



EXPERIENCES SHARED.
DECISIONS MADE.

Unibuddy Ambassador Training

The webinar will begin in 5 minutes.



UNIBUDDY





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DECISIONS MADE.

Unibuddy Ambassador Training

The webinar will begin shortly.



UNIBUDDY





UNIBUDDY



Hello!



WHO AM I?

- Georgia Horsley - Customer Success Executive at Unibuddy
- I was a Student Ambassador at Canterbury Christ Church University.
- I am here for **you** - to ensure that you have the best possible experience on Unibuddy



Georgia

Customer Success Executive

[Chat with Georgia](#)

I COME FROM

Rochester, UK 🇬🇧

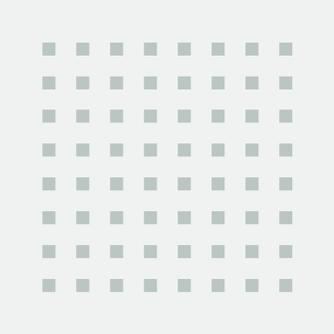
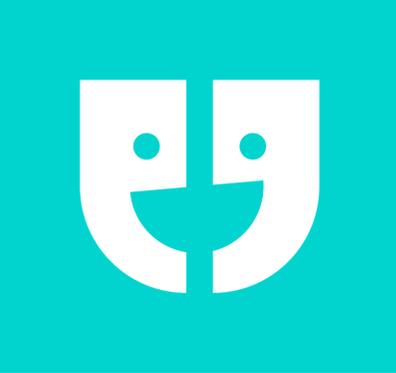
PREVIOUS STUDIES

Degree of Bachelor of Arts

ABOUT ME

Hello everyone 🙌 I'm Georgia! I am the Customer Success Executive at U...

[Read more about Georgia...](#)



WHO ARE WE?

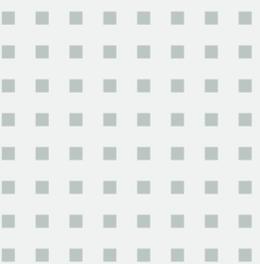


The Unibuddy Mission

To provide a real insight into university life

To give students an authentic voice

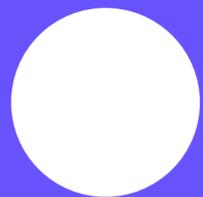
To provide reassurance and guidance





HOW DOES IT WORK?

Universities embed our technology directly onto their websites.



B Imperial College Business School Imperial means Intelligent Business

About Us Programmes Faculty & Research Alumni Executive Education Corporate Relations Events Intelligence Giving

Connect to our student ambassadors

Home > Programmes > Admitted students > Connect to our student ambassadors

Next steps
Accommodation
Fees and Funding
Applying for a Visa
Pre study courses
Online registration
Start of term
Life at the School
Living in London
Events
FAQs for Full-Time MBA
FAQs for Master's programmes
Connect to our student ambassadors

Would you like to know more about what it's like to study at Imperial? Our helpful Student Ambassadors to answer your questions! Simply click on an Ambassador profile and start a conversation today.

Buddies Student blog Inbox Sign up

POWERED BY unibuddy

Just this month, 118 questions were answered by our student ambassadors

Levels Degrees Countries

Sotiris
BSc Management
Active 10m ago
[Chat with Sotiris](#)

I COME FROM
Athens, Greece

PREVIOUS STUDIES
Mechanical Engineering (Germany)

FUTURE PLANS
With my background in Engineering, I would ideally want to work in a project management position at...
[See more](#)

Virat
MSc Business Analytics
Active 10m ago
[Chat with Virat](#)

I COME FROM
Faridabad, India

PREVIOUS STUDIES
Computer Science and Software Engineering

FUTURE PLANS
I want to become a software developer specialised in artificial intelligence learning frame...
[See more](#)

[Match me with an ambassador](#)



