



## Volunteer Expectations & Guidelines

Volunteers of the **Carroll Connectors** initiative agree to the following expectations and guidelines:

- Act in a professional manner as a representative of John Carroll University
- Know general facts about the university as well as how to refer to admission materials and the admission website for frequently asked questions
- Be knowledgeable in the Undergraduate Admissions process and cycle
- Share your John Carroll University experience. Tell your story of why JCU, how JCU prepared you for your career, your life of consequence.
- Say "I don't know" if you are uncertain about the answer to a question. Be sure to provide the student/family with the business card of the appropriate Admissions Counselor encouraging them to reach out to him/her.
- Do not comment on the student's possibility of admission to JCU. We use a holistic application review process and many factors go into the admissions decision. Decisions on a student's admission decision cannot be made unless we have the student's full application.
- Do not comment on financial aid eligibility. Encourage the student to complete their Free Application for Federal Student Aid (FAFSA) when it opens for their appropriate academic year. Students and families with specific financial aid questions should contact their Admissions Counselor.
- Wear your name tag designating you as a JCU alumni
- Provide feedback to the Office of Admissions on your volunteer experience and needs
- Complete the CAR training each summer to ensure you have the most current information about JCU.

## QUALIFICATIONS

- A graduate of John Carroll University or parent of a current student
- Not a parent of a high school senior currently in the college search process
- Not a private educational consultant or agent for a current or prospective student

### Other desired qualifications:

- Effective communicator
- Enthusiasm for John Carroll University
- Comfortable volunteering with minimal supervision
- Ability to interact with a diverse group of students and families