Active Learning Tour Route: Engagement in an Unconventional Environment

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ACTIVE LEARNING TOUR ROUTE:
Engagement in an Unconventional Environment

Hattie Molina

HONORS PROJECT

Submitted to the Honors College
Bowling Green State University in partial
fulfillment of the requirements for graduation with

UNIVERSITY HONORS

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I. Introduction

Purpose:

When guest attend Bowling Green State University for a campus visit, a majority of their experience is plagued by tour guides talking “at” them. The campus tour is made up of a lot of facts and stories provided by the tour guide, but few questions by guests or interactively based on comments from guests. One way to solve this is to create and Active-Learning Tour route where guest are the center of their own campus learning experience. According to the research, the components of Active Learning have many facets that branch into other aspects including technology and humor. The research I completed looks to address this by capitalizing on the various aspects of Active-Learning.

This project will provide the resources to update the tour guide program at Bowling Green State University. It will contain a compressive proposal of how aspects of Active Learning or Learner-Centered Teaching could be applied, resources for active learning’s incorporation into the program, and arguments for how the program would benefit from their incorporation to the already existing tour route and program.

The project will specifically include a provided set of questions through a technology proponent, a resource for training purposes on the technology as well as additional aspects of humor are of which are proposed additions to the current tour route, and an updated tour script for the use of all involved in the tour guide program. These resources will then be used to deliver a proposal to the coordinator of campus visits and potentially the office of admissions about the opportunity to incorporate active learning on a tour route and how this is a beneficial addition to the existing program.
By adapting the existing tour script and creating additional resources for training purposes for the tour guide program I will be fulfilling the written communication portion of the Honors Project learning outcomes. When updating the script, I will have to concisely provide information about what is to be said and what actions should be completed at specific points along the tour. The information provided will have to be concise to be beneficial to the time constraints tour guides will have in completing the tours of campus. It will be critical that the writing portion be interestingly worded, focused and be written as one would speak the information, as well as be grammatically correct.

The proposal of potential adaptation of the Active Learning tour components provided to the existing tour guide program will fulfill the oral component of the Honors Project. The proposal will ideally be delivered to the coordinator of campus visits as well as other members of the admissions staff involved in campus visits and the recruiting process. This oral proposal will require persuasive and valid arguments for why an Active Learning Tour route would be beneficial to the BGSU tour guide program with the intention of persuading the program coordinator to add these resources to the programs training and implementation. This proposal will include information about the undergraduate research I intend to complete as a continuation of this project. This research will test the effectiveness of an Active Learning Tour Route so that it may be integrated for use into the program.

The creation and successful implementation of the technology component of this project will successfully fulfill the integrative learning component of the learning outcomes. By designing questions and inputting material into the technology it will be necessary to transfer information about Active Learning and Learner-Centered Teaching in the context of a classroom setting to the context of a campus tour. It will require my knowledge of Educational Pedagogy be
applied to a new and exciting setting. This technology will focus on aspects of communication and how the tour guides will incorporate it into their tours. Additionally, this will focus into the educational pedagogy on the content that is included in the technology and the technological component of how the application or website works. All aspects will all be vital for the successful creation and implementation of the technological component to the Active Learning tour route.

The entire project requires critical thinking about active learning approaches and how they can be incorporated into a tour route. The critical thinking learning outcome of evaluating or constructing a valid argument will be important for the presentation of this idea to staff of the tour guide program. Additionally, the continuation of the project into further undergraduate research and testing of the effectiveness of an Active Learning Tour Route versus a traditional tour route will provide more opportunities after the completion of my project to exhibit my critical thinking abilities.

**Literature Review:**

Copious amounts of information is added into our daily lives every week, but in a world where information is constantly given to us, it is important for those distributing information to engage their intended audience and find ways for their information to stand apart from millions of other tidbits of information available to the audience. Think about it. How much information is digested when listening to an uneventful lecture, monotonous speech, or when passing a muted sign? Often times, when information being presented to us is unengaging, it fails to make it into our attention, and if it manages to get our attention it often will not maintain it for long. However, many communicators in various fields’ recognize the importance of engagement and
are capitalizing on the many techniques and technologies that enforce and promote engagement in their audiences.

One particular domain where engagement has been a popular topic and the processing of information is particularly important is education. Brigham Young University’s Center for Teaching and Learning quotes Faust & Paulson, “Active Learning is, in short, any learning activity engaged in by students in a classroom other than listening passively to an instructor’s lecture” (2016). The education system has begun to emphasis engagement through Active Learning or Learning-Centered teaching techniques to get the attention of students.

Various Active Learning studies and techniques in education seem to use similar characteristics in activities to engage students. These techniques seek to get students involved through the use of discussion or required feedback. They are often centered on a common goal or problem. As seen mentioned in Brigham Young Universities Center for Teaching and Learning online resource. This resources stresses the importance of setting a learning goal that can be achieved at the beginning of instruction (2016). Similarly, Learner-Centered Teaching: Putting the Research on Learning into Practice also mentions the importance of setting a learning goal. This idea of a central problem is also the basis for problem-based learning which is seen repeatedly. It is mentioned as a technique by Furman and Sibthorp in their article, Leveraging Experiential Learning Techniques for Transfer, as well as by Woolfolk in her textbook. They also focus on the students experience as opposed to solely students’ knowledge. Kassens-Noor references Dewey’s thinking and states, “Students’ experiences are a key factor in their learning process” (2012). This was of approaching students learning by incorporating what students have and are experiencing requires instructors to think about the how and not just the what. To successfully include this characteristic of Active Learning in one’s teaching they must carefully
construct meaningful experiences and draw upon experiences students may already have to allow students to construct knowledge.

One important hurdle for a productive Active Learning approach is educators must be open to a new less dominant role in the classroom. Author Terry Doyle believes this different and new role of the teacher in the classroom of being a facilitator is not something teachers are inherently good at, but rather he believes it is a learned skill (2011). Doyle is not alone in recognizing that educators may not be the first to successfully implement Active Learning, in fact, others recognize the importance of training and experience for educators.

A study, *Active learning—a cultural change needed in teacher education and schools*, shares that students believe, “Teachers do not want to change and they are not interested in students’ learning. Almost all students, except the first and second grade students, were very pessimistic that older teachers do not want to change anything in their teaching” (Niemi 2002). The study expressed that being stuck in one’s ways is not the only reason for resisting active learning, but a lack of time or resources may also make active learning techniques difficult to implement. While these students are not wrong, the study completed by Shieh shows that not all educators are keen on introducing new Active Learning components to their classroom. In the study, Mrs. Y is fairly against new components to her teaching process arguing they are, “distracting” to students (Shieh 2012). Within the same study Mr. T admits that his teaching practices, “had undergone a tremendous change in recent years” (Shieh 2012). This shows that contrary to what some students believe, not all educators are closed to new teaching practices and some have embraced Active Learning techniques in the classroom.

In addition to the teacher changing roles, the dynamics of the classroom or learning environment as a whole must change as the teacher becomes the facilitator and the students
become the main director of information. This can be completed through a variety of teaching practices. Brigham Young University offers a list of potential options like Just-in-time teaching, team quizzes, Listening Teams, Structured Sharing, or something they call, “students as teachers” (2016). Online resources like Brigham Young’s teaching and Learning Center are not the only resource providing teaching practices in which Active Learning can occur.

TEAL or Technology-Enabled Active Learning is a common practice and has recently been proven effective in education for engaging learners in the study, *The impact of Technology-Enabled Active Learning (TEAL) implementation on student learning and teachers’ teaching in a high school context*, conducted by Ruey Shieh in 2012. TEAL is described in the article as “a pedagogical innovation established in a technology-enhanced multimedia studio, emphasizing constructivist-oriented teaching and learning” (Sheih 2012). The article reports, after following three different physics classrooms in Taiwan, that the technology infused teaching approach slightly outperformed the classes in which this approach was not used. This shows this particular teaching approach allows for better retention of information. More importantly however, the study states that students participating in the TEAL classrooms, “Showed more positive attitudes toward going to physics class because they said it was fun. ‘Fun’ to them meant that that instructor provided them with demonstrations and hands-on activities” (Shieh 2012). From Shieh’s article and this statement in particular the attitude the students now have stems from the Active Learning environment in the classroom seems to be generally positive. This positive attitude toward learning and experiencing new information is a positive outcome of the use of Active Learning with Technology in the classroom.

The TEAL study proves students respond positively to the use of technology and this study is not alone. The article *Twitter as a teaching practice to enhance active and informal*
learning in higher education: The case of sustainable Tweets, also shows how the use of technology is beneficial and well-liked by students. The article comments that, “in some contexts Twitter will better aid students in learning a particular subject matter compared with more traditional teaching methods” (Kassens-Noor 2012). In this study, completed by Kassens-Noor, the researchers used twitter as a discussion and log tool. They tested students within a course where students focused on urban planning and creating a sustainable city. The students used twitter throughout the course to keep a log of unsustainable practices and remedies for such practices. The examiners then compared this group using twitter to a group that used paper logs as a method of logging unsustainable practices. After each group was allowed a period of discussion they were given a pop quiz to test their knowledge. The findings show that the twitter group, “remembered over 60% of the unsustainable practices and remedies that others had created on twitter, while only 40% were from their own source of ideas” and in contrast of the responses reported of the traditional group, “70% of these practice were reported by themselves” (Kassens-Noor 2012). This shows that not only does technology allow for higher interest and better understanding, but it allows for better memory of information covered and more differing information from other minds.

Incorporating technology-enabled Active Learning is one way of using Active Learning techniques to reap the achievement benefits in students, but it has also been proven that simply putting students in an environment where Active Learning can occur is beneficial to their performance. Baepler, Walker, and Driessen reveal in their article It’s not about seat time: Blending, flipping, and efficiency in active learning classrooms that, “Researchers found that students in active learning classrooms outperformed aptitude-based expectations in terms of learning outcomes when compared to students in traditional classrooms” (2014). This shows by
simply changing the environment in which students learn to one more accommodating to interactions with peers and active involvement in activities students get so much more out of their educational experiences. This article emphasizes the importance of a supportive learning environment on students learning and stresses that in learning environments like the traditional classrooms pedagogies like cooperative learning, and learning from peers can occur however it is difficult. This article specifically speaks about the more unconventional means of achieving active learning by flipping the classroom or blending instruction.

These ideas of differentiated roles, discussions, active participation, and engagement in the classroom like those found at the basis of Active Learning stem from Educational Psychology concepts and theories like Constructivism and Cooperative Learning. Shieh’s article about TEAL offers that Active Learning is a fairly new educational psychology ideology but that the concepts are, “grounded in the concept of social constructivist theory” (Shieh 2012). This particular facet of Active Learning using technology suggests that the technology is a means of allowing small-group discussions as well as opportunities for students to engage in problem solving which are important components of active learning (Sheih 2012). Additionally, within the textbook *Educational Psychology* by Anita Woolfolk, Inquiry and Problem-Based learning are described as techniques of applying the Constructivist theory (Woolfolk 2010). Collaboration and cooperative learning are offered by Woolfolk as methods of obtaining the social aspect of the Social Constructivist Theory that stems from Vygotsky’s theories (Woolfolk 2010). Active Learning focuses heavily on student interactions through group activities, discussions, and problem solving activities with roots in these Constructivist theories. When one allows the students to participate in practices rooted in Constructivism they are providing the opportunity to interact and take charge of their own knowledge growth.
Much of the research on Active Learning occurs within a classroom setting; however, it can occur in other settings. Kassens-Noor in *Twitter as a teaching practice to enhance active and informal learning in higher education: The case of sustainable tweets* references others, Chickering, Gamson, and Conlon, and states, "remarkable educators have sought to invent, improve and implement teaching practices that engage students and connect classroom information with real-life experiences… instructors have applied active and informal learning methods to enhance students’ interactions in peer-to-peer discussions in and outside of class” (2012). An Active Learning Tour of campus at Bowling Green State University would be eligible to fall into the category of real-life experiences. The interactive nature of such a tour is similar to the interactive learning experiences that occur when people visit a hands on learning center like a zoo, aquarium, theme park, museum, nature preserve, or art performance. Which are common out of classroom learning experiences used by educators to foster knowledge growth and socialization with peers outside of the classroom. Within these out of classroom experience the learning occurs in a similar fashion to the learning environment within campus tours. These similarities allow us to assume that this learning experience will have a similar outcome to these interactive experiences that people often choose to engage in to enhance students’ experiential learning and knowledge.