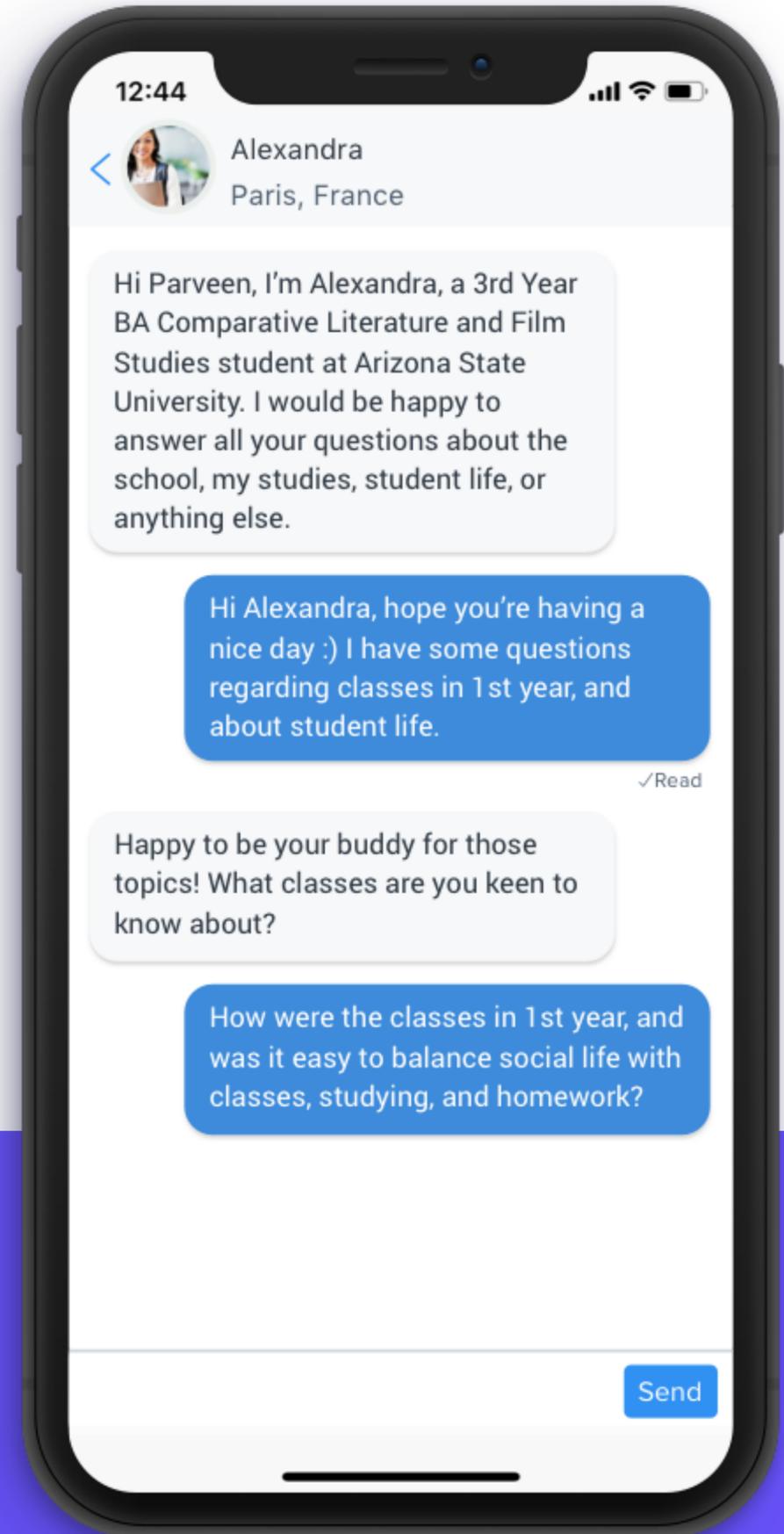
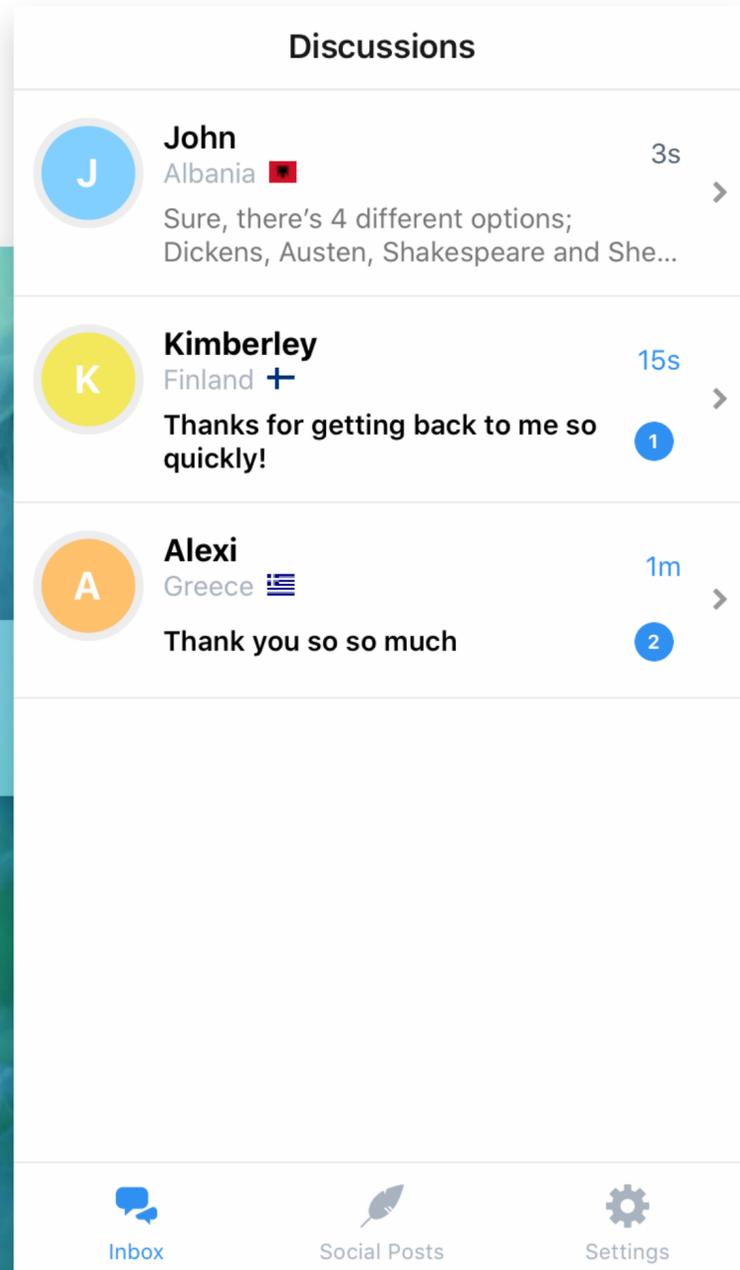
