



Student Ambassador Code of Conduct

1115 N. Roberts
Helena, MT 59601

Ambassador Program Overview

The Student Ambassador Program is a leadership opportunity for students who are dedicated to serving and representing Helena College. Student Ambassadors provide campus tours, serve as a Helena College representative and perform duties at various campus and community events.

The mission of the Student Ambassador Program is to cultivate student leaders who will share the Helena College experience with prospective students, their families, and the community members and represent the college at special events.

Student Ambassadors benefit significantly from participating in the program. Benefits include:

- Leadership opportunities which provide additional experience in community service and develop relationships with school administrators on all levels.
- Providing service to the college helps develop a sense of belonging and contributing to the community.
- Resume enhancement occurs as a direct result of involvement in leadership and school activities which reflect positively on both applications for employment and for future colleges and universities.
- Letters of recommendation may be made available to Student Ambassadors.
- Student Ambassadors are provided with Helena College insignia clothing.
- Student Ambassadors are provided with a tuition waiver reimbursement.

Eligibility

Requirements

In order to be eligible for the Student Ambassador Program, students must:

- Must be an undergraduate with second year standing and above
- Attend Helena College fall and spring semesters and be enrolled in at least 6 credits in a degree-seeking program.
- Must be in good standing academically and maintain Satisfactory Academic Progress standards as required by the Department of Education and Helena College.
- Have and maintain a minimum 2.75 GPA each term.

- Be available to work 10 (flexible) hours per week; some nights and weekends may be required.
- You will need your own transportation to attend events.
- This job may require some heavy lifting.
- Effective written and oral English communication skills.
- Experience working with diverse populations.
- Demonstrated positive attitude and strong work ethic.
- Ability to demonstrate flexibility, creativity, humor and dedication.
- Excellent problem solving skills in a fast-paced environment.

Award Cancellations

Awards may be cancelled due to lack of dedication towards the position. Awards may also be cancelled if a student is not meeting Satisfactory Academic Progress (SAP) requirements.

Previous Year Awards

The receipt of an award for the Student Ambassador Program in a previous year(s) **does not guarantee** a future Student Ambassador award. All awards are per semester and based on both the student's performance and ability to meet all job requirements.

Employment Contract Authorization

By signing the last page of the Code of Conduct the student is agreeing to the Student Ambassador Program expectations.

Expectations

- I recognize and value the Student Services programs at Helena College, and I will actively work to ensure its success and model its vision at all times.
- I will strive to make all new students, families, and visitors feel welcome. I will remember my position as a role model and be patient and understanding in my interactions with new students and visitors.
- I will act with integrity and be on time to all scheduled shifts as well as be self-directed and accountable when working autonomously.
- I agree to attend all regularly scheduled staff meetings, required trainings, and individual meetings with supervisors.
- I understand the role of Student Ambassador requires me to be sensitive and open-minded to individual concerns, contexts and differences. I will not intentionally engage in

any incidents of prejudice or biases related to gender, race, ethnic origin, sexual orientation, religion, ability, age, or appearance.

- I will maintain a high level of professionalism. This includes, but is not limited to, abstaining from the use of profanity or inappropriate language, avoiding personal and romantic relationships with participants or direct supervisees or supervisors during the term of employment.
- I will consistently demonstrate positive support for, and respect toward, every individual member of the Student Ambassador team. This includes having timely conversation regarding feedback and working to create a positive team environment for everyone.
- I will neither criticize, nor recommend, specific organizations or businesses to new students. I will, instead, provide objective and impartial information regarding specific Helena College organizations and services.
- I understand that alcohol will not be present or any part of any scheduled or unscheduled Student Services function. I will not participate in or condone underage drinking personally and/or amongst the Student Ambassador's members and/or participants. In addition to it being illegal, it is not the culture of our team.
- I will respect and honor the confidentiality of student records and other student information that I may come across in my role.
- I understand that the position sometimes involves a demanding schedule (such as during Orientation), and that I will be required to work the hours necessary to create and maintain a successful program. This may include early mornings, late evenings and possible weekends. I will commit any additional time and effort necessary to ensure that we are completely prepared.
- I understand that this position may also be responsible for any office-related tasks.
- I understand that all violations of this contract are serious and will be addressed on a case-by-case basis by the Student Ambassador Staff. Violation of any of the above expectations can result in probation or termination from this position.

