

COUGAR FIRST IMPRESSIONS



VOLUNTEER TRAINING

August 20, 2014

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



I CHOSE HOUSTON



COUGAR FIRST IMPRESSIONS

UNIVERSITY of HOUSTON

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

WHAT IS GOOD CUSTOMER SERVICE?

**Ordinary people
Doing ordinary things
Extraordinarily Well**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

SMILE!

These



Not These



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions



COUGAR FIRST IMPRESSIONS

SHOW ENTHUSIASM!



This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

SHOW INTEREST!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS GREET PEOPLE!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

BE PROACTIVE— OFFER DIRECTIONS!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

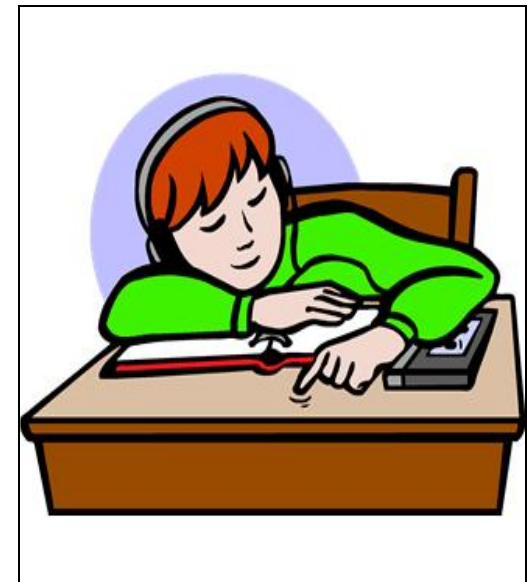
COUGAR FIRST IMPRESSIONS

HAWK YOUR WARES!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions



COUGAR FIRST IMPRESSIONS

**ESPECIALLY,
HAVE FUN!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

REMEMBER—

**You Are the One
with the Answers!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

**SO ROLL OUT
THE RED CARPET!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

LET'S MAKE OUR STUDENTS FEEL...

Like This



Not Like This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions



COUGAR FIRST IMPRESSIONS



MISSION STATEMENT

- To create a **sense of community** among staff, faculty and students by providing new and returning students with resources and qualitative customer service at key areas on the campus grounds during the first and second days of class.
- To ultimately increase the **retention of students** at the University of Houston.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

CFI 2014

Monday & Tuesday
August 25-26, 2014

7:00 a.m. to 5:00 p.m.

19 locations across campus
+ ice cream tent & **PGH** home base
+ Water Monsters near CFI tables