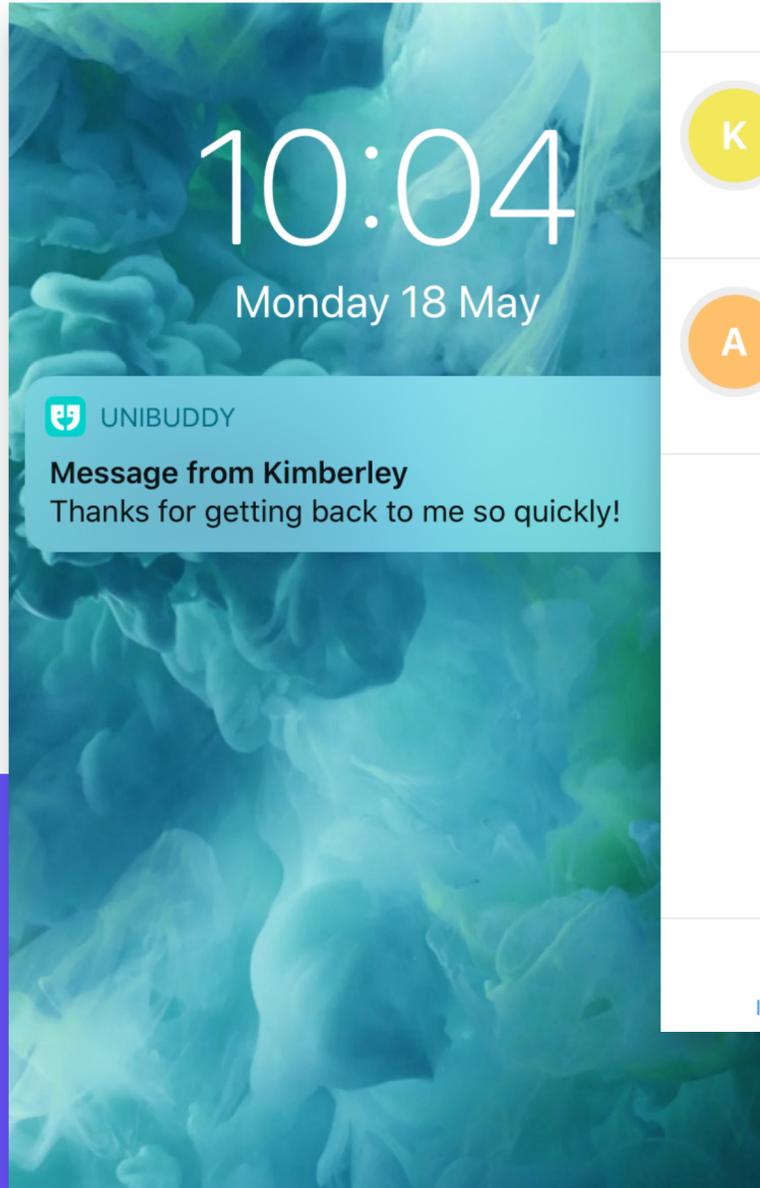
HOW DOES IT WORK?



