### New Student & Family Programs Mission
The mission of New Student & Family Programs is to provide new undergraduate students the information and activities needed to transition smoothly to the University of North Carolina at Chapel Hill, and to promote an ongoing relationship between the parents/families of all Carolina students and the University in support of their students' success at Carolina.

### New Student & Family Programs Core Values
- **Learning:** Facilitate the student academic experience
- **Student Success:** Provide support through transitions
- **Inclusivity:** Cultivate an inclusive campus community
- **Collaboration:** Foster community connections with internal and external partners
- **Communication:** Communicate expectations, services, and resources
- **Leadership:** Promote leadership and engagement opportunities

### Transfer Student Ambassador Position Description
Transfer Student Ambassadors promote the New Student & Family Programs' mission by supporting new transfer students through transitions and by fostering community among transfer students and the UNC-CH community.

- Actively participate in Transfer Student Ambassador Training and Retreat.
- Host monthly programs in the fall and spring semester for new transfer students.
- Create and send electronic communications for new transfer students.
- Build relationships with new transfer students through mentor-mentee relationships.
- Support New Student & Family Programs staff with aspects related to Transfer New Student Orientation and other Transfer Student Program Initiatives.
- Engage with new transfer students at Week of Welcome programs and Tar Heel Beginnings programming.

### Transfer Student Ambassador Learning Outcomes
The NSFP Student Leader training curriculum and positions are intentionally designed such that upon completion of the appointment, Student Leaders will be able to...

**Self-Awareness**
- Identify personal strengths, skills, values, and identity.
- Demonstrate personal responsibility for actions and decisions.
- Represent themselves and the University in a professional manner.
- Recognize and appreciate diverse perspectives.

**Critical Thinking**
- Identify and apply concepts related to team leadership, group dynamics, collaboration, and facilitation.
- Adapt to change and actively solve problems.
Communication
- Manage conflict with civility and respect for others.
- Cultivate an environment that is inclusive, civil and welcoming.
- Effectively communicate in large and small group settings.
- Engage across differences.

Job Knowledge
- Understand the issues related to first-year students’ transfer students’ and families’ transitional experiences.
- Identify campus resources and provide appropriate referral information.
- Effectively manage multiple tasks and responsibilities.
- Identify the value of self-reflection for personal development.
- Facilitate proactive transitional support for new first year and transfer students and Carolina family members.

Transfer Student Ambassador Program Learning Outcomes

By participating in Transfer Student Ambassador programs, transfer students will:
- connect with new and current transfer students
- develop ongoing relationships with University community members
- be introduced to transfer specific services and resources available at UNC
- have the opportunity to have a peer mentor throughout their first year at UNC

Transfer Student Ambassador Qualifications

- Possess a positive attitude, high energy level, knowledge of and enthusiasm for Carolina.
- Demonstrate interest in advancing skills learned from orientation leader position
- Exhibit good teamwork, communication, and interpersonal skills
- Demonstrate respect for the diverse Carolina community and exhibit a desire to work well with a diverse group of students, staff, faculty, administrators, new students and new family members.
- Demonstrate the ability to problem solve, take initiative, and manage conflict.
- Exhibit leadership potential, professional demeanor, strong work ethic and willingness to accept responsibility.
- Have a working knowledge of University resources.
- Agree to abide by all University policies and civic laws.

Conditions of Transfer Student Ambassador Employment

I. Terms and Conditions of Employment
   A. Academic Standing
      1. TSA’s must be full-time undergraduate transfer students; have a minimum 2.5 GPA and be in good disciplinary standing with the University.

   B. Supervision
      1. All TSA’s will be directly supervised by NSFP Coordinator, Carla Rodriguez, and she will be assisted by NSFP staff.

