



Volunteer Code of Conduct

Creating a supportive and respectful environment for student and alumni

CHAMBERLAIN UNIVERSITY

As a volunteer for the Chamberlain Chats program, you play a vital role in fostering a positive and supportive environment for students and alumni. To ensure a productive and respectful experience for all participants, we ask that you adhere to the following Code of Conduct:

PROFESSIONALISM

- Act with integrity and demonstrate professional behavior in all interactions.
- Represent Chamberlain University in a positive and respectful manner.
- Refrain from using offensive, discriminatory, or inappropriate language.

CONFIDENTIALITY

- Respect the privacy of all participants by keeping shared information confidential.
- Do not share personal or sensitive information without explicit consent.
- Ensure that communications remain within the scope of the Chamberlain Chats program.

COMMITMENT

- Dedicate the agreed time of 20-30 minutes per chat to provide guidance and support.
- Connect with no more than five students at a time, as per program guidelines.
- Honor scheduled commitments and provide timely communication if changes are necessary.

SUPPORT AND GUIDANCE

- Offer constructive and actionable feedback that supports the student's personal and professional growth.
- Share insights and experiences with the intent to educate and empower.
- Maintain a positive and encouraging tone throughout all interactions.

BOUNDARIES

- Focus conversations on professional development, academic support, and career guidance.
- Avoid engaging in discussions or actions that could be perceived as unprofessional or outside the scope of the program.
- Respect the boundaries and comfort levels of all participants.

INCLUSIVITY

- Foster an inclusive environment that values diversity and promotes equity.
- Be open to different perspectives and experiences.
- Ensure that all participants feel welcomed and respected.

COMPLIANCE

- Follow all program guidelines and policies as outlined in the Chamberlain Chats Guide.
- Abide by the rules and expectations set forth by the Chamberlain Connect platform.
- Report any issues, concerns, or violations of this Code of Conduct to the program manager promptly.



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ACADEMIC INTEGRITY

- Ensure all advice, feedback, and guidance provided reflects honest, original thought and accurate academic practices.
- Do not encourage or condone any form of dishonesty including plagiarism, cheating, or falsifying academic work.
- Refrain from sharing or using intellectual property including previous class notes, papers, or test answers and advise students on the proper ways to handle intellectual property within their academic and professional careers.

SELF-ASSESSMENT AND FEEDBACK

- Reflect on your participation to continuously improve your mentoring approach.
- Participate in feedback surveys to help enhance the program.
- Be open to constructive feedback from program coordinators and participants.

ACKNOWLEDGEMENT

By participating in the Chamberlain Chats program, you agree to uphold the principles outlined in this Volunteer Code of Conduct. Your commitment helps ensure a meaningful and impactful experience for all participants. Thank you for your dedication and service to the Chamberlain University community.



Chamberlain Chat Guide

Guidance on how to structure the meeting

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SAMPLE SCRIPTS

Below are examples of what you can say when reaching out to alumni.

Example 1

I hope this message finds you well! My name is [Your Name], and I am currently a [Your Degree Program] student at Chamberlain. I recently learned about your successful career in/at [Alumni's Industry/Field/Company], and I am truly inspired by your achievements.

I am reaching out to arrange a Chamberlain Chat. I would greatly appreciate the opportunity to learn from your experiences and gain insights into navigating [specific topic]. Your advice would be invaluable as I work towards building my career.

If you are available, I would love to schedule a time that is convenient for you. Thank you so much for considering my request. I understand you have a busy schedule, and I truly appreciate any guidance you can offer.

Looking forward to hearing from you!

Example 2

Hello, my name is [Your Name]. I found your name in the Chamberlain Connect Platform. I am currently student at Chamberlain University earning my [Your Degree Program]. After reviewing your profile, I believe that you have a lot of qualities that I admire.

I'm interested in arranging a Chamberlain Chat to learn more about your [career journey/experience/skill set/employer/etc.]. If you are willing and available in the coming weeks, I would love to schedule a 20-30 minute meeting via phone or online video.

Are there times in the near future that work for you and your schedule? I'm happy to provide dates and times that are suitable for me, should you find this more convenient.

I am extremely grateful for your consideration!