



The Rebel Connection Weeks of Welcome Volunteer Training



Thank You for Volunteering!

We are excited that you have joined your peers in welcoming new and returning students to UNLV by volunteering for an Ask Me booth or other Rebel Connection Weeks of Welcome (WOW) event.

We hope this training will answer any questions you may have about your shift. If you have any questions after the training, please contact Megan Hullinger (megan.hullinger@unlv.edu).



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What is the Rebel Connection Weeks of Welcome (WOW)?

Rebel Connection Weeks of Welcome (WOW), UNLV's welcome program, is designed for new and current students, families, and staff to acclimate to the new academic year.

Rebel Connection Weeks of Welcome (WOW) helps students get acquainted with university resources, participate in university traditions, and meet other UNLV students through various Rebel Connection WOW events.



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What is the Rebel Connection Weeks of Welcome (WOW)?

- Residence Hall Move-In
 - New students attending the New Student Welcome are invited to move in on Thursday 8/20. All other students can move in on Saturday 8/22.
- New Student Welcome (Friday, August 21)
 - UNLV's kickoff to the semester for new students. The program begins at 9 a.m. in the Cox Pavilion, followed by College Meetings, a Resource Fair, picnic lunch, receptions, *Playfair!*, and Outdoor Movie Night (*Star Trek*).



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What is the Rebel Connection Weeks of Welcome (WOW)?

- Ask Me! Campaign
 - Set of informational booths across campus.
 - Purpose is to hand out information, answer questions, and welcome students to campus.
- Weeks of Welcome
 - A range of programming provided during the first 5 weeks of classes (August 21 – September 25), providing students with a wide range of experiences.



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What kinds of volunteer shifts are there?

- Ask Me booths
 - Specific information included in this training
- New Student Welcome
 - Assisting with Check-in, Traffic Control, and/or guiding students to locations on campus.
 - These volunteers will be receiving e-mails that include specific information and instructions.
- Premier UNLV
 - Assisting with T-Shirt Distribution, letter formation, and pyrotechnic security.
 - These volunteers will be receiving e-mails that include specific information and instructions.



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When and where are the Ask Me! booths?

- **Ask Me! booths are open:**

- Friday 8/21: 7:30 a.m. – 2:30 p.m.
- Monday, 8/24 & Tuesday 8/25: 7:30 a.m. – 4:30 p.m.

- **Locations are:**

- Pida Plaza (North of the Union, near FDH)
- Ham Fine Arts (Under trees, Southwest of the Flashlight)
- Lied Library (Northwest corner of the North Field)
- SSC/SRWC (Between the Student Recreation and Wellness Center and the Student Services Complex, in the fire lane)
- Student Union Information Desk (Inside the Student Union)



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What will be distributed at Ask Me! Booths?

- Campus Maps
- Taking Care of Business Information
- Rebel Connection WOW Schedules (size of a credit card)
- Handbook Planners
 - Handbook planners distributed during Spring are left from the Fall semester. We have very limited copies, so please limit one per student (not meant for faculty and staff).
- Water
 - Water will be distributed via water dispensers and paper cups. Waste baskets and recycling bins will be available near each of the booths. Please encourage students and faculty to bring refillable water bottles to help save our environment.



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What will be provided for volunteers?

- At the Ask Me! Booth, you will have a bin containing the following items:
 - Undergraduate Catalog (Table Copy)
 - Phone Directory (Table Copy)
 - Information Binder
 - Volunteer Guide (Table Copy)
 - Walkie Talkie Protocol
 - Set up/Tear down procedures
 - Supplies (scissors, pens, pencils, pad of paper, etc)
 - All booths will be equipped with radios (walkie talkies) to request assistance from Command Central.



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What Can Command Central Do For You?

- Command Central is staffed by members of the Office of Orientation and Parent Programs
- They will be able to:
 - Restock items that you are low on.
 - Assist you with difficult situations.
 - Find answers to difficult questions.
 - Answer questions about volunteer shifts.



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Radio Protocol

- All radios should be on the channel listed on the protocol information form.
- Try to leave the radio on at a volume you can hear but does not impact interactions.
 - Sometimes command central will contact you to check-in.



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Radio Protocol

- When attempting to communicate with another booth or command central, please utilize the following language:
 - “Calling (insert booth name / command central) from (insert booth name).”
- When you hear your booth name being called, please pick up the radio and respond with:
 - “This is (insert your booth name) please go ahead.”