   C. Length of Position
      1. The duration of the TSA’s position is April 2019 through April 2020.
D. Training Dates
1. TSA’s **MUST** participate in meetings/training sessions during the spring and fall semesters. Meetings for Spring 2019 will occur Tuesdays from 5:00 pm – 6:00 pm on April 2, April 9, April 16, April 23. Please note that a meeting will be held on April 17 from 4pm to 6pm on a Wednesday instead of Tuesday with all NSFP student leaders. Fall 2019 & Spring 2020 meetings will be held bi-weekly on Tuesdays from 4:55pm. Date details are listed fully below under important dates. **These meeting times should NOT conflict with any classes or other extra-curricular activities.** ALL TSAs are expected to be present and fully engaged at EACH training meeting for the entire meeting.

2. TSA’s will attend an off-campus weekend NSFP Student Leader retreat during early Fall 2019.

E. Transfer Orientation Sessions
1. TSA’s will participate in at least 1 Transfer orientation sessions, if their academic and summer schedules permit.

F. Email Communication
1. Per University HR Policy, all faculty, staff and student-employees must use University-owned, managed, or approved email addresses for all work-related email correspondence (i.e. Email accounts that end in unc.edu including the new HeelMail live.unc.edu service for students). All faculty, staff and student-employees must maintain a University email address in the campus directory; faculty, staff, and student-employees may not automatically forward email from campus email systems to external non-University managed email systems (such as Yahoo, Gmail, Hotmail, etc.).

G. Conduct
1. TSA’s must understand this position carries an obligation to conduct themselves in a manner appropriate to their position as a representative of the University and to live and work in accordance with, uphold, and abide by all University policies and regulations. Any violation of these policies will be reviewed and addressed on a case-by-case basis and may result in immediate termination.

II. Responsibilities
A. The following is a summary of expected duties. The list is not comprehensive and **additional duties may be assigned at any time during your appointment.**

   1. Actively participate in Transfer Student Ambassador Trainings, NSFP Retreat and NSFP events.
      a. See list of important dates below for full list of dates for 2019-2020.
      b. These meeting times should **NOT** conflict with any classes or other extra-curricular activities.

   2. Work on TSA committee to create and support programs that support students’ transition to UNC.

   3. TSAs will work to develop a mentor/mentee relationship with their group of students through electronic and in person communication.
      a. Respond to individual mentee communications in a timely and appropriate manner.

   4. Support New Student & Family Programs staff with aspects related to Transfer Student Orientation and other Transfer Student Program Initiatives.

   5. Engage with new transfer students at Week of Welcome programs and Tar Heel Beginnings programming.

   6. Understand the position carries an obligation to uphold all University policies, regulations and TSA standards.

B. Recruitment
1. Depending upon staffing needs, TSAs might be offered the opportunity to assist NSFP with prospective and admitted student events during the Spring Semester. Attendance will be based on availability and assigned on a rotating basis.

2. TSAs will assist with responsibilities related to new NSFP student leader recruitment and selection.
C. Week of Welcome
   1. TSA’s will work with Tar Heel Beginnings Co-Chairs, Board, and other volunteer staff to complete all necessary preparations to implement Week of Welcome (WOW), such as: room/equipment set-up, engaging with participants, clean-up, and other tasks that might arise.

D. Summer Reading
   1. Support the Carolina Summer Reading Program by promoting the program to new students. New Student & Family Programs will provide a copy of the book to each Transfer Student Ambassador.

E. Carolina Family Weekend
   1. TSA’s will assist with the preparation and implementation of Carolina Family Weekend by assembling packets, assisting with check-in/registration, assisting with parking, assisting with set-up/cleanup, engaging with participants, and other tasks that may arise (specific 2019 dates TBA, typically hosted in late September or early October 2019).

F. TSA Programs
   1. TSAs will create, attend, and publicize at least one transfer support program a month from August 2019 to April 2020.
   2. As a part of the position, TSAs will serve on at least one committee within the team: programming, marketing/publicity, communications/newsletter.

