



## Code of Conduct

As a volunteer leader for the West Virginia University Alumni Association, you are an ambassador of the University. To maintain the reputation for professional excellence of the University and the WVU Alumni Association (WVUAA), volunteer leaders are expected to display good judgment, diplomacy, and courtesy when interacting with alumni, friends of the university, staff, and the community.

**Provide world-class customer service** – We pride ourselves in offering high-quality service and programs with integrity and honesty.

**Be innovative** – We aspire to keep our programs and services relevant to our constituents by employing creativity, innovation and flexibility.

**Nurture loyalty, pride and tradition** – We work to strengthen the powerful attributes of loyalty, pride, and tradition that we see in our alumni, students, and friends who contribute to the excellence of West Virginia University.

**Communicate openly** – We value open communication, both within the Alumni Association staff and among West Virginia University alumni, students, faculty, staff and friends.

**Promote collaboration** – We seek partnerships with individuals and organizations, both on and off-campus, to advance our mission and support our customers.

**Build a positive team and family spirit** – We value and respect each other as individuals, work well together as a team, and respect each other's work/life balance. We work smart and play smart to cultivate a fun and exciting work environment.

**Be passionate** – We are passionate about West Virginia University and about our work.

**Be relevant** – We strive to be THE organization people turn to for alumni relations assistance and expertise.

We ask that you adhere to the highest standards of personal and professional ethics.

### **As a Volunteer, I will:**

- Represent the WVU Alumni Association and West Virginia University with professionalism, dignity and pride, and be responsible for conducting myself with courtesy and appropriate behavior.
- Display respect and courtesy for employees, other volunteers, other alumni and friends of the university, event participants, opposing universities alumni and friends and property.
- Keep personal opinions and actions separate from those made as a representative of the university and the WVU Alumni Association.
- Use information and contact information for alumni and friends of the university within the guidelines of the WVU Alumni Association and WVU Foundation, Inc. Information should never be used for soliciting or marketing personal products or services.
- Keep staff informed of progress, concerns and problems within the program(s) in which I participate.
- Avoid conduct which would jeopardize the community and the WVU Alumni Association's effectiveness.
- Practice responsible alcohol consumption at community events and WVU Alumni Association-sponsored events.
- Strive to create a positive and enjoyable experience for myself, fellow board members and local alumni.
- Respect all official WVU trademarks and their intended uses, along with those of all other universities.
- Make every effort for all actions of self and fellow network leaders to be within the guidelines and policies of the WVU Alumni Association and West Virginia University.

**As a Volunteer, I will not:**

- Be under the influence of illegal drugs at chapter and WVU Alumni Association sponsored events.
- Use vulgar or inappropriate language while representing the university.
- Hold events at inappropriate venues: venues that do not uphold the integrity of the university or the WVU Alumni Association.
- Post inappropriate pictures and/or comments on group or university web sites, emails, or online social networks.
- Discriminate on the basis of race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

The success of WVU Alumni Association depends upon volunteers nationwide in a variety of roles. The WVUAAA values its volunteers and works to create services and programs to support and enhance their involvement. However, volunteers of the WVUAAA conducting himself or herself in a manner inconsistent with the WVUAAA's mission, or this code, may be removed from their position.

I have read and understand the WVU Alumni Association's Code of Conduct and agree to comply

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