The student will be required to complete a Request for Authorization to Travel with the Business Office for the local Helena Area. An Accommodation form will be completed in the case a student may miss class due to an event in which their presence is required.

Job Information

The mission of the Student Ambassador Program is to cultivate student leaders who will share the Helena College experience with prospective students, their families, and community members and represent the college at special events.

Job Responsibilities

Students are responsible for:

- Welcoming students to Helena College.
- Answering general questions about Helena College.

- Representing Helena College at local area schools.
- Conducting campus tours for visiting students.
- Developing relationships within the community that encourage students to attend Helena College.
- Establishing a leadership role and presence at the Helena College campuses.
- Striving to create a positive atmosphere by partnering with other leadership groups on campus.
- Assisting and supporting all departments at Helena College.
- Creating and developing innovative ideas for recruitment.
- Serve as an Orientation Leader and greet students during first week of courses each semester.
- Maintain required professional discretion with regard to sensitive and confidential information.
- Other duties as assigned.

Returning to a Previous Job

Returning to a Student Ambassador position will be evaluated on a case-by-case basis. This will be dependent on outcome of prior Performance Evaluations, as well as the student's academic standing and Satisfactory Academic Progress for each semester.

Time Management

Hours of Work

Ambassadors are to work 10 (flexible) hours per week in the office. During the hours that are most convenient for academic, employment and personal commitments. The number of hours a student can work will vary, depending on their schedule and the demands of the department in which they work.

Once a month the Student Ambassador will meet with the Student Ambassador Staff, and a Division Chair (dependent on program student is enrolled in) to determine monthly scheduling. Discussed more below.

Ambassadors are required to attend Orientations.

Work Schedules

A meeting will be held monthly with the Student Ambassador Staff, an Academic Chair (dependent upon the program the student is enrolled in), and the Student Ambassador to set up a work schedule for each month. It is very important for students to discuss class schedules, academics, personal, medical, and other responsibilities, commitments and extracurricular activities with the supervisor **prior** to accepting a job and creating a work schedule. The supervisor should be aware of the student's availability for the semester and year, when possible.

Students are expected to contact the supervisor when there are scheduling conflicts or issues (tardiness, absences, academic/other responsibilities, emergencies, etc.).

Reporting Hours

A weekly time sheet will be submitted to one of the Student Ambassador Staff members in order to verify hours worked for the Student Ambassador position.

Responsibilities

The role of the Student Ambassador is vital to the success of the Student Ambassador Program at Helena College. It is important for students to treat this as a “real” job and perform their job duties, projects and assignments in a serious, responsible and professional manner as they are a representative of Helena College.

The STUDENT has RESPONSIBILITIES to:

- Manage College email account regularly for correspondence,
- Create a manageable and flexible work schedule (with the supervisor) based on academic course load and other college commitments,
- Report to Student Ambassador events and office hours as scheduled,
- Act in a manner which displays the utmost confidentiality and respect of others,
- Strictly abide by all College, state and federal privacy FERPA (Family Educational Rights and Privacy Act) regulations and policies,
- Strive to abide by all College policies and procedures as outlined in this handbook,
- Demonstrate professional and courteous behavior at all times, as a representative of Helena College,
- Dress appropriately for the job (at the discretion of the hiring department); be sure to confirm preferred work attire with your supervisor PRIOR to working,
- Monitor and record hours worked accurately; submit time cards on time,
- Refrain from conducting personal/academic matters during work (i.e. No internet or cell phone use or excessive socializing at any time),
- Meet all job expectations and perform all duties as indicated by the supervisor,

- Notify supervisor immediately of anticipated absences or tardiness as early in the workday as possible; confirm with the supervisor the preferred form(s) of communication for such notifications,
- Discuss any work-related issues with your supervisor or a Student Ambassador Staff Member.

Performance Evaluations

Student Ambassadors will be required to have performance evaluations. The purpose of the evaluations is to give our Student Ambassadors a sense of what they may expect when they get into the work force. The performance evaluations must be completed after the student has been employed for 4 weeks. There will be another performance evaluation around midterms, as well as the end of each semester. If for some reason an Ambassador ceases employment prior to this time the supervisor must complete a performance evaluation at the time of termination. The performance evaluations will be kept in the student's file within the Student Ambassador Staff. Evaluations are located in the appendix of this document for Student Ambassadors to evaluate and understand what aspects they will be evaluated on.