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Transfer Student Ambassador Compensation and Benefits

1. Starting April 2019 you will be paid $8.50 per hour for the following hours of work competed. Payment will be determined based on the collection of the responsibilities listed above.
   - April: 8 hours
   - May: 8 hours
   - June: 8 hours
   - July: 8 hours
   - August: 8 hours
   - September: 8 hours
   - October: 8 hours
   - November: 8 hours
   - December: 8 hours
   - January: 8 hours
   - February: 8 hours
   - March: 8 hours
   - April: 8 hours

2. You will also be compensated as follows:
   1. Lunch and parking at Transfer Orientation;
   2. Nightly summer housing accommodations in an air-conditioned residence hall before and/or on a Transfer Orientation session for which you assist;
   3. TSA’s staff polo

Benefits:
- Opportunity to meet new people and form new friendships
- Great networking connections with NSFP and UNC-CH resources
- Excellent leadership development opportunities
- Opportunity to empower new transfer students

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2019-2020 IMPORTANT DATES
Transfer Student Ambassadors

**Spring 2019 Semester Staff Meetings:**
(All meetings will be located in F.P.G. Student Union)

- Tuesday, April 2: 5:00pm-6:00pm
- Tuesday, April 9: 5:00pm-6:00pm
- Tuesday, April 16: 5:00pm-6:00pm
- Wednesday, April 17: 4:00pm-6:00pm*
- Tuesday, April 23: 5:00pm-6:00pm

*Denotes all-NSFP Student Leader training dates

Outdoor Education Challenge Course
Wednesday May 1: 1-4pm

**Fall 2019 Semester Staff Meetings:**
(All meetings will be located in F.P.G. Student Union)

- Tuesday, August 20: 4:00-5:00pm
- Tuesday, September 3: 4:00-5:00pm
- Tuesday, September 17: 4:00-5:00pm
- Wednesday, September 18: 4:00-6pm*
- Tuesday, October 1: 4:00-5:00pm
- Tuesday, October 15: 4:00-5:00pm
- Wednesday, October 23: 4:00-6pm*
- Tuesday, November 12: 4:00-5:00pm
- Tuesday, November 26: 4:00-5:00pm

*Denotes all-NSFP Student Leader training dates

*Spring 2020 All Staff Meeting dates/times are TBD

**NSFP Student Leader Retreat:** Location TBD
- August 2019: Specific Date To Be Determined

**Orientation Dates for Summer 2019:** Please note that Orientation Dates are pending
- To Be Determined

**Additional NSFP Required Programs:**
- Week of Welcome (WOW): Friday August 16-Sunday August 25, 2019
- Transfer Kick-Off: Sunday August 18, 2019
- Convocation: Sunday August 18, 2019
- Summer Reading: Monday August 19, 2019
- Family Weekend: Date TBA: Typically, late September or early October
- Tar Heel Beginnings: August, 2019 – December, 2019

**NSFP Student Leader Appreciation:**
- Thursday November 14
Transfer Student Ambassador Selection Process

Review of Application:
The online application is designed to better inform us about your personal background, work history, academic pursuits, and interest and motivation for becoming an NSFP Transfer Student Ambassador.

Applications will be made available at [https://nsfp.unc.edu/student-leadership/student-leader-application](https://nsfp.unc.edu/student-leadership/student-leader-application) on Monday, January 28th. Applications are due Thursday, February 14th by 11:59pm.

Group Interview Process (pending invitation):
If you are selected to continue past the online application component, you will be contacted via email to schedule your group interview. The group interview process is designed to assess each applicant’s communication and listening skills, flexibility, maturity, cooperation, responsibility, self-initiative, and leadership style in a diverse team environment.

The Group Interview will be on:
- **Monday, February 18: 4-6:30pm**

If you are not able to attend this time due to a class conflict, please contact [newstudents@unc.edu](mailto:newstudents@unc.edu).

Pair Interview (pending invitation):
If you are selected to continue past the group interview component, you will be contacted via email to schedule your pair interview. Pair interviews (February 25 – 26), will be conducted by New Student & Family Programs staff and Returning Transfer Student Ambassadors. The pair interview process is designed to provide more detailed insight regarding candidates’ experiences, qualifications, and understanding of the University and the Transfer Student Ambassador role. **Please come to the individual interview prepared with an 8 ½ x 11 sheet of paper that creatively illustrates who you are.**

All applicants will be notified of their application status via email no later than 5:00pm on Friday, February 15th.

Additional Questions & Information

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