Peer Ambassador (PA) Program
Responsibilities as a Peer Ambassador

Share insights about how things are done here

Involve new employees in social or informal activities, such as lunch, coffee, etc.

Teach, tutor, and demonstrate to help new employees learn how we do things

Explain how to use office equipment, obtain office supplies, make travel arrangements, etc.

Socialize new employees on our guidelines, norms, and culture
New Employee Expectations

- Source of Advice, guidance, encouragement, and a positive attitude
- Maintain confidentiality with shared information
- Deliver honest feedback
- Provide guidance about the culture of our office
- Assist in understanding how to get things done
- Help building networks and relationships within the department, with our campus colleagues, and customers
- Share insights about how to make relationships with people effective and productive
- Explain communication protocol in our office
Don’t worry about being perceived as the “expert.” Your experience is important to the new employee. You don’t have to have all the answers.

Be patient and positive. It takes time to develop a relationship. Don’t try to cover everything right away. Buddies need to allow enough time for growth.

Look for a preferred style of communication and/or cultural identification.

Don’t try to turn the new employee into your clone. The new employee may have a different style from yours.

Listening may be more important than giving advice.

Don’t be judgmental; ask questions such as “What do you need?” “What makes you feel that way?” “How can I help?”

Keep a good attitude and stay in a teaching spirit.
 Peer Ambassador Timeline

**Before start date**
- Help manager prepare work area (clean, furnished, computer, phone, trash can, office supplies, etc.)
- Review the new employee’s background so you are familiar with their experience

**Week 1**
- Meet and greet the new employee on their first day
- Escort to work area and ensure have all they need
- Show common areas: break room, water cooler, conf rooms, etc.
- Introduce to other employees
- Explain procedures specific to your dept such as email signature, vacation calendar, IM, etc.
- Answer questions as they come up

**Ongoing (90 days)**
- Check in often via email and in person
- Offer to escort to any dept-wide meetings
- Answer any questions as they come up
<table>
<thead>
<tr>
<th><strong>Where to find information and answers</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee handbook</strong></td>
</tr>
<tr>
<td>umeassp.edu/hr/employee-handbook</td>
</tr>
<tr>
<td><strong>UMSO Help Desk site</strong></td>
</tr>
<tr>
<td>umassp.edu/helpdesk</td>
</tr>
<tr>
<td><strong>University Policies and Procedures</strong></td>
</tr>
<tr>
<td>umassp.edu/bot/policies</td>
</tr>
<tr>
<td><strong>Connect To</strong></td>
</tr>
<tr>
<td>umassp.edu/connect</td>
</tr>
<tr>
<td><strong>University of Massachusetts Website</strong></td>
</tr>
<tr>
<td>massachusetts.edu</td>
</tr>
</tbody>
</table>
Higher Ed Glossary

- **Board of Trustees**: University of Massachusetts is governed by a 22-member Board of Trustees. Seventeen members of the board are appointed by the Governor and five members are UMass students elected by the student body (one per campus).

- **Campus**: UMass has four unique undergraduate/graduate campuses located in Amherst, Boston, Dartmouth and Lowell and a top-ranked medical school located in Worcester.

- **Chancellor**: The leader of a university campus

- **Commencement**: A graduation ceremony where students officially receive their degrees

- **Dean**: The head of a division of a college within the Universities

- **Faculty**: Teaching staff responsible for designing programs of study

- **President**: Highest ranking officer within the University system

- **Provost**: The senior academic officer of each campus who oversees all academic-related matters
Quick facts about UMass

The university’s mission is to provide an affordable and accessible education of high quality and to conduct programs of research and public service that advance knowledge and improve the lives of the people of the Commonwealth, the nation and the world.
Quick facts about UMass, cont.

- **Founded in 1863, UMass Amherst**, is home to the Commonwealth Honors College. This campus is engaged in research and creative work in all fields and is classified by the Carnegie Foundation for the Advancement of Teaching as a doctoral university with the “highest research activity”.

- **UMass Boston** is recognized as a model of excellence for urban public universities. This campus is committed to educating people from modest-income backgrounds, first generation college students, and those from urban areas both here and abroad.

- **UMass Dartmouth**, located on 710 acres on the South Coast of Massachusetts, is home to the $27 million research enterprise and is the only Massachusetts research university located south of Boston. This campus offers students high-quality academic programs through 50 majors and 40 professional and doctoral programs, including the UMass School of Law, the state’s only public law school.
Quick Facts about UMass, cont.