For locations and more info:
www.uh.edu/sc/cfi

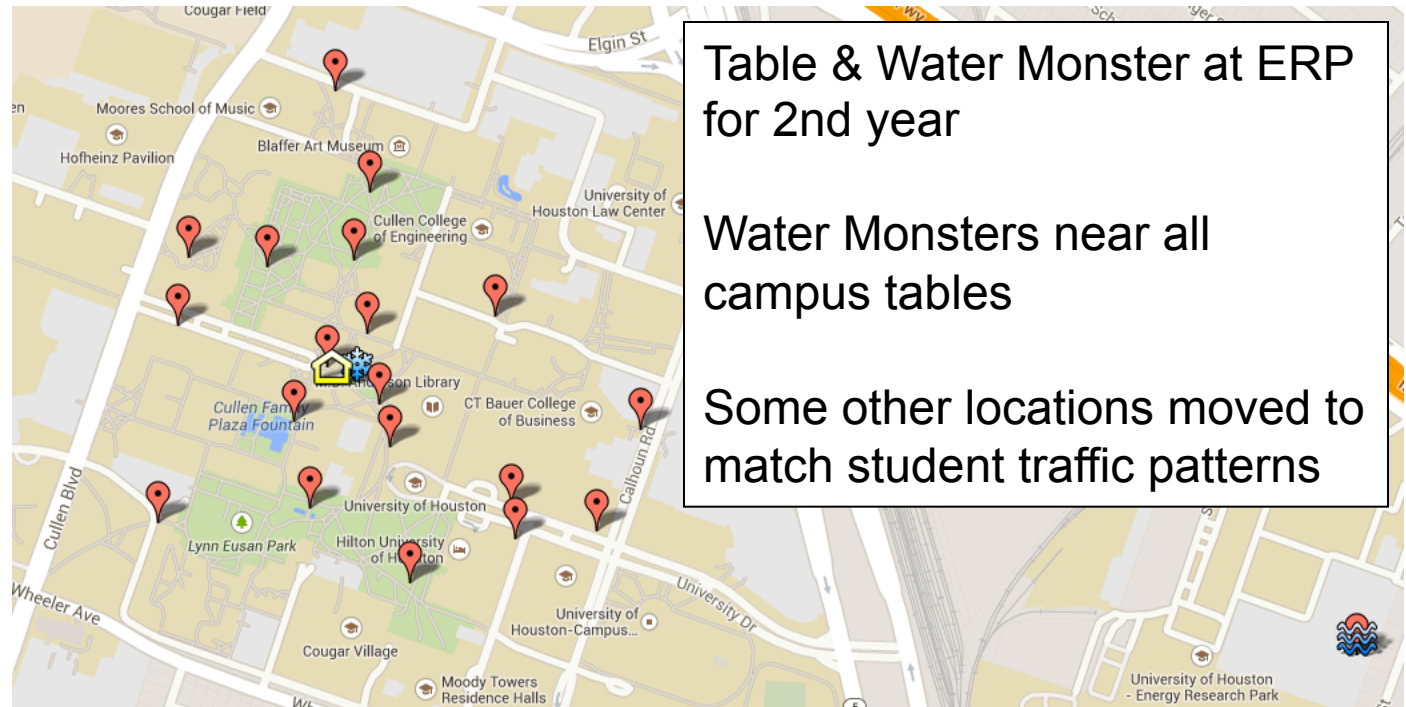
UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions



COUGAR FIRST IMPRESSIONS

2014 CFI TABLE LOCATIONS



<http://goo.gl/cesl1X>

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



ROLE OF CFI VOLUNTEERS

- Help students find their way around campus
- Answer questions
- Inform about campus resources
- Hand out CFI materials
- Wear your CFI T-shirt

DON'T

- Promote your department or solicit for your organization's events
- Just sit there!

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



WATER CHANGES FOR 2014

- To reduce waste, this year's CFI will not feature individual bottles of water for distribution
- Volunteers will distribute reusable water pouches
- Students can fill their pouches from Water Monsters all over campus or UH2O filtered water stations in campus buildings to stay hydrated
- Volunteers encouraged to pre-fill water pouches from Water Monster near your table to hand to students

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



CARE OF SELF

- It's going to be really, really hot!
- Stay hydrated – keep a water pouch for yourself and make use of the Water Monster near your table
- Consider bringing a personal fan
- Bring your own bug spray & sunscreen

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



MATERIALS AT THE TABLE — CONTENTS IN RED BINDERS

- CFI Master Assignment List/Sign-In
- Table Locations with a Map
- Frequently Asked Questions
- Student Tally
- List of Building Codes
- Department Locations and “What’s In This Building?” Lists
- Other Information

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



CFI FLASH DRIVES

- New initiative for 2014
- Collected student resource information from multiple campus departments
- 1000+ USB flash drives with campus info to distribute to students
- All info also to be available at www.uh.edu/sc/cfi/students

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



CFI FACEBOOK PAGE

- Encourage students to “like” CFI and provide feedback

CFI Facebook



Visit our page
Like & Comment!!!

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



VOLUNTEER SPECIAL RECOGNITION FORM

- Form in red binder
- Nominate fellow volunteers who deserve special recognition
- You are in the best position to observe your fellow volunteers
 - Who is particularly helpful to students?
 - Who comes up with a better way of doing things?
 - Who provides great service year after year?

