

Penn State Alumni Admissions Volunteer Code of Conduct

As an Alumni Admissions Volunteer, you are expected to uphold the standards and ideals set forth by the Undergraduate Admissions Office (**UAO**) and Penn State University. Members recognize that it is his or her duty to represent the Admissions Office at **ALL** times and acknowledge that his or her actions have a significant influence on the University's reputation for prospective students, faculty, staff, and the whole Penn State community.

By taking on this role, you accept the responsibilities that accompany it, understanding the significant impact that your actions and interactions can have upon prospective students, their families and Penn State.

By receiving this document you agree to:

- Be a **positive** and **friendly** source of information to prospective students.
- Be up to date with Penn State information by actively reading admissions materials, websites and other official University publications.
- Refrain from making negative comments about other universities or colleges.
- Avoid making assessments, guarantees, or promises regarding a student's admissibility, financial aid, housing, etc.
- Understand that volunteers are there to inform students of their options and opportunities at Penn State, and not to force or intimidate a student in making a college choice- Not every student you meet needs to go to Penn State!
- Understand that you should only provide information about a program, not suggestions/opinions on students' desired majors and college choices.
- Don't try to be an admissions counselor, forward any difficult questions to UAO staff- it is OK to say "I don't know."
- Embrace the Penn State Values of: Integrity, Respect, Responsibility, Inclusion, Discovery, Excellence and Community- they represent our core ethical aspirations for all our daily activities and actions as students, faculty, staff and volunteers at Penn State.
- Be aware that as a Penn State Volunteer, you must make a report if there is reasonable cause to suspect that a child is a victim of abuse at any time during your volunteer duties.
- Any evidence of inappropriate behavior, in connection with Alumni Admissions Volunteers, will be investigated and handled accordingly by the Assistant Director and/or UAO.
- Understand that we have the right to remove any individual from the program if we feel they are not upholding the values of Penn State Admissions, accused of mistreating a student or their family, and/or acting in an unprofessional manner.

Becoming a member of the Alumni Admissions Volunteers is a privilege. We all strive to support the overall mission and core values of Penn State. In the end, we are looking to provide students with the most up to date information on Penn State so that they can make an informed college choice.