



## Southwest Texas Junior College Student Ambassadors Program APPLICATION PACKET

Southwest Texas Junior College Student Ambassadors are student volunteers with the skills and training necessary to represent the college at enrollment management events. They are the face of SWTJC, showing prospective students the many opportunities SWTJC has to offer. Student Ambassadors are honest, positive, and enthusiastic about their passion for SWTJC and are committed to sharing their experiences with future Cowboys.

### **Responsibilities**

- Welcome and greet public at the Student Activities Office.
- Provide various services and referrals to the campus.
- Develop an expanded knowledge of Southwest Texas Junior College.
- Conduct campus tours for new students, schools, classes, and guests.
- Represent Southwest Texas Junior College during college events.
- Assist with duties and tasks related to events put on by various Southwest Texas Junior College departments.
- Work with diverse populations and provide tips on being a successful student.
- Maintain work space appearance and professionalism.
- Possess a willingness to work with groups in problem solving and decision-making to attain group goals and objectives.
- Participate in mandatory Ambassador Team training.
- All other duties as assigned.
- Attend bi-weekly or monthly meetings (date and time TBA).

### **Qualifications**

- Must be a currently enrolled Southwest Texas Junior College Student.
- Must be currently enrolled in at least 6 hours or be registered for 6 hours the semester the position would begin.
- Must have a semester and cumulative GPA of 2.5.
- Available 10 hours/semester + training
- Position has a one academic year commitment (Fall 2014-Spring-2015).
- Demonstrate strong communication (verbal) and interpersonal skill.
- Exhibit leadership, initiative, dependability, discipline, and enthusiasm.
- Must be able to effectively lead campus tours.



SWTJC is an Affirmative Action/Equal Opportunity Institution. Students are employed without regard to race, religion, color, sex, national origin, age or disability.

Southwest Texas Junior College  
Student Ambassador Program  
**APPLICATION PACKET**

**Instructions for Application:**

Please type. Return the completed application to the front desk at Student Success Center, S. Fly Building.

**To apply, please complete and submit the following:**

1. Complete application form.
2. Complete questionnaire.
3. Turn in application *before* deadline.
4. Sign up for an interview when you return your completed application packet

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**Student Ambassador Application**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Student ID#: \_\_\_\_\_ Credit Hours Fall Semester: \_\_\_\_\_

Are both your cumulative and semester GPA over 2.5?  Yes  No  New Student

How did you learn about Student Ambassadors?

Student Activities brochure  Bulletin board/Flyer  Student Activities Office

Friend  Advisor  Social Media  Other \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Major Area of Study: \_\_\_\_\_ Expected Date of Graduation: \_\_\_\_\_

How long have you been enrolled at Southwest Texas Junior College? \_\_\_\_\_

Are you fluent in a language other than English? \_\_\_\_\_

**Please grade yourself in the following areas. Use the following scale.**

O=Outstanding    E=Excellent    G=Good    A=Average    F=Fair

- 
- |                                 |                                   |
|---------------------------------|-----------------------------------|
| ___ Attitude                    | ___ Organizational Skills         |
| ___ Public Speaking             | ___ Self-Motivation               |
| ___ Communication Skills        | ___ Team-Oriented                 |
| ___ Interpersonal Communication | ___ Work Ethic                    |
| ___ Time Management             | ___ Computer Skills               |
| ___ Leadership                  | ___ Cultural Awareness/Competency |



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**Prior Work or Volunteer Experience:** Please begin with your most recent experience.

**Employer or Organization:** \_\_\_\_\_

Dates of Employment: \_\_\_\_\_ to \_\_\_\_\_ Your title: \_\_\_\_\_

Description of your duties: \_\_\_\_\_  
\_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

**Employer or Organization:** \_\_\_\_\_

Dates of Employment: \_\_\_\_\_ to \_\_\_\_\_ Your title: \_\_\_\_\_

Description of your duties: \_\_\_\_\_  
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**Please list any campus or community activities you are involved with.**

Examples: clubs, organizations, community service, etc. Please list the most recent items first.