1. Applicants contact ambassadors and ask questions about university life
2. Ambassadors answer questions and chat to applicants on a mobile app

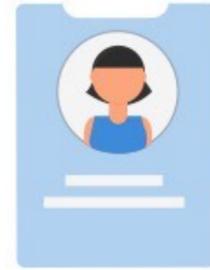
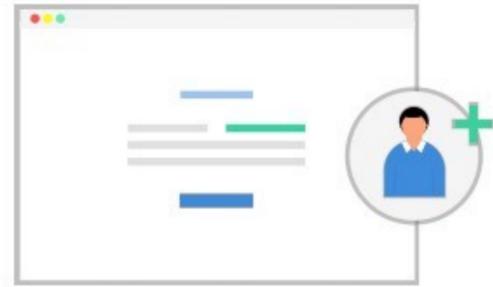


HOW DOES IT WORK?





TIMELINE



Receive an invite
to join

Sign up on desktop
or mobile browser

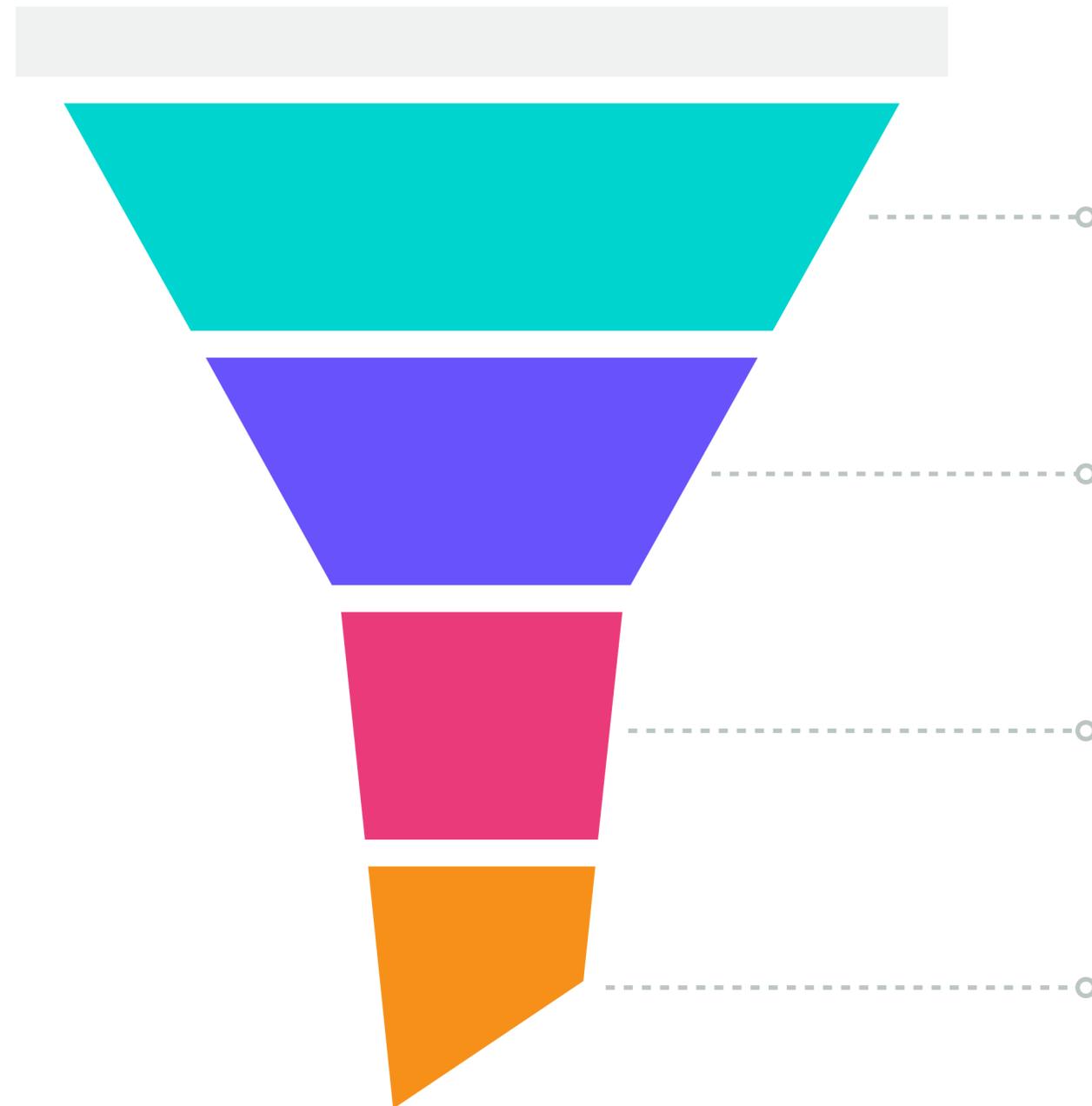
Create your profile

Download mobile app

Start chatting



WHO WILL I BE SPEAKING TO?



