UNIBUDDY

WELCOME TO UNIBUDDY

A guide for Unibuddy Student Ambassadors

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Introduction

University is pretty great, isn't it? It's a place where you grow both academically and as a person, where you make new friends, explore new ideas and make memories. It's an experience that is unique for every single student, but it can be hard to capture in the pages of a website or brochure.

That's where you come in! As a current student, you know more than most about what students are going through, and how valuable it can be to speak to someone who has been through a similar process. In order to thrive at university, you need to feel like you belong and will be challenged and supported in the right ways. On Unibuddy, you can give students a genuine insight into your student experience, and provide much needed reassurance.

This booklet will guide you through the Unibuddy set up process, with hints and tips on how to be a great Unibuddy ambassador.

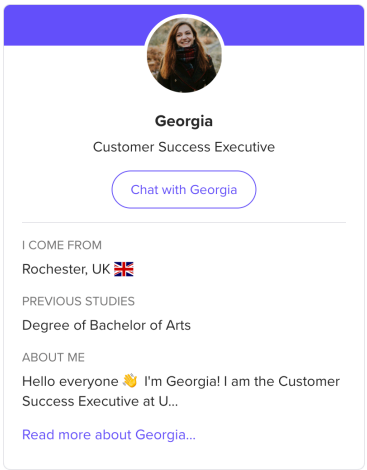
What are my main Unibuddy responsibilities?

- Answering questions about your University experience
- Chatting to enquirers
- Redirecting to web pages and departments
- Producing short, engaging social posts
- Creating a buzz: sharing your passion and enthusiasm
- Taking part in Unibuddy Live chats

Getting set up on Unibuddy

01. Receive an invitation

Every Unibuddy ambassador journey starts with an invitation. This will be sent via email from your university. When your invitation arrives, click the blue 'create my account' button and start building your profile -



02. Create your profile

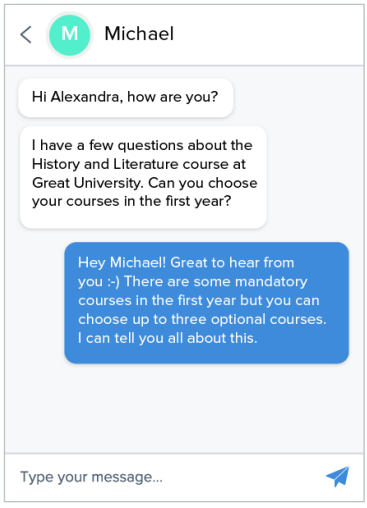
Your Unibuddy profile is a snapshot of your personality and contains information about your course, where you're from, languages you speak, favourite classes, hobbies and interests. When students visit the Unibuddy page on your university's website, they can read your profile and get in touch. The more information you provide, the better, so don't hold back!

03. Download the mobile app

The mobile app is super easy to use and provides handy push notifications when you receive new messages. You can reply when you are out and about, just like a text message. You can download the app for free from Google Play and the Apple App Store.

GET IT ON Google Play

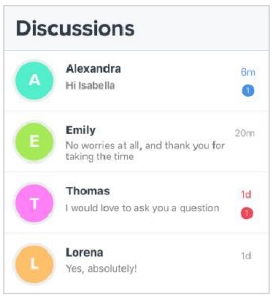
Download on the App Store



04. Start chatting!

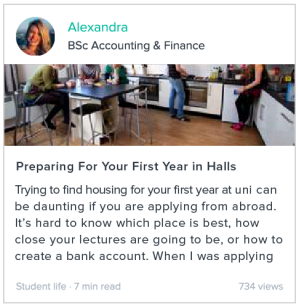
Once your profile has been created, you can login to your ambassador dashboard and start chatting! Your dashboard is a hub for ambassador activity and is where you can find your social posts, conversations and profile settings.

Using Unibuddy



01. Inbox

Your inbox stores all of your chats with prospective students.