While group socialization, and active interaction with technology provide important qualities of Active Learning there are other methods where the facilitator becomes the source of engagement. Alternatively, engagement can be achieved when the teacher is using different techniques of humor in which may put them as the center of attention. In this type of scenario the students play a less direct role in the sharing of information but, their minds are still actively engaged and this is expressed outwardly by a smile or laugh. *Laughing and Learning: an*
Alternative to Shut Up and Listen includes, “Course materials are more attention getting, original, and likeable when mixed with humor” (Jonas 2010). So, like the reactions students had to the use of technology in the classroom humor can be used as a way to boost interest and engage students.

Humor is engaging to all students and will be beneficial to all tour and learning atmospheres when integrated correctly and appropriately. All of the text above that reflect on the use of humor as a tool of engagement stress the importance of knowing your audience and being appropriate in the use of humor towards that audience. When giving tours of campus recognizing and having knowledge of the interests of your audience is vital to giving a successful tour. Humor will be a great alternative to the additional of technology to an Active Learning Tour Route when the audience is a small group. When adding technology to a small group of maybe one family this techniques of active learning may depersonalize the experience and not allow for adequate discussion or relationship between the tour guide and the guests.

Through engaging environment, changed teacher roles and outlooks, student participation, and the integration of technology and humor educators can capitalize on the techniques of active learning to benefit their student’s interest and achievement.

Methodology:

This project follows the applied track of options for an honors project and is designed to solve the problem of a lack of guest engagement on tours of campus at Bowling Green State University. Far too often guests listen to a tour guide or other admissions staff speak for a majority of their campus visit experience. This project’s methodology will be the construction of resources to support the proposal and acceptance of an Active Learning Tour route on Bowling
Green State University’s Main Campus. It will require the creation of a training resource on the implementation of humor as well as a list of jokes that may be used on the tour route, the updating of the tour guide script to include the technology component, and a pilot test of the active learning tour. It will also require the careful creation of an argument using critical thinking to construct a valid argument and presentation directed at the coordinator of campus visits. All of these components must be constructed and completed to complete the goal of getting an Active Learning Tour guide program implemented on Bowling Green State University’s campus.

II. Pitch Presentation

Presentation Script:

Honors Project Script

Specific Purpose

This presentation’s purpose is to provide adequate information in the form of a pitch to the Office of Admission’s that they might accept a proposal to incorporate components of the Active Learning Tour Route that I have created on future campus tours.

Central Idea

The main idea of this speech is to provide arguments for why the office of admissions would want to incorporate elements of humor and technology into the existing makeup of a campus tour. These arguments will explore the content that has been created, options and concerns for use of the technology, and information and feedback I have gathered during the creation of the project through tests of platforms and research.

INTRODUCTION

I. Attention Getter: How many of you currently have a cell phone or other portable device with you currently? According to Pew Research “Nine-in-ten Americans have a cell phone.” With this type of portable technology available to guests that visit our campus I pose the question why is Bowling Green State University not taking advantage of this resource to recruit potential students?

II. Introduce Topic: As Faculty members of the Office of Admissions here at Bowling Green State University you understand the impact that the campus visit has on students
and how important it is to leave a good impression and provide a memorable experience for students visiting our campus. When talking about the tour during a campus visit the tour guide has two main jobs provide information and create a positive experience. From my perspective as a future educator I capitalize on my strengths of educating others and see my tours as an opportunity to educate others about this wonderful campus. That is where my concept for an Active Learning Tour was born. Active learning is an educational best practice that has made it’s way into classrooms around the nation including the ones here at BGSU. In fact we have renovated classrooms to provided better environments for innovated teaching practices like Active Learning to occur. So, today I will be presenting to you the technology and humor components that can create an active learning environment for guests on our campus tours.

III. **Reason to Listen:** At this point you are either interested in what my proposed additions to the tour guide program will offer to potential students and their friends/ families as they visit our campus, in which case I will only give you more reasons to be interested as the presentation goes along, or you are hesitant to embrace an added technology component to the already packed full visit experience, in which case I acknowledge your concerns and will provide some information about what I have already seen as a potential problem and ways I think those problems can be addressed. For all of you I hope you see the merit this idea and contemplate its potential.

IV. **Credibility:** I have been an employee of the tour guide program since I was hired spring of 2015. Through this experience I too share in the goal of wanting students to attend this University and have a positive experience. During my time as a tour guide, I have gained experience on what potential guests desire during a campus tour. I also have an educational background. I am a third year student studying Adolescent Young Adult Mathematics Education. I have taken various courses that have trained me in various best teaching practices and helped me develop my teaching philosophy which includes student engagement. These experiences as well as my extensive research of Active-Learning, Backchanneling, Humor, and Technology make me knowledgeable on the topics I will cover today.

V. **Preview:** During this presentation I will be covering some information on why Active-Learning is important for any environment of knowledge growth, how this active engagement can be incorporated into a tour through technology and humor, explain some of the educational background in these best practices, and address some concerns that may arise with the use of technology and humor.

- **Transition:** The new generations of students are constantly on their phones and I briefly mentioned earlier how they are such a conven medium for engaging students! However, their portability and inexpensive nature are more of an added bonus. Next, let’s explore
more of where this idea came from and what I really mean by using your cell phone to create an Active Learning Tour Route.

**BODY**

I. Briefly, so we are all on the same page I would like to define Active-Learning, and explain why it is useful in this unconventional educational environment.

A. From my research, Active-Learning is defined as, “in short, any learning activity engaged in by students in a classroom other than listening passively to an instructor’s lecture” It implies the desired activity is observable, while all of us have experience learning by being actively engaged in lectures, though our outward appearance might appear passive,” by Birmingham Young University’s Center for teaching and Learning.

B. After learning about this approach, where students actively participate in their education, it did not take long for me to see the potential applications to the campus tour.

   i. As a tour guide we talk to the guests a majority of the tour as described in the definition our guest often are listening passively to the tour guide.

      1. In fact the only time we really get to hear from the guests is in the beginning to the tour when we ask for the student information, during the tour when guests ask questions, and then at the end of the tour through guest evaluations.

      2. We can show the guests what we think they will want to see and tell them what we think they want to hear but really only they know what they are looking for from our University as they visit.

   ii. Another important aspect of the campus tour is the feedback that we receive from guests when they return to the office of admissions. This is great information to help the staff improve the program! But, what if a guest has a concern that could have improved their visit during the tour. There is an opportunity through the use of technology for tour guides to receive feedback in real time and to respond to guest’s requests and concerns.

   iii. Yet another way in which this concept could be applied to a campus tour would be through a visual reference.

      1. Often, when giving a tour I get questions about our location on campus in relation to where we began or where we were when we were in a specific building.

      2. Infact, from my experience as a potential student I remember thinking how am I ever going to navigate this campus because I was so backwards to which direction we were going and where we had just come from.

      3. By including an active learning component where perspective students and their friends or family interacted with an online map students could get a better sense of our campus during their visit.
iv. Another point of engagement that I see lacking on campus tours which I have also heard similar concerns from my coworkers is the lack of questions quests ask when they are prompted to.

1. From my personal experience when on a campus tour I did not want to ask information because one I did not always think of a question when it was applicable and I also did not want to ask certain topics I found to be a little embarrassing in front of the other guest or my family.

2. Other guests may have other reason for not wanting to speak up in front of the group. Some may include being shy or fear of looking ignorant.

3. An active learning tour route could also address this problem and provide opportunities for more interaction between the potential students and the tour guides.

4. Transition: Now that we have established what active learning is and I have covered my opinion on its applications to the campus visit I would like to express how we can be taking advantage of this educational best practice.

II. Technology is often used in the classroom as a means of engaging students from my generation who have been raised with technology in their lives. My generation is constantly “plugged into” information and communicating with others. Since the fact that potential students are constantly communicating is true, technology being so portable is a great means of adding active participation.

A. Many educators now use interactive apps that are short quizzes or polls that students can respond to.
   i. Because of their popularity I decided to look into this as an option to achieve the active learning tour route I desired.

B. I also explored the option of the interactive campus map that is available on Bowling Green’s Website. This had some potential in solving the issue of navigation and locational perspective during the campus tour. After contacting marketing, which is in charge of this service, I found out that they could create a map that highlights only the buildings that we visit on a campus tour.
   i. After exploring in depth I decided that this was of least importance in creating a more engaging tour of campus and it would be much too difficult to have guests navigating back and forth between multiple sites during the campus tour.
   ii. However, I do believe that it could serve as a great resources to guests and may be helpful if better advertised.

C. I decided that no application is perfect for what I was trying to create with this innovative approach to the campus tour but, there were two application that get awfully close to my desired outcome. Those two methods of technology are Kahoot! and Socrative.
i. Kahoot! Is a quiz application that is colorful, user friendly, and easy. The downside to this program however is that it only provides the option to ask multiple choice questions which limits the interaction that I am looking for. Another limitation is that the question must be displayed on the teacher’s device. So, this could be accomplished if the tour guide had a i-pad to display the question. The thing I like the most about this program is the fact that guest would only need a short passcode to be involved in the game and they choose their nickname so their identities are secret.

ii. Socrative the other option offers some more options. The down side to this program is that it is not as simple as typing in a code it requires slightly more navigation. The most positive thing about this program is that it allows for more in-depth conversations because guests can answer multiple choice and extended response prompts.

D. The technology portion of this active learning tour route comes with an added bonus. Using innovated technology such as Kahoot! or Socrative add’s a WOW factor. When students attend other University’s campuses and then look to compare them to Bowling Green State University we will stand out because of our unique integration and use of student’s technology.

- **Transition**: Another popular form of engagement I found through my research is humor.

III. Humor is also a common method of engagement already being used by some on campus tours. By laughing guests are actively engaging with the tour guide. Though I acknowledge I am not recreating the Wheel, Campus tour guides still can improve and here is some added information I have developed through this search for added guest engagement.

   A. Along with adding engagement to the tour route it also provides a great buffer to the use of technology for those who uneasy about its use on a tour of campus. By making a joke about something everyone is uncomfortable about it makes it not as daunting.

   B. Additionally, I have updated the script to include options for tour guides to use when including humor.

      i. I completed an interview with fellow tour guide and communications student Ryan. Ryan is also a member of an improv comedy group on campus and was a great resource. He helped me by giving me some great insights into comedy and communication.

      ii. I also, compiled a list from fellow tour guides. Using suggestions about jokes that are already being used on the route I was able to create a bank of jokes that tour guides can use.

      iii. Some of the jokes from the bank are also mine that I have created.

- **Transition**: I have showed you some of the benefits to using technology but, I want to clear up some things that are concerning. There are some potential concerns dealing with
the integration of technology and the encouraged use of humor that I have already addressed while completing the materials for an Active Learning Tour. But before we dive into what I already have as a preconceived concern, I do not want to put words in your mouth, but I would love to hear some of your concerns.

IV. Some of the major concerns come up with the implementation of the technology; however, there are some that arise with the use of humor. I would like to take a moment to address those concerns so they do not sway your decision on the implementation of a program like an Active Learning Tour Route.

A. One major concerns with the Technology deals with the distraction of the guests.
   i. This is a valid concern. While discussing the trial tour I ran one of my friends expressed how easy it was for her to check what was happening on her face book during the tour. However, I will disclose that the experience was not as interesting since she already attends BGSU.
   ii. New students will be interested or have the added interest because for them the information is new.
   iii. Additionally, during my experience as a tour guide I have had guest on their phones. By offering the use of technology in a productive manor hopefully we will direct the cell phone usage that is already occurring into a positive light.
   iv. In fact, based on the feedback from the trial tour it is important to maintain a balance of the use of cell phones and face to face interactions.

B. Another major concern with the Technology will be the malfunctions of the technology.
   i. This one must be addressed at the front end of the tour.
   ii. It will be important to allot time for the technology to malfunction and be fixed.
   iii. Tours everyday are given without this added technology so it should be seen as a powerful addition to an already great tour and not a necessary component. As much as it would be great if it were seen as a necessity but, realistically it is not. The show will go on without it. It just as so much value to

C. Another concern would be the response of the older generations that accompany our students that are not as sold on the use of technology in important life events.
   i. To this I would encourage the use of humor as a buffer. By simple addressing the issue directly by making a tasteful joke it can ease the tensions and get them laughing.
   ii. Another approach would be by challenging our guest to make the technology component of the tour useful. By using clever language to persuade the guests that this is a useful and meaningful component and that the concept behind it is backed by research we can challenge them and almost trick them into wanting to make the tool useful.
   iii. Lastly, I would say that this is not going to be popular with 100% of our guest 100% of the time. Unfortunately, that’s how anything goes with a
group of people you cannot please everyone simultaneously. However, because students are proven to really enjoy the use of an added technology component I really think that this will appeal to them and they are the important to win over.