Potential prospects:

Considering applying for your university

Applicants:

Have applied for your university

Offer holders:

Have been offered and perhaps accepted a place at your university

Enrollment



WHAT WILL I BE DOING?

- Chatting to enquirers
- Answering questions about your university experience
- Signposting to web pages and departments
- Producing social posts (videos and written blogs)
- Participating in live events
- Creating a buzz – sharing your passion and enthusiasm



WHAT WILL THEY ASK ME ABOUT?



Academic

Course, entry requirements*,
exams, lectures



General

Accommodation, sports,
library, careers



Social

Clubs & societies, unions,
local activities, nightlife



MY PROFILE

Your profile = a snapshot of you

- The more detail, the better
- Clear, good quality photo
- Be genuine

ABOUT ME · FUTURE PLANS

University has been a real adventure so far, and I can't believe I'm already half way through. I travelled to London from my home city of Madrid, Spain, to study Economics and Finance and I am loving every minute. London is an amazing city and there is so much to explore. It really is the city that never sleeps! If you have any questions about uni life then I'm happy to help 😊

 Edit profile  Share profile



Sebastian
BSc Economics and Finance

 **IN SHORT**

I COME FROM
Madrid, Spain 🇪🇸

I SPEAK
English, Spanish, French

I'M CURRENTLY IN
Undergraduate

 **ACADEMIC LIFE**

FAVOURITE MODULES
Corporate Finance · Cases in Audit · Elementary Statistical Theory

PREVIOUS STUDIES
A-Levels · The London Grammar School

 **SOCIAL LIFE**

HOBBIES & INTERESTS
Cooking · Tennis · Old Movies · Thai Food · Camping



SHARING PROFILES

- Select your profile
- Click “share” on the upper right hand corner
- The link is then copied to your clipboard to paste wherever you’d like

Edit profile Share profile

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HOBBIES & INTERESTS
Cooking · Tennis · Old Movies · Thai Food · Camping



Link copied to clipboard!



DOS AND DONTS



- Reply as quickly as possible
- Ask questions to keep the conversation going
- Be honest and genuine about your experiences
- Treat it like WhatsApp - be friendly and chatty
- Spell and grammar check your messages



- Leave a question unanswered for more than 24 hours
- Exchange personal contact information or social media
- Meet with an enquirer on a 1:1 basis
- Provide misleading information about the university or its courses
- Hold back on emojis 🥰



B Imperial College Business School

CHANNELS

Accommodation

Campus Life 36

Study 12

International Societies 19

Living in London 11

DIRECT MESSAGES +

Carla

Jonathan

B Imperial Business School 9

#Accommodation

Maria from Madrid, Spain

Hi there! I'm just wondering how far the main halls of residence are from campus? And are there shops around nearby?

There are quite a lot of different Halls - and so it really depends which you choose. I live in Gradpad at White City. It's quite a distance from campus, but is in such a cool area - right next to one of the largest shopping centres in London.

Ioannis from Athens, Greece

Hey - does anyone have any experience of finding private accommodation in London?

Yep - the Student Hub Team helped me and two friends find our place in Hammersmith. It can be overwhelming looking on your own, but the team were really helpful, gave me some really good advice and pointed me in the right direction.

I'm going to starl



Send

In this channel

Carla
MSc Finance

Jonathan
MSc Finance and Accounting

B Imperial Business School

Prospective students

10 other students are following the #Accommodation live feed.



SOCIAL POSTS

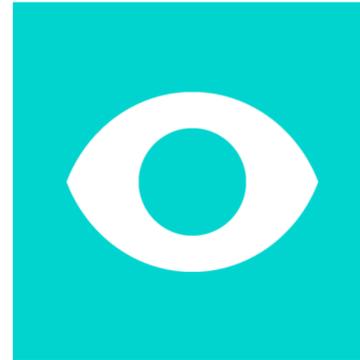
Social Posts 

Academic Life Accommodation Foo

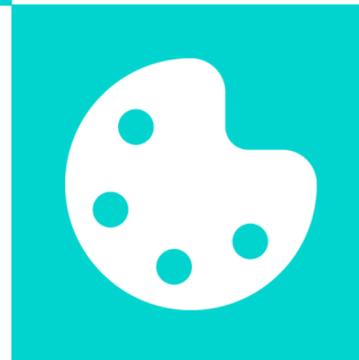
 **How to Balance Work and Study**
Maria M. Student Life

