Thank you for supporting the Student Ambassador Program!
Now that your opportunity has been approved, here are some things you need to know...

**Promotion**

*We will...* promote your opportunity on Twitter and list it in our weekly announcements until the application deadline.

*You should...* use the Student Ambassador Program logo* for your own promotional efforts!

**Recruitment**

*We will...* assist in the recruitment process by posting your opportunity on myInvolvement.

*You are...* responsible for shortlisting, interviewing and contacting all volunteers.

**Verification**

*We will...* provide you with a document to record all volunteer information and hours.

*You must...* complete the form accurately and fully to ensure students receive the proper recognition.

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*The Student Ambassador Logo may only be used for opportunities that have been approved.*
Verification of Student Hours: Tab 1 – Verification of Hours

Student Ambassador Program - Post-Event/Activity Verification of Student Hours

Please Complete Tab 1 & 2 of this spreadsheet.

After your event, please fill out the following information and send it to involved@sfu.ca.
We will use this as your verification for the following students listed here and their hours.

| Event name: |  |  |  |  |
| Event date: |  |  |  |  |
| Contact person/verifier: |  |  |  |  |

<table>
<thead>
<tr>
<th>Name of student (full name)</th>
<th>Student number</th>
<th>Email</th>
<th>Hours completed</th>
<th>Comments/feedback regarding student's performance [optional]</th>
</tr>
</thead>
</table>

Student Name, Student Number, Email and Hours Completed are all **required** fields.

**Tip:** Collect this information during the recruitment or onboarding period.

All fields in this section are **required**.
Verification of Student Hours: Tab 2 – Other Info

<table>
<thead>
<tr>
<th>Student Ambassador Program - Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>In order to improve our program, we would like some additional information from you regarding your recruitment and selection of students.</td>
</tr>
</tbody>
</table>

1. In order for the students in the Student Ambassador Program to receive recognition, they must uphold the expectations as a participant in the program (i.e., demonstrated professionalism, fulfilled their role and responsibilities, showed up on time, etc.). Please let us know if there are students who did not meet your expectations.

<table>
<thead>
<tr>
<th>Name of student (full name)</th>
<th>Student number</th>
<th>Email</th>
<th>Comments</th>
<th>Have you talked to the student about this, or intend to?</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

2. How many volunteers did you need for your event/opportunity?

<table>
<thead>
<tr>
<th>Name of student (full name)</th>
<th>Student number</th>
<th>Email</th>
<th>Comments [optional]</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

3. How many students signed up/applied for this opportunity but did not get selected? Please let us know by completing the table below. If you received sufficient volunteers, please leave the table blank.

<table>
<thead>
<tr>
<th>Name of student (full name)</th>
<th>Student number</th>
<th>Email</th>
<th>Comments [optional]</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

The requested information on this page is optional.

Nevertheless, your feedback will help guide the way we update and improve the Program to better suit the needs of students and staff!

Please send this completed spreadsheet to involved@sfu.ca. Thank you!
Staff Supervisor Checklist

- **Recruitment**
  - Use the SAP logo to promote your opportunity around campus (e.g., posters, email, campus TV’s, social media channels)
  - Define the roles and responsibilities of your volunteers and determine how many you will need for your event/activity
  - Shortlist and interview your volunteers if necessary

- **Orientation**
  - Develop an orientation process (in-person, handbook, online) to provide your volunteers with all the information they need prior to the event/activity
  - It is a good idea to establish your expectations during this time

- **Management**
  - On the day of the event, make sure you (or another staff supervisor) has a list which include the names of your volunteers, times of their shifts, and their contact information
  - Provide your volunteers with an overview upon their arrival. This may include the layout of the event, specific instructions for their role(s), point of contact, and any other information that the volunteer may need to fulfill their role successfully.
Acknowledgement
- After the event, thank your volunteers in person or in writing
- Acknowledge volunteers who have demonstrated outstanding behaviour and/or exceeded your expectations
- Speak to those who did not uphold the standards of a Student Ambassador (more information provided below)

Recognition
- Shortly after your event, complete the Verification of Student Hours document
- You must complete the required fields on Tab 1 (Student Name, Student Number, SFU Email) in order for your volunteers to receive recognition
- We encourage you to complete Tab 2 as your feedback will help identify the Program’s strengths and areas for improvement

Reflection
- Take some time to reflect on your opportunity
- Identify areas that went well and areas that need further development
- Develop a plan to capitalize on your successes and to make improvements for your next SAP opportunity!
What happens when a volunteer does not uphold the standards of a Student Ambassador?

**Staff Supervisor**
- Address your concerns directly with the student after the event
- In your discussion, provide specific examples of the volunteer’s behaviour and the impact it may have had on the event
- Decide whether you want to recognize the volunteer’s hours under the Student Ambassador Program
- Inform the SAP Admin Team by completing Question 1 of Tab 2 in the Verification of Student Hours document

**SAP Admin Team**
- After reviewing the information provided in the Verification of Student Hours document, we may follow up with you for more information
- We will contact the student to confirm the details of your discussion and to reinforce the guidelines and expectations that Student Ambassadors must uphold in order to receive recognition in the Program

If you have any questions, please contact the SAP Admin Team at sap-admin@sfu.ca.