

Ambassador Guidebook

2026-2027



TRIO Student Support Services (SSS)

“TRIO Works!”

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Welcome, TRIO Ambassador!

Congratulations on being selected as a TRIO Student Support Services Ambassador!

As a TRIO Ambassador, you represent the TRIO SSS program and serve as a positive example for fellow students. Your role is an opportunity to develop leadership skills, build connections, support other students, and help increase awareness of the resources and opportunities available through TRIO SSS.

You are not only an ambassador for TRIO—you are an ambassador for student success at Grayson College.

Our Mission

TRIO Student Support Services is committed to helping eligible students successfully navigate college, achieve their academic goals, and graduate or transfer to a four-year institution.

As an Ambassador, you help support this mission by encouraging students to:

- Get connected to campus resources
 - Participate in TRIO activities
 - Build confidence and leadership skills
 - Stay engaged in their education
 - Ask for help when needed
 - Celebrate their accomplishments
-

What Does a TRIO Ambassador Do?

As a TRIO Ambassador, I understand that my responsibilities may include:

1. Serving as a TRIO Representative

As an Ambassador, you are a representative of TRIO SSS. You may be asked to:

- Share your TRIO experience with other students.
- Promote TRIO programs and activities.
- Help students learn about TRIO services.
- Represent TRIO in a positive and professional manner.
- Encourage eligible students to learn more about TRIO SSS.
- Serve as a positive role model for other students.

Remember: You do not have to know the answer to every question. If you are unsure, direct the student to a TRIO staff member.

2. Attending TRIO Workshops and Trips

Ambassadors are encouraged to actively participate in TRIO activities.

Participation may include:

- TRIO workshops
- Educational trips
- Leadership activities
- Cultural activities
- College success events
- Student engagement activities
- Special TRIO events

Your participation helps demonstrate the importance of being involved and taking advantage of opportunities available through TRIO.

3. Supporting TRIO Tables and Campus Events

Ambassadors may assist TRIO staff at campus events by:

- Welcoming students.
- Sharing information about TRIO.
- Helping distribute promotional materials.
- Assisting with games, activities, and giveaways.
- Encouraging students to visit the TRIO table.
- Answering questions based on your personal experience.
- Helping create an inviting and welcoming environment.

Ambassador Tip: A smile and a simple “Hi! Have you heard about TRIO?” can start a great conversation.

4. Participating in Leadership Opportunities

Being a TRIO Ambassador is a leadership opportunity.

Ambassadors may have opportunities to:

- Participate in leadership activities.
- Assist with TRIO events.
- Speak to groups of students.
- Mentor or encourage other TRIO students.
- Help with student engagement activities.
- Develop communication and public-speaking skills.
- Represent TRIO in campus activities.

Use your Ambassador experience to build skills that can benefit you in college, your career, and your community.

5. Assisting With Social Media Efforts

Ambassadors may help promote TRIO SSS through social media.

This may include:

- Sharing approved TRIO announcements.
- Promoting upcoming events.
- Highlighting TRIO activities.
- Participating in approved photos or videos.
- Helping showcase student success.
- Encouraging other students to participate in TRIO activities.

Important: All social media content must follow Grayson College guidelines and receive appropriate approval before being posted on official TRIO accounts.

6. Contributing to the TRIO Newsletter

Ambassadors may have opportunities to contribute to the TRIO newsletter.

Contributions could include:

- Student success stories
- Short student spotlights
- TRIO event highlights
- Helpful college tips
- Encouragement for fellow students
- Leadership experiences
- Educational opportunities
- Campus resource information

Your story may help another student realize that they are capable of achieving their goals.

Ambassador Expectations

As a TRIO Ambassador, I agree to:

- Represent TRIO SSS in a positive and professional manner.
- Demonstrate the Grayson College Viking Values.
- Communicate respectfully with students, staff, faculty, and community members.
- Attend required Ambassador activities and meetings.
- Be dependable and arrive on time.
- Participate actively in TRIO events and activities.
- Maintain academic progress.
- Follow Grayson College policies and procedures.
- Protect student privacy and confidentiality.
- Ask TRIO staff for assistance when I am unsure how to respond to a situation.

Viking Values

TRIO Ambassadors are expected to demonstrate the Grayson College Viking Values:

Balance – Maintaining a healthy balance between academics, work, family, and other responsibilities.

Trust – Building relationships through honesty, reliability, and respect.

Clarity – Communicating clearly and making informed decisions.

Teamwork – Working together to accomplish shared goals.

Service – Helping others and contributing to the college community.

Gratitude – Appreciating opportunities, people, and experiences.

Professionalism

As a TRIO Ambassador, remember that your actions represent more than yourself.

Professional Communication

- Use respectful language.
- Listen before responding.
- Be welcoming and approachable.
- Avoid negative or inappropriate conversations while representing TRIO.
- Ask questions when you need clarification.

Professional Appearance

Ambassadors should dress appropriately for the event or activity they are attending and follow any dress expectations provided by TRIO staff.