 **Ten ways to save money as a student**
François D. Student Life

 **How societies shape your experience: my story**



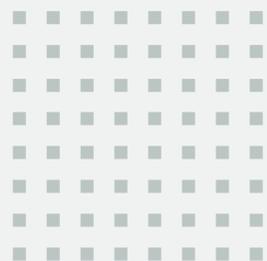
Bring your experiences to life



Creative and personal to you



Cover all aspects of your university experience





SOCIAL POSTS - TOP TIPS



📷 Bright clear good quality photo 📷

📖 Keep it short - no novels 📖

👩 Have fun! It's ok to be informal 👩

🛼🐎🎅 Get creative! 🎭🎬🏄

Focus on your genuine passions

💻 Use links for detailed information 💻



WHAT SHOULD I WRITE ABOUT?



Food & drink

.....

Weekly food shop
Best coffee shops
Deals/discounts

Tours & diaries

.....

Campus tours
My life in a day
Commuting to uni

Tips & advice

.....

How to budget
What to pack
Open Day tips

Studying

.....

Library/facilities
Study methods
Exam prep

Lifestyle

.....

Staying healthy
Stress management
Clubs and socs



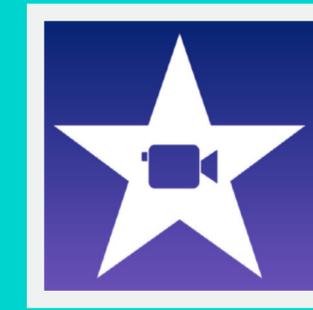
VLOGGING

Free editing apps

- Tons of free apps
- Remember – doesn't need to be perfect!
- Each app offers something different
- Try out a few and find one that works best