D. A concern with the use of humor is the inappropriate use of it or the use of particular jokes or topics that offend guests.
   i. This is an important topic to discuss. With the Handout on humor I have completed you will see that there are options. So, tour guides can choose from a list of jokes that will help them get the laugh and have already been predetermined to not cross the line.
   ii. Another way of combating this is educating tour guide. The handout has a few tips and suggestions to help implement humor on a campus tour but I also think that by doing a small workshop with an on campus improv comedy group or even just talking about some of the provided information on the handout more in-depth we could combat students using jokes that offend.
      1. During the creating of the handout I even got some help from fellow tour guide and comedian Ryan Chernick.
   iii. Unfortunately, I would say that when giving tour guides freedom during their tours to add personal experiences, stories, and personalities you have the same probability of something being said that is not the best representation of the university or offends the guests.
   iv. I do think that the benefits of using humor outweigh this concern and based on the fact that it’s already being used I think that you all would agree. However, I definitely see room to add more.

CONCLUSION

I. Summarize: I genuinely believe that added components like humor and technology have a meaningful place in the campus visit. They provide a platform for instant feedback for the tour guide and provide a platform for our guests to participate in the campus tour beyond asking questions. There are so many minor problems that are solved through the incorporation of these components. As I recognized in this presentation, this is not a perfect idea and added distractions and technology malfunctions are real problems that we will face with this added component. So, with that I leave it to you to decide the true merit and implementation or creation of this idea. All of these reason I have provided hopefully outweigh the negatives and provide ground for a favorable view of an Active-Learning Campus Tour.

II. Memorable Ending: As an employee of the Office of Admissions our job is not an easy one. Helping students decide one of the largest decisions of their life, where they will go to college, is a huge task. Personally, I think we do a phenomenal job but, I may be a little bias. I am so honored and thankful for the opportunity to do what I have done in this position as a tour guide. I see this as an opportunity to make an already great program Falcontastic. As, Van Wright would say, “Bowling Green has some top notch students.”
intent to be nothing less than top notch and I hope you agree this idea I presented today is nothing short as well.

III. Motivate Audience: I have provided you with folders that contain information about the technology programs I have created and piloted. These folders include visual references of these components as you think about this proposal to implement something of this nature. Also, I have included citations to the sources that I have used to consider and justify these topics.

VI. Provide Closure: So again I ask you. Why is Bowling Green State University not taking advantage of the resource of personal cellphones and devices to recruit potential students? I believe there is little reasons not capitalize on an opportunity to engage students through the use of these resources and I hope you agree. Thank you for your time and attentiveness through the duration of this presentation. I have a short form I would really appreciate on your feedback to this presentation and I will be looking forward to the verdict on the Active Learning Tour Route.
ACTIVE LEARNING TOUR ROUTE:
The Future of Campus Tours

Hattie Molina

“Nine in ten American adults own a mobile phone of some kind”

“Smartphone ownership... with 86% of 18- to 29-year-olds owning one in 2015”

Potential Applications for Active Learning:

(1) Offer guests more of a voice. Allow them more opportunity to talk and express what they want out of a campus visit during the campus visit.

(2) Campus Tour guides can receive feedback during the tour and make adjustments.

(3) Offer a visual reference so guests can understand their locations on campus during the tour.

(4) Offer an environment more conducive to asking and answering questions. Guests can ask anonymously.

*In addition to the above materials the Visual Aid included the Screen Shots of Kahoot!, The Document of Socrative Materials, The scripts for both Kahoot! And Socrative, and the Handout “Humor Me, You TG” (All of the listen materials can be seen in respective sections of this document)
*The above image is the booklets of all materials that were presented to attendees during the pitch presentation.
Feedback:

Feedback from Active Learning Tour Route Proposal

1) Overall how well do you believe I did in the delivery of my information? Is there anything that you noticed I did particularly well? Is there anything that you noticed could have used some improvement?

Person A: The most notable aspect of your presentation was your preparedness. You had obviously put a lot of thought and planning into the project through what you shared orally and through the handouts. I also loved the passion and connection you had to the topic. The only improvement I would recommend would have been to share your printed resource at the beginning, outlining what we would find in the packet. I found myself wanting to peek at the contents, but didn’t want to be rude while you were talking!

Person B: I think you did an excellent job. You were well prepared and well spoken. Your ideas were shared clearly and the handout provided a great visual for your audience to follow along.

2) Did you feel I was credible and well versed with the information?

Person A: I absolutely think you were credible because of your experience in the field and deep understanding of your audience. It appeared you had covered all the bases and anticipated our concerns ahead of time.
Person B: Yes, you cited your sources and it was evident that you did your research on the topic. You also were sure to note your background as a tour guide which provides you with the knowledge base needed to provide this type of suggestion.

3) How prepared did I seem? If not as prepared as you expected what could have been better?

Person A: Again, your preparedness was obvious through the information, research, and handout.

Person B: You seemed thoroughly prepared. This was evident in the research you did prior, the two options you provided, the handout, and the way you spoke about the topic.

4) What materials, if any, were not provided that you wish had been included in the booklet?

Person A: A table of contents would have been helpful as well as an agenda of the items you were going to cover. The contents of the booklet were impressive and thorough. They were easy to read and follow.

Person B: I don’t think you were missing any information in the booklet. The only addition I could see you adding to your materials/presentation would have been having your audience test out the two options you provided so we could physically view these options.

5) What are your overall thoughts about the concept of an Active Learning Tour Route?
Person A: I am intrigued by the opportunity to make the visit more interactive through technology, however I worry that some may find it to be a distraction if not done well. I absolutely feel as though it would help us stand out among other universities.

Person B: I think this would be a great addition to the campus tour. It would keep guests engaged throughout the tour and would allow them to ask anonymous questions.

6) What is your verdict with the implementation of this program or some form of this program?

Person A: I would support the implementation if it was first rolled out on a small population. I like the idea of offering an “interactive” option to guests and allow them to opt in so they know what to expect. Or, another great group to pilot it on would be one of our Academic Cluster days, when we invite students with specific interests. I could see the STEM Day population being interested in this type of experience...or even Education Day since it is active learning.

Person B: I would like to implement a pilot version by doing this on a small scale for some of our summer tours. I do not foresee this being used on every single tour but being a great option for specific tours. I do think we will be incorporating this into our tour options.
### III. Technology Programs

#### Table of Options:

<table>
<thead>
<tr>
<th>Platform</th>
<th>Pro</th>
<th>Con</th>
</tr>
</thead>
</table>
| Top hat          | - Allow for the discussion that I’m looking for  
                  - Allows guest to be anonymous  
                  - Track attendance easy numbers and data for office of admissions  
                  - Discussions can be open for the entire tour | - There is a cost  
                  - account/sign-up required  
                  - Sign-up is time consuming  
                  - Need a smart phone or some sort of device (tablet etc.) |
| Poll everywhere | - Can be free  
                  - Works with any phone type not just smartphones  
                  - Many types of questions that can be asked  
                  - Allows for instant responses | - Does cost for the larger plans that may be what we end up using (more people)  
                  - Questions can only be open for the period the poll is open |
| Socrative        | - Clear student and teacher interface  
                  - Many different choices for ways to use it  
                  - Can do the evaluations electronically (help office of admissions)  
                  - SOC code so each tour guide could have their own code  
                  - Competitions could be between tour groups and could be fun. | - Only 50 students in a group so won’t work on large visit days  
                  - The Pro version would be what we really want to use and it would cost 30 dollars but it is annual pricing.  
                  - Downloading the app |
| Infuselearning   | - Can draw responses which looks like fun option for the guests  
                  - Can pre-program a quiz (so the tour guide is not | - Must log in  
                  - Is this still available?? |
constantly looking at their phone)
- Can share links to video’s that need to be seen

<table>
<thead>
<tr>
<th>Kahoot</th>
<th>Socrative: Best option for Office of Admissions</th>
<th>Kahoot: Most affordable, easiest to use for guests.</th>
</tr>
</thead>
</table>
| - No accounts necessary  
- No set-up time  
- Free!  
- Can include videos etc.  
- Students/ guest can be anonymous  
- Each tour guide can have their own code  
- Works on any device with Wi-Fi  
- You can show videos on the devices | - Need a smart phone  
- Only has one question format |  |

*When making the decision of what technology component I would use I narrowed it down to a handful of choices then created a Pro-Con Chart to help me make my final choice.

**Socrative:**

---

**Bowling Green Tour**

1. What part of Campus are you most excited about seeing?
2. What is the name of the President of Bowling Green State University?
   A. Dr. Sharon L. Gaber
   B. Dr. Mary Ellen Mazey
   C. Dr. Drew Gilpin Faust
   D. Dr. Beverly J. Davenport

3. What are the requirements to get into the Honors College?
   A. A 25 ACT and 3.9 GPA
   B. A 28 ACT and 3.4 GPA
   C. A 29 ACT and 3.8 GPA
   D. A 27 ACT and 3.5 GPA

4. Will you be getting food after the tour?
   A. Yes, Please tell us how to do that in a Dining Hall.
   B. Yes, where are the good places to eat off campus?
   C. Yes, Where can we eat that is not buffet style.
   D. No thank you, we would not like any addition information about dining facilities.

5. These are real menu items at the Black Swamp Pub and Bistro. Which of these would you order?
6. How much of a discount do you receive at the Falcon Outfitters today by showing your VIP badge?

A. 10%
B. 15%
C. 20%
D. 5%
E. I won’t receive any discount.

7. Are there any questions, comments, or concerns that you have so far?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

8. The Math Science Building was built to look like the Pie Symbol.

A. True
B. False

9. What is McDonald Residence Hall often referred to as? (What is the nickname given to it by students?)
10. What do you think are some of the free amenities that students enjoy in our residence halls?
   - Cable
   - WI-FI
   - Laundry
   - A Maid Service

11. What types of clubs or student organizations might you be interested in joining?

12. Are there any questions or concerns?

13. The Wolfe Center is home to the theater program here at BGSU. What do you think the building was designed to look like what?
14. The Jerome Library is open until what time every day?
   A. Midnight
   B. 1am
   C. 10pm
   D. 2am

15. 10-13% percent of the student body is affiliated with one of the 38+ Greek organizations. Are you interested in going Greek?
   Yes! I will be going Greek!
   Maybe, I have not yet decided but I would like more information.
   Maybe, I haven’t thought about it yet.
   D. No Thank You.

16. Do you think you would prefer to live in Centennial, The First Year Residence hall, or another residence hall?

17. Any questions or concerns?
18. Do you believe the Myths Associated with the Seal?

Kahoot!

Join at kahoot.it
with Game PIN:

718030

Waiting for players...

Kahoot!

BGSU Regular Tour

Player vs Player
11 Devices

Team vs Team
Shared Devices

Game options

Kahoot! Experiments

Turn this on to gain early access to experimental gameplay features and help us make learning awesome.

Classic
Team mode

Enter

Start
What are you most interested in seeing on this campus tour?

- A Residence Hall
- The Student Recreation Center
- An Academic Space [Library/Classroom]
- A Dining Facility
What is the Name of the President of Bowling Green State University?

Win up to 1,000 points!

What is the Name of the President of Bowling Green State University?

65 Answers

Dr. Mary Ellen Mazey

Dr. Sharon L. Gaber

Dr. Drew Gilpin Faust

Dr. Beverly J. Davenport
What are the requirements to get into the Honors College?

- A 27 ACT and 3.5 GPA
- A 28 ACT and 3.4 GPA
- A 29 ACT and 3.8 GPA
- A 25 ACT and 3.9 GPA

These are real menu items at the Black Swamp Pub and Bistro. Which of these would you order?

- Mushroom Burger
- The BG Chicken BLT
- Deep Fired Pickles
- Mediterranean Steak Salad
How much of a discount do you receive at the Falcon Outfitters today by showing your VIP badge?

- 10%
- 20%
- 5%
- 15%

What is McDonald Residence Hall often referred to as?

- MAC
- Don
- Mickey D's
- Donald
What do you think are some of the free amenities that students enjoy in our residence halls?