When representing TRIO, wearing approved TRIO apparel may be encouraged or required for certain events.

Professional Conduct

- Be respectful.
- Be dependable.
- Be positive.
- Be inclusive.
- Be responsible.
- Treat everyone with dignity.

Confidentiality and Student Privacy

As a TRIO Ambassador, you may hear students discuss personal, academic, financial, or other private information.

Student information should remain confidential.

Ambassadors should:

- Never share another student's personal information.
- Never discuss another student's academic situation with others.
- Refer sensitive questions to TRIO staff.
- Avoid making promises regarding financial aid, eligibility, scholarships, or other program decisions.

When in doubt, **ask a TRIO staff member.**

What Ambassadors Should and Should Not Do

Ambassadors CAN

- Share their personal TRIO experience
- Encourage students to use campus resources
- Promote TRIO events
- Welcome students at events
- Refer students to TRIO staff
- Encourage students
- Help students get connected

Ambassadors SHOULD NOT

- Promise a student that they will be accepted into TRIO
- Make decisions about student eligibility
- Give official financial aid advice
- Share confidential student information
- Speak on behalf of TRIO without approval
- Discuss another student's personal situation
- Guarantee scholarships or other benefits

Being a Positive Role Model

A TRIO Ambassador does not have to be a perfect student.

You are a role model because you are willing to:

- Keep working toward your goals.
- Ask for help.
- Use available resources.
- Learn from challenges.
- Encourage others.
- Celebrate progress.
- Stay connected to TRIO.

Your experience may inspire another student to keep going when college becomes difficult.

Ambassador Benefits

Serving as a TRIO Ambassador provides opportunities for personal, academic, and professional growth.

Ambassador benefits may include:

- **\$1,500 scholarship award**
- Graduation cord/stole
- Leadership development opportunities
- Public speaking experience
- Mentorship experience
- Professional networking
- Reference opportunities
- TRIO Ambassador swag bag
- Opportunities to represent TRIO at campus events
- Opportunities to contribute to TRIO communications

Scholarship benefits are subject to program requirements, funding availability, and applicable eligibility requirements.

Ambassador Commitment

TRIO Ambassadors are expected to commit to serving for **one full academic year**.

Ambassadors should:

- Remain actively engaged with TRIO SSS.
- Maintain a **3.0 cumulative GPA**.
- Be enrolled in at least **9 credit hours during each long semester**, unless otherwise approved.
- Participate in Ambassador activities.
- Communicate with TRIO staff regarding conflicts or concerns.
- Complete assigned Ambassador responsibilities.

When You Need Help

You are never expected to handle a difficult situation alone.

If a student asks you a question and you do not know the answer:

STOP → LISTEN → REFER

Stop

Do not guess or provide information you are unsure about.

Listen

Allow the student to explain what they need.

Refer

Connect the student with the appropriate TRIO staff member or campus resource.

It is okay to say: "I want to make sure you receive the correct information. Let me connect you with a TRIO staff member who can help."

Ambassador Communication

Communication is an important part of being a successful Ambassador.

Ambassadors should regularly check:

- Grayson College email
- TRIO communication
- Ambassador messages
- Event announcements
- Meeting reminders

If you cannot attend an Ambassador activity, communicate with TRIO staff as soon as possible.

Ambassador Goals

During my year as a TRIO Ambassador, I want to:

Goal 1: _____

Goal 2: _____

Goal 3: _____

Goal 4: _____

A Skill I Want to Develop:

A Way I Want to Help Other Students:

My TRIO Story

One of the most powerful things an Ambassador can share is their own experience.

What has TRIO helped me accomplish?

What would I tell a new TRIO student?

Why did I choose to become a TRIO Ambassador?

Ambassador Checklist

- I understand my role as a TRIO Ambassador.
- I understand the expectations of the Ambassador program.
- I understand that I represent TRIO SSS and Grayson College.
- I understand the importance of confidentiality.
- I know when to refer a student to TRIO staff.
- I understand the importance of professional communication.
- I understand my participation expectations.
- I know how to contact TRIO staff when I need assistance.
- I am ready to represent TRIO with pride!

Ambassador Commitment Agreement

I understand that serving as a TRIO Student Support Services Ambassador is a leadership opportunity and a responsibility.

I agree to represent TRIO SSS and Grayson College in a positive, respectful, and professional manner. I understand my responsibilities, participation expectations, confidentiality requirements, and the importance of being a positive role model for fellow students.

I understand that failure to meet Ambassador expectations may result in a review of my Ambassador status and associated benefits.

Student Name: _____

Student Signature: _____

Date of Student Signature (mm/dd/yyyy): _____

TRIO Staff Signature: _____

Date of Staff Signature (mm/dd/yyyy): _____

Congratulations!

You Are a TRIO Ambassador!

Your voice matters.

Your experience matters.

Your leadership matters.

Use your opportunity to **encourage, connect, lead, and inspire.**

TRIO Works!