Helena College Employment Policies and Procedures

Absence & Punctuality

If a student is unable to attend events or office hours because of illness or other personal problems/scheduling conflicts, he/she must contact the supervisor as soon as possible. It is strongly recommended that supervisors are notified every time a student anticipates an absence or anticipates arriving to work later than scheduled. Frequent absences and tardiness are justifiable causes for ending the Student Ambassador Program.

Emergencies do arise, but frequent absences or lateness as well as failure to give proper notice of absence(s), decreases the value of the student's role as a Student Ambassador and his/her services to the College and may result in release from the position. A student's failure to report to their job without notice is grounds for dismissal on the basis of voluntary termination.

Affirmative Action

Helena College provides equal employment opportunities to applicants and employees without regard to race, color, national origin, age, physical or mental disability, marital status, religion, creed, sex, sexual orientation, or political beliefs.

Each employee (student, faculty, or staff) must be careful to avoid remarks that could be interpreted as racial, religious, ethnic, gender-related, or personal insults. We can neither condone nor tolerate disrespect for personal dignity. If you believe that you have been discriminated against in employment, please contact the Human Resources Office.

Attire & Workplace Etiquette

There is no formal dress code for Student Ambassadors; however, student employees are expected to dress in a fashion that is appropriate to their particular job, on and off-campus as they are a **representative of Helena College at all times**. Jeans can be worn (if approved by the supervisor), but in good taste for the environment in which they are working. Business professional dress may be required dependent on the event taking place and will be disclosed in timely manner in preparation for the event. In such cases, the Student Ambassador must comply.

Students are expected to be professional, courteous and respectful in their interactions with students, faculty, and the community. In certain areas, dress precautions must be taken for health and safety reasons and students will be instructed by supervisors in those work areas. A student's clothing must be clean and in good repair. Individual supervisors may establish a dress code for their department and students will be notified of such attire accordingly.

Students will not be permitted to wear provocative clothing, clothing bearing offensive language or advertising alcohol, cigarettes, illegal substances or events, or clothing that exposes their midriff or upper thigh areas. A student must also exercise good personal hygiene habits.

Homework, reading and other personal work is not permitted unless a supervisor authorizes this activity. Telephones, computers and other College resources are for business use only (with the exception of any medical/family emergency) and are not to be used for personal reasons without supervisor approval. Cell phones, computers with internet access (College and personal laptops), video games and other electronic devices not related to the Work Study job duties are not to be used during work hours.

Confidentiality

The College expects its employees (including Student Ambassadors) to be the most prudent in discussing ANY College business with others. Most, if not all work within Helena College may be regarded as confidential, and it is in the best interest of the College and its employees if that work is not discussed indiscriminately with others who are not directly involved with it.

Confidential College matters should not be the subject of casual conversation at ANY time.

Matters concerning College finances, student/faculty/staff information, and other such private or personal subjects should be held in the strictest confidence. Disregard for confidentiality can (and most often will) result in disciplinary action by the Student Ambassador Staff Members and College personnel.

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that ensures the confidentiality of student records. Student employees of Helena College are required to become familiar with the basic provisions of FERPA and acknowledge their understanding of its terms by signing the College FERPA form (prior to working). This will ensure students'

awareness of FERPA and its consequences of violating the terms while a College and Student Ambassador. FERPA violations may result in disciplinary action including, but not limited to, termination from an Ambassador position permanently for a student's career at Helena College.

Students must NOT, under any circumstances, release student information to anyone other than the student, unless:

- Your Student Ambassador Staff and/or College personnel permits,
- The student has provided a written statement giving permission for the College to discuss their file/information with a separate part.

Students must refer all requests for information regarding a student to other available College staff, faculty or supervisor directly; this will ensure that student employees are not at risk of violating FERPA.

Students also must avoid acquiring student information that he/she is not required to possess and must NOT exchange student information that he/she has learned while in the Ambassador position. An example of disclosing student information and violating FERPA would be any of the following:

- Informing a student/parent/friend/College employee of another student's class schedule,
- Information a student/parent/friend/College employee of another student's phone number, email/home/campus address, date of birth,
- Informing a student/parent/friend/College employee of another student's personal information.

Any of these (and others as indicated by the Student Ambassador Staff or College personnel) are violations of FERPA and will result in disciplinary action and/or termination from an Ambassador position. Any information Ambassadors obtain during their employment must remain in the appropriate department/office. For more information, click [HERE](#).