86

- Cable
- Wi-Fi
- Laundry
- A Maid

Here are some Student Organizations on Campus Which of these would you like to join?

88

- History Society [Spread knowledge of American/World history]
- Falcon High Flyers [Acrobatic group, performs around campus]
- BG Undead [Game of Tag, zombies vs Humans]
- A Capella Choir [Ten40, A Council, Acouschicks, or Not yet Perfect]
The Wolfe Center was designed to look like what?

84

- A Projector
- A Glacier
- The Building was sinking
- The international space station

0 Answers

The Jerome Library is open until what time every day?

89

- MIDNIGHT
- 1 AM
- 10 PM
- 2 AM

0 Answers
10 percent of students are in one of the 38+ Greek organizations. Would you like to do that?

19 Answers

- Yes, I want to be in a Greek Organization.
- Maybe, I have not thought about it yet.
- No, Thank you.
- Maybe, I would like more information.

Do you think you would prefer to live in Centennial? The First Year Residence hall?

86 Answers

- Yes, I would prefer it
- No, I think I want to live somewhere else
- Maybe, It might be something I would like
- Undecided on housing at this point

*Images in the quizzes from:

- http://onthemove.bgsu.edu/images/related/unionrendering02.jpg
- http://feinknopf.photoshelter.com/image/I00009999a9IDBIQ
- http://www.bgsu.edu/library/about/virtual-tour.html
- http://www.bgsu.edu/president.html
- https://twitter.com/falconoutfitter
- https://i.ytimg.com/vi/IYXwiQYT-wk/maxresdefault.jpg
- https://az616578.vo.msecnd.net/files/responsive/cover/main/desktop/2016/08/02/636057402742526531-965587829_Free_cover.jpg
- http://www.bgsu.edu/new-student/fall-welcome.html
- http://www.flickr.com/photos/oldohioschools/sets/72157623516352837/
- http://www.bgsu.edu/about/history-and-traditions.html
Humor is an effective form of engaging an audience! Making someone laugh is an easy way to keep their attention and make them feel included. The use of humor can also serve as a buffer for the introduction of technology to differing audiences on a campus tour who may be somewhat uncomfortable with this addition to a traditional tour.

SOME HELPFUL TIPS AND TRICKS WHEN INTRODUCING HUMOR:

Some of us are just gifted! However, we all can't be the next Kevin Hart or Robin Williams who captivates audiences with laughter. So, here are some easy tips and tricks to help all level comedians incorporate humor in their lives:

Humor is best when it is natural. Do not force it!

Rule of Three: When telling a joke or listing things give things in groups of threes. This is good to give two things that have something in common and one that is very different. It is a good way to get an easy laugh.

If you are striking out. Make a left turn. Build something up and then change the pattern.

Find your line!

Know your audience so you do not cross “the line”. If you do cross the line, turning your jokes into something offensive, do not let it be the end of the humor! Keep going just do not cross the line again!

BE PUNNY.

Puns are great and easy! Beware of using too many. Your guests will get annoyed.

Play off the commonalities between you and your tour group. Make jokes about things everyone understands.
We all have them but here is a list of some Tour Guide Jokes you may never have heard but may like to start using:

- Please fill out your evaluation forms, this helps give the office of admission valuable information about the tour. If you enjoyed my tour my name is _ (insert your name)_., if you didn't my name is _ (insert another name)_.
- Why is only the top half of the thinker Visible? (Because he is deep in thought).
- Students have a love hate relationship with the administration building because they love the office of financial aid that awards scholarships but hate the office of Bursar who sends the bill.
- Stay to the right, you'll be alright. (at the seal)
- If it is a pet you wish, it must be a fish.
- Romantics claim Prout Chapel is in the middle so men and women could meet and get married, others say it was to make sure they behaved. I suppose it depends on your point of view....
- We have Wi-Fi all around campus- just sign in using your BGSU username and password. But right around here there is a dead zone. (around the cemetery)
- Why are the Biology and Physics not together? (because there is no chemistry between them)
- Overman Hall Rocks.... Because it is home to the geology department.
- Everything that is wooden comes with the room: the bed, the dresser, the door.....
- You may have heard of college students being dead tired, but this takes it to a whole new level! (cemetery)
- In our fine arts building we have a glass blowing facility, Has anyone ever seen glass being blown? It's like, glass blowing facility? More like, glass blowing my mind!
- What do you call a snobbish thief running down the stairs? (A condescending condescending) (if you talk about criminal justice)
- Where do geologist like to relax? In a rocking chair! (overman hall)
- If an Apple Store and H&M had a baby it would be Falcon Outfitters.
- There is no air-conditioning in some residence halls but it starts to get chilly in October, and then it stays cold until the day you graduate. That's Ohio weather for you.
- Activity pool in the Rec is the "Marco Polo" pool.
Email with Ryan:

Hello Ryan,

I am working on my Honors Project currently and our conversation on Friday got me thinking. So, for my honors project I am working on adding a technology component to the tour route to provide a more active learning environment for the guests that visit. As a buffer for the technology component of the project and as an additional means of engagement I am including humor. The cheesy tour guide jokes we tell help to lighten the mood and keep everyone engaged. When we were chatting you joked about making someone laugh then you have basically got them sold on the university.

Unfortunately I am not very funny... so I was hoping that you could share some of the Jokes you use or maybe help me think of some additional ones that I can make into a training component of my project. I'm not looking for anything crazy and I understand you are a busy guy! But, anything you wouldn't mind sharing with me like tips, jokes, or anything else you could think of would be greatly appreciated!

Best,

Hattie

*This conversation led to an interview.

V. Adapted Tour Scripts

(Tour Scripts adapted from the Script used by the Tour Guide Program in the Office of Admissions at Bowling Green State University)

Script For Socrative:

TOUR SCRIPT

INTRODUCTIONS - The STC will introduce themselves as well as go through what will be shown on the campus tour, encourage guests to complete the visit evaluation, and will mention Admissions Counselors are available to assist with any questions guests have throughout their visit. - Tour guides introduce themselves to whole group. This includes name, year at BGSU, major, hometown, and something you like about BGSU - STC breaks the guests up into smaller groups. Ideally no more than 15 guests per tour guide. - Tour guides take their small group to another area within McFall. At this time the tour guide will ask the group if they would like to grab a water or use the restroom. TG will introduce themselves to the group again.

My name is [insert name here] and I will be your personal tour guide for the campus tour today. I am a [insert year] at BGSU and am originally from [Name of Hometown]. One of my favorite places on campus is the [name a location on the tour] and I am excited to show it to you today. As you heard we have
Today, our goal is to keep you engaged the entire 90 minutes of your tour and to help us do that we will be using Socrative. So, right now please pull out your cell phones or other electronic device. You may log into the university’s Wi-Fi while on campus by selecting BGSU guest. Then just open up a web browser and you will be redirected to a website. Then you just simply follow the instructions.

Please search Socrative in your web browser and click the first entry. Then to enter our room type in FUTUREFALCONS. Once your Socrative opens please answer to the first question. During the tour different questions will pop up and you will be prompted to answer periodically. By answering the first question I will know you are ready to begin the tour.

Now I would like all of the students to go around and introduce themselves and share with our group what grade you are in, where you’re from, and what major you’re interested in.

Before we begin our tour I wanted to note one of the things you’ll see around campus is construction and construction fencing. In the last 4 years we have renovated and completed a total of 15 buildings. And there is still more to come including South Hall and renovations to the traditional buildings you will see in just a minute.

OLD CAMPUS

This little circle of campus is what we call Old Campus. When BGSU was first built this was the entire campus.

MCFALL CENTER

The building we just came out of is the McFall Center. It houses Undergraduate Admissions, the Graduate College, and our University President’s Office.

Speaking of our University President the second question is now available. Please answer on your device.

FOUNDERS RESIDENCE HALL

Just in between those two buildings is Founders Residence Hall. This is a suite-style residence hall, meaning two people who have their own room and share a bathroom. In Founders students can also live in six person suites, which includes three bedrooms, two students sharing each room, two bathrooms, and common area for students to share. Founders Hall is an air-conditioned residence hall and is home to the Honors Learning Community.

Founder’s hall is where a majority of the honors students choose to live on campus. Please look at your device again and answer question number 3 to test your knowledge of the requirements for our honors program.
ADMINISTRATION BUILDING

If you look to your left the tallest building in front of you is the Administration Building. Many of the administrative offices are housed there, including the Office of Student Financial Aid and the Bursar’s Office, which is where students pay their bills. If you have any questions about financing your education Financial Aid representatives take walk-in appointments Monday-Friday 9:00am – 4:30pm. This building also houses the College of Arts and Sciences and their advising offices.

Joke Options:
Students have a love hate relationship with the administration building because they love the office of financial aid that awards scholarships but hate the office of Bursar who sends the bill.

PROUT CHAPEL

Prout Chapel is a non-denominational church, open to all religions. At BGSU, we have almost 20 different religious organizations for our students to be a part of. The chapel is often used for poetry readings, religious services, and organizational ceremonies. Some alumni have their weddings in this chapel!

Joke Options:
Romantics claim Prout Chapel is in the middle so men and women could meet and get married, others say it was to make sure they behaved. I suppose it depends on your point of view....

BOWEN-THOMPSON STUDENT UNION

As we make our way into the next building the Bowen-Thompson Student Union would you please take a moment to answer the next question on your device.

We are now in the Bowen-Thompson Student Union. It is referred to as the heart of campus. Many students spend a lot of their time here.

If you look to your left this is the Black Swamp Pub and Bistro. This is an on campus restaurant that gives you the off campus feel without having to step foot off campus. This restaurant accepts the falcon dollars portion of your meal plan.

We would love to know what you would order so at this time please answer question 5.

All students living on campus are required to have a meal plan. The meal plans for first year students at BGSU are split up into falcon dollars and swipes. Falcon dollars are basically retail dollars, and swipes are what you would use at the all you care to eat facilities which we will see in just a few minutes. There
are three levels to select from for your meal plan. These options are bronze, silver and gold which is basically small, medium, and large. There is a survey online for students to complete which provides suggestions as to what meal plan might be the best option based on the students eating habits.

If you look to your left here is one of our computer labs on campus. This computer lab is open late to best service our students. You can go in and print a paper quick before class or work on a paper throughout the day. Printing is about five cents per black and white page and a little more for color. There are computer labs located in every residence hall and most academic buildings, so it is not a requirement for students to have their own computers on campus. There is Wi-Fi all across campus for students who do have their own computer or want to log onto the Wi-Fi with their phone or other device. If you have your own computer on campus and it breaks you can take it to Hayes Hall on campus for general assistance.

Right over here is the Falcons Nest, which is another dining option here on campus. The Falcons Nest accepts falcon dollars, not swipes. Inside here we have Marcos Pizza, Jamba Juice – which is smoothies, Mondo’s Subs – which is similar to Subway, Steak Escape – which has burgers, wraps, and fries, Panda Express – which is Chinese food, Chickendippidy – which is similar to Chik-Fil-A, and we also have a salad and a pasta bar in the center. There are also coolers where you can grab a sandwich, sushi, fruit, or other snacks on the go. For example, if I were to grab a sandwich and a drink, then go to the cashier and hand them my BG ID, which acts like a debit card, they will swipe my ID and it will subtract the amount from my falcon dollar portion of my meal plan. In the all you care to eat dining facilities you swipe in prior to entering and eat as much as you want and leave when you are finished with your meal. It is really nice to have these two options on your meal plan. Now we are going to walk past the Falcons Nest so you can take a peak in while we walk by.

WALK PAST FALCONS NEST AND STOP NEAR THE ELEVATOR/FRONT DESK/OUTTAKES

There are four floors to the Union, I have already talked about the first floor. On the second floor is where our theater is located. Occasionally the University will show free movies and hand out popcorn. The Ballroom and the multipurpose room are also located on the second floor. Blood drives, church services, large events, organization meetings, and much happen here. [Optional: Talk about an event you have attended in one of these locations on the 2nd floor]

On the second and third floor there are many areas for students to hang out, do homework and eat their lunch. The fourth floor has two quieter lounge areas and this is where the student organization offices are located.

If you look up above you can see Stampers, our university post office. You can send mail from Stampers. You are able to pick up letters directly from your residence hall mailbox that is shared with your roommate and you can mail out letters from your residence hall as well. Most packages can be picked up in the Union.