Filmaker Pro



iMovie



Pocket Video



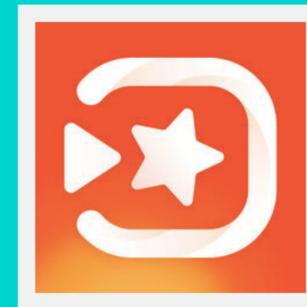
Adobe Spark Video



Splice



InShot



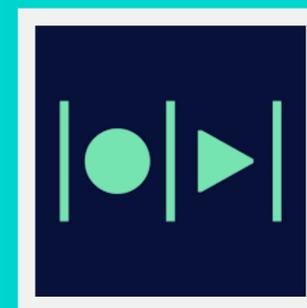
VivaVideo



FimoraGo



Adobe Premiere



MagicSto



Quick



VideoShow

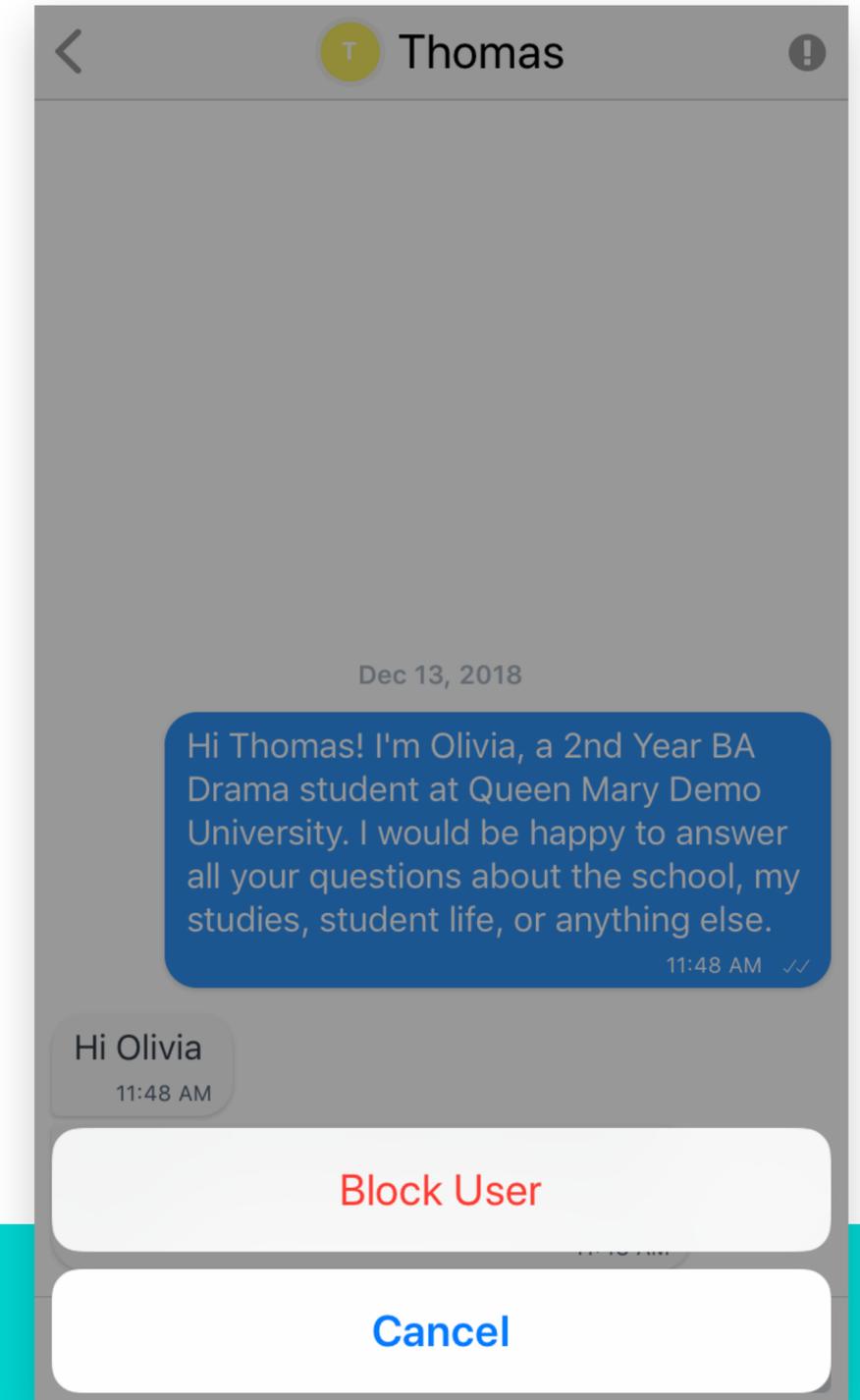
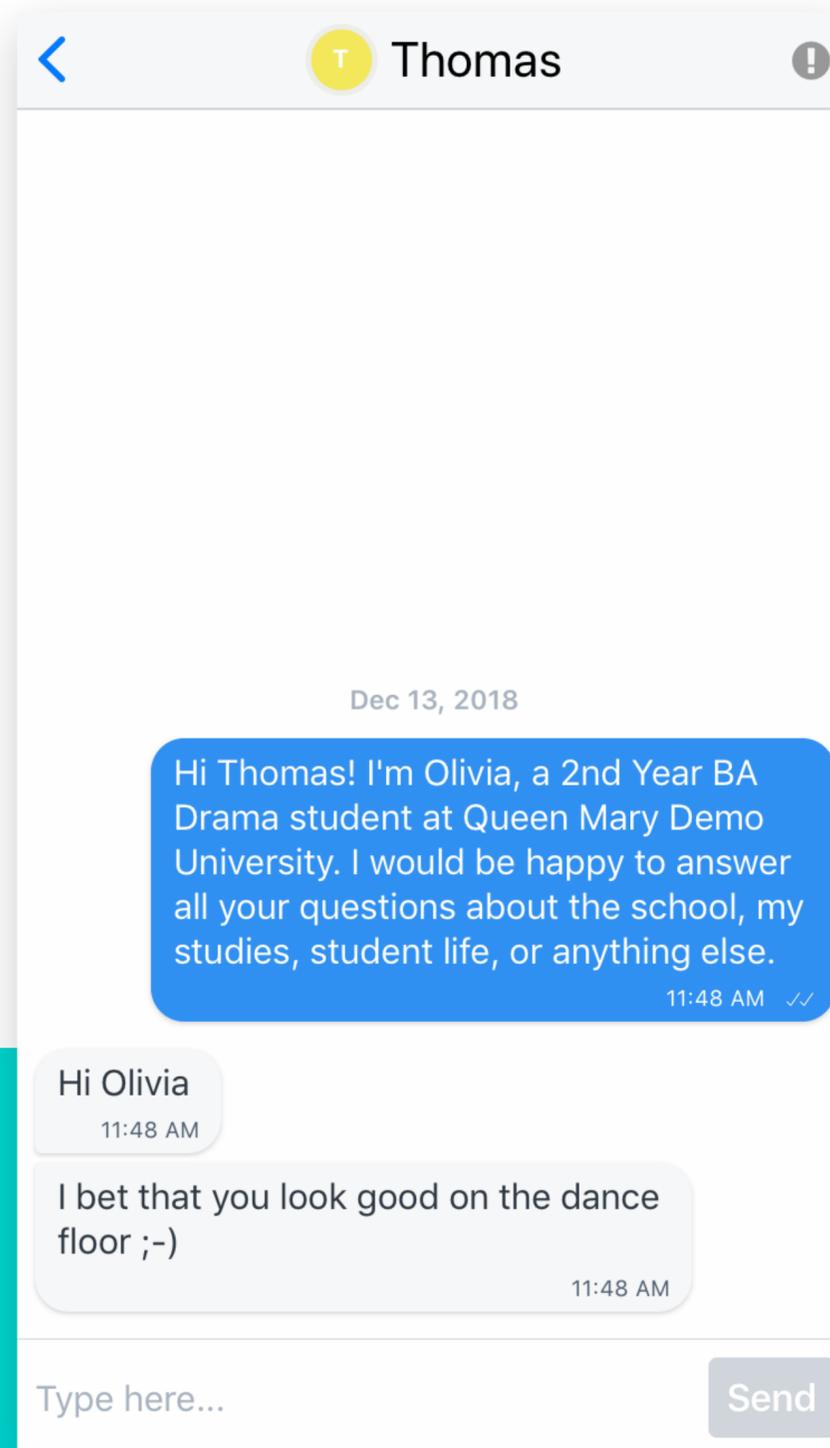