Conflict of Interest

No administrative officer/employee or student employee may accept, for private use, directly or through a member of his/her immediate family or otherwise, any gratuitous payment, loan, service, or accommodation of value from any other party doing or seeking to do business with Helena College. Accepting entertainment, travel or gifts of a character that reasonably might be deemed by others to affect the judgment or action of the officer or student employee in the performance of his/her employment duties with Helena College would also contravene this policy.

Injury & Accident

If a student is injured or has an accident while performing their duties as an Ambassador, the student must immediately notify the supervisor. The supervisor should immediately contact the Human Resources Office for further instructions.

Satisfactory Academic Progress (SAP)

For students to receive and maintain their Student Ambassador award and other financial aid and scholarships, regulations require that they maintain satisfactory academic progress (SAP) toward a degree. Students can view the definition, academic standards, and the entire **Satisfactory Academic Progress** policy [HERE](#).

Four Week Performance Evaluation

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation. 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

- | | | | | | |
|----------------------------------|--|---|---|---|---|
| 1. Responsibility- | The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 2. Judgment- | Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 3. Teamwork- | Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 4. Initiative- | Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 5. Dependability- | Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 6. Safety- | Works safely and follows all safety work rules and sets a good example for others. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 7. Use of Work Time- | Reports to work promptly. Effectively and efficiently uses time to accomplish tasks. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 8. Communication Ability- | Presents clear and accurate information both verbally and written, and maintains confidentiality requirements. | | | | |
| | 4 | 3 | 2 | 1 | N |
| 9. Overall Performance- | Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up. | | | | |
| | 4 | 3 | 2 | 1 | N |

Midterm & End of Semester Performance Evaluation

Supervisor complete the following:

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation. 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Responsibility- The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same. | 4 | 3 | 2 | 1 | N |
| 2. | Judgment- Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions. | 4 | 3 | 2 | 1 | N |
| 3. | Teamwork- Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased. | 4 | 3 | 2 | 1 | N |
| 4. | Initiative- Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities. | 4 | 3 | 2 | 1 | N |
| 5. | Dependability- Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions. | 4 | 3 | 2 | 1 | N |
| 6. | Safety- Works safely and follows all safety work rules and sets a good example for others. | 4 | 3 | 2 | 1 | N |
| 7. | Use of Work Time- Reports to work promptly. Effectively and efficiently uses time to accomplish tasks. | 4 | 3 | 2 | 1 | N |
| 8. | Communication Ability- Presents clear and accurate information both verbally and written, and maintains confidentiality requirements. | 4 | 3 | 2 | 1 | N |
| 9. | Overall Performance- Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up. | 4 | 3 | 2 | 1 | N |

End of Semester Evaluation Continued:

Student complete the following:

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you don't have sufficient information, please circle the "N" for no evaluation. 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. **Responsibility-** The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.
4 3 2 1 N
2. **Judgment-** Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions.
4 3 2 1 N
3. **Teamwork-** Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.
4 3 2 1 N
4. **Initiative-** Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.
4 3 2 1 N
5. **Dependability-** Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.
4 3 2 1 N
6. **Safety-** Works safely and follows all safety work rules and sets a good example for others.
4 3 2 1 N
7. **Use of Work Time-** Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.
4 3 2 1 N
8. **Communication Ability-** Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.
4 3 2 1 N
9. **Overall Performance-** Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.
4 3 2 1 N

Acknowledgement of Receipt of the Student Ambassador Code of Conduct

The Student Ambassador Code of Conduct contains important information about the Ambassador Program at Helena College, and I understand that I should consult the Ambassador Staff any questions not answered in the handbook.

I have entered into my Ambassador relationship with Helena College voluntarily, and understand that there is no specified length of Ambassadorship. Accordingly, either Helena College or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

Since the information, policies, and procedures described herein are subject to change at any time, I acknowledge that revisions to the Code of Conduct may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I understand that this Code of Conduct is neither a contract of employment nor a legally-binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask Student Ambassador Staff member any questions I might have concerning the Code of Conduct. I accept the terms of the Code of Conduct. I also understand that it is my responsibility to comply with the policies contained in this Code of Conduct, and any revisions made to it.

I have received a copy of the Student Ambassador Code of Conduct on the date listed below. I understand that I am expected to read the entire Code of Conduct. Additionally, I will sign the copy of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to Helena College's representative listed below on the date specified. I understand that this form will be retained in my file.

Student Ambassador's Name – Printed

Student Ambassador's Signature

Date

Supervisor Signature

Date