

# HPW Ambassador Program Report

Academic Years (AY): 2019-20

San Francisco State University

Health Promotion & Wellness

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## Ambassador Program Goal

### Ambassador Program

The Ambassador Program is a volunteer program that provides opportunities for SF State students to be involved in health and wellness activities on campus and requires a minimum of four hours per month for one semester.

### Lead Ambassador Program

The Lead Ambassador program is an advanced volunteer program where students volunteer a minimum of eight hours per month for one semester, plan and manage program activities with a health educator and train new Ambassadors.

## Program Requirements

- Registered student at SF State
- Attend a mandatory orientation

## Program Components

- Commit to 4 hours of volunteering per month
- Submit photo/reflection submissions for each activity attended
- Attend Monthly Mix & Mingle
- Attend Culminating Experience Event

## Program Design

The Ambassador Program is a unique volunteer program in that students are able to decide on which health and wellness activities they will assist with. In fall 2019, there was a switch from the Org Sync platform to a platform that student were more familiar with, iLearn. Students were added to the Ambassador iLearn collaborative site and accessed resources, information and reviewed volunteer activities they could assist with. They signed up for activities, Mix & Mingle events and the Culminating Experience which occur at the end of the semester. Volunteer Coordinators and Peer Health Leadership Educator used the email section on iLearn and Microsoft Outlook email account to communicate with Ambassadors throughout the semester.

Please see Ambassador Handbook for more details about the Ambassador Program on Box

- PHL → PHL Policies & Procedures and Handbooks → Ambassador Handbook

## Lead Ambassador Program

The Lead Ambassador Program ran during the Fall 2019 semester. In this program, former ambassadors were able to take on a higher leadership position in a specific health topic area. Leads would take charge of a particular event or activity related to that health topic and assist in teaching ambassadors how to run the activity. Some responsibilities of a lead included taking note of student involvement (number of participants), monthly check ins with their designated Health Educator, assisting and shadowing ambassadors at their activity, creating new ideas on how to improve an activity. Lead ambassadors attended a separate orientation which touched on sensitive and critical issues such as equity, equality, social determinants of health, and more which would help them understand and navigate working with all students and individuals at SF State. The Lead Ambassador Program was also a great stepping stone for ambassadors looking for more responsibility and understanding the administrative aspect of an activity. Lead ambassadors also were asked to complete an end of the semester project showcasing their work in an artistic form. This project showcased the creativity of our Leads and was exhibited at our Culminating Experience event at the end of the semester. Many Leads appreciated the program and the further insight it gave them into HPW and a few pursued intern positions after the program!

## Fall 2019 Semester Summary

The 2019 Fall semester ran very smoothly with all of the new updates that the program had! During this semester, an iLearn site was developed and introduced to ambassadors as an easier platform to submit hours and activity reflections, sign up for events, and receive weekly emails about the program. In comparison to the previous semester, iLearn provided a more interactive site and familiar interface making the online transition much easier. Another change that occurred in the program was the incorporation of an ipad for ambassadors to sign in for events. Ambassadors seemed to engage with this and in comparison to the paper format, showed more interaction with signing in for events. The overall implementation of technology during this semester created an easier, smoother, and more interactive experience for ambassadors as well as a high level of event participation.

## Spring 2020 Semester Summary

This semester was a bit of a challenge. The start of the semester was very smooth and ran almost the same as the previous semester (with noted improvements regarding iLearn and its format) however the latter half of the semester was a bit of a challenge due to the online transition. During our time on campus, ambassadors were very involved in the program and had a strong sense of community with one another and those at the HPW office. The program transitioned fully online when the school went online due to COVID-19. The transition of the program going fully online was a bit of a challenge. We found that during this time, it was harder for

ambassadors to engage with the program since we were working on how to make the online experience similar to that of the program when it was in person. Unfortunately, we were unable to develop an online Culminating Experience Event. This semester proved a challenge mostly for us since we were trying to get our program to an online format. We believed that the shock, inexperience of doing school online, and online fatigue also caused a lower level of engagement. We heavily relied on email as a form of communication with ambassadors to check in and update them about the program. Ambassadors who completed the program were still recognized at the end of the semester with an e-certificate which was emailed out at the end of the semester.