Next to Stampers, will be the Career Center this is new to the union and provides many opportunities to students like resume building workshops, internship help, and On-campus job opportunities. In Falcon Outfitters you will find all of your BG gear. Students are able to order their textbooks and pick them up here. BGSU has a really cool price comparison tool online which shows the books needed for each class

Question number 6 is now available on your device to test your knowledge of Falcon Outfitters. Also at some point between now and our next stop if you could answer question 7.
along with the cost of the book from various retailers such as the Bookstore, Amazon, Chegg, and many others.

Located in the student union we have a PNC bank and ATM. Many students do use PNC when they come to college, but this is not required. We also have a Huntington ATM located in the Union and many other banks are located around town.

Joke Options:

If an Apple Store and H&M had a baby it would be Falcon Outfitters.

THE OAKS DINING HALL

This building is the Math Science building as we are passing it on the way to the oaks would you please take a moment to test your skills and answer Question number 8.

The Oaks is one of our All You Care to Eat dining facilities. It is also an all green building, with Gold LEED Certification, which includes environmentally friendly practices. As mentioned before, our All You Care to Eat facilities function on the swipes portion of your meal plan. They offer a wide range of meals that change every day, as well as a full time pizza bar, salad bar, and dessert bar. If you have any special dietary needs, such as being gluten-free, vegetarian, or vegan, you can contact dining services and they will prepare special meals for you. You can also go online to view the menus for The Oaks and Carrilon so you know what they are serving that day.

OFFENHAUER TOWERS

The two brown buildings just ahead are Offenhauer Towers. This is a formerly upper-class residence hall that now houses numerous first-year students. It is air-conditioned, and contains an Outtakes convenience store which accepts falcon dollars. Offenhauer Towers also houses Natural and Health Science Residential Community, ACTION which is a Scholarship community for Secondary Math and Science Education Majors.

MCDONALD RESIDENCE HALL

This is McDonald Residence Hall. We will be going inside to see a traditional, double room.

If you look behind you this is McDonald’s front desk. There is always a desk clerk here, 24/7. You can check out vacuums, DVDs, and games from the front desk. These outside doors will lock after 11:30pm, so you will have to use your personal entry device (PED) to get in, by holding your PED in front of the box until it beeps and turns green. Now this PED is for McDonald Hall so I couldn’t use it for Falcon Heights or any other residence hall. You also have a key to get into your room, so you will want to keep your PED, key, and BG ID with you at all times.
If you look over the railing you can see one of the lounges that students like to hang out in. They can play pool, watch a movie with their friends, or just relax and do homework. Now we are going to go upstairs to see an actual room.

Mac as you just learned is home to several learning and theme communities including Construction Management, Aviation, Army ROTC, SEARCH, Educators in Context and Communities as well as the Education and Human Development community. (Especially mention if one of the guests on your tour is interested in one of these or is undecided)

IN THE ROOM: This is what a traditional, double room looks like in most of our residence halls on campus. Everything made of wood comes with the room as well as the mattress. You do have to bring your own TV, microwave, futon, and mini-fridge if you choose to do so. The beds are de-loftable but you have to keep all pieces inside of the room. The way choosing a roommate works is you will fill out a lifestyle questionnaire which basically asks how late you like to stay up, how loud you listen to music, and other questions such as these. You can take it one step further and go to roomsync.com which focuses more on personalities and you can chat with potential roommates to get to know them. If you have an idea of someone you would like to live with you just put in their full name or BG ID number and request them to be your roommate. They will then receive a message of your request and can accept, decline, or send you a personal message back. In each hall there is a Resident Advisor who you can talk to about any questions or concerns you have.

Joke Option:

If it is a pet you wish, it must be a fish.

Everything that is wooden comes with the room: the bed, the dresser, the door.....

There is no air-conditioning in some residence halls but it starts to get chilly in October, and then it stays cold until the day you graduate. That's Ohio weather for you.

HOLD UP BOARD OF BATHROOM PICTURES: There are community style bathrooms in McDonald Hall. We cannot go in them because they are in use right now but you can take a look at these pictures. There are several toilets, showers, and sinks. The bathrooms are split based on male and female. For example, there is a female bathroom on the female wing and a male bathroom on the male wing. Many students bring a caddy with them with all of their shower supplies. I also recommend always bringing your key to the restrooms with you because you don’t want to be locked out of your room when you are done.

As you can tell these rooms are not air conditioned so many students bring a fan such as this (point to fan in the room). Honestly, it is usually only hot for about the first month and a half of the school year.

Are there any questions while we are up in the room?
COME DOWN FROM ROOM (go out past the kitchen): On your right you will see a kitchen. We have a kitchen in each of our residence halls. You can check out pots and pans at the front desk, but you have to use your own ingredients. On your left are mailboxes where you will get any letters sent to you. There is also a slot where you can mail out a letter.

WALKING DOWN HALLWAY: These are offices for residence life staff, such as the Hall Director. On your right there are lounge areas you can hang out in, eat or study.

BUREAU OF CRIMINAL INVESTIGATIONS (BCI) BUILDING

The Bureau of Criminal Investigations is an active crime lab built on BGSU’s campus. BGSU is one of the very few universities in the country to have a BCI building on its campus.

Joke Options:

What do you call a snobbish thief running down the stairs? A condescending condescending.

TECHNOLOGY BUILDING

Across the road is the Technology Building. This building is home to the College of Technology, Architecture and Applied Engineering. Some of the majors in the College of Technology include Construction Management, Visual Communication Technology, Engineering Technology, and Architecture. Near the Technology building is the new Architecture building, which is a space for Architecture students not only to attend class, but to also work on projects and collaborate.

AIRPORT

The Wood County Airport is located on BGSU’s campus. We are the only university in the United States that has an airport on its main campus. Our airport holds approximately 75 aircrafts and aviation majors get great hands-on experience. We have a new building, the Bowling Green Flight Center, for our students studying Aviation as well!

UNION OVAL - CAMPUS FEST & STUDENT ORGANIZATIONS

The biggest event that happens in the Union Oval is Campus Fest, which takes place the second or third week of classes in the fall. We have over 300 student organizations that line around the oval and throughout campus with information booths. There is always free food and giveaways. You can find out information about what organizations you may want to join.

[Optional: Talk about a student organization you are involved in and what you love about that organizations. Include any leadership positions you have held and how that will benefit you in the future.]

Speaking of Campus Fest, The next question is available that has a picture taken at a previous Campus Fest.

BUSINESS ADMINISTRATION BUILDING
This building is home to the College of Business Administration, which is one of the top in the nation! On the second floor of this building there is a Business Hub where students meet up to do group projects and talk with one another between classes. Some of the majors include Marketing, Economics, Accounting, and Supply Chain Management.

Have you ever heard of the TV Show Shark Tank? The College of Business actually hosts their own version of this, called The Hatch. Students of all majors can submit their ideas at the beginning of the year. Several students are then selected to present their ideas to real investors in April. [Optional: If you have attended The Hatch be sure to share with the group your experience attending the event]

OLSCAMP HALL

This building is Olscamp Hall which is a general education classroom building. On your right is a Dunkin Donuts kiosk where you can grab a snack or coffee with your meal plan on your way to class. [Optional: Talk about one of the classes you have had in this building or an event you attended in room 101]

Joke Options:

Why is only the top half of the thinker Visible? (Because he is deep in thought).

OAK GROVE CEMETERY

As you can see there is a cemetery on your left. Like most of our visitors I am sure you are wondering why we have a cemetery on campus. Oak Grove Cemetery has been here since the middle of the 19th century. When the University expanded out to the cemetery, rather than moving everything, the University decided to build a fence around the cemetery. This is something that makes our campus unique.

Joke Options:

We have Wi-Fi all around campus- just sign in using your BGSU username and password. But right around here there is a dead zone.

You may have heard of college students being dead tired, but this takes it to a whole new level!

HEALTH AND HUMAN SERVICES

The long building on your left is the College of Health and Human Services. Criminal Justice, Communication Sciences and Disorders, Dietetics, Gerontology, and Social Work are a few of the majors in this college. This building is currently undergoing just under 10 million dollars worth of renovations and will be completed very soon. These renovations will create new classroom, laboratory, and communal spaces to support learning.

PARKING/LOT 12

If you look over to the left you will see one of our parking lots on campus, which is a great time for us to talk about parking here on campus. All students regardless of their academic year are allowed to have a car on campus. Parking passes are currently $100 for the academic year or $60 per semester. Students living on campus must park in Lot 12 which is straight down this road (point down road towards lot 12).
***Feel free to share with the group if you have your car on campus and why you decided whether or not to have your car here.

MOORE MUSICAL ARTS CENTER

This is the Moore Musical Arts Center (point to building), which is home to our College of Musical Arts. It houses various practice rooms for students to utilize. The College of Music hosts several concerts throughout the year at a reduced cost for current students. BGSU is a Steinway piano-certified University. For students who enjoy music, but do not want to be a music major, there are various choirs, orchestras, and bands you can be a part of without being a music major.

BLUE EMERGENCY POLLS

Up head you will see a blue emergency pole. By this point in our tour you have probably noticed several across campus. If there is ever an emergency on campus you simply run up, press the red button, and the lights will start flashing and an on campus police officer will respond within 90 seconds. Our campus is very safe and well lit at night but we still recommend that you do not walk alone at night. If you are ever on campus late at night and need to get to another location on campus you can utilize our escort service. When you call them, they send out two individuals to walk or drive you wherever you need to go on campus free of charge. WalletHub recently named Bowling Green one of the ‘Best College Towns in America’ for its commitment to safety, affordability and diverse cultural and professional experiences.

STUDENT RECREATION CENTER

Now we are coming up to our Student Recreation Center, commonly referred to as the Rec. It was renovated in Fall 2014. When we go inside you are going to see a lot on the base level of the Rec but there are four floors total. The basement floor houses additional rooms for GroupX classes such as yoga and spinning, courts for racquetball, and the locker rooms are down there as well.

AS ENTERING BUILDING: As long as you are a full time student you can come to the Rec and workout for free. The GroupX classes are an additional cost, which is a flat rate fee per semester. Students can either use their BG ID or have their finger scanned so they can just use their finger to enter.

WALKING IN BY WEIGHT AREA: As we walk in you will notice the weight lifting equipment to your right. Upstairs is where we have the majority of our cardio equipment. It gets a little loud in here sometimes so please let me know if you have any questions as we go through.

BY THE WINDOW OVERLOOKING THE POOL: This is our Olympic size swimming pool, Cooper Pool. This is where our swimming and diving teams have their meets. You’re welcome to use the pool during their hours.

WALKING THROUGH HALLWAY – BY BASKETBALL COURTS: These are our newly renovated basketball courts. This is a great place to play basketball with friends. There is sporting equipment available at the front desk or you can bring your own. On the end you will see a brand new court that we use for soccer. Up top we have our indoor running track, 9 laps equals 1 mile. What do you think? Looks nice, right?
LOUNGE BY STAIRWELL: Does anyone have any questions about the Rec Center or any of the services offered?

Joke Options:

Activity pool in the Rec is the "Marco Polo" pool.

ATHLETICS

If you look down the sidewalk to your left, located on this side of campus is many of our athletic arenas and fields. BGSU is a division I athletic school and has 18 division I sports. BGSU students can get into any of the athletic events held on campus for free. We also have club and intramural sports for students to join. Club sports compete again other universities just not at the division I level and intramural sports compete against other BGSU student teams. Intramurals are a great way to have fun and stay active without having as big of a time commitment as club or division I sports. Back in Admissions on the information wall there are sheets that list the various sports we offer at both the club and intramural levels. [Optional: Share with the group about an athletic event you have attended and what you loved about it or if you are an athlete in a division I, club, or intramural sport please share your favorite thing about participating in that sport.]

KREISCHER & HARSHMAN

Over to your left you will see another one of our residence halls, Kreischer. Harshman Residence Hall is just behind Kreischer. Both of these residence halls have the traditional, double room set up with a community restroom on every wing. Kreischer is home to the Arts Village, Batchelder Music, BGreen Sustainability and Career Exploration learning and theme communities.

BUS SHELTER

Up ahead on the left you will see a bus shelter. We offer three shuttle routes; one which stays on campus, one that goes to local shopping areas, and another that goes to the South part of town. We now have a shuttle tracker app and website that allows you to see where the shuttles are currently located on their route.

WOLFE CENTER FOR THE ARTS

Up ahead, the big silver building is the Wolfe Center for the Arts. The Wolfe Center was designed by an internationally renowned architectural firm, who also built the 9/11 Memorial Museum Pavilion in New York City.

Question number 13 is now available.

