



RAP

TEAM 2018



RESIDENCE AMBASSADOR PROGRAM

IMPROVE LIFE.



Residence Room Ambassadors

INFORMATION GUIDE

Welcome aboard!

Room Ambassadors play a valuable role in university recruitment by opening their residence room to show prospective students a glimpse of typical residence living. Beginning in late September each year, the University offers Campus Tours to prospective new students and their families. Room Ambassadors supplement the guided Campus Tour experience.

Position Description

Role and Responsibilities

Room Ambassadors act on behalf of Student Housing Services and the University of Guelph while acting in their role. Room Ambassadors are expected to be polite, courteous, helpful and professional while hosting a tour group in their room or hallway.

Hours and Scheduling

Room Ambassadors are scheduled for one shift per week. Ambassadors scheduled on a Saturday will rotate on a bi-weekly basis. Weekday shifts last 1.5 hours and the Saturday shift is 2.5 hours. The Room Ambassador stays in their residence room during the scheduled time and can be doing academic work or other activities, as long as they are present when the tour arrives.

The Ambassador is expected to be present in the room for the full duration of the shift, even if a tour has already come and gone. More than one tour may stop by during the allocated time period.

Room Condition

Your room should look like a typical student residence room. However, as a Room Ambassador it is expected that your living space will be free of refuse, alcohol containers, or inappropriate or offensive material. Although you may have a guest in your room at the time that a tour stops by, a large group of guests is not conducive to a tour as it does not provide visitors a chance to view your room. It is expected that Ambassadors will abide by the terms of the Residence Community Living Standards (i.e. with respect to noise).

Customer Service

Room Ambassadors are expected to be welcoming and polite to tour guests, and may be approached to answer basic questions about residence. Frequently Asked Questions are provided in advance.

Cancelling Shifts

If you are sick or must cancel a shift due to an academic conflict, we must be notified in advance so that we can notify the Campus Tours office prior to the first tour of the day. You must call or email Student Housing Services by 9:00 am on the day that you cancel a shift.

Phone: 519-824-4120, ext. 58701

Email: housing@uoguelph.ca

Please note that missing a shift without advance notice may be considered grounds for revoking the Room Ambassador appointment.

DO

- be welcoming and invite tour guests into your room
- feel free to answer questions about living in residence in a positive and truthful way
- refer Admission questions to the Campus Tour Guide
- provide helpful feedback about your experience back to Student Housing Services
- have fun!

DON'T

- be afraid to answer questions
- forget your shift or forget to email housing@uoguelph.ca if you are sick or have a schedule conflict
- have large groups in your room during tour visits
- be openly critical about the University of Guelph (but feel free to share it with the Manager, Residence Admissions)

Frequently Asked Questions

Q: *What's the best residence?*

A: Every residence is unique based on the people who live there. Each residence is over 95% first year students, so the community reinvents itself every year. Once you get to know the people around you and make connections, every student thinks their building is the best.

Q: *What do you have to do to apply?*

A: A guaranteed space in residence comes with every Offer of Admission to a first year [Semester One] undergraduate program at the University of Guelph. To accept the offer of residence, an applicant must: complete a Residence Application Form and submit a \$750 deposit by the established deadline.

Q: *What are the chances of getting my first choice of residence?*

A: The chances of getting ONE of your four application preferences is very high (over 90%). On the application, you are asked for FOUR residence choices, both building preference and room type (i.e. single, double, etc.). We also ask what is more important to you: room type or location. We do our best to accommodate your requests, however, we can never guarantee that a student will receive one of their preferences. Chances of success are based on standing in the random lottery and the popularity of the ranked choices.

Q: *How does Student Housing match roommates?*

A: The first year application also includes additional questions such as students' study habits, tidiness, alcohol abstinence, sleep schedule, and smoking habits (note: no smoking is permitted in any residence building in order to match compatible roommates).

Q: *What if I have a specific friend I want to live with?*

A: Students who have a specific roommate request will get a chance to ask for each other during the application process. Both applicants must request each other and have the same building choices in the same order. Roommate requests are a separate application after the June deadline. Applicants will be sent a notification email once the roommate selection opens in June.

Q: *If I have medical or other special needs, do I need to fill out another form?*

A: On the application the first year student will be able to indicate if there is a special need or consideration for a certain room type. The summary screen after the application is submitted provides the online location of a secondary 'Special Consideration' form to be completed by their doctor/professional caregiver. This document needs to be returned to the Student Housing office before June 1.

Q: *Is it noisy in residence and will I be able to get academic work done?*

A: Sure it can be noisy sometimes, but other times it is very quiet and studying is not a problem. The convenience of living on campus also means that students can use the library, study rooms, academic drop-ins and other places on campus are convenient for studying.

Q: *What else is there to do in residence?*

A: There is always something going on such as programmed activities, intramurals, floor activities, movies, or just meeting up with people in the lounge or other rooms. Campus clubs and other extra-curricular activities are easy to get to living on campus.

Q: *What is an RA and what do they do?*

A: An RA is a Residence Assistant. They plan Orientation events so that communities get to know each other. Your RA is also there to provide support and mentorship during your first year transition to university life. They are well-trained in conflict mediation if you have a roommate conflict or need someone to talk to. They are a valuable resource for referrals to campus or external community resources when needed.

Q: *Are there different residences for my program?*

A: We have something for everyone. We have academic clusters (by faculty) in most of our buildings. This is a floor, alcove or part of a wing where we group students in the same program together and offer specialized program to support academic success, ie. Study groups, activities, faculty mentors, etc. We also have Living Learning Centres – Eco House, Arts House, International House, Leadership House and La Maison Francaise – which also offer like-minded programs and networking opportunities.