## Statistics

### **Fall 2019 Semester**

90% retention rate

- 97 Applications
- 69 total Ambassadors
- 62 Ambassador who received certificates (include Leads)
- 54 completed the program (receive their certificates)
- 7 Leads
- Hours offered: 436.75
- **Hours SERVED: 312**
- Hours unserved: 122.75

### **Spring 2020 Semester (Incomplete semester due to COVID-19 pandemic)**

Unknown% retention rate

- 121 applications
- 7 Leads
- 72 totals (received participation certificates)
- Hours offered: 436.75
- **Hours SERVED: 342.75**
- Hours unserved: 83.5
- End date: March 6th, 2020 (Physical)
- Granted hours up until March 13th, 2020

## Ambassador Evaluation

At the beginning and end of the semester, Ambassadors are asked to fill out a pre-survey and post-survey. The pre and post surveys had the same questions to evaluate if there were any changes since beginning the program. The only difference was that the post survey had one additional question to evaluate if there were any connections to students performing better in their academics due to their participation in the Ambassador Program.

Survey Questions:

1. **What is your name?**
2. **What is your Student ID?**
3. **What is your academic year (example 1st year etc.)?**
4. One a scale of 1-5 with 1 being Disconnected and 5 being Very Connected  
**How connected do you feel to the SF State Community?**  
1                      2                      3                      4                      5
5. One a scale of 1-5, with 1 being Never and 5 being Frequently  
**How often do you have the opportunity to interact with diverse communities?**  
1                      2                      3                      4                      5
6. **Do you feel SF State values your voice?**  
Yes                      Neutral                      No

**(Included in Post-Survey)**

7. **Do you feel like being a HPW Ambassador helped you do better in school?**

**Note:** Majority of those who participated in the program noted that being an ambassador helped them do better in school (mental mindset, community building, confidence, and campus involvement)

To view the full Ambassador Evaluation survey results on Box

- PHL → PHL Evaluation Report → Ambassador Program AY 19-20 Report

## Ambassador Reflections

Some Ambassador reflections that were submitted on iLearn.

### **Holecia Vizuet, Therapy Dogs, 2/2/2020, 1 hour**

By Holecia Vizuet - Tuesday, February 4, 2020, 1:48 PM

This was my first event as an ambassador for HPW and I really enjoyed it. A lot of people love therapy dogs because its nice to see a dog full of joy and know that they're on campus for them. It was amazing to see a lot of students smile and forget about their worries for a few moments. I liked that the dogs were friendly and soooo cute! For my first time I felt confident in telling people about the HPW program and all the events we have. I was scared at first but I learned that its not hard to talk to people about the program because they want to know about it. Allison made things very clear for me on what to do and say so I really appreciate that.

**Catherine Gorostiza, Tea Time Out, 2/4/2020, 1.5 hours**

By Catherine Gorostiza - Tuesday, February 4, 2020, 2:57 PM

Tea Time Out was an amazing experience, especially since this is my very first event as a first time ambassador. The winds were strong today, so it was kinda difficult to keep things on the table at first, especially the game board. In turn, cold weather means a higher chance of people coming by and getting piping hot tea. So it was great that so many people stopped by. This event gave me a chance to interact with the campus community more. I met so many wonderful people and got to share tea with them as well as the lead ambassador, Ivy, and my fellow ambassador, Miguel. Today was a lot of fun and I'm really looking forward to do Tea Time Out again.

**Libertad Gonzalez, Self-Care Station, 2/5/2020, 2 hours**

By Libertad Gonzalez - Wednesday, February 5, 2020, 8:30 PM

Helping out at the Self-Care station I learned about the practice of gratitude and small acts of self-care we can all take before and after a stressful situation or just, in general, to feel refreshed with new energy. I liked all the different essential oils that go into aromatherapy sprays and how they all help with different situations. I had a good experience volunteering and I liked how curious people were about what we were doing.

**Soyeong Bak, Therapy dogs, 2/4/2020, 1 hour**

By Soyeong Bak - Wednesday, February 5, 2020, 11:28 PM

What I learned after participating in therapy dogs event was, hidden efforts to make students life better. It was really amazing to see how people in charge of the event prepared activities beforehand and the wheel of the health facts/myths was also interesting. And it was very informative, and I hope more students will do myth or fact in the next event and I will do my best on this. I really like the activity and I loved watching cute dogs and also, it was so happy to see all those happy faces. I've never volunteered in SFSU, so this first activity meant a lot to me. As a volunteer, I felt pleasant that I could be helpful in some ways. Hopefully from the next events, since I have experienced therapy dogs event, I hope I can be more helpful from next events. Thank you so much for everyone who put their efforts making this event more informative, joyful and happier! :)

**Suad Hussein, Thinking of You Tabling - 2/6/2020, 1 hour**

By Suado Hussein - Friday, February 7, 2020, 1:52 PM

It was my first time doing this, and I have to say it was a fantastic experiment. You get to meet new people and listen to what others get to say. In my activity, what I liked was that you get to tell someone to write uplifting words to domestic violence victims, and I must say a lot of people have something positive to say to those victims. My experience was amazing, and I can't wait to continue.