Organization/Activity	Position	Dates
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Do you have any other commitments during the 2014-2015 academic year?**

Examples: off-campus work, student athlete, student clubs, ect. If so, please list.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please list at least (3) references that are not related to you.**

1. \_\_\_\_\_ **Phone:** \_\_\_\_\_
2. \_\_\_\_\_ **Phone:** \_\_\_\_\_
3. \_\_\_\_\_ **Phone:** \_\_\_\_\_

I certify that all the information provided on this application is accurate, and acknowledge that any misrepresentation and/or withholding of information may result in rejection of this application or may be considered just cause for discharge if discovered after employment begins. I also understand that incomplete applications may not be considered.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date



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Southwest Texas Junior College  
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**Student Ambassador Questionnaire**

**Important to note!**

- All questions must be answered in order to complete the Student Ambassador Application process or your application will not be considered.
- All answers **must be typed**.

**Please answer the following questions and attach to your application before submitting:**

1. Why are you interested in a Student Ambassador position?
2. What do you hope to contribute to the program?
3. What do you hope to gain?
4. What skills or experience do you have in relation to this position?

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Southwest Texas Junior College  
Student Ambassador Handbook  
2014-2015

Revised 8/14

**Southwest Texas Junior College**  
**Student Ambassadors**

**Table of Contents**

WELCOME.....3  
INTRODUCTION.....4  
DUTIES OF THE STUDENT AMBASSADOR.....4  
GUIDELINES.....6  
CUSTOMER SERVICE.....8  
STUDENT AMBASSAORS POLICIES (copies).....10

## Welcome

Congratulations on becoming a Southwest Texas Junior College Ambassador. We hope you find your time as Student Ambassador a rewarding experience.

Student Ambassadors are often among the first student contact prospective students and their families have with SWTJC. Therefore, it is commanding that you are excited about being a student at SWTJC and display this Cowboy pride. It cannot be over-emphasized how important the impression is that you give. You have joined our efforts to work with schools, colleges and the community, in order to encourage learners to consider progression to higher education at Southwest Texas Junior College.

You will be involved in a range of on and off-campus activities, including Campus Tours, Orientation, College Days, and activity events. Team members also carry out visits to schools and community events each year, attending careers and higher education fairs, and delivering presentations to prospective students on higher education and Southwest Texas Junior College itself.

Student Ambassadors are therefore at the heart of our activities, often fulfilling a supporting role. You will provide a role model to both young people and the mature learners we work with and you will be able to give a first-hand experience of what college life is all about. This kind of interaction can have a significant impact on a young person or mature learner's decision-making and general confidence. As a Student Ambassador you will make an important contribution towards encouraging them to achieve their potential and consider further and higher education.

I hope you find the information contained within this Handbook useful.

Signing for this Handbook confirms that you are responsible for reading the enclosed information. If you require further clarification on any matter, please contact:

Ana Lisa Conde  
Student Ambassador Advisor  
Direct Line: (830) 591-4152  
Email: [analisamartinez@swtjc.edu](mailto:analisamartinez@swtjc.edu)

Krystal S Ballesteros  
Student Ambassador Advisor  
Direct Line: (830) 591-2908  
Email: [ksilva@swtjc.edu](mailto:ksilva@swtjc.edu)

## **Introduction**

Southwest Texas Junior College Student Ambassadors are student volunteers with the skills and training necessary to represent the college at events. They are the face of SWTJC, showing prospective students the many opportunities SWTJC has to offer. Student Ambassadors are honest, positive, and enthusiastic about their passion for SWTJC and are committed to sharing their experiences with future Cowboys.

## **Duties of the Student Ambassador**

The Student Ambassadors Organization offers tours daily, group tours, and has information available to students interested in SWTJC. They are involved in on campus events, activities, campus tours and visits to prospective students.

