

Ambassador Code of Conduct & Volunteer Expectations



Admissions volunteers are viewed as an extension of our professional staff. By taking on this role as a University representative, you accept the responsibilities that accompany it, understanding the significant impact that your actions and interactions can have upon prospective students, their families, and the University. We depend on you to:

1. Maintain confidentiality for all applicants. Do not share any student information with anyone other than Admissions staff.
2. Stay up to date with Parker University information by actively reading content from the Parker University website, newsletters, social media, *ParkerLIFE* and other official University publications.
3. Provide accurate and factual information about the University.
4. Refrain from making negative comments about other universities or colleges.
5. Have reliable access to the Internet and regularly check your email.
6. Be professional, personable, helpful, and interested when meeting with students, parents, families, and guidance staff.
7. Exhibit good judgment and complete the work you've agreed to do in a timely manner. This includes responding to calls and emails from students you've met as quickly and enthusiastically as possible. Ignoring requests and delaying responses to applicants creates frustration and anxiety for everyone and significantly diminishes the time and efforts that Admissions has already invested in the student.
8. Communicate in advance regarding any time constraints or extended travel that may impede your ability to promptly follow-up with applicants.
9. Avoid making assessments, guarantees, or promises regarding student admissibility, financial aid, special housing, etc.
10. Understand that participation as an Admissions volunteer does not ensure that friends or relatives applying to Rochester will be granted admission because of your affiliation.
11. Refrain from placing yourself in a situation where you may profit from volunteer Admissions activities or use student information for solicitation purposes.