- **UMass Lowell** programs support workforce and economic development through innovative research, business incubation and public-private partnerships. The university prepares students to take the world in their hands by emphasizing experimental learning through cooperative education, public service and applied research.

- **UMass Medical School (UMMS)**, founded in 1962 and located in Worcester, is Commonwealth’s only public medical school. UMMS has three graduate schools --- School of Medicine, Graduate School of Biomedical Sciences, and Graduate School of Nursing. UMMS is also home to Commonwealth Medicine, a health care consulting division that partners with Massachusetts and other states.

- **UMassOnline** is the University of Massachusetts’ nationally acclaimed online education consortium that features more than 1,500 online courses and 160 online certificate and degree programs from the five UMass campuses. Online students can pursue an associate, bachelor’s, and master’s or doctoral degree.

https://www.massachusetts.edu/about/quick-facts
Student Enrollment (Headcount)

- Approximately 75,000 students are enrolled at UMass across all five campuses.
- Three-quarters are undergraduate students, one-quarter are graduate students.
- Amherst has the most students with 41% of the total population. The medical school has the fewest with only 1%.

<table>
<thead>
<tr>
<th>Headcount Enrollment</th>
<th>Campus</th>
<th>Undergrad.</th>
<th>Grad.</th>
<th>TOTAL</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amherst</td>
<td>23,388</td>
<td>6,952</td>
<td>30,340</td>
<td>41%</td>
</tr>
<tr>
<td></td>
<td>Boston</td>
<td>12,660</td>
<td>3,755</td>
<td>16,415</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>Dartmouth</td>
<td>6,763</td>
<td>1,643</td>
<td>8,406</td>
<td>11%</td>
</tr>
<tr>
<td></td>
<td>Lowell</td>
<td>14,013</td>
<td>4,303</td>
<td>18,316</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Medical School</td>
<td>N/A</td>
<td>1,095</td>
<td>1,095</td>
<td>1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>56,824</strong></td>
<td><strong>17,748</strong></td>
<td><strong>74,572</strong></td>
<td></td>
</tr>
</tbody>
</table>

Fall 2017, source: https://www.umass.edu/sites/umass.edu/files/publications/FACTS%202017-2018_0.pdf
Points of Pride: U.S. News & World Report’s Best…

- All four UMass undergraduate campuses were rated in the top category of U.S. News & World Report's Best Colleges rankings for the third consecutive year, making UMass one of the few university systems in the nation to have each campus so acclaimed.

- UMass Amherst is one of the best public universities in the nation, climbing to No. 26 in the latest rankings from U.S. News & World Report.

- UMass Medical School was ranked No. 1 in New England and No. 14 nationally for primary care education and No. 46 nationally for research by U.S. News & World Report.

- Online programs at UMass are among the best in the nation and are the top programs in New England. Bachelor's programs at UMass Amherst, UMass Boston and UMass Lowell were ranked as the top three programs in New England, respectively, and were among the top 50 nationally in U.S. News & World Report's Best Online Programs rankings.

Source: https://www.massachusetts.edu/education and Colin Murphy
Points of Pride: More Ranking Results

- For the fourth straight year, UMass was named to Reuters’ list of the World’s Most Innovative Universities, ranking 71st globally and 38th among U.S. institutions.

- The Princeton Review named UMass Boston to its "Best in the Northeast" list for the fourth consecutive year, highlighting institutions considered “academically outstanding and well worth consideration” in a college search.

- UMass is one of the fastest-growing institutions in the nation, with student enrollment rising by 20 percent over the past decade, from 63,127 in Fall 2007 to 74,705 in Fall 2018.

- UMass is the third-largest research university in Massachusetts and the fourth-largest research university in New England, behind only Harvard, MIT and Yale.

Source: https://www.massachusetts.edu/education and Colin Murphy
Points of Pride: Awards

- UMass faculty include:
  - Nobel laureate
  - Pulitzer Prize winners
  - Members of the National Academy of Sciences
  - American Book Award winner
  - Fulbright, Guggenheim, MacArthur and Mellon Fellows

Craig Mello, PhD
University of Massachusetts Medical School
co-recipient, 2006 Nobel Prize in Physiology or Medicine

Susan Muaddi Darraj
University of Massachusetts Amherst
Winner of 2016 American Book, Grace Paley Prize in Short Fiction
A Curious Land: Stories from Home

Source: https://www.massachusetts.edu/education and Colin Murphy and google images
Points of Pride: Alumni

- UMass has more than 500,000 alumni around the world, including 300,000 who are living, working and leading companies and organizations throughout Massachusetts, making it the largest alumni network in New England.