The Wolfe Center for the Arts is a collaborative arts facility. It is home to the Department of Theatre and Film, and features 4 computer labs for the digital arts program, a College of Musical Arts rehearsal hall, 2 theatres, as well as a film production studio and equipment lab. Also, located in the Wolfe Center is the costume shop and scene shop. Both offer on campus employment as well volunteer opportunities and scholarship opportunities. Throughout the year, students can get discounted tickets to various productions help in the Wolfe Center.
FINE ARTS BUILDING

If you look to your left you will see the Fine Arts building. This is home to our School of Art. Inside is a glass blowing facility, three galleries for art showings, graphic design computer lab, and an Art Resource Center.

**Joke Options:**

In our fine arts building we have a glass blowing facility, Has anyone ever seen glass being blown? It’s like, glass blowing facility? More like, glass blowing my mind!

JEROME LIBRARY ON WALK TO LIBRARY: On your left is the Jerome library. The shape of the building is designed to look like books stacked on a book shelf.

The University’s Jerome Library is home to three nationally prominent special collections: the Browne Popular Culture Library, the Historical Collections of the Great Lakes and the Sound Recordings Archives.

ENTERING THE LIBRARY – STOP AT DIRECTORY: We have a total of 8 floors that make up the Jerome Library.

You can find great resources in the library including books and academic journals – and lots of them are online. Through OHLINK, you can also request books from other Ohio libraries. In addition you can check out iPads, Kindles, calculators, Mac and PC laptops, and phone chargers, along with other resources at the Circulation desk. We also have Course Reserves, where you might be able to borrow a textbook for free for short periods of time if they’re available.

Here on the first floor, if you look over to the right, you will see the Research & Information Desk, where you can get help doing library and Internet research from our helpful librarians. Further to the right, you can see the blue walls and cubicles – this is our Learning Commons, which is a free tutoring center open for walk-ins and appointments made online or over the phone. The Learning Commons is a great resource for any of your classes throughout your time at BGSU!

To your left, you will see the Thinkers Café, which is a great spot to hang out between classes or grab something to eat while you are studying. This is offered on your meal plan and is one of our Outtakes grocery stores on campus.

- The second floor includes study space, and the Curriculum Resource Center. Education majors and readers of Young Adult literature find the resources in the Curriculum Resource Center particularly useful.

- The third floor is the music library. This has tons of sheet music and headphones to listen to music as well. It’s the largest collection of popular music recordings you will find in an academic library.

- The fourth floor is home to our popular culture library. It is the largest in country, and one of the only in the country.

Question number 14 is now available.
-The fifth and sixth floors contain the center for Archival Collections - materials on the history of Northwest Ohio, the history of BGSU, and the Historical Collections of the Great Lakes.

- The seventh floor is our group study floor. You can meet up with friends for group projects, or if you prefer a little background noise while studying this floor provides this environment.

-On the eighth floor is our quiet study floor. If you prefer a quiet environment with no background noise this is the floor for you!

GREEK VILLAGE

BGSU has just completed the brand new Greek Village which is home to our Fraternity and Sorority houses. The Greek Village will feature townhouse style residences for our fraternity and sorority members to live in.

CENTENNIAL HALL

On your left is Centennial Hall which was built in 2011.

MEMORIAL HALL

On the right, we have Memorial Hall. On the end of Memorial Hall we have our Army and Air Force ROTC programs. ROTC is an elective, so students can try it out their freshman and sophomore years without incurring any obligation to serve in the military. If you like the program you can certainly continue in ROTC. There are great scholarship opportunities for students who are interested in ROTC and are wanting to make a military commitment. In addition to ROTC, Memorial Hall also houses Anderson Arena, which is home to our gymnastics team.

Do any of you know who BGSU’s mascots are? (wait to see if anyone knows) Freddie and Frieda are our mascots. The mascots are a big tradition on campus and nobody knows who they are until the end of the year at the reveal when they take their heads off and reveal who they are at a sporting event. SIC SIC is another spirit group at BGSU. Similar to Freddie and Frieda SIC SIC members are revealed at a sporting event. ***Share with the group what you love about the mascots or SIC SIC or what your favorite memory is that involves one of the spirit groups

CARILLON PARK (Pronounced Care-A-Lon) Does anyone here like the Cleveland Browns?
Some history on the Cleveland Browns and their colors come from our campus. Where the clock tower is now located marks BGSU’s original stadium’s 50-yard line. This was once the practice field for the Cleveland Browns. In appreciation for using our facilities, the Browns took our colors!

CARILLON PLACE This dining hall is an All You Care to Eat (AYCE) dining facility similar to The Oaks. This facility uses the swipes portion of the meal plan. Next to Carillon is the Sweet Shop and an Outtakes.

FALCON HEALTH CENTER If you look to the left you will see a building with the word ‘Falcon’ on the side of it. This is our Falcon Health Center. It opened in the fall of 2013. We have a trained professional staff of doctors who can help you with any issues you may be having. They accept most insurance but you should always check before making an appointment. The Falcon Health Center also has a full service pharmacy, so any prescriptions you currently have can be transferred there. If there is ever a serious emergency the Wood County Hospital is only about 5 minutes down the road.

KOHL HALL On your left is Kohl Hall. This is a predominantly first-year residence hall that houses several different learning communities which include Chapman Community the service learning community, La Comunidad the Spanish learning community, Global Village, the French House, and the Business District theme community.

EDUCATION BUILDING

In this building there is a Technology Resource Center. This is a great resource for students within this College of Education and Human Development to utilize. The TRC is computer lab that has free copying, laminating, and has numerous materials for students to utilize. In addition, students are able to check out iPads, cameras and tripods for educational purposes.

OLD CAMPUS

We are now back to Old Campus where we began our tour today. As you can see this area of campus is under construction which we are very excited about!

MOSELEY HALL

Moseley Hall will be an interdisciplinary science center and will include new classrooms and lab spaces for students in the STEM (science, technology, engineering and math) fields. The new classrooms and labs will provide a collaborative space that supports innovative, research-driven approaches to science teaching and learning. The renovations will not only impact students majoring in the science fields, but also non-science majors who are taking courses to fulfill their undergraduate science lab requirements.

Joke Options:

Why are the Biology and Physics not together? because there is no chemistry between them.

UNIVERSITY HALL

University Hall will be home to a variety of high-impact university programs including the Center for Undergraduate Research (CURS), Academic Investment in Mathematics and Science (AIMS), and the Center of Excellence in Science and Mathematics Education: Opportunities for Success (COSMOS). This
will also be home to the Office of Admissions. In addition to these programs there will also be six active learning classrooms in this building.

THE KUHLIN CENTER

As we enter the Kuhlin Center I am offering one final chance to voice questions or concerns on your device.

This will is the Kuhlin Center. It is home to our Media and Communication programs and was just completed fall 2016. This state of the art facility includes high-tech active classrooms, collaboration spaces, labs and cutting edge audio and visual production facilities. Majors within the School of Media and Communication include Communication, Journalism, and Media Production and Studies. There are a lot of different opportunities for students to gain experience in the field. The BG News is our student run newspaper. You can write articles or become an editor. You can also get involved by working at one of our two radio stations, WFAL and WBGU. We even have our own television station, WGBU-TV!

THE GREAT SEAL OF BGSU

Our final stop before our tour comes to an end is BGSU’s Seal. There are three myths that go along with our Seal that I would like to share with you. - If you stand on the seal and kiss your sweetheart at midnight, under a full moon, you’ll soon be married; - If you walk with your sweetheart and pass on different sides you will soon break up; - Walking to the right will assure you a passing grade and to the left you take your chances.

The final question number 18 is now available.

Joke Option:
Stay to the right, you’ll be alright.

ENDING THE TOUR OUTSIDE & INSIDE OF MCFALL

As we make our way back inside McFall to the lobby I would like to share with … *** Share with the group one of your favorite things about being a BGSU students, or you can share with the group again why you chose BGSU

Our tour has now come to an end and we are back in the Admissions where you started your visit today.

In a few minutes your evaluation form will be available on your device and you can fill out the questions providing us with some feedback.

If you wouldn’t mind taking a few moments to fill out this evaluation, we would appreciate it. Your feedback will help us continue to improve our visit experience.
Please fill out your evaluation forms, this helps give the office of admission valuable information about the tour. If you enjoyed my tour my name is (insert your name), if you didn’t my name is (insert another name).

I am SO glad you took time to visit our campus and are considering becoming a falcon! I love BGSU because __________. If you are ready to take the next steps to becoming a falcon such as making a housing deposit, or applying for admission there are Admissions Counselors here to help you.

If there was anything you wanted to see on campus today that you didn’t see on your tour we have another tour guide available to take you there. Also, if you are looking to get back to your car you are able to get on a shuttle in the same location you were dropped off and I can help point the location out to you.

I hope you enjoyed your visit and have a safe trip back home.

Script for Kahoot!:

TOUR SCRIPT

INTRODUCTIONS - The STC will introduce themselves as well as go through what will be shown on the campus tour, encourage guests to complete the visit evaluation, and will mention Admissions Counselors are available to assist with any questions guests have throughout their visit. - Tour guides introduce themselves to whole group. This includes name, year at BGSU, major, hometown, and something you like about BGSU - STC breaks the guests up into smaller groups. Ideally no more than 15 guests per tour guide. - Tour guides take their small group to another area within McFall. At this time the tour guide will ask the group if they would like to grab a water or use the restroom. TG will introduce themselves to the group again.

My name is [insert name here] and I will be your personal tour guide for the campus tour today. I am a [insert year] at BGSU and am originally from [Name of Hometown]. One of my favorite places on campus is the [name a location on the tour] and I am excited to show it to you today. As you heard we have many locations we will be stopping at throughout our tour today, but please let me know throughout the tour if there is anything you are particularly interested in or have a question about one of the locations we are in so I can assure all your questions are being answered. If I am unable to answer your questions I will be sure to get an Admissions Counselor to talk with you once we end our tour at McFall.

Today, our goal is to keep you engaged the entire 90 minutes of your tour and to help us do that we will be using [Kahoot It!]. So, right now please pull out your cell phones or other electronic device. You may log into the universities Wi-Fi while on campus by selecting BGSU guest. Then just open up a web browser and you will be redirected to a website. Then you just simply follow the instructions.

Please search Kahoot in your web browser and click the first entry. Then just type in the code I am about to give you. Is everyone ready for the code? [Read the code] Once your Kahoot opens please select an answer to the first question. During the tour different questions will pop up and you will be prompted to answer periodically.
Now I would like all of the students to go around and introduce themselves and share with our group what grade you are in, where you’re from, and what major you’re interested in.

Before we begin our tour I wanted to note one of the things you’ll see around campus is construction and construction fencing. In the last 4 years we have renovated and completed a total of 15 buildings. And there is still more to come including renovations to University and Mosley Halls you will see in just a minute.

OLD CAMPUS

This little circle of campus is what we call Old Campus. When BGSU was first built this was the entire campus.

MCFALL CENTER

The building we just came out of is the McFall Center. It houses Undergraduate Admissions, the Graduate College, and our University President’s Office.

FOUNDERS RESIDENCE HALL

Just in between those two buildings is Founders Residence Hall. This is a suite-style residence hall, meaning two people who have their own room and share a bathroom. In Founders students can also live in six person suites, which includes three bedrooms, two students sharing each room, two bathrooms, and common area for students to share. Founders Hall an air conditioned residence hall and is home to the Honors Learning Community.

ADMINISTRATION BUILDING

If you look to your left the tallest building in front of you is the Administration Building. Many of the administrative offices are housed there, including the Office of Student Financial Aid and the Bursar’s Office, which is where students pay their bills. If you have any questions about financing your education Financial Aid representatives take walk-in appointments Monday-Friday 9:00am – 4:30pm. This building also houses the College of Arts and Sciences and their advising offices.

Joke Options:

Students have a love hate relationship with the administration building because they love the office of financial aid that awards scholarships but hate the office of Bursar who sends the bill.
PROUT CHAPEL

Prout Chapel is a non-denominational church, open to all religions. At BGSU, we have almost 20 different religious organizations for our students to be a part of. The chapel is often used for poetry readings, religious services, and organizational ceremonies. Some alumni have their weddings in this chapel!

<table>
<thead>
<tr>
<th>Joke Options:</th>
</tr>
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<tbody>
<tr>
<td>Romantics claim Prout Chapel is in the middle so men and women could meet and get married, others say it was to make sure they behaved. I suppose it depends on your point of view....</td>
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BOWEN-THOMPSON STUDENT UNION

We are now in the Bowen-Thompson Student Union. It is referred to as the heart of campus. Many students spend a lot of their time here.

If you look to your left this is the Black Swamp Pub and Bistro. This is an on campus restaurant that gives you the off campus feel without having to step foot off campus. This restaurant accepts the falcon dollars portion of your meal plan.

| Question number 4 is now available. |

All students living on campus are required to have a meal plan. The meal plans for first year students at BGSU are split up into falcon dollars and swipes. Falcon dollars are basically retail dollars, and swipes are what you would use at the all you care to eat facilities which we will see in just a few minutes. There are three levels to select from for your meal plan. These options are bronze, silver and gold which is basically small, medium, and large. There is a survey online for students to complete which provides suggestions as to what meal plan might be the best option based on the students eating habits.

If you look to your left here is one of our computer labs on campus. This computer lab is open late to best service our students. You can go in and print a paper quick before class or work on a paper throughout the day. Printing is about five cents per black and white page and a little more for color. There are computer labs located in every residence hall and most academic buildings, so it is not a requirement for students to have their own computers on campus. There is Wi-Fi all across campus for students who do have their own computer or want to log onto the Wi-Fi with their phone or other device. If you have your own computer on campus and it breaks you can take it to Hayes Hall on campus for general assistance.

Right over here is the Falcons Nest, which is another dining option here on campus. The Falcons Nest accepts falcon dollars, not swipes. Inside here we have Marcos Pizza, Jamba Juice – which is smoothies, Mondo’s Subs – which is similar to Subway, Steak Escape – which has burgers, wraps, and fries, Panda Express – which is Chinese food, Chickendippidy – which is similar to Chik-Fil-A, and we also have a salad and a pasta bar in the center. There are also coolers where you can grab a sandwich, sushi, fruit, or other snacks on the go. For example, if I were to grab a sandwich and a drink, then go to the cashier and hand them my BG ID, which acts like a debit card, they will swipe my ID and it will subtract the amount from my falcon dollar portion of my meal plan. In the all you care to eat dining facilities you swipe in
prior to entering and eat as much as you want and leave when you are finished with your meal. It is really nice to have these two options on your meal plan. Now we are going to walk past the Falcons Nest so you can take a peek in while we walk by.

WALK PAST FALCONS NEST AND STOP NEAR THE ELEVATOR/FRONT DESK/OUTTAKES

There are four floors to the Union, I have already talked about the first floor. On the second floor is where our theater is located. Occasionally the University will show free movies and hand out popcorn. The Ballroom and the multipurpose room are also located on the second floor. Blood drives, church services, large events, organization meetings, and much happen here. [Optional: Talk about an event you have attended in one of these locations on the 2nd floor]

On the second and third floor there are many areas for students to hang out, do homework and eat their lunch. The fourth floor has two quieter lounge areas and this is where the student organization offices are located.

If you look up above you can see Stampers, our university post office. You can send mail from Stampers. You are able to pick up letters directly from your residence hall mailbox that is shared with your roommate and you can mail out letters from your residence hall as well. Most packages can be picked up in the Union.

Next to Stampers, will be the Career Center this is new to the union and provides many opportunities to students like resume building workshops, internship help, and On-campus job opportunities. In Falcon Outfitters you will find all of your BG gear. Students are able to order their textbooks and pick them up here. BGSU has a really cool price comparison tool online which shows the books needed for each class along with the cost of the book from various retailers such as the Bookstore, Amazon, Chegg, and many others.

Located in the student union we have a PNC bank and ATM. Many students do use PNC when they come to college, but this is not required. We also have a Huntington ATM located in the Union and many other banks are located around town.

**Joke Options:**

If an Apple Store and H&M had a baby it would be Falcon Outfitters.

THE OAKS DINING HALL

The Oaks is one of our All You Care to Eat dining facilities. It is also an all green building, with Gold LEED Certification, which includes environmentally friendly practices. As mentioned before, our All You Care to Eat facilities function on the swipes portion of your meal plan. They offer a wide range of meals that change every day, as well as a full time pizza bar, salad bar, and dessert bar. If you have any special dietary needs, such as being gluten-free, vegetarian, or vegan, you can contact dining services and they will prepare special meals for you. You can also go online to view the menus for The Oaks and Carrilon so you know what they are serving that day.

OFFENHAUER TOWERS
The two brown buildings just ahead are Offenhauer Towers. This is a formerly upper-class residence hall that now houses numerous first-year students. It is air-conditioned, and contains an Outtakes convenience store which accepts falcon dollars. Offenhauer Towers also houses Natural and Health Science Residential Community, ACTION which is a Scholarship community for Secondary Math and Science Education Majors.

**MCDONALD RESIDENCE HALL**

This is McDonald Residence Hall. We will be going inside to see a traditional, double room.

If you look behind you this is McDonald’s front desk. There is always a desk clerk here, 24/7. You can check out vacuums, DVDs, and games from the front desk. These outside doors will lock after 11:30pm, so you will have to use your personal entry device (PED) to get in, by holding your PED in front of the box until it beeps and turns green. Now this PED is for McDonald Hall so I couldn’t use it for Falcon Heights or any other residence hall. You also have a key to get into your room, so you will want to keep your PED, key, and BG ID with you at all times.

If you look over the railing you can see one of the lounges that students like to hang out in. They can play pool, watch a movie with their friends, or just relax and do homework. Now we are going to go upstairs to see an actual room.

But before we do please answer Question number 6.

Mac as you just learned is home to several learning and theme communities including Construction Management, Aviation, Army ROTC, SEARCH, Educators in Context and Communities as well as the Education and Human Development community. (Especially mention if one of the guests on your tour is interested in one of these or is undecided)

**IN THE ROOM:** This is what a traditional, double room looks like in most of our residence halls on campus. Everything made of wood comes with the room as well as the mattress. You do have to bring your own TV, microwave, futon, and mini-fridge if you choose to do so. The beds are de-loftable but you have to keep all pieces inside of the room. The way choosing a roommate works is you will fill out a lifestyle questionnaire which basically asks how late you like to stay up, how loud you listen to music, and other questions such as these. You can take it one step further and go to roomsync.com which focuses more on personalities and you can chat with potential roommates to get to know them. If you have an idea of someone you would like to live with you just put in their full name or BG ID number and request them to be your roommate. They will then receive a message of your request and can accept, decline, or send you a personal message back. In each hall there is a Resident Advisor who you can talk to about any questions or concerns you have.

Question number 7 is now available.

**Joke Option:**

If it is a pet you wish, it must be a fish.  
Everything that is wooden comes with the room: the bed, the dresser, the door.....
There is no air-conditioning in some residence halls but it starts to get chilly in October, and then it stays cold until the day you graduate. That’s Ohio weather for you.

HOLD UP BOARD OF BATHROOM PICTURES: There are community style bathrooms in McDonald Hall. We cannot go in them because they are in use right now but you can take a look at these pictures. There are several toilets, showers, and sinks. The bathrooms are split based on male and female. For example, there is a female bathroom on the female wing and a male bathroom on the male wing. Many students bring a caddy with them with all of their shower supplies. I also recommend always bringing your key to the restrooms with you because you don’t want to be locked out of your room when you are done.

As you can tell these rooms are not air conditioned so many students bring a fan such as this (point to fan in the room). Honestly, it is usually only hot for about the first month and a half of the school year.

Are there any questions while we are up in the room?

COME DOWN FROM ROOM (go out past the kitchen): On your right you will see a kitchen. We have a kitchen in each of our residence halls. You can check out pots and pans at the front desk, but you have to use your own ingredients. On your left are mailboxes where you will get any letters sent to you. There is also a slot where you can mail out a letter.

WALKING DOWN HALLWAY: These are offices for residence life staff, such as the Hall Director. On your right there are lounge areas you can hang out in, eat or study.

BUREAU OF CRIMINAL INVESTIGATIONS (BCI) BUILDING

The Bureau of Criminal Investigations is an active crime lab built on BGSU’s campus. BGSU is one of the very few universities in the country to have a BCI building on its campus.

Joke Options:
What do you call a snobbish thief running down the stairs? A condescending con descending.

TECHNOLOGY BUILDING

Across the road is the Technology Building. This building is home to the College of Technology, Architecture and Applied Engineering. Some of the majors in the College of Technology include Construction Management, Visual Communication Technology, Engineering Technology, and Architecture. Near the Technology building is the new Architecture building, which is a space for Architecture students not only to attend class, but to also work on projects and collaborate.

AIRPORT

The Wood County Airport is located on BGSU’s campus. We are the only university in the United States that has an airport on its main campus. Our airport holds approximately 75 aircrafts and aviation majors get great hands-on experience. We have a new building, the Bowling Green Flight Center, for our students studying Aviation as well!
UNION OVAL - CAMPUS FEST & STUDENT ORGANIZATIONS

The biggest event that happens in the Union Oval is Campus Fest, which takes place the second or third week of classes in the fall. We have over 300 student organizations that line around the oval and throughout campus with information booths. There is always free food and giveaways. You can find out information about what organizations you may want to join.

[Optional: Talk about a student organization you are involved in and what you love about that organizations. Include any leadership positions you have held and how that will benefit you in the future.]

Speaking of Campus Fest, Question number 8 is now available. Where you can see an image of what Campus Fest Looks like.

BUSINESS ADMINISTRATION BUILDING

This building is home to the College of Business Administration, which is one of the top in the nation! On the second floor of this building there is a Business Hub where students meet up to do group projects and talk with one another between classes. Some of the majors include Marketing, Economics, Accounting, and Supply Chain Management.

Have you ever heard of the TV Show Shark Tank? The College of Business actually hosts their own version of this, called The Hatch. Students of all majors can submit their ideas at the beginning of the year. Several students are then selected to present their ideas to real investors in April. [Optional: If you have attended The Hatch be sure to share with the group your experience attending the event]

OLSCAMP HALL

This building is Olscamp Hall which is a general education classroom building. On your right is a Dunkin Donuts kiosk where you can grab a snack or coffee with your meal plan on your way to class. [Optional: Talk about one of the classes you have had in this building or an event you attended in room 101]

Joke Options:
Why is only the top half of the thinker Visible? (Because he is deep in thought).

OAK GROVE CEMETERY

As you can see there is a cemetery on your left. Like most of our visitors I am sure you are wondering why we have a cemetery on campus. Oak Grove Cemetery has been here since the middle of the 19th century. When the University expanded out to the cemetery, rather than moving everything, the University decided to build a fence around the cemetery. This is something that makes our campus unique.

Joke Options:
We have Wi-Fi all around campus- just sign in using your BGSU username and password. But right around here there is a dead zone.
You may have heard of college students being dead tired, but this takes it to a whole new level!
HEALTH AND HUMAN SERVICES

The long building on your left is the College of Health and Human Services. Criminal Justice, Communication Sciences and Disorders, Dietetics, Gerontology, and Social Work are a few of the majors in this college. This building is currently undergoing just under 10 million dollars worth of renovations and will be completed very soon. These renovations will create new classroom, laboratory, and communal spaces to support learning.

PARKING/LOT 12

If you look over to the left you will see one of our parking lots on campus, which is a great time for us to talk about parking here on campus. All students regardless of their academic year are allowed to have a car on campus. Parking passes are currently $100 for the academic year or $60 per semester. Students living on campus must park in Lot 12 which is straight down this road (point down road towards lot 12). ***Feel free to share with the group if you have your car on campus and why you decided whether or not to have your car here.

MOORE MUSICAL ARTS CENTER

This is the Moore Musical Arts Center (point to building), which is home to our College of Musical Arts. It houses various practice rooms for students to utilize. The College of Music hosts several concerts throughout the year at a reduced cost for current students. BGSU is a Steinway piano-certified University. For students who enjoy music, but do not want to be a music major, there are various choirs, orchestras, and bands you can be a part of without being a music major.

BLUE EMERGENCY POLLS

Up head you will see a blue emergency pole. By this point in our tour you have probably noticed several across campus. If there is ever an emergency on campus you simply run up, press the red button, and the lights will start flashing and an on campus police officer will respond within 90 seconds. Our campus is very safe and well lit at night but we still recommend that you do not walk alone at night. If you are ever on campus late at night and need to get to another location on campus you can utilize our escort service. When you call them, they send out two individuals to walk or drive you wherever you need to go on campus free of charge. WalletHub recently named Bowling Green one of the ‘Best College Towns in America’ for its commitment to safety, affordability and diverse cultural and professional experiences.

