

## Planning Tips and Questions

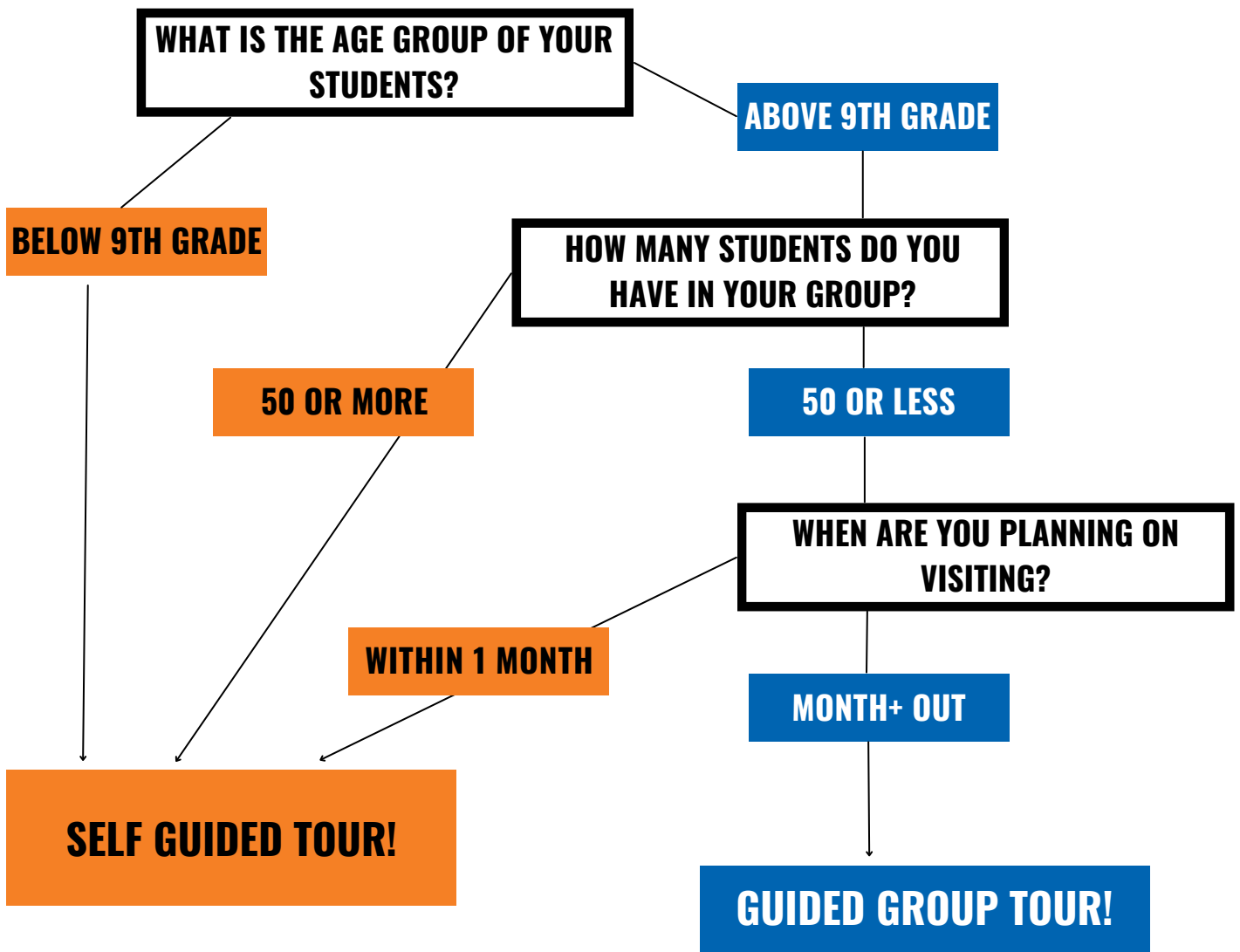
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# GROUP TOURS

## CHOOSING THE RIGHT GROUP TOUR OPTION





# GROUP TOURS

## UNDERSTANDING THE GROUP TOUR OPTIONS

### SELF-GUIDED



#### SENSORY SCAVENGER-HUNT

Every student gets a paper scavenger hunt. Recommended for **elementary students.**



#### GUIDEBOOK APP TOURS

Groups get instructions for using the Guidebook app.

### GUIDED



#### GUIDED GROUP TOUR

Groups receive a **generalized** tour of campus from our student workers, the MavElite Tour Guides.

