Carnegie Mellon University
Alumni Association

Statement of Partnership
Updated January 2020

CMU ALUMNI ASSOCIATION VISION
A global university community in which all members engage with each other and Carnegie Mellon.

CMU ALUMNI ASSOCIATION MISSION
Cultivating a culture of engagement and philanthropy within CMU’s global community.

Thank you for volunteering for Carnegie Mellon University! The Carnegie Mellon University Alumni Association (CMUAA) partners with volunteers to support the vision and mission of the university and the CMUAA. At their most basic level, all CMUAA volunteer roles strive to engage alumni, parents, students and friends with the university and each other in support of Carnegie Mellon University.

In order to provide clarity to volunteers about their roles and to foster collaboration and partnership with the CMUAA, we have outlined the below expectations.

Expectations of CMUAA Volunteers
1. Maintain the confidentiality of sensitive information that may be shared with you. All CMUAA volunteers are required to complete the Volunteer Confidentiality Agreement and follow the guidelines outlined to protect this information.
2. Communicate frequently with your staff partner when planning events and organizing meetings for volunteer groups.
3. Consult with your staff partner on network, committee or group management and structure.
4. Be conscientious of the time commitment, responsibilities and expectations of your volunteer role. If you feel overwhelmed in your volunteer role, ask for help from your CMUAA staff partner or fellow volunteers on your board or committee.
5. If you have questions, ask for clarification before taking action.
6. Support the aspirations of the university by making a personally meaningful annual gift.
7. Complete the volunteer trainings as outlined by your staff partner.
8. Maintain and uphold the university’s commitment to diversity and inclusion through the intentional recruitment of diverse volunteers (across gender, race, culture, age, educational background, sexuality, etc.).
9. Foster a collaborative and supportive environment for volunteers.
10. Act professionally and be positive, respectful and constructive in all communications as a representative of CMU.
12. Be respectful and considerate of CMU volunteers, students, parents, staff, faculty and friends.
13. Be mindful of conflicts of interest and avoid them whenever possible.
Expectations of the Carnegie Mellon University Alumni Association

1. Set clear expectations, and provide training and support to ensure volunteer success.
2. Foster a collaborative and supportive environment for volunteers.
3. Share timely and relevant information, documents and resources for use by volunteers to maximize productivity.
4. Provide a staff partner to serve as the primary CMU contact for you, your board or committee and to support your volunteer work. The expectations of the staff partner are to:
   a. Support and consult with volunteers on network, committee or group management and structure.
   b. Provide updates about the university, upcoming regional, campus and university activities, and Alumni Association initiatives, as applicable.
   c. Provide best practices, reports and other resources.
   d. Provide demographic, engagement and philanthropic data to maximize the impact of events and engagement strategies.
   e. Liaise on the creation of event registrations and supporting email communications, and provide up-to-date registration lists to volunteer event planners.
   f. Provide on-site support for key events, as feasible.
   g. Be accessible during regular business hours by email or phone (M-F, 8:30 a.m.-5 p.m. ET).
   h. Act professionally and be positive, respectful and constructive in all communications as a representative of CMU.
   i. Act with integrity. Be trustworthy, reliable and honest.
   j. Be respectful and considerate of CMU volunteers, students, parents, staff, faculty and friends.

Additional Information: Policy & Partnership Adherence, Conflicts of Interest

In the event that the expectations provided in this document are not followed, a volunteer may be relieved of her/his role. Similarly, an alumni network or group may be deemed inactive if they are unresponsive to their staff partner’s outreach efforts or policy adherence requests. If you as a volunteer feel that your staff partner or the CMUAA is not meeting these expectations, please contact the Assistant Vice President for Alumni Relations.

Should a personal or professional conflict arise while volunteering with the CMUAA, please notify your staff partner or the Assistant Vice President for Alumni Relations.

The Carnegie Mellon University Alumni Association appreciates the time and efforts contributed by all of our volunteers. Thank you for your interest in staying involved, giving back and engaging with others on behalf of Carnegie Mellon University!