

Student Ambassadors Team (SAT)

Shiu Pong College (SPC)

Background

Student Ambassadors Team (SAT) was formed in early 2015 under the facilitation of Mrs. Andrea Leung by gathering a group of volunteer students with a passion to promote a positive image of Shiu Pong College (SPC). SAT members serve as a bridge between visitors and the College, helping people understand SPC's vision, mission, and educational objectives during reception time of different college functions. SAT members should develop skills in interpersonal communications, build up confidence in public speaking, practice agility in thinking and responding, boost morale in volunteering services, and encourage a sense of belonging – all these will greatly empower student experiential learning and leadership development.

SAT Mission

To enhance the public image of SPC through serving as a bridge between visitors and the College during high table dinners and/or other college functions such as open days.

SAT Learning Objectives

- To develop skills in interpersonal communications
- To build up confidence in public speaking and social interactions
- To practice agility in thinking and responding
- To boost morale in volunteering services
- To encourage a sense of belonging at SPC

SAT Intended Learning Outcomes (ILOs)

1. Students will be able to describe their growth in interpersonal communication, public speaking and social interactions.
2. Students will be able to introduce to others the vision, mission, educational objectives and major educational programs of the college.
3. Students will be able to reflect on the meaning of volunteering services in their personal/professional development.

SAT Process to Achieve ILOs

ILOs will be achieved through training gatherings, services of providing guided tours in various college events such as high table dinners and SPC Open Day, and writing reflection of learning towards the end of the semester.

SAT Sort of Activities

1. Welcome visitors and provide guided tours of SPC and UM campus
2. Provide reception services during high table dinners (3x HTDs per year)
3. Receive secondary school students at SPC Open Day and other occasions
4. Join SAT in-house training gatherings

SAT Annual Plan of Activities

- It is planned that the annual cycle of SAT services in a typical academic year should include:
 - First Semester (Fall)
 - ◆ Orientation Week – Program Information & Recruitment Day
 - ◆ SAT Training Gatherings (10x)
 - ◆ High Table Dinner Receptions (2x)
 - ◆ SPC and UM Guided Tours – for parents, and incoming, including exchange students (during Orientation Week, and other occasions)
 - Second Semester (Spring)
 - ◆ SPC and UM Guided Tours – for SPC/UM Open Day
 - ◆ SAT Training Gatherings (10x)
 - ◆ High Table Dinner Reception (x1)
 - ◆ Provide SPC briefings for Macau PRA/JAE students at SPC, where PRA means Principal Recommended Admission and JAE means Joint Admission Examination

SAT Terms of Services

- It is expected that each member should stay in the SAT team for at least one academic year, and will participate in at least 5 occasions of services in an academic year.
- It is designed that each service occasion should earn the SAT member ELPs (experiential learning points) according to the SPC ELP scheme.

- It is intended that the SPCers volunteering services at SAT will be counted towards the requirements for RC graduation.

SAT Knowledge Pack(s)

SPCers who intend to join the SAT service should familiarize themselves with the following essential information on SPC and UM:

- [SPC Orientation Program and A navigation Guide 2017-18](#)
- [A Guide to SPC 2015](#)
- [SPC Special Publication 2014](#)
- The SPC Story – Building a RC within the 4-in-1 Whole Person Education Philosophical Context at UM (to be linked up)
- <http://spc.rc.umac.mo/>
- <http://www.umac.mo/study-at-um/the-4-in-1-education-model.html>

There are many examples of SPC student projects of learning that could be showcased from our major college experiential learning programs: for example,

- **English Tables (ETs)**
The ETs would improve English listening and speaking abilities. The ETs are attended by English speakers who volunteer to help our Shiu Pongers two evenings (Wednesday and Thursday) a week, to play games, and to learn what happens around the globe, and to discuss significant daily world/life issues in simple English.
- **English Camps (ECs)**
The ECs would improve English listening and speaking abilities. ECs are organized at the beginning and the end of the academic year. ECs typically last for 2-3 days, involving both indoor and outdoor activities on campus and in Macau, with English speakers collaborating with our students to complete goal-oriented and fun activities.
- **Overseas Summer Program (OSP)**
The overseas summer program would improve students' English listening and speaking abilities. It provides an immersion experience to learn and

practice their English at a US university, for a period of about 2 weeks (usually in early July) after two semesters of participation in ETs and ECs.

- **Dream Building Team (DBT)**

The DBT team devotes itself to social service. Its members visit an orphanage Monday through Friday every week to help the children there with their study and encourage them in developing a positive outlook of life. It nurtures students' empathetic ability and gracious attitude to serve with a humble heart.

- **Shanxi Service Learning Trip (SSLT)**

This is a six-month-long service learning project involving firstly in early spring an on-site observation, interviews and fact-finding in Shanxi Province; then creating and developing students' own teaching plans/materials back in Macau; followed by a week-long early summer teaching trip for primary and junior high school students there; wrapped up by students' reflecting on their service learning experience in writing, as legacies to our younger SPCers.

SAT Pitch for SPC

Each SAT member has to be well versed in the following SPC pitch:

SPC is especially unique in the nature and approach of the College's experiential English learning programs through which participating students will effectively improve their English communication skills/abilities. These longer-term, regular, frequent, hands-on, active learning experiences are richly found in the weekly English Table, twice-a-year English Camp, occasional English Day and Overseas Summer Program in the United States.

Other experiential learning opportunities could also be found in College Choir, Debate Team, Drama Club, Short Film Production Workshop, Shanxi Service Learning trip and Dream Building Team.

More exciting is the College's desire and effort to nurture our students to become future leaders, by integrating leadership training with experiential learning

programs of the College.

SPC encourages our students to actively participate in as many college programs and activities as their time allows, to create and develop their own project(s) from an idea to full fruition, and to learn, grow and mature as the University's 4-in-1 whole person education model is intended.

SAT Organization

The SAT team is supported by a Program Secretary currently taken up by a Resident Fellow, and guided by a Program Advisor currently taken up by our Associate Master. Our team is expected to recruit no fewer than 20 SPCers, dividing members into two essential groups: executive committee and the participant group.

- The executive committee, comprising 10 students, is installed with such roles as:
 - SAT Coordinators (max 2x student)
 - SAT Secretary (1x student)
 - SAT Liaison (1x student)
 - SAT Project Managers (2x students)
 - SAT Reporters (2x students)
 - SAT Tour Leaders (2x students)

- The participants' group, with no fewer than 10 SPC students, is installed to substantiate the services to be provided by the SAT team. They will receive SPC trainings in hospitality (reception services), interpersonal communications, and public speaking.

- ELP Scheme for SAT Involvement
 - ELP for leadership positions (to be earned based on performance)

Rating	Coordinator	Other Leading Roles
Excellent	15	10
Good	12	8

Satisfactory	9	6
Borderline	6	4
Unsatisfactory	0	0

■ ELP for all participants (to be earned based on participation)

Category	ELP
Each Meeting Participation	0.5
Each Service Occasion	2
90% or More Attendance	5

■ ELP for all participants producing personal reflection

Category	ELP
Written reflection	0 - 10

- Fulfilling Residential College Activity Requirements via SAT
 - Participants with no less than 50% attendance (including both regular meeting and service occasions) in a semester should claim a count of 1 RC activity towards Residential College graduation requirements.
 - Leaders who have no less than 80% attendance and satisfactorily completed leadership responsibilities should claim a count of 2 RC activities towards Residential College graduation requirements, after producing a personal reflection, to summarize their experiential learning in the semester.

- SAT Assessment Exercise
 - A semester-end assessment exercise will be conducted to evaluate the effectiveness of the SAT program, to enable SAT members to learn, grow, and mature according to the program intended learning objectives.
 - This assessment exercise includes three parts:

- ◆ A questionnaire to be completed by each of the SAT participants, including executive committee members and ordinary SAT participants.
 - ◆ An individual interview for each of the committee members will be conducted by the *Program Secretary* (see below), towards the end of the semester.
 - ◆ A personal reflection to be completed by each of the SAT participants, including executive committee members and ordinary SAT participants.
 - ◆ These questionnaire and the personal reflection will be reviewed by the *Program Secretary* (see below), together with the activity records collected throughout the semester, before confirming the ELPs to be earned by each of the SAT participants in the semester.
- The Maximum ELPs to be earned by SAT participants are illustrated below using the example roles of a) SAT Coordinator, b) SAT Committee Member other than Coordinator, and c) SAT ordinary participants.