- Does not include housing
- Does not enter academic buildings
- Does not include an admission chat



#### SPIRIT HORSE TOUR

Recommended for **middle school/intermediate students.**

Tour stop recordings geared toward college readiness.



#### GENERAL SELF-GUIDED TOUR

Recommended for **high school students and up.**

Tour stop recordings geared toward UTA specific information.



# GROUP TOURS

## GUIDED GROUP TOUR QUESTIONS

### **A** WHY ARE GUIDED GROUP TOURS ONLY AVAILABLE FOR HIGH SCHOOL GROUPS WITH LESS THAN 50 STUDENTS?

- Because we are part of the Office of Admissions, it is important for our paid student staff to work with the prospective students who will influence immediate enrollment efforts. Further, in an effort to make all interactions both worthwhile and impactful, we aim for a 1:25 tour guide to prospective student ratio. For this reason, we cannot stray from our guided group tour requirements.

### **B** CAN I BRING MULTIPLE GROUPS OF 50 STUDENTS?

- Absolutely! We recommend one of the following options for larger groups interested in a guided group tour.

#### **OPTION 1**

**Bring multiple groups in one day for different tour times.**

Example: 100 Students

Group A (50 students) tours in the morning while Group B (50 students) attends another campus activity. Groups rotate so Group A attends campus activity after tour while Group B attends an afternoon tour.

#### **OPTION 2**

**Bring multiple groups over multiple days**

Example: 100 Students

Group A (50 students) tours Monday morning while Group B (50 students) attends a tour on Tuesday.

- Please note that it is up to the visiting group to coordinate additional campus activities. Moreover, we cannot guarantee that tours will be available to book within the same day or consecutively. Additionally, we cannot guarantee that available campus activities will coincide with our available set tour times.



# GROUP TOURS

## GUIDED GROUP TOUR QUESTIONS

### **C** WHAT IS INCLUDED WITH THE GUIDED GROUP TOUR?

- Guided group tours showcase our University Center, our Maverick Activities Center, and the Central Library. Along the way, the MavElite Tour Guide will highlight relevant academic buildings, admission to UTA, and the UTA student experience.
- Please note:
  - An admission chat is not automatically included with your tour. This must be requested separately.
  - We do not include a stop at housing due to lack of space.
  - We do not enter academic buildings to prevent disruption to the learning of current students.

### **D** WHY MIGHT A DATE NOT BE AVAILABLE?

- There are a few reasons why dates may not be available like holidays, lack of staffing, or it may be too soon to book. Please note that the calendar is an accurate reflection of available dates and times we can provide a guided tour option.

### TOO SOON TO BOOK

- Because we work around our students' class schedules, we can only open guided group tours a semester at a time and are limited by the college semester calendar.
- Below is a general breakdown of when you can expect dates to be available:
  - Fall Semester (Mid August - Early December Dates)
    - Available July
  - Spring Semester (Late January - Early May Dates)
    - Available December
  - Summer Semester (Late May - Mid July Dates)
    - Available April



# GROUP TOURS

## GUIDED GROUP TOUR QUESTIONS

### **E** CAN I BOOK A GUIDED GROUP TOUR FOR A DIFFERENT TIME THAN WHAT'S LISTED?

- Because we work around our students' class schedules, we only open registration for dates and times that we can guarantee staffing availability. Group tour times are also set around our daily campus tours for individual families. Thus, while you are always welcome to request a tour time that is not listed, it is highly unlikely that we will be able to accommodate.

### **F** WHY WILL MY TOUR BE CANCELLED OR CHANGED TO A SELF-GUIDED TOUR IF WE ARE LATE?

- MavElite tour guides are prescheduled for all our tours based on registration and the availability they have around their classes. Since tours are prescheduled to start and end at set times, we do not schedule them for longer than necessary so they may focus on their academics. Thus, guided group tours will be cancelled or changed to a self-guided tour as the scheduled tour guide will only be available for a limited time. After 30 minutes, there is not enough time for the tour guide to complete a tour within the prescheduled shift.



# GROUP TOURS

## SELF-GUIDED GROUP TOUR QUESTIONS



### WHICH SELF-GUIDED TOUR OPTION IS BEST FOR MY GROUP?

- We have a variety of self-guided tours that can be catered to your age group and visit goals.