## **Responsibilities**

- Welcome and greet students at the Student Activities Office.
- Provide various services and referrals to the campus.
- Develop an expanded knowledge of Southwest Texas Junior College.
- Conduct campus tours for new students, schools, classes, and guests.
- Represent Southwest Texas Junior College during college events.
- Assist with duties and tasks related to events put on by various Southwest Texas Junior College departments.
- Work with diverse populations and provide tips on being a successful student.
- Maintain workspace appearance and professionalism.
- Possess a willingness to work with groups in problem solving and decision-making to attain group goals and objectives.
- Participate in mandatory Ambassador Team training.
- Participate in regularly scheduled office hours at the Student Activities Lounge
- All other duties as assigned.
- Attend bi-weekly or monthly meetings (date and time TBA).

## **Qualifications**

- Must be a currently enrolled Southwest Texas Junior College Student.
- Must be currently enrolled in at least 6 hours.

- Must have a semester and cumulative GPA of 2.5.
- Available 10 hours/semester + training
- Position has a one academic year commitment (Fall 2014-Spring-2015).
- Demonstrate strong communication (verbal) and interpersonal skill.
- Exhibit leadership, initiative, dependability, discipline, and enthusiasm.
- Must be able to effectively lead campus tours.

### **Student Ambassador**

To be considered for the position of Student Ambassador, students must be registered for at least 6 credit hours, have a minimum cumulative grade point (GPA) of 2.5, and have completed at least one term at SWTJC. Students wishing to apply for a Student Ambassador position must submit an application. Student Ambassador Advisors or other members of the Student Ambassador Committee will interview applicants.

A Student Ambassador introduces SWTJC to perspective students and their families by providing campus tours of the highest quality and participating in admission related events and activities.

Prior to the start of the campus tour, Ambassadors are expected to:

- Arrive at least **15** minutes before the start of the tour
- Position themselves at their assigned station **Flores Building** (tours begin).

Student Ambassadors must maintain at least a 2.5 G.P.A. If an Ambassador's cumulative G.P.A. falls below 2.5, that Ambassador's continued membership will be re-evaluated by the Student Ambassador Advisors.

### **Probationary Period for New Ambassadors**

- A new member will shadow (observe) three tours.
- The first tour is to be completely observed with no comments from the ambassador.
- During the second tour, the new ambassador should begin working with the more experienced ambassador in giving equal amounts of information to the prospective students and their families.
- The third tour is when the newly ambassador should give most of the information on the tour, with only looking to the more experienced ambassador for verification of facts and any missed/forgotten information.
- After observing and interacting on three tours, the new Ambassador will give their own tour and his/her performance will be evaluated by Student Ambassador Advisor, an experienced Student Ambassador, or a staff member of the Student Life Department (if the two above are unavailable).

- Upon completion of the evaluated tour, the evaluation will be discussed with the new ambassador and the Student Ambassador Advisor and the Ambassador or staff member who conducted the evaluation.
- If a new ambassador passes their review, the Ambassador will be permitted to give tours.
- Once permitted to give tours, the Ambassador must complete two tours every Fall semester, to continue the high quality of tours and information given.
- In the event that a new ambassador receives an unsatisfactory evaluation, the Ambassador will be given the option to observe an additional tour. After observing the additional tour, the student will then give one tour on which he or she will be re-evaluated.

**Change of Personal Data**

Student Ambassadors must keep their profiles, both online and offline, (including name, address, telephone number, email addresses, etc.) up to date with the Student Ambassador Advisors. Ambassadors are also responsible for keeping their contact information current with the Institution.

**Incentive Program**

Student Ambassadors are given the opportunity to volunteer in a variety of ways. By participating in these opportunities, ambassadors will work toward a goal to reach an incentive during each long semester. The incentive program will allot points in the following manner:

Activity	Points
Community Events (SWTJC Rodeo, President’s Gala, etc.)	10
Parades	8
Campus Tours	5
Office Hours in the Student Activities Lounge	3
On-Campus events (Orientation, College Days, etc.)	3

Attend bi-weekly or monthly Student Ambassador Meeting’s. Participation in meetings and college day are mandatory. Failure to attend will result in a loss of points

If these scheduling requirements are not fulfilled each semester, you will not be permitted to return as a Student Ambassador for the following semester.