- Ambassador safety is **paramount**
- Ambassadors have ultimate control in every conversation
- Blocking available on desktop and mobile app
- Block = blocked from **entire platform**



HOW TO BLOCK

- Simple block button
- If university unblocks, prospect can reach out to other students





- **All blocks reported to supervisor**
- **Add reason and short comment to inform supervisor**

Report & Block Student ×

We're sorry to hear that you've had a bad chat experience.

This action will block the user from chatting with you (we won't tell them). They will also not be able to chat with other buddies or read blogs from your institution.

Please provide more information for your supervisor:

Reason

Spam ▾

Comment *

Block



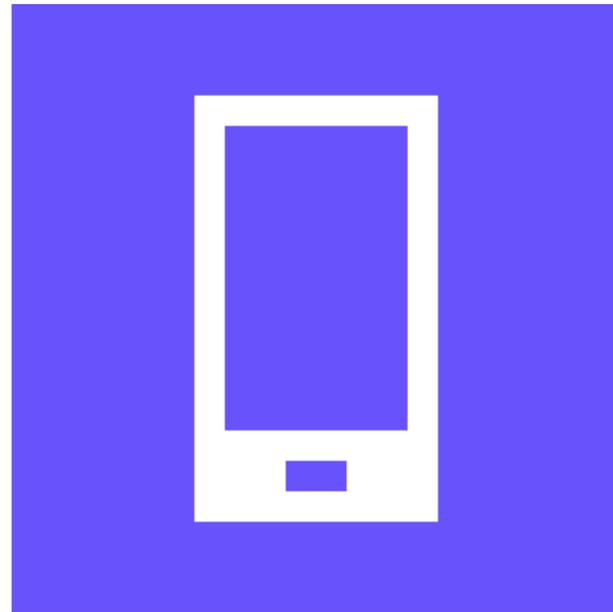
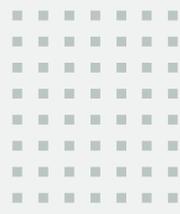
“I DON'T KNOW”



- **Don't panic** – We don't expect you to know all the answers
- **Don't guess** – If you can't find the answer on the university website, contact your Unibuddy supervisor
- **Redirect** – Can you pass on the contact details for a particular course or department?



REMEMBER



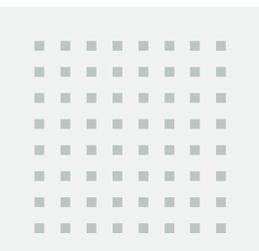
**Download the
mobile app**



**If you have a problem, we
are available on live chat**



**End every message
with a question**





ONE MORE THING...



help.unibuddy.com

[Submit a request](#) [Sign in](#)

[Unibuddy](#) > [I am a Buddy](#)

I am a Buddy

Information and advice for Unibuddy ambassadors

Getting Started

[How do I join Unibuddy as an ambassador?](#)

[What should I include in my Unibuddy profile?](#)

[Will I get paid for being a Unibuddy?](#)

[I'm having problems signing up](#)

Sending and Receiving Messages

[What will prospective students ask me on Unibuddy?](#)

[How will I know when I receive a message?](#)

[How quickly do I need to reply?](#)

[What should I do if I don't know the answer to a question?](#)

[Should I share personal information on Unibuddy?](#)

[How do I receive more or fewer messages?](#)

[Support](#)



THANK YOU FOR LISTENING

Any questions?

You can contact me at:
georgia@unibuddy.com

UNIBUDDY