Self-Guided Tour	Description	Visit Goals	Target Age Group	Materials Provided
<b>Sensory Scavenger Hunt</b>	Students search for Spirit Horses around campus and use their senses at each stop	<ul style="list-style-type: none"><li>• Fun</li><li>• Exposure to a university</li></ul>	<ul style="list-style-type: none"><li>• Elementary School Groups</li></ul>	Each student receives a scavenger hunt at check-in
<b>Guidebook Spirit Horse Tour</b>	Students use their phones to follow a preset route to each Spirit Horse. Each stop has prerecorded information about college readiness.	<ul style="list-style-type: none"><li>• College Readiness</li><li>• Exposure to a university</li></ul>	<ul style="list-style-type: none"><li>• Middle School Groups</li><li>• Underclassmen High School Groups</li></ul>	Chaperones receive instructions for downloading the Guidebook Application at check-in
<b>Guidebook General Tour</b>	Students use their phones to follow a preset route. Each stop has prerecorded information about UTA specific programs - much like our guided group tour!	<ul style="list-style-type: none"><li>• UTA Specific Information</li></ul>	<ul style="list-style-type: none"><li>• High School Groups</li><li>• Upperclassmen High School Groups</li></ul>	Chaperones receive instructions for downloading the Guidebook Application at check-in



# GROUP TOURS

## SELF-GUIDED GROUP TOUR QUESTIONS

### **B** HOW DO I FACILITE A SELF-GUIDED GROUP TOUR?

- We find that groups have the most success when they follow these steps:

#### **STEP 1**

**Be prepared to split students into groups of 10 with at least one chaperone.**

- Many groups have preassigned student groups and chaperones upon arrival.

#### **STEP 2**

**Familiarize yourself with Guidebook.**

- Whether you are registered for one of our Guidebook tours or our scavenger hunt, knowing how to use Guidebook will ensure you know how to get around campus and will have access to supplemental information.

#### **STEP 3**

**Determine how much time you want groups to wander campus and where the best location to end the tour may be.**

- Your pace determines the amount of time it takes to complete the tour.
  - On average, smaller groups finish our self-guided tours in about an hour.
- Each visiting group that is registered for a self-guided tour will also receive chaperone maps at check-in. Chaperone maps mark Spirit Horse locations, open buildings for restroom breaks, and fun photo opportunities.

### **C** WHY MIGHT A DATE NOT BE AVAILABLE?

- There are a few reasons why dates may not be available. We will generally not open registration for self-guided tours on holidays or dates where we cannot ensure that we will have staffing available to answer questions at check-in. Please note that the calendar is an accurate reflection of available dates we can provide a self-guided tour option.





# GROUP TOURS

## SELF-GUIDED GROUP TOUR QUESTIONS

### **C** WHY MIGHT A DATE NOT BE AVAILABLE? (CONTINUED)

#### **TOO SOON TO BOOK**

- Because we work around our students' class schedules, we can only open self-guided group tours a semester at a time and are limited by the college semester calendar.
- Below is a general breakdown of when you can expect dates to be available:
  - Fall Semester (Mid August - Early December Dates)
    - Available July
  - Spring Semester (Late January - Early May Dates)
    - Available December
  - Summer Semester (Late May - Mid July Dates)
    - Available April

### **D** CAN I BOOK A SELF-GUIDED GROUP TOUR FOR A DIFFERENT TIME?

- Self-guided tours are generally pretty flexible, so you are welcome to request a time change! In an effort to limit distractions for current students, we schedule self-guided tours to begin so that large groups will minimally overlap. We will review the groups that are already registered and determine feasibility.

### **E** CAN I BRING MORE THAN 150 STUDENTS?

- Yes! We generally request that more than 250 students be split between multiple days to limit distractions for current students. Feel free to request an increase to student count and we will provide you with your options.



# GROUP TOURS

## SELF-GUIDED GROUP TOUR QUESTIONS

### F I HAVE DIFFERENT AGE GROUPS, CAN I GET MULTIPLE SELF-GUIDED TOUR TYPES?

- Yes! The request form will only allow you to select one option, so you will need to reach out to let us know how many students to expect for each self-guided tour type. We will prepare your materials accordingly.

## MISCELLANEOUS GROUP TOUR QUESTIONS

### A HOW DO I BOOK A GROUP TOUR?

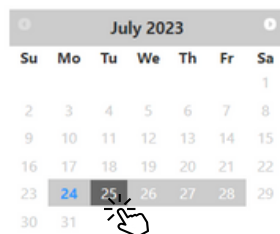
- Follow these steps to book any of our group tour options:

1

Select an age group and follow the button link to the calendar page.

2

Select an available date, then select an available time.



**Legend:**

- Available
- Unavailable / Filled
- Not Scheduled
- Guided Group Tour  
07/25/2023 10:30 AM  
Dan Dipert University Welcome Center

3

Complete and submit the tour request form - You will receive a confirmation email upon successful submission

4

Complete and submit the group tour contract. Tour request page will automatically refresh to the tour contract page.