**Student Ambassadors Organization Guidelines**

Student Ambassadors need to be committed to providing services that enhance the development and advancement of Southwest Texas Junior College. Student Ambassadors stand for personal integrity, the liberal education of the whole person, the dignity and worth of all individuals, service to others, and the development of pride and moral for the college.

### **Conflict of Interest**

Student Ambassadors fulfill their professional responsibilities with fairness and impartiality by showing equal consideration and respect to individuals regardless of status or position. SWTJC is an Affirmative Action/Equal Opportunity Institution. Students employed without regard to race, religion, color, sex, age or disability. Student Ambassadors neither engage in nor tolerate harassment in any form.

### **ATTENDANCE AND PUNCTUALITY**

- Student Ambassadors are to report for their scheduled tour time at least **15** minutes prior to the start of the tour.
- Student Ambassadors are to report to special events (i.e. Orientation) **40** minutes prior to the start of event.

### **Absences and Tardiness**

In the event that a Student Ambassador cannot attend a scheduled tour time or event shift, he or she is required to:

- Find a replacement Student Ambassador
- Notify an Advisor of any change

### **Dress Code**

Student Ambassadors are expected to present a clean and professional appearance inside and outside the office during tours and while participating in special events. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects the Institution's reputation or image is not acceptable and may result in dismissal.

### **Daily regular and special tours:**

- "SWTJC" MUST be on a shirt or jacket.
- Jeans, khaki or black pants; knee-length jean/khaki shorts; or knee-length jean/khaki shirt skirt.
- Name tags will be provided in the Student Activities office and **must** be worn during tours.
  - ***IF*** you keep your nametag, you **must** bring it with you to **every** scheduled tour and special event.

### **Orientations and other special events:**

- Khaki pants and Student Ambassador shirts are required for Orientations.
- If special shirts or hats are provided for specific events, they must be worn at the events.
- Name tags will be provided and must be worn.
- Closed-toe shoes.

**INAPPROPRIATE attire for Ambassadors:**

- Items of clothing with the names or logos of other educational institutions.
- Clothing that contains obscene or offensive symbols or statements.
- Tank tops
- Sweatpants
- Shorts or skirts above the knee

If an ambassador arrives for their scheduled shift in any attire that does not follow the dress code, the ambassador **will be dismissed**.

**Participation in Social Activities**

Student Ambassadors are aware of and take responsibility for all pertinent ethical principles and college policies when planning and attending social activities. Regardless of age, student ambassadors do not consume alcohol at college-sanctioned events.

**POLICY VIOLATION CORRECTIVE ACTION**

Ambassadors who participate in unacceptable behavior, tardiness, absences, improper presentations of tour and/or tour information will undergo the following corrective actions:

1. Verbal Warning with Student Ambassador Advisor
2. Written Warning and meeting with Student Ambassador Advisor
3. Dismissal

The Student Activities Office reserves the right to dismiss Student Ambassadors without notice if necessary.

**CAMPUS TOURS**

Quality campus tours are among the main reasons that prospective students select SWTJC for their college education. The success of tours provided by Student Ambassadors directly affects new student enrollment at SWTJC. It is important that Student Ambassadors share a positive experience during each tour while at the same time following the guidelines and policies listed within this handbook.

Each Student Ambassador will receive a campus tour training guide.

**Customer Service**

Identifying and distinguishing the do's and don'ts of customer service are important. Often student ambassadors walk a fine line when dealing with a wide range of students. All it takes is one mistake to strain a relationship. On the other hand, one act of outstanding service can set a positive tone that leads to positive relationships with students and SWTJC. Below are basic dos and don'ts of student service that we must all observe.

### **Do's**

**Listen to the Student:** Understanding the nature of a student question is the key to effectively helping that student get information the he or she needs.

**Treat Each Student the Way You Would Want to Be Treated:** Give each student the respect and courtesy that you would expect from a college representative.

**Maintain a Positive Attitude:** Be friendly to all students, faculty, and staff.

**Exceed Expectations:** Do more for the student than expected. Be attentive; try to understand the nature of the student's concerns and situation.