**Cambria Duck, Connection Campaign, 2/11/2020, 1 hour**

By Cambria Duck - Thursday, February 13, 2020, 10:48 AM

This was my first activity and I'm glad that it was. It wasn't too overwhelming and a good way to dip my toes in. I found out where the HPW building was since I had never been there and it was so cutely decorated!! I liked this activity because I was able to prepare my answers ahead of time and knew I was going to have my picture taken so I was able to plan ahead! It was a good introduction to the type of activities we'll be doing and being able to join in slowly.

**Natalee Lamberty, Wags for Wellness, 02/18/20, 1 hour**

By Natalee Lamberty - Tuesday, February 18, 2020, 1:07 PM

This was my first time working a Wags for Wellness event and it was a blast! My hour of volunteering flew by thanks to the positive energy from my fellow ambassadors, our lead Allison, and the cutest pups. It was cool to see how the therapy dogs just light up everyone's day as they are passing by. Apparently we had over 200 people participate in our first hour which was awesome to hear. I enjoyed the interactions I had with fellow students for the raffle and the caffeine board game as well.

**Diana Lam, HPW Friday Support, 02/21/2020, 2 hours**

By Diana Lam - Saturday, February 22, 2020, 10:59 AM

I took part in multiple activities and I learned about the different resources that are provided for mental health. Also, it was nice to meet up with fellow ambassadors and the interns. I felt that by volunteering, I was able to learn more about the services that are provided by HPW and take a break from writing multiple papers this week.

**Arielle Pansoy / Refill Condom Dispenser 2/2/28 / 1 hour**

By Arielle Pansoy - Sunday, March 1, 2020, 8:03 AM

I like in the activity how I would go around campus interacting with the staff at Cesar Chavez center and Mashouf Wellness center about replacing the condoms and discussing about how important it is to have it in our campus. I didn't realize how much people actually get condoms from both dispensers because they were both empty and it took a while to count all 800 and refill it all in both of the dispensers. It was interesting to know on campus the number of students grabbing condoms to feel sexually protective.

**Suad, Field Day, 3/6/2020, 2 hours**

By Suado Hussein - Friday, March 6, 2020, 5:55 PM

I must say I thank god we did something like this. It wasn't just three people you doing something with, but many people coming out and doing fun things. I had fun playing the egg spoon; also, the balloon was fun. I hope we keep doing activities like this because this is a time where you get to meet new people. Sometimes when we are out with a large group and do fun activities as a group, you will grow, and I am looking for something like this.

Photos (Fall 2019)

2019 Ambassador Involvement at Fun Fest





2019 Ambassador Participating in Therapy Dogs

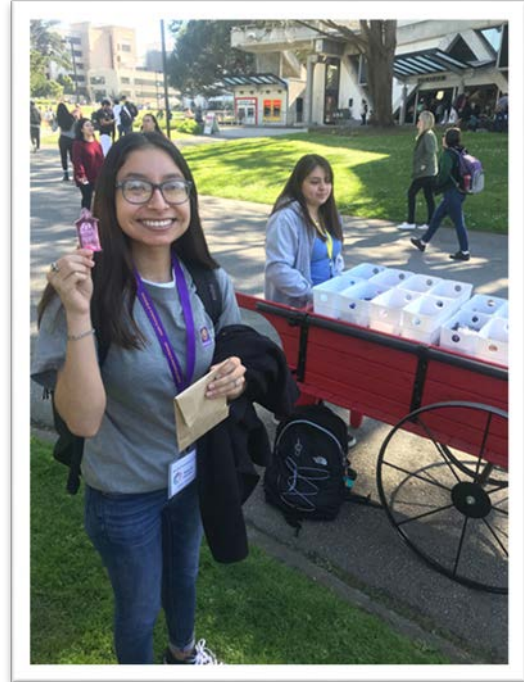


Fall 2019 Culminating Experience



## Photos (Spring 2020)

### 2020 Ambassador Assisting with Condom Caboose



### 2020 Ambassador Tabling