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When You Are Working an Ask Me Booth...

- Arrive at booth at least 5 minutes early.
 - Booths need to be staffed and ready to go by the assigned time (you may also be replacing someone that needs to get back to the office.)
 - If no one has arrived to relieve you at the end of your shift, call command central.
- Setup & Tear-Down (if applicable)
 - Checklist & materials will be provided.
- Answer questions
 - Use the resources that are available to you – please do not make up the answers!



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Customer Service 101 – Attitude Makes the Difference!

- First impressions go a long way – make a good one!
- Don't be afraid to welcome the student to the booth by offering a bottle of water or a campus map.
- Keep an open mind and be patient as students ask questions – not everyone knows what you know about campus!



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Customer Service 101 – Managing Expectations

- What To Expect
 - Confusion
 - Fun
 - Challenges
 - Busy
 - Repetitive Questions
- What Is Expected
 - Friendly
 - Resourceful
 - Helpful
 - Go the extra mile
 - Have fun
 - Be committed
 - Provide Feedback
 - Promptness



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How to Manage Difficult Situations

- Move the discussion to another area (i.e. away from the crowd).
- Deal with the issue, not angry words.
- Apologize sincerely.
- What can I do to make this right?
- If reasonable, grant it or compromise.
- Solve it quickly.
- Maintain respect.
- Contact Command Central – we're here to help!



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Volunteer Guide

- Information provided by the offices that are the most vital during the Rebel Connection.
- Covers the information that you are most likely to be asked about.
- Available as PDF on the web
 - www.rc.unlv.edu/volunteer
- Please review and refer to the volunteer guide often – even if you have been on campus for a while, things may have changed from the past!



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The Answers – Campus Map

- Most questions relate to the location of certain buildings or offices – familiarize self with the campus map
 - Map one – sorted by 3 letter code
 - Map two – sorted by building number
- The Volunteer Guide also provides information on advising center locations and computer lab locations.



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The Answers – Where is the TBA Building?

- TBA stands for To Be Announced. Students with schedules that still state TBA for a location for a class can do the following things:
 - Find out how recently the schedule was printed. The system is updated on a continual basis, and the class could now have a location. Direct the student to the second floor computer lab in the Student Union to re-print their schedule.
 - Students can call the department/college the class is in for more information on the location.



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The Answers – Registration Hold

- Some students come on campus with a registration hold, making it difficult to complete certain errands and changing class information.
 - If the student knows what the hold is for, direct them to the appropriate office – i.e. if it is a library hold, they need to go to the library.
 - If the student does not know what the hold is for, direct students to the Enrollment Services Center (SSC-C).



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The Answers – Parking

- Students can purchase parking permits online at <http://parking.unlv.edu/>
 - Students will:
 - Need to know license plate number.
 - Have a printer accessible to tape temporary permit in the window until they receive the permit in the mail.
 - Students can also visit the Student Union 2nd floor Computer Lab when booths are open - Parking Services Staff will be available during this time.



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What is in my Volunteer Packet? When will I get it?

- In the interest of being more environmentally friendly, all materials you will need are provided online or in the Ask Me booth bin (located at all booths):
 - Online
 - .pdf of Volunteer Guide
 - Ask Me booth Volunteer Training
 - Volunteer shifts (accessible through the Ask Me volunteer database)
 - Ask Me booth bin
 - Pens, paper
 - Campus Maps
 - Information Binder, including Volunteer Guide, Walkie Talkie protocol, etc
 - Course Catalog
 - Campus Phone Book
 - Ask Me buttons and staff tags



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Thank you!

Thanks again for volunteering – this program would not be possible without your help. If you have any questions, please feel free to contact us!

If you requested a t-shirt, they will be delivered to your office by 8/19/09.



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Contact Information

- Megan Hullinger, Coordinator, Transition and Parent Programs (megan.hullinger@unlv.edu, 5-0504)
- Tracy Clark, Assistant Director, Orientation and Parent Programs (tracy.clark@unlv.edu)
- Brian Willess, Coordinator, Orientation (brian.willess@unlv.edu)
- Sunny Gittens, Director, Orientation and Parent Programs (sunny.gittens@unlv.edu)



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