**Smile:** Body language is just as important in communicating your ideas or information, as the words that you speak. The way that you physically approach a situation will dictate the 'temperature' of a conversation.

**Be Honest and Realistic:** trust is an important key in developing a strong relationship in any office or with a student. Giving realistic and honest answers helps to strengthen that relationship.

**Take time to be helpful:** Do not rush a student, prospective student, or staff member.

### **Don'ts:**

**Do Not Be Rude:** Approaching a situation with an open mind helps to solve problems or finish work. Being short tempered or rude devalues the relationship among staff and students, and does not motivate people to work with you.

**Do Not Misinform:** Students and staff depend on current information to make valuable judgments in and out of the college. Misinformation is the source of a lot of miscommunication among staff and students. Staff and students understand that not everyone will know everything about SWTJC. If you are not sure about some particular piece of information, or are not sure how to respond to a question, work with staff members and supervisors to come to a solution, do not answer with a guess or estimation.

**Do Not Break Promises:** Failure to deliver a promise ruins your integrity with staff and students.

**Do Not Argue:** Arguing with a staff member or student does not promote communication within the college.

**Do Not Socialize during your Work Time:** Remember that students and you responsibilities come first. Never socialize while tending to a student, prospective student, or staff member.

**ACKNOWLEDGMENT**

Please read each statement, initial next to it then sign the bottom of the page.

\_\_\_\_\_ Ambassadors Organization Guide/and or Updates, and I have read and agree to follow all policies.

\_\_\_\_\_ I am aware that there is a copy of the Student Ambassador Organization Guide available in the office at all times to refer to in case I need further explanation or have a question.

\_\_\_\_\_ I am aware that if, at any time, I have questions regarding policies, I should direct them to the Student Ambassador Advisor.

\_\_\_\_\_ I also acknowledge that the Student Life Department may change any policy listed here in without notice.

\_\_\_\_\_  
Student Ambassador Printed Name

\_\_\_\_\_  
Student Ambassador Signature

\_\_\_\_\_  
Date

**(Student Copy)**



# Campus Tour Guide



Southwest Texas Junior College  
Student Ambassadors

Table of Contents

INTRODUCTION.....3  
BECOMING A GREAT GUIDE.....3  
CUSTOMER SERVICE..... 5  
CAMPUS TOUR HIGHLIGHTS.....7  
FAQ's.....11



As a tour guide, you serve as a representative of Southwest Texas Junior College for prospective students and parents visiting the campus every day. Your job will be to answer questions about the institution from a student's perspective. Your perspectives are vital, but remember that it should be presented within the context of the overall mission of SWTJC.

### **What does a Tour Guide do?**

Tour Guides provide a student led tour of campus to SWTJC visitors. Guides arrive at the Flores Building 15 minutes prior to their tour time. Your job is to give visitors a view of campus and provide them with information about students' experiences here at SWTJC.

- Tour guides should go beyond statistics and geographical details to show students and families SWTJC distinct personality and values.
- Tour guides do not just talk at the students; they interact with the families, ask questions, engage visitors, are proactive and ask visitors to ask *them* questions, and are always a gracious host.
- Tour guides are aware of their audience. If the tour is a small size, tour guides will engage visitors in conversation throughout the tour of campus. If the tour is a larger tour, tour guides will wait to provide tour information until the group has stopped in an area where everyone can see and hear the guide.

### **Becoming a GREAT Guide**

1. **Be on time** - Arrive at least 15 minutes prior to your scheduled tour. This will allow you time to sign-in and pick-up your nametag without feeling rushed at the beginning of your tour.
2. **Be yourself** - Share your experiences and the experiences of your friends. These personal touches will make your tour more interesting and more memorable for visitors. Talk about faculty/student interactions, Residence Hall programming, student clubs/organizations, and you're RA in your freshman residence hall. Share your favorite (and appropriate) moments at SWTJC. Remember your feelings as you visited college campuses, and think about some of the questions you wanted answered. Share how you adjusted to college and the opportunities you have discovered at SWTJC.
3. **Know the facts** - While it is important that you offer your own personal experiences at SWTJC, it is also important that the information you provide to visitors is factual. Remember, in your role you are representing the College and you have a responsibility to present accurate information to visitors. It is your responsibility to keep up to date on

information about the College by reviewing the information in this manual, and attending monthly SA meetings.