**You've booked your tour!**



# GROUP TOURS

## MISCELLANEOUS GROUP TOUR QUESTIONS

### **B** HOW DO I KNOW MY GROUP TOUR IS CONFIRMED?

- After you've submitted your tour request form **AND** group visit contract, you will receive an automated email titled "**Your Spot is Secured!**" This email will provide you with parking details, individual student registration (high school groups), and will serve as your official tour confirmation.
  - Please note that until you have received this email, you have only successfully requested a group tour with us.

### **C** WHAT ELSE CAN MY STUDENTS DO ON CAMPUS?

- Groups can schedule/book a variety of additional campus activities. Please note that it is up to the visiting group to book these activities. We cannot speak to the availability or pricing of these activities nor can we adjust our guided group tour dates/times to coincide with their availability.

Activity	Suggested Age Groups	Contact/Website
Dine on Campus	<ul style="list-style-type: none"><li>• Elementary Groups</li><li>• Middle School Groups</li><li>• High School Groups</li></ul>	Dining contacts change frequently, please email <a href="mailto:groupvisits@uta.edu">groupvisits@uta.edu</a> to get the most recent contact.
Planetarium Show	<ul style="list-style-type: none"><li>• Elementary Groups</li><li>• Middle School Groups</li><li>• High School Groups</li></ul>	<a href="https://www.uta.edu/planetarium/field-trips">https://www.uta.edu/planetarium/field-trips</a>
Library Services for K-12	<ul style="list-style-type: none"><li>• Elementary Groups</li><li>• Middle School Groups</li><li>• High School Groups</li></ul>	<a href="https://libraries.uta.edu/services/k-12">https://libraries.uta.edu/services/k-12</a>
Science Ambassadors Show	<ul style="list-style-type: none"><li>• Elementary Groups</li><li>• Middle School Groups</li></ul>	<a href="https://www.uta.edu/academics/schools-colleges/science/community/science-ambassadors">https://www.uta.edu/academics/schools-colleges/science/community/science-ambassadors</a>



# GROUP TOURS

## MISCELLANEOUS GROUP TOUR QUESTIONS

### **D** WHY DOES A BUS DRIVER NOT COUNT AS A CHAPERONE?

- While bus parking is a 5 minute drive away from the drop of location, the walk back is roughly 30-45 minutes. For the safety of your students and our tour guides, we will not begin the tour until we have a ratio of 1 chaperone for every 10 students.
  - Waiting for the bus driver to complete the 1:10 ratio will most likely result in a shortened tour or a switch to self-guided. Please see **Guided Group Tour Questions - Subsection F**.
- Visiting groups experiencing staffing shortages are more than welcome to bring parents/guardians to meet the 1:10 chaperone, student ratio.

### **E** CAN YOU SPONSOR MY GROUP?

- Regrettably, we do not have the budget to sponsor meals or additional activities for visiting groups.

### **F** I AM A TRAVEL ADVISOR BOOKING ON BEHALF OF A GROUP - WHAT IS DIFFERENT?

- Please follow the steps listed at **Miscellaneous Group Tour Questions - Subsection A**. Please note that all automated tour confirmation/details will be emailed to the email provided under "**Group Supervisor/Chaperone**" section of the tour request form. Unless you plan to forward all communication to the visiting group, please provide the contact information of the visiting group to ensure they understand their contract and receive all tour communications.



# GROUP TOURS

## MISCELLANEOUS GROUP TOUR QUESTIONS

### **G** WHY DO YOU NEED INDIVIDUAL STUDENT REGISTRATION AFTER GROUP TOUR CONFIRMATION? (HIGH SCHOOL GROUPS ONLY)

- Individual student registration allows us to provide better support for students in their college application process. We want to share relevant admission and major specific events/information as well as measure the effectiveness of our group tours in recruiting students.
  - **We recommend sharing the provided link with students and assisting them with their registration prior to your scheduled tour. You will receive this link in multiple emails prior to the tour.**
- Students can be confused by the following items on the form:
  - Which best describes you?
    - Freshman, Transfer, Master's, Doctoral, Certificate
      - **Even if students are taking Dual Credit - they need to submit the form with Freshman**
  - What would you like to study?
    - **If they do not know exactly what they would like to study, that's fine! Students can change their major later on.**
  - When do you plan to start classes?
    - **Have them select the semester and year they will most likely begin college classes.**
  - Family member information?
    - **Students do not have to provide family information if they do not want to.**