02. Student Blog

Social posts are a fun, creative way to share your day-to-day university experiences. You can upload blogs, vlogs and photos. Simply hit 'write blog post' and away you go!

03. Profile

Your profile can be accessed via your dashboard, by clicking your profile photo. Here, you can make changes and updates to your personal profile.

04. Settings

Here you can edit your phone number and toggle on/off email and SMS notifications.

05. Logout

Use this button to log out of the platform.

LOGOUT

06. Unibuddy App

Download the Unibuddy app through the Apple App Store or Google Play Store, to get notified as soon as a prospective applicant needs your help.

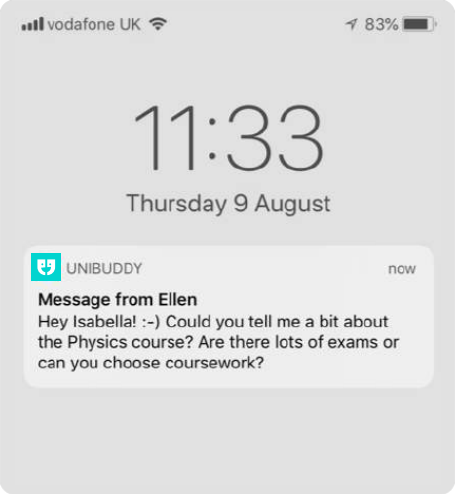
GET IT ON Google Play

Download on the App Store

Questions? Live chat with us

We've designed Unibuddy to be easy to use, but if you have any technical problems or need some advice you can contact us by clicking the chat bubble on the bottom right hand corner of your screen or email us at support@unibuddy.com. We are a friendly bunch, so don't be shy!

Support



How will I know when I have a message?

Whenever you receive a new message, Unibuddy will notify you by email. You also have the option to sign up for text notifications. If you download the mobile app, you'll receive push notifications when new messages come through.

What if I don't know the answer?

We don't expect you to know the answer to every single question, so don't worry if you get stuck! So long as you are positive and proactive, you can provide help and support. If you are unsure of the answer, you have a couple of options:

1. Do a bit of research and share a link to the relevant web page/department/person.
2. Contact your university supervisor for advice.
3. Redirect to a Staff Profile (if this is available at your institution), to another ambassador or to the appropriate department.

What will they ask me about?

Every student is different and will have a unique set of questions. These could be influenced by their choice of course, their region or country and their stage in the application process.

As an ambassador, the key is to be genuine, and make sure that any official information you share about your university is factual and accurate. **Some of the most popular topics can be grouped into three main categories:**

Academic

Courses, application requirements, exams, lecturers

Social

Clubs and societies, students' union, local activities, nightlife

General

Accommodation, sports, library, careers

Can you help with my application?

How many seminars do you have?

Do you play sports?

Is the nightlife fun?

Will they accept my grades?

What is the teaching like?

When will I receive my offer?

Are the halls nice?

How is the campus?

How to be a great Unibuddy

As a former applicant, you can relate to how students are feeling and the big decisions they will be making over the next few months. Through friendly chats, you can make each student feel like they are already part of your university community.

01.

Keep it chatty and ask questions

As a current student, you can really bring university to life and provide genuine advice on the university experience. You can also bring prospects into the student community and make them feel part of the family:

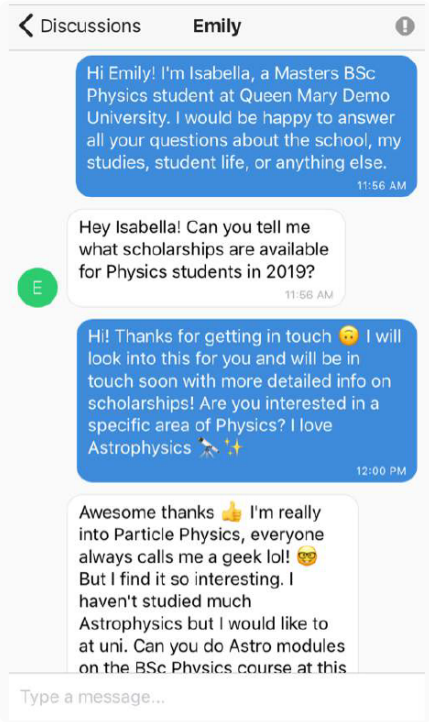
01. Find out if you share any similar life experiences: are they from a similar part of the world? Do you speak the same languages? Did you enjoy the same subjects at school?

02. Ask them about their hobbies and interests: can they develop these at your college? Do you have things in common?

03. Encourage students to stay in touch and check out the social posts: this will give them a real flavour of college life.

04. Draw on your own personal experiences and memories: advice and reassurance means so much more when it comes from a real student.

How to be a great Unibuddy



02.

Treat it like WhatsApp

Think of your Unibuddy conversations as ongoing, and avoid a super formal email style. Instead of taking ages to write lengthy replies, break up your messages and keep it chatty. Some students will have a whole load of questions and will naturally keep the conversation going, but others may need a bit more encouragement. If you haven't heard from a student in a while, why not check in with them and wish them luck in their exams? Or share some tips on preparing for university. All the things you'd do as a buddy in real life!

03.

Be speedy and keep students in the loop

Ever experienced the pain of the two blue ticks on WhatsApp? When your message has been read but no one replies? Try and avoid putting students through this on Unibuddy. If you don't have all the answers straight away and you need to do a bit of research, that's not a problem. You can still let them know that you have received their message and will be in touch soon with more info.

Online safety and important legal stuff

Unibuddy provides a friendly, safe space to chat with students from around the world. As an ambassador, you should never be made to feel uncomfortable while using the platform, nor should you feel obliged to share any personal or social media information. It is important to be aware and take precautions on Unibuddy, as with any online activity. If you do find yourself in a challenging situation, you have two options:

01. Polite warning to student

Some students may not know that ambassadors are unable to share personal or social media information on Unibuddy. If they are an international student for example, they may be familiar with using Skype, Facebook and mobile to communicate with a university.

If you find yourself in this situation, we would recommend first explaining politely that you are unable to share this information for safety reasons. If the student continues to pester you for this type of information, you have the option to block them.

02. Block the Student

We hope that you would never have to use it, but if you do find yourself in a challenging situation, you can block a student from speaking with you by hitting the 'block' button in your chat window. To clear up any misunderstandings, we recommend a three strike policy:

Strike 1 - Give a polite warning to the prospect

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Strike 2 - Give a stricter warning to the prospect, and mention the issue to your Unibuddy supervisor,

Strike 3 - If you feel it's necessary, block the user.

Important legal stuff

Cultural Awareness

Please be respectful of other people's cultures, race/ethnicity, gender, disabilities/abilities, religious beliefs and other identities.

What not to discuss

You don't know if the person you are talking to is who they say they are, so never discuss anything private or sensitive over Unibuddy. This includes matters of a sexual nature and anything about personal relationship.

Report any inappropriate or abusive behaviour

If anything comes up in a chat that you feel is inappropriate or makes you feel uncomfortable, you can report this directly to your university supervisor by using the blocking button. The prospect will be blocked from messaging you again, and your supervisor will be able to take further action.

Misleading Information

It's important for you, as university representatives, to be careful not to make false or exaggerated claims about your university which could mislead prospective students.

The sort of information you might want to be careful of are things like scholarships, professional accreditation, employment statistics, access to visas etc because these areas frequently change. By all means talk from your own experience, but steer clear of definitively saying what a prospective student will get in these areas.

Questions? Chat with us

We've designed Unibuddy to be easy to use, but if you have any technical problems or need some advice you can contact us by clicking the blue chat bubble on the bottom right hand corner of your screen. We are a friendly bunch, so don't be shy!

Anything else? Please do get in touch!

support@unibuddy.com

or

georgia@unibuddy.com