4. **Be flexible** - Visitors often travel a great distance to visit, so your adaptability to different types of weather, sizes of groups, and energy level of visitors is crucial. You may be able to conduct your tour while walking with a small tour group or you may have to stop, wait for the group to gather, and talk to a larger group all together.
5. **Encourage interactions with visitors** - Look at the people you're speaking with – **eye contact** can help people understand you and also helps make a connection with visitors. Also, if you are leading a tour, **project your voice** so that everyone can hear you. Be attentive to visitors when they ask questions and encourage participation. Walking backwards is a skill to be mastered. By doing you will give a clear image of addressing of the group.
6. **Help all visitors feel welcome:** Helping the university come alive requires that all visitors to SWTJC feel comfortable during their entire visit. Your language should send messages of value and respect for the diversity of people with whom you interact.
  - Use both male and female pronouns
  - Don't assume anything about the visitors in your tour group. Not all students come from two-parent families, attend private schools, participate in sports, etc. Make comments that make everyone feel welcome.
  - Familiarize yourself with the location of accessible entrances to buildings on your tour route and make sure that if someone is on your tour that will need to use those entrances that the EVERYONE on your tour follows that route.
7. **Be prepared** – This means that you should understand how you are going to communicate the SWTJC experience to visitors through examples, facts, anecdotes, etc. Know your goals for the tour and what images you are trying to convey.
8. **It's okay to say "I don't know"** - Your role is to speak from your perspective as a current student, not an admissions counselor or financial aid officer. It is FAR BETTER to refer the visitor to an Admissions Officer than to make up an answer or guess a statistic.
9. **Have fun!** – Enjoy meeting visitors and sharing your enthusiasm for SWTJC. Your energy and excitement will be contagious! Be yourself and don't be nervous.
10. **Thank your visitors!**

## **Customer Service**

Identifying and distinguishing the do's and don'ts of customer service are important. Often student ambassadors walk a fine line when dealing with a wide range of students. All it takes is one mistake to strain a relationship. On the other hand, one act of outstanding service can set a positive tone that leads to positive relationships with students and SWTJC. Below are basic dos and don'ts of student service that we must all observe.

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## **Campus Tour**

### **YOUR COMMITMENT**

You play an important role in Southwest Texas Junior College recruitment. You have a responsibility to our visitors and the entire College community. Your efforts and your willingness to share your SWTJC knowledge and enthusiasm help bring talented students into the SWTJC community each year.

We expect you to share your experiences about SWTJC with visitors and to give them a positive impression of campus.

**Weekly Commitment:** Although we have no formal schedule for tour guides, we would like to know when you are available to give them. We will have a list of tour times and would like you to fill out your best available times the first week of classes. We would really appreciate it if you could give at least 2 tours a month.

Tours last a little less than an hour, you are required to arrive at the Flores Building at least **15 minutes** prior to your scheduled tour, and you will probably have to answer questions from visitors after the tour. Therefore, plan on spending an hour and half at the office and on the tour. Please be aware of your class schedules when signing up for a tour slot. You will not want to have a class the hour prior to your tour or the hour immediately following your tour.

**Group Tours:** All Guides are also making a commitment to participate in Group tours given occasionally during times other than the usual tours.

**Special Events:** All guides are required to help with special events throughout the year. These events include, but are not limited to: Student Activities events, Orientations, College Days and Training Sessions.

**Personal Opinion:** Maintain a professional and unbiased attitude toward university policies, programs, or activities whether or not you entirely agree with or personally endorse them. A tour guide or any person representing the College to the public should offer visitors a fair and unbiased representation of the College and campus life.

