings are **mandatory** for Student Life Ambassadors. Notification to the Student Life office must be made 24 hours in advance of missing a scheduled meeting. If you miss a meeting it is your responsibility to review the meeting minutes to stay apprised of the information shared.

The main mode of communication will be the weekly meetings and brightspace/email. There is an online calendar within gmail that will detail upcoming events and activities. Email messages will be sent to your NICC account. It is your responsibility to be regularly reviewing your email and calendar invites.

## **Student Life Ambassadors Duties and Responsibilities Tracking**

A tracking document will be required for Student Life Ambassadors to complete weekly which will be used to determine the amount of stipend monies each SLA will receive at the completion of each semester. The tracking document will also be reviewed with each ambassador mid way through the semester as a midterm review.

## **Evaluations**

Student Life Ambassadors will be evaluated every semester at mid-term. The evaluation will include a review of progress as well as discussion of future planning and expectations. The evaluation is an opportunity for the officers and Student Life and Admission staff to discuss individual concerns or ideas for future planning of SLA and iMPACT. Prior to the evaluation officers will be given the opportunity to complete a self-evaluation to reflect on their personal progress as an ambassador.



## **Pay**

Only Student Life Ambassadors are eligible to be paid for their services. SLA currently receive \$10 per hour. To receive payment, SLA must track and submit their working hours through MyCampus - Self Service for Students timesheet.

## **Hiring of Executive Officers**

The term length of Student Life Ambassadors is one academic year. iMPACT is made up of SLA, as well as a team of volunteers. iMPACT is open to all students. Applications for SLA are taken at the end of the spring semester for the following academic year. If positions are not filled during that time frame interviews will take place in the fall for the remaining open positions.



# Student Life Ambassador & iMPACT Code of Conduct Agreement

Student Life Ambassador (SLA) members at Northeast Iowa Community College play a vital role in the marketing and delivery of services on the NICC campus. Upon hire as an SLA, you are expected to conform to the highest standards of performance and good conduct. To ensure you understand what is expected of you, and to consistently and fairly apply these standards, the following are additional written standards for compliance with the NICC Code of Conduct. The following are violations:

- Failure to fulfill outlined job responsibilities as outlined in Student Life Ambassador’s Role checklist.
- Misuse of college equipment for personal purposes.
- Excessive tardiness and unreliability.
- Failure to remain in good academic standing.
- Unexcused absences from required office hours, meetings or events.
- Unprofessional language or actions (on campus, off campus, or online).
- Under the influence of alcohol or controlled substances while on duty, on campus or at college sponsored activities.
- Violation of NICC and department regulations, policies and rules.
- Violation of NICC Student Conduct Code.
- Violation of local, state or federal laws.
- Insubordination.

If a student employee violates the NICC Code of Conduct agreement and/or the above, the following will take place:

- 1.) A verbal warning will be given.
- 2.) A second incident will result in a written warning, with signed documentation of the incident.
- 3.) Additional incidents will result in the sequential loss of scholarship monies of \$100, \$250 and full loss of scholarship and automatic dismissal.

In situations of serious violation of the NICC Code of Conduct and above violations, a student may be dismissed without warning. Dismissal will result in the loss of the position and scholarship for that term.

All suspensions and dismissals will be administered by the Director or Associate Director of Student Life and a representative from Admissions. Dismissal from SLA will result in the termination of the student’s employment. Students may appeal the decision to the VP of Student Services.

By signing this document, I am agreeing to the terms of the Northeast Iowa Community College Student Life Ambassador and iMPACT Code of Conduct. Also, in signing this document, I acknowledge that it has been fully explained to me and that I have asked any questions concerning this agreement.

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[Student signature]

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[Date]