

## Peer Advisor or Mentor Professional Code

In accepting the position of Peer Advisor/ Mentor at (name of school), I understand that I am required to meet a certain set of standards established to ensure the best possible experience for all students, and to promote the feeling of cooperation and support that is essential to a successful program. As a PA/M, I will be held to a higher standard of behavior than my fellow students and other student leaders. I will be performing duties similar to those of the professional advising staff and faculty. In all my actions, I will strive to fulfill the mission of the PA/M Program with the following:

1. **Dependable:** I will fulfill all of my responsibilities as a Peer Advisor/Mentor (PA/M) including: being helpful, making accurate referrals when needed, providing support to the academic advisors, courteously helping other campus faculty/staff, attending all PA/M training sessions/meetings, and completing documentation and reports for the program in a timely fashion (including weekly data entry for various spreadsheets). I will use slow/down time during working hours wisely.
2. **Positive attitude:** I will seek to make all students, their families and guests feel welcome. I will remember my role as a peer mentor, and be patient and understanding in my dealings with all students. I will make every effort to be positive and encouraging even though at times this job will be stressful. I will seek help, and utilize campus resources as needed, to ensure that I am able to honor my responsibilities as a student and as a PA/M.
3. **Respect:** I recognize that I am a role model for other students. I will set a positive example for all students by showing respect and consideration for all members of the faculty, departments, the student body, advising staff, and fellow PA/Ms. I will **not** recommend specific courses or instructors based on my own experience or the experiences others have shared with me. As a role model, I will also maintain the minimum 2.5 combined gpa required for this position.
4. **Good communication:** I will be an active partner with the academic advisors as well as with other PA/Ms. I will communicate regularly with my direct supervisor, the PA/M committee members, my fellow PA/Ms, and the academic advisors. I will use active listening, open-ended questioning, and positive phrasing skills, especially when helping students.
5. **Support:** My fellow PA/Ms, supervisor and committee members can act as my sounding board and will help me through tough times. We are a team, and as such will be ready and willing to assist each other. I will provide and accept constructive feedback knowing that it is important for growth. Also, I understand that conflicts within the group are inevitable. I am committed to keeping all internal conflicts within the group by not discussing matters with those not affiliated with the PA/M Program.
6. **Professionalism:** As a representative of (name of school), I will make every effort to present both myself and the PA/M program in the best light possible. I will be aware that my actions have the ability to influence people's opinions and will conduct myself in a manner that generates respect from others for myself, the PA/M program, the advising center, and the university.
7. **Accuracy:** I accept that I will be asked some questions that could receive a more informed answer from a different source. I will answer all questions to the best of my ability and, after researching answers, will refer all questions to the correct person and/or department. I understand that this does not give me permission to consciously remain unaware of information with which I am expected to be familiar.
8. **Confidentiality:** I will not discuss with anyone, other than my supervisor, advising staff, and fellow PA/Ms any information I am privy to through my work as a PA/M. This includes holding in confidence information I receive directly or indirectly. I understand that discussing confidential information with someone who can help the situation, e.g., Counseling Center, Dean of Students or University Police, is **not** a violation of confidentiality. When a student's life is in danger, I will report what I know immediately to a campus resource person who can take direct action to help the student.

9. **Aware of Diversity:** I will be sensitive to the uniqueness of each situation and the individual(s) involved thereby promoting an understanding and respect for various opinions, values, and cultural backgrounds. I will not tolerate any incidents of prejudice or biases related to gender, race, ethnic origin, sexual orientation, religion or ability. I will make every effort to give equal attention to all the students and will avoid "playing favorites."
10. **Dress Code:** I will always wear a PA/M shirt and name tag so I am easily identifiable. As a representative of the advising center, a professional office, I will wear respectful, work appropriate, neat clothing which means I will not wear any hats, exercise/sweat pants, or short skirts/shorts.
11. If I am of legal drinking age, I will refrain from consuming alcohol prior to and during my shift while employed as a PA/M. I will not use illegal drugs while employed as a PA/M. I will not promote, encourage, or discuss the use of alcohol or any illegal substance while working.

### PA/M Attendance Policy:

1. Attendance at all training sessions/meetings is mandatory. We count on each other to have the same information.
2. I will email (and call if necessary) as soon as possible, but absolutely 24 hours in advance to change a shift (or ask for time off). The email will be sent to all PA/Ms and "CC" to supervisor with the following: the shift time, date of needed coverage and which location.
3. I will call my supervisor by 7:00 am if I will miss anything that day, if not previously excused (this is only for sudden illness or emergency situations). I will also email (see #1 above) as soon as I know I will be missing work.
4. I will provide documentation if I will be missing more than one shift/training session.
5. I will make up any/all missed training within 72 hours (see supervisor or PA/M Committee member for details).
6. I will be at my desk or in my seat for all shifts/training by the scheduled time. Lateness counts as an unexcused absence.
7. 1<sup>st</sup> unexcused absence... verbal warning (documented in your file)  
 2<sup>nd</sup> unexcused absence... written warning (documented in your file)  
 3<sup>rd</sup> unexcused absence... termination (documented in your file)

I understand that any and all violations of the Professional Code and PA/M Attendance Policy are serious and will be dealt with on a case-by-case basis. Possible consequences include but are not limited to: a formal apology, probation, or termination from this position.

I have read and understand the above statements and agree to comply with them.

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Signature

Date

The advising staff, in working with the PA/Ms, will:

- Work to provide you with what you need to be successful, including training, support, resources, and mentoring.
- Actively listen to your ideas, concerns, and feelings; and adjust our program when it is appropriate/possible to do so.
- Be available to you. Feel free to contact any of the PA/M committee.

- Be sensitive to your needs as both peer advisors and students, and adjust task deadlines when possible.
- Inform you of important issues affecting the office, the degree programs, or other special issues as they arise.
- Offer timely and constructive feedback, both positive and negative.
- Work with you to make this a fun job and an educational experience.