**Comparisons between SWTJC and other Institutions:** Do not draw comparisons between SWTJC and other institutions or say negative things about other schools. If people ask you

where else you applied or why you chose SWTJC, be honest but tactful. Focus on the positives at, not why you did not choose to go elsewhere. Your two responsibilities as a guide are to share true-life information about SWTJC and to share your experiences and anecdotes about your time here. Balance between the two is key.

## **Campus Tour Highlights**

Below you will find a guide to giving a campus tour. Please mention all of the key items below plus adding any of your own experiences, stories, and information. Please make this tour personalized for each prospective student and their family. **Most importantly-remember to stay positive at all time.**

### **SWTJC**

- From 1942 to 1945, the building and property the college occupies were a part of an Army Air Force Flying School.
- January 1946, a plan to organize a tri-county junior college district composed of Real, Uvalde, and Zavala counties was approved.
- On September 13, 1946, the institution was named Southwest Texas Junior College and a president was elected.
- Actual opening date for SWTJC was October 14, 1946.
- Early fall of 1946, SWTJC was approved by the State Department of Education (now Texas Education Agency) as a junior college of the first class.
- Mention that the College was once on barracks and it slowly transformed into the college it is today.

### **FLORES BUILDING**

- The newest building on campus; known as the One-Stop Student Services Center, finished in May 2008.
- Houses the Counseling Center, Financial Aid Office, Business Office, Admissions Office/Registrar, Student Information Center, the Vice President of Finance and the Vice President of Student Services.
- Maintain College ID card (explain why students need an ID)

**\*See Admissions for ID**

### **MILLER LIBRARY**

- Houses the library and the Media Center.

## **ESPINOZA BUILDING**

- Including Cosmetology classroom and labs, criminal justice department, faculty offices, and a large lecture room fully equipped for multi-media instructional program. Distance Learning classes usually take place in this building.

- **FLY MEMORIAL BUILDING**

Houses the Student Support Services program, Student Success Center and the Writing Lab.

- **Student Support Services/ TRIO Program**
  - Provides counseling, workshops, and tutoring, educational and cultural trips.
  - Provides information to transfer to a four-year university.
  - Houses a resource computer lab.
- **Student Success Center**
  - Provides a variety of services for all SWTJC students as a learning center environment.
  - Provides study group sessions, tutorials, computer, calculator, and textbook usage.
  - Provides academic, career, and personal counseling.
- **Writing Center**
  - Computer lab usage, FREE printing, and worksheet guides.
  - Free tutoring on any subject on writing a paper: English, Speech, and Government.

## **TATE BUILDING**

Contains classrooms, has an auditorium that seat 228, practice rooms for music students, and a faculty office complex.

## **LA FORGE HALL**

- Houses the Physical Education and Athletic Department.
- Contains a regulation length basketball court with spectacular seating.
- Contains dressing rooms, racquetball courts, weight rooms, spin room, and an aerobic dance area.
- You must use your College ID to reserve courts, lockers, and check out equipment.

## **PHYSICAL EDUCATION MEMORIAL “MEMO” BUILDING**

- Constructed in 1976, dedicated to the memory of all SWTJC students who lost their lives in the armed forced during the Vietnam War.
- Contains a heated pool, dressing rooms, and classrooms.
- Renovated in 1990 to include the college’s art studio.

## **AGRICULTURAL SHOP**

- Provides space for the college's welding program.
- One of the most modern and well-equipped shops in Southwest Texas.
- The back of the building also house the Auto Body program.

## **KINCAID BUILDING**

- Houses the agricultural department, classrooms, and laboratories.
- Houses the Child Development programs and Instructors.

## **ANDERSON BUILDING**

- Houses the Printing Center, Educational Opportunity Center (EOC) and faculty offices.

## **GARNER SCIENCE BUILDING**

- Contains classrooms, instructor's offices and laboratories for science and mathematics instructional programs.

## **RICHARZ BUILDING**

- Houses the journalism department, public information office, faculty offices, and classrooms.