● Coordinator(s) of SAT Executive Committee

Earning ELPS from	ELPS to be earned based on performance – The actual score earned could be less than the one indicated
Being Head of Leadership Team	15
Attending gatherings (max 10)	5
Completing Service (max 2.5)*	5
Producing personal reflection	10
Achieving 90% of attendance	5
Maximum ELPs per semester	40
Maximum ELPs per year	80

● Other Members of SAT Executive Committee

Earning ELPS from	ELPS to be earned based on
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	performance – The actual score earned could be less than the one indicated
Being other Leadership Team members	10
Attending gatherings (max 10)	5
Completing Service (max 2.5)*	5
Producing personal reflection	10
Achieving 90% of attendance	5
Maximum ELPs per semester	35
Maximum ELPs per year	70

● Non-Office-Holding SAT Participants

Earning ELPS from	ELPS to be earned based on performance – The actual score earned could be less than the one indicated
Attending gatherings (max 10)	5
Completing Service (max 2.5)*	5
Producing personal reflection	10
Achieving 90% of attendance	5
Maximum ELPs per semester	25
Maximum ELPs per year	50

* 2.5 services in the 1st semester include 2 High Table Dinners and other ad hoc occasions accounting 0.5 service. 2.5 services in the 2nd semester include 1 High Table Dinner, 1 UM Open Day service and other ad hoc occasions accounting 0.5 service.

- The SAT Executive Committee has to complete the following leadership duties, including: a) scheduling meetings and gatherings for the program participants, b) generating meeting agenda for various meetings – planning and/or regular, c) organizing and attending the related meetings, d) keeping meeting minutes of related meetings, e) tracking the progress of related program events in the semester(s), f) conducting evaluation survey of related program events with follow-up reports, g) preparing semester-end report, and h) producing personal reflection on experiential learning from the semester activities.

- The SAT team is guided by a *Program Advisor* from SPC, whose responsibilities include the following:
 - To work closely with the College Master to carve out the mission and vision of the SAT program, and foster the achievement of its education goals
 - To set the direction and development road map of the SAT program
 - To provide guidance and advice to the student leader(s) – SAT executive committee in implementation of the SAT program activities
 - To make major decisions on the development and implementation of the program as necessary

- The SAT team is supported by a *Program Secretary* from SPC, whose responsibilities include the following:
 - To act as the bridge between the Master/Advisor and the student members of the SAT program;
 - ◆ To ensure that the direction/decisions of the Master/Advisor on the program are fully communicated to and understood by the student members;
 - ◆ To provide administrative support to the liaison between the Master/Advisor and the student members: for example, to arrange for the time and venue of the meeting between the two parties; to take minutes/records of the meeting; and to ensure the decisions reached at the meeting are implemented and properly followed through;
 - To be responsible for the smooth staging and quality of the various activities of the SAT program:
 - ◆ To coordinate the work of the student members in planning, preparation and implementation of the activities;
 - ◆ To monitor the course of preparation of the student members for the activities and give input and advice to ensure the quality of their output; and
 - ◆ To critically review each activity after it is held and write a report to the Associate Master and College Master on the observations, comments and suggestions for future improvement.

SAT Action Plan for 1st Semester of 2017-18

1. SAT First Gathering
 - Purpose
 - SAT Information Sharing
 - Fix Meeting Schedule for SAT Members
 - Person in Charge: AM + RF (Ivan)

2. SAT Second Gathering – Introducing SPC 1 of 2
 - Purpose
 - How to prepare and conduct a guided tour
 - How to introduce UM/SPC campus spots
 - How to answer guests' questions
 - Persons in Charge: AM + RF (Ivan)

3. SAT Third Gathering – Introducing SPC 2 of 2
 - Purpose
 - How to prepare and receive UM/SPC guests
 - How to share learning experience at UM/SPC comfortably and effectively to UM/SPC guests
 - How to build up a positive image on our guests what SPC is all about
 - Persons in Charge: AM + RF (Ivan)

4. SAT Fourth Gathering – Helping in SPC High Table Dinner 1 of 2
 - Purpose
 - How to welcome guests at SPC front door
 - How to lead guests to sign for arrival
 - How to show guests around with SPC program displays
 - How to pitch for guests during the walk to reception venue
 - How to behave inside the reception venue
 - Persons in Charge: AM + RF (Ivan)

5. SAT Fifth Gathering – Helping in SPC High Table Dinner 2 of 2

- Purpose
 - How to alert guests it is time to enter the dining hall
 - How to position guests into the procession queue
 - How to walk guests (procession) into the dining hall
 - How to seat guests into the head table and main guest table
 - How to bid farewell with guests at SPC front door at the end
 - Persons in Charge: AM + RF (Ivan)
6. Preparation Session for High Table Dinner (x4)
- Purpose
 - Rehearsal
 - Persons in Charge: AM + RF (Ivan)
7. SAT Program Committee Meeting for the Academic Year of 2016-17
- Purpose
 - Formation of SAT Program Committee
 - Planning of SPC HTDs for 1st Semester of 2017-18
 - SAT Volunteers Drive – how and when to launch
 - Any other businesses
 - Persons in Charge: Program Secretary – RF (Ivan)

SAT Contact and Inquiry:

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