STUDENT RECREATION CENTER

Now we are coming up to our Student Recreation Center, commonly referred to as the Rec. It was renovated in Fall 2014. When we go inside you are going to see a lot on the base level of the Rec but there are four floors total. The basement floor houses additional rooms for GroupX classes such as yoga and spinning, courts for racquetball, and the locker rooms are down there as well.

AS ENTERING BUILDING: As long as you are a full time student you can come to the Rec and workout for free. The GroupX classes are an additional cost, which is a flat rate fee per semester. Students can either use their BG ID or have their finger scanned so they can just use their finger to enter.
WALKING IN BY WEIGHT AREA: As we walk in you will notice the weight lifting equipment to your right. Upstairs is where we have the majority of our cardio equipment. It gets a little loud in here sometimes so please let me know if you have any questions as we go through.

BY THE WINDOW OVERLOOKING THE POOL: This is our Olympic size swimming pool, Cooper Pool. This is where our swimming and diving teams have their meets. You’re welcome to use the pool during their hours.

WALKING THROUGH HALLWAY – BY BASKETBALL COURTS: These are our newly renovated basketball courts. This is a great place to play basketball with friends. There is sporting equipment available at the front desk or you can bring your own. On the end you will see a brand new court that we use for soccer. Up top we have our indoor running track, 9 laps equals 1 mile. What do you think? Looks nice, right?

LOUNGE BY STAIRWELL: Does anyone have any questions about the Rec Center or any of the services offered?

<table>
<thead>
<tr>
<th>Joke Options:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity pool in the Rec is the “Marco Polo” pool.</td>
</tr>
</tbody>
</table>

ATHLETICS

If you look down the sidewalk to your left, located on this side of campus is many of our athletic arenas and fields. BGSU is a division I athletic school and has 18 division I sports. BGSU students can get into any of the athletic events held on campus for free. We also have club and intramural sports for students to join. Club sports compete against other universities just not at the division I level and intramural sports compete against other BGSU student teams. Intramurals are a great way to have fun and stay active without having as big of a time commitment as club or division I sports. Back in Admissions on the information wall there are sheets that list the various sports we offer at both the club and intramural levels. [Optional: Share with the group about an athletic event you have attended and what you loved about it or if you are an athlete in a division I, club, or intramural sport please share your favorite thing about participating in that sport.]

KREISCHER & HARSHMAN

Over to your left you will see another one of our residence halls, Kreischer. Harshman Residence Hall is just behind Kreischer. Both of these residence halls have the traditional, double room set up with a community restroom on every wing. Kreischer is home to the Arts Village, Batchelder Music, BGreen Sustainability and Career Exploration learning and theme communities.

BUS SHELTER

Up ahead on the left you will see a bus shelter. We offer three shuttle routes; one which stays on campus, one that goes to local shopping areas, and another that goes to the South part of town. We now have a shuttle tracker app and website that allows you to see where the shuttles are currently located on their route.

WOLFE CENTER FOR THE ARTS

Up ahead, the big silver building is the Wolfe Center for the Arts. The Wolfe
Center was designed by an internationally renowned architectural firm, who also built the 9/11 Memorial Museum Pavilion in New York City.

The Wolfe Center for the Arts is a collaborative arts facility. It is home to the Department of Theatre and Film, and features 4 computer labs for the digital arts program, a College of Musical Arts rehearsal hall, 2 theatres, as well as a film production studio and equipment lab. Also, located in the Wolfe Center is the costume shop and scene shop. Both offer on campus employment as well volunteer opportunities and scholarship opportunities. Throughout the year, students can get discounted tickets to various productions help in the Wolfe Center.

FINE ARTS BUILDING

If you look to your left you will see the Fine Arts building. This is home to our School of Art. Inside is a glass blowing facility, three galleries for art showings, graphic design computer lab, and an Art Resource Center.

Joke Options:

In our fine arts building we have a glass blowing facility. Has anyone ever seen glass being blown? It's like, glass blowing facility? More like, glass blowing my mind!

JEROME LIBRARY ON WALK TO LIBRARY: On your left is the Jerome library. The shape of the building is designed to look like books stacked on a book shelf.

The University’s Jerome Library is home to three nationally prominent special collections: the Browne Popular Culture Library, the Historical Collections of the Great Lakes and the Sound Recordings Archives.

ENTERING THE LIBRARY – STOP AT DIRECTORY: We have a total of 8 floors that make up the Jerome Library.

You can find great resources in the library including books and academic journals – and lots of them are online. Through OHIOlink, you can also request books from other Ohio libraries. IN addition you can check out iPads, Kindles, calculators, Mac and PC laptops, and phone chargers, along with other resources at the Circulation desk. We also have Course Reserves, where you might be able to borrow a textbook for free for short periods of time if they’re available.

Here on the first floor, if you look over to the right, you will see the Research & Information Desk, where you can get help doing library and Internet research from our helpful librarians. Further to the right, you can see the blue walls and cubicles – this is our Learning Commons, which is a free tutoring center open for walk-ins and appointments made online or over the phone. The Learning Commons is a great resource for any of your classes throughout your time at BGSU!
To your left, you will see the Thinkers Café, which is a great spot to hang out between classes or grab something to eat while you are studying. This is offered on your meal plan and is one of our Outtakes grocery stores on campus.

- The second floor includes study space, and the Curriculum Resource Center. Education majors and readers of Young Adult literature find the resources in the Curriculum Resource Center particularly useful.

- The third floor is the music library. This has tons of sheet music and headphones to listen to music as well. It’s the largest collection of popular music recordings you will find in an academic library.

- The fourth floor is home to our popular culture library. It is the largest in country, and one of the only in the country.

- The fifth and sixth floors contain the center for Archival Collections - materials on the history of Northwest Ohio, the history of BGSU, and the Historical Collections of the Great Lakes.

- The seventh floor is our group study floor. You can meet up with friends for group projects, or if you prefer a little background noise while studying this floor provides this environment.

- On the eighth floor is our quiet study floor. If you prefer a quiet environment with no background noise this is the floor for you!

GREEK VILLAGE

BGSU has just completed the brand new Greek Village which is home to our Fraternity and Sorority houses. The Greek Village will feature townhouse style residences for our fraternity and sorority members to live in.

CENTENNIAL HALL

On your left is Centennial Hall which was built in 2011.

MEMORIAL HALL

On the right, we have Memorial Hall. On the end of Memorial Hall we have our Army and Air Force ROTC programs. ROTC is an elective, so students can try it out their freshman and sophomore years without incurring any obligation to serve in the military. If you like the program you can certainly continue in ROTC. There are great scholarship opportunities for students who are interested in ROTC and are wanting to make a military commitment. In
addition to ROTC, Memorial Hall also houses Anderson Arena, which is home to our gymnastics team.

Do any of you know who BGSU’s mascots are? (wait to see if anyone knows) Freddie and Frieda are our mascots. The mascots are a big tradition on campus and nobody knows who they are until the end of the year at the reveal when they take their heads off and reveal who they are at a sporting event. SIC SIC is another spirit group at BGSU. Similar to Freddie and Frieda SIC SIC members are revealed at a sporting event. **Share with the group what you love about the mascots or SIC SIC or what your favorite memory is that involves one of the spirit groups

CARILLON PARK (Pronounced Care-A-Lon) Does anyone here like the Cleveland Browns?

Some history on the Cleveland Browns and their colors come from our campus. Where the clock tower is now located marks BGSU’s original stadium’s 50-yard line. This was once the practice field for the Cleveland Browns. In appreciation for using our facilities, the Browns took our colors!

CARILLON PLACE This dining hall is an All You Care to Eat (AYCE) dining facility similar to The Oaks. This facility uses the swipes portion of the meal plan. Next to Carillon is the Sweet Shop and an Outtakes.

FALCON HEALTH CENTER If you look to the left you will see a building with the word ‘Falcon’ on the side of it. This is our Falcon Health Center. It opened in the fall of 2013. We have a trained professional staff of doctors who can help you with any issues you may be having. They accept most insurance but you should always check before making an appointment. The Falcon Health Center also has a full service pharmacy, so any prescriptions you currently have can be transferred there. If there is ever a serious emergency the Wood County Hospital is only about 5 minutes down the road.

KOHLL HALL On your left is Kohl Hall. This is a predominantly first-year residence hall that houses several different learning communities which include Chapman Community the service learning community, La Comunidad the Spanish learning community, Global Village, the French House, and the Business District theme community.

EDUCATION BUILDING

In this building there is a Technology Resource Center. This is a great resource for students within this College of Education and Human Development to utilize. The TRC is computer lab that has free copying, laminating, and has numerous materials for students to utilize. In addition, students are able to check out iPads, cameras and tripods for educational purposes.

OLD CAMPUS

We are now back to Old Campus where we began our tour today. As you can see this area of campus is under construction which we are very excited about!

MOSELEY HALL

Moseley Hall will be an interdisciplinary science center and will include new classrooms and lab spaces for students in the STEM (science, technology, engineering and math) fields. The new classrooms and labs will provide a collaborative space that supports innovative, research-driven approaches to science teaching and learning. The renovations will not only impact students majoring in the science fields, but also non-science majors who are taking courses to fulfill their undergraduate science lab requirements.
UNIVERSITY HALL

University Hall will be home to a variety of high-impact university programs including the Center for Undergraduate Research (CURS), Academic Investment in Mathematics and Science (AIMS), and the Center of Excellence in Science and Mathematics Education: Opportunities for Success (COSMOS). This will also be home to the Office of Admissions. In addition to these programs there will also be six active learning classrooms in this building.

The Kuhlin Center

This will be the Kuhlin Center. It is home to our Media and Communication programs and was just completed fall 2016. This state of the art facility includes high-tech active classrooms, collaboration spaces, labs and cutting edge audio and visual production facilities. Majors within the School of Media and Communication include Communication, Journalism, and Media Production and Studies. There are a lot of different opportunities for students to gain experience in the field. The BG News is our student run newspaper. You can write articles or become an editor. You can also get involved by working at one of our two radio stations, WFAL and WBGU. We even have our own television station, WGBU-TV!

THE GREAT SEAL OF BGSU

Our final stop before our tour comes to an end is BGSU’s Seal. There are three myths that go along with our Seal that I would like to share with you. - If you stand on the seal and kiss your sweetheart at midnight, under a full moon, you’ll soon be married; - If you walk with your sweetheart and pass on different sides you will soon break up; - Walking to the right will assure you a passing grade and to the left you take your chances.

Question number 13 is now available.

ENDING THE TOUR OUTSIDE & INSIDE OF MCFALL

As we make our way back inside McFall to the lobby I would like to share with ... *** Share with the group one of your favorite things about being a BGSU students, or you can share with the group again why you chose BGSU

Our tour has now come to an end and we are back in the Admissions where you started your visit today. In a second you will be handed an evaluation form, If you wouldn’t mind taking a few moments to fill out this evaluation, we would appreciate it. Your feedback will help us continue to improve our visit experience.
I am SO glad you took time to visit our campus and are considering becoming a falcon! I love BGSU because __________. If you are ready to take the next steps to becoming a falcon such as making a housing deposit, or applying for admission there are Admissions Counselors here to help you.

If there was anything you wanted to see on campus today that you didn’t see on your tour we have another tour guide available to take you there. Also, if you are looking to get back to your car you are able to get on a shuttle in the same location you were dropped off and I can help point the location out to you.

I hope you enjoyed your visit and have a safe trip back home.

VI. Conclusion

This project was created to be a useful tool for a more engaging tour for guests attending a campus visit at Bowling Green State University. Through the use of the Technology, guest should feel more comfortable and encouraged to ask questions and engage in more discussion with their tour guide. The technology used especially should create an anonymous space for individuals who feel uncomfortable interacting with a large group of people.

It is expected that the updated script and comprehensive training and active learning materials will be accepted by the coordinator of campus visits and be used in the future by the tour guides to create an active environment for guests. This should allow guest more time to talk during the tour and revolutionize the way in which campus tours occur at Bowling Green State University and potentially other places of higher education.

This project has major implications on the tour guide program, but the ideals gathered and presented in this project will be useful in other tourism settings or museums where guest are
attending a guided tour to learn about a particular topic or location. Specifically, this project would have these implications because of the integration and use of technology that the guests attending these tours already own and use in their daily lives.

VII. Reference List


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Schnepf, J. (2016, April 5). [Personal interview].


