



MIT

Alumni  
Leadership  
Conference

# Volunteer & Staff Expectations

Alumni Leadership Conference  
September 29, 2023

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## Staff Expectations

- Abide by all expectations of MIT alumni volunteers.
- Be respectful of volunteers' time and efforts. Offer prompt, polite communication and attention to issues affecting the volunteer role.
- Keep volunteers apprised of updates and changes at the Association and the Institute, as they become known, so that they may stay informed in their role.
- Support volunteer efforts as they align with the mission and goals of MIT and of the Alumni Association.

# Volunteer Expectations

- Why
- How to access
- What

# How to access

The screenshot shows a web browser window displaying the MITALUMNI website. The address bar shows 'alum.mit.edu/volunteer'. The navigation bar includes 'MITALUMNI', 'Topics', 'Alumni Directory', 'My Account', and a search bar. Below the navigation bar, there are menu items for 'COMMUNITIES', 'EVENTS', 'CAREERS', 'LEARN', 'VOLUNTEER', and 'ABOUT', along with a 'Give Now' button. The main content area has a breadcrumb trail 'Home > Volunteer'. On the left, a sidebar menu lists: 'Volunteer', 'Volunteer Opportunities', 'Volunteer Expectations', 'The MIT Alumni Better World Service Initiative', 'Recognition and Awards', 'Volunteer Knowledge Base', 'ALC', and 'Volunteer View'. A red arrow points to the 'Volunteer' menu item. To the right of the sidebar is a large photograph of four people and a mascot (a brown bear wearing a top hat) standing together and holding framed certificates. The background of the photo has red and silver balloons. At the bottom of the browser window, the Windows taskbar is visible, showing the search bar and various application icons, with the system clock indicating 9:46 AM on 9/25/2023.

# Volunteer Expectations

- Support the Alumni Association's [Mission and Vision](#).
- Abide by the Institute's [Values Statement](#) and the [Alumni Association Values Statement](#) to advance a caring and respectful community that embraces diversity and inclusion.
- Abide by the MIT Strategic Action Plan for [Belonging, Achievement, and Composition](#).
- Maintain professional, civil, and ethical conduct in all work with other volunteers, fellow alumni/ae, students, parents, faculty, staff, and other members of the MIT community involved in events and programs related to their volunteer role.
- Abide by [MIT's Relations and Responsibilities Within The MIT Community \(9.0\)](#) including [MIT's Policy on Harassment \(9.5\)](#).
- Abide by Association policies and procedures, including confidentiality of alumni/ae information.
- Stay informed and up to date on Institute happenings and share those messages with fellow alumni/ae, serving as ambassadors of MIT and the MIT Alumni Association.
- Attend at least one Club, Class, Group, Association, or Institute event per year, and strive to be present at more events as volunteers for MIT and the Association.
- Make an annual contribution to MIT each fiscal year.
- Maintain accurate contact information in the MIT Alumni Association Directory.
- Maintain an open and responsive line of communication and provide support and feedback to staff, as requested, about volunteer activities.
- Be respectful of staff time and efforts. Offer prompt, polite communication and attention to issues affecting volunteer work.

# Case Study

- A volunteer has had several complaints brought forth about their behavior from both staff and peer volunteers.
- During an online meeting, this person engaged in name calling and used inappropriate language in the chat and verbally.
- It has been reported that this person has consistently engaged in bullying behavior with their peers and does not listen to other ideas.
- So far, they have not responded well to constructive feedback (from both staff and peers) about their behavior.

Thank you!