- UMass Lowell is ranked 35th in the nation for return on investment, and the mid-career salaries of its graduates are among the highest in New England at $105,000.

- UMass Law has the third-highest bar pass rate among law schools in Massachusetts, with a 92.6 percent pass rate for first-time test takers.

Source: https://www.massachusetts.edu/education and Colin Murphy
Points of Pride: Community Service

- UMass is one of two university systems nationwide to have all campuses recognized with the Carnegie Foundation’s Community Engagement Classification, which is considered the gold standard for measuring the service that universities provide to their local communities.

- UMass Dartmouth ranked in the top 3 percent on the President’s Higher Education Community Service Honor Roll and was one of only 20 finalists for community service.

UMass Amherst
Students at UMass Amherst provide free tax preparation services to low- to moderate-income individuals, people with disabilities, the elderly and those with limited English-speaking abilities.

UMass Boston
During UMass Boston’s annual tradition, Spring Day of Service, students and alumni participate in a range of activities from beautification projects with local community centers to outdoor clean-up and gardening projects.

UMass Dartmouth
Through America Reads, UMass Dartmouth students tutor children in area schools to ensure they can read independently by third grade.

UMass Lowell
Each year, UMass Lowell devotes over 200,000 hours to community service through projects including collecting warm coats for the needy, raising money for cancer research, creating business plans for non-profit organizations and volunteering with the state police search-and-rescue team.

Mass Law
Recently, the UMass Law class of 2017 completed more than 7,000 hours of pro bono and other law-related service to the community, and volunteered in 37 different offices, including private law firms, government agencies and non-profit organizations.

UMass Medical School
UMass Medical School works closely with the United Way of Central Massachusetts to promote participation in the Greater Worcester Community Health Improvement Plan. Through this engagement, UMass Medical School has provided outreach, including making flu shots available for the area’s seniors and school children.

UMass President’s Office
Text here
The Commonwealth’s Performance Recognition Program (PRP) recognizes the outstanding contributions of individuals and groups of state employees who play a major role in the successful delivery of quality services to the citizens of Massachusetts.

**June 2019 UMass President Office recipients for the “Commonwealth’s Citation for Outstanding Performance”**

<table>
<thead>
<tr>
<th>Group Award</th>
<th>Individual Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Massachusetts Advances Secure Technology Team</td>
<td>Kathryn White, Director of Merchant Services and Internal Controls</td>
</tr>
<tr>
<td>UMass Student Center Mobilization Project Team</td>
<td>Linda Spence, Principal Project Manager</td>
</tr>
<tr>
<td>UMass Public Records Team</td>
<td>Marius Farcas, Senior Application Specialist</td>
</tr>
<tr>
<td>HR Accessibility Team</td>
<td>Chris Bell, Print and Web Manager</td>
</tr>
<tr>
<td>Office of the General Counsel, Immigration</td>
<td></td>
</tr>
</tbody>
</table>
What’s Happening Now?

Press releases are posted on Massachusetts.edu, sorted by campus or by topic:

- University of Massachusetts Office of the President / System-wide news
- UMass Amherst News & Media Relations
- UMass Boston News
- UMass Dartmouth News
- UMass Lowell news
- UMass Medical School news
- Education
- Leadership
- Massachusetts
- Student Life
- Impact
- Press Release
- Research
Questions and Where to Learn More

- If you have questions or are having trouble any aspect of the PA relationship, please call 774-455-7150 or send email to HRPO@umassp.edu. HR is happy to give guidance.

- These sources provide more information about University of Massachusetts:
  - [umassp.edu/sites/umassp.edu/files/publications/Fall%202018%20Student%20Profile%20Report%20v2.0.pdf](http://umassp.edu/sites/umassp.edu/files/publications/Fall%202018%20Student%20Profile%20Report%20v2.0.pdf)
  - [umassp.edu/aasair/institutional-research/annual-publications](http://umassp.edu/aasair/institutional-research/annual-publications)
  - [massachusetts.edu/education/campus-finder](http://massachusetts.edu/education/campus-finder)