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



CFI VOLUNTEER SPECIAL RECOGNITION NOMINATION FORM

Attention, CFI Volunteers: You are in the best position to observe the performance of your fellow volunteers. While every CFI volunteer has gone above the call of duty by participating in CFI, some volunteers go even further. We would like to know and recognize the special things our CFI volunteers do. Help us to identify the extra efforts of your fellow volunteers by nominating them with this form.

What we are looking for: Has someone been particularly helpful to a student(s)? Has a volunteer put a student at ease or encouraged them? Has a volunteer come up with a better way of doing things? Have they provided good service year after year? Has he/she done something else that should be recognized?

(Please print clearly and return the completed form to your CFI driver or leave it in the binder. You can also complete this form online through Wednesday, August 29. Follow the link at the CFI website, www.uh.edu/sc/cfi.)

Nominee Name: _____

Table #: _____ Shift (Day/Time): _____

Nominee's Department (if known): _____

What has the nominee done to warrant special recognition?
(Use back of form if needed.)

Is there anything else you would like to tell us about this volunteer?

Your name: _____

Your phone number: _____ Your email: _____

Thank you for your input!

COUGAR FIRST IMPRESSIONS



OTHER MATERIALS AT TABLES

To have your department or program's materials, promotional items or giveaways available for students at the CFI tables, **have your materials delivered Friday, August 22, 2:30-5 p.m., to Room 116 in PGH.**

Make sure to include enough to be distributed equally to all 20 tables over two days (we prefer to have them in 20 pre-packaged bundles).

T-SHIRT PICK-UP

Volunteers who do not get their T-shirts at the training or from a Table Host Organizer can pick them up at 116 PGH Friday afternoon or on Monday or Tuesday during CFI.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



WHAT TO DO AT THE TABLE

- **Sign in:** Initial by your name on the Volunteer Master List.
- **Click the Counter:** Every time you answer a student's question, click the counter. Don't click when you only give out water to a student who doesn't have a question. Never clear the tally counter. Before you leave your shift, make sure to write in the count on the Student Tally Sheet in the binder.
- **Never leave the table nor the radio unattended!**

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



RADIO ETIQUETTE

Push the button on the side when you want to speak and release when you are finished speaking.

Example: *Table 12 to Base, over.*
Base to Table 12, over.
Table 12 needs water pouches, over.
Base to Table 12, that's clear, out.

Never leave the radio alone!
At the end of the day, we
will pick up the radio.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



ERP TABLE

- Will not have a radio and will have limited materials
- Focus on getting students onto shuttles and onto campus
- If you can't answer a question, let students know there will be other tables all over campus, including one near the shuttle stop

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



EVENTS FOR VOLUNTEERS

CFI Volunteer Appreciation Luncheon*

Friday, September 5, 11:30 a.m. - 1:00 p.m.

Athletics/Alumni Center, O'Quinn Great Hall

**Invitation required; you will receive invitation at your table during your CFI shift; print your name on the back of the invitation for a chance to win a door prize*

Debriefing Meeting

Friday, September 12, 10:00 a.m. - 12:00 noon

Room 112, Fleming

Anyone interested in being a part of next year's planning committee or anyone with ideas on how to make CFI an even better event should attend.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



2015 SPRING CFI

Since the 2012 “Spring Welcome” pilot program, the Spring CFI is now an ongoing event sponsored by UH Staff Council

The 2015 Spring CFI will be held the first two days of the semester, Tuesday-Wednesday, January 20-21.

Be on the lookout for more information!

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



ONLINE TRAINING

If you would like to review this training, it will be available following this session at:

www.uh.edu/sc/cfi/volunteer

Volunteer binder materials, updated table schedules, and other information will also be available at the website.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



THANKS
for volunteering!



Have fun and remind
our students why they
Chose Houston!

www.uh.edu/sc/cfi

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions