

Session Title:	Effectively running a student ambassador scheme
Speaker(s):	
Chair:	
Reporter:	Hannah D'Mellow

Speaker/Institution Bio/Information:	Myles Smith, UEA
Overview/Aim of session:	An overview of the current student ambassador scheme at UEA and how the scheme is promoted and managed.
Workshop Content	<p>Why do we use Student Ambassadors? What are they used for? Student Ambassador training? What do student ambassadors get out of it? Student Ambassador demographics Workflow management</p>
Case Studies/Examples:	<p>UEA currently have 998 student ambassadors. Student Ambassadors take on specific roles such as International Ambassadors, Accommodation Ambassadors, Career-focused Ambassadors.</p> <p>They are predominately female, only 24% are male.</p> <p>They are used for open days, mentoring, school visits, residentials, social media and career events.</p> <p>Student Ambassadors at UEA get paid initial training which involves safeguarding and health and safety. They would then receive role specific training such as working with particular groups (primary children) social media training, mental health first aid etc.</p>

	<p>UEA staff are constantly present to promote their scheme at events such as welcome week, societies fairs, careers week etc.</p> <p>Myles Smith has developed his own software which managed ambassadors' activities. This logs everything from when their application is received, attendance at training to the work they are assigned.</p> <p>Students gain a host of benefits from being a student ambassador including: experience for job interviews, working with the public, roles in teaching and the world of work.</p>
<p>Scenarios/Roundtable discussions:</p>	<p>Roundtable discussion included a discussion about current student ambassador schemes at individual's institution, and how student ambassador schemes are currently being managed.</p>
<p>Questions and Answers:</p>	<p>Questions included how students are monitored and hours recorded? This is all done by a team of staff and the use of the workflow software.</p> <p>How do they deal with "no-shows"? UEA run a rewards scheme to help incentivise students to attending work, this includes coffee vouchers.</p>
<p>SummaryKey takeaways:</p>	<p>UEA demonstrated a well-run large student ambassador scheme which is managed by a dedicated team.</p> <p>Student Ambassadors are essential to show prospective students what being a student is like as they are more likely to trust current students more than "the university".</p>