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. 1st unexcused absence... verbal warning (documented in your file)
   2nd unexcused absence... written warning (documented in your file)
   3rd 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.