## **WAGNER BUILDING**

- Contains computer classrooms for the Business Division, general lecture rooms, and a faculty office complex.
- Houses the Computer Center for Technical Support.
- Law Enforcement Academy lectures are in this building.

## **MILLER TECHNICAL BUILDING**

- Houses Automotive, Auto-body Repair, Air-Conditioning and Refrigeration programs, including their classrooms, shops, and faculty offices.
- Houses the Adult Basic Education, and the Testing Center.

## **TESTING CENTER**

- Provides a variety of testing services on a regular basis: TSI, GED equivalency, and the ACT.

## **WITT BUILDING**

- Houses the LVN and RN program as well as the Radiology program.

## **WILDLIFE BUILDING**

- Houses the Wildlife programs, including faculty offices.

## **MATTHEWS STUDENT CENTER**

- Includes cafeteria, snack bar, banquet room, ballroom, bookstore, conference rooms, the Student Activities Office (including the student lounge), Computer labs and Courtyard.

## **DORMITORIES**

### **Ettie R. Garner Hall (ALL GIRLS DORMITORIES)**

- Air-conditioned, two-story brick contains sixteen two-room suites with interconnecting baths to accommodate sixty-four females.
- It has two separate kitchenettes, a laundry room, an intercom system for each room, TV cable connection for each room, and a spacious lounge for receiving and entertaining visitors.

### **HUBBARD HALL (CO-ED DORMITORIES)**

- Houses 192 students, each student afforded with a semi private room with an outside entrance and a semi-private bathroom.
- Houses the Dorm Supervisor and the Campus Police Department.
- Contains a recreational lounge, TV cable connections for each room, and services areas for student use.

### **Campus Police Department**

- Report crimes and file charges.
- Retrieve lost items from Lost & Found.

## **OTHER STUDENT SERVICES**

**Stable Rentals-** Students who wish to bring their horses to the college campus may rent a stable through the Agricultural Department. For more information speak to Roy Angermiller.

**Transportation Services-** transportation is available without charge to students who live within the tri-county district (Uvalde, Real, Zavala). All other students must pay a fee. For more information speak with Vice President Joe Barker.

**Mention the Eagle Pass and Del Rio Campuses. For information on these campuses, they should visit the Admissions Department or contact those campuses.**

**Finish the tour back at the Flores Building. Ask to see if there are any questions about SWTJC. Thank everyone for coming and encourage him or her to receive more information about SWTJC by visiting the Admissions/Registrar's Office or by talking with Advisor/Counselor.**

### **Frequently Asked Questions About SWTJC**

#### **What are the admissions requirements at SWTJC?**

Complete an admissions application at [www.applytexas.org](http://www.applytexas.org). Once you receive a letter of acceptance you then submit an official high school transcript or GED, placement test scores and / or official college transcripts.

#### **Do I need to pass the TSI before I enroll?**

No, however; you must take the TSI exam to be able to enroll at SWTJC.

#### **Do I need to complete a financial aid application (FAFSA) before I enroll?**

Yes, it is encouraged that you apply as soon as possible.

#### **Will my classes taken at SWTJC transfer to other four-year universities?**

Academic classes are transferable to the universities; such as basics but developmental courses or technical programs will not transfer.

#### **What is considered a full-time enrollment?**

Full-time is 12 hours (four classes, each amounting to 3 hours a class); maximum course load is 15 hours during the fall and spring semesters and 6 hours (two classes) during the summer terms. You may take up to 18 hours without special permission.

#### **What types of degrees are offered at SWTJC?**

SWTJC offers the Associate in Arts (A.A.), Associate in Applied Science (A.A.S.) degrees, and various certificates.

#### **Is there student housing available?**

Yes, SWTJC has on-campus dormitories for SWTJC students to reside in. For more information contact Oscar Garcia or visit the link below to fill out the housing application:

<http://www.swtjc.edu/pages//student-life/housing>

#### **What is the average class size?**

The average class size is about 25-30 students.

#### **How much does the tuition cost?**

Tuition and Fee Schedules vary Per Semester. You will need to contact the Business Office for an estimate amount.