Welcome to University of Wisconsin
Wisconsin Admissions Volunteers (WAV)

Thank you for your interest in the Wisconsin Admissions Volunteers (WAV) program. As a member of WAV, you are the voice, face, and image of the Office of Admissions and Recruitment and the University of Wisconsin–Madison. You play a vital role in extending the reach of our office and help us as we work to contact, connect with, and enroll top-quality students from across the country.

This manual is intended to provide useful information about the Office of Admissions and Recruitment, your role as a student volunteer, and the volunteer opportunities within the WAV program. Your experiences as a current student are an extremely valuable resource for students who are making decisions about which college to attend. We expect our volunteers to be knowledgeable about campus, the Office of Admissions and Recruitment, and ethical recruiting guidelines. Volunteers should also have the desire and ability to promote the positive benefits of UW–Madison and share their own perspective and individuality with our visitors.

Our office’s work is conducted according to the National Association for College Admission Counseling’s (NACAC) Statement of Principles of Good Practice. Here are some guidelines to abide by while volunteering:

**DO:**

- Arrive on time for events.
- Dress appropriately. You will be given guidelines for appropriate attire prior to each event.
- Realize that the way you represent yourself is the way you are representing UW–Madison. This may be the first time a visitor has ever been to campus. Your interaction may be their first and lasting impression of campus.
- Make guests feel welcomed. Approach them and introduce yourself.
- Smile and establish eye contact.
- Realize that UW–Madison is not for everyone.
- Be positive about all aspects of UW–Madison. Be honest, but give the information in a positive light.
- Be careful when using acronyms.
- Be careful about expressing a personal opinion, particularly when it comes to residence halls and classes. What might be a good fit for you may not be a good fit or an option for another student.
- Be open-minded.
- Have fun!
DON’T:

- Give admissions guarantees to any student. All questions regarding the admissions process and how decisions are made should always be referred to an admission counselor.
- Discuss last week’s party or the latest argument with a friend or roommate.
- Compare other schools to UW–Madison. Instead, focus on UW–Madison’s strengths.
- Slander another major, residence hall, person, or university. You never know what people are interested in or who they know.
- Ask any student questions related to admissibility (test score, grades, class rank, etc.)
- Be afraid to say you don’t know the answer to a question. If you do not know the answer to a question, DO NOT make it up. Direct the guest to the appropriate office.

Potential Questions to Ask Prospective Students and Guests

- Is this your first time visiting Madison?
- Where are you from?
- What are you looking for in a college?
- Do you have any ideas on what you might like to study during college?
- What activities do you participate in at your high school?
- What activities do you hope to become involved with during college?

Wisconsin Admissions Volunteer Opportunities

Call-Out Nights
During a call-out, Wisconsin Admissions Volunteers phone recently admitted students to congratulate them on their admission to UW-Madison and offer a personal connection to the campus. Volunteers offer to answer any final questions students might have about academic expectations, campus life, financial aid, housing, and other campus resources. We conduct 4–6 call-out nights each year. The events take place at the Office of Admissions and Recruitment (702 W Johnson St). Call-out nights typically last for two hours, and we provide complimentary pizza for volunteers.

Event Support
The Office of Admissions and Recruitment needs volunteers for numerous on-campus events held throughout the year. Duties range from helping with registration and check-in to guiding visitors to event destinations. The time commitment varies from 30 minutes to two hours.
High School Counselor Tours

The Office of Admissions occasionally hosts large groups of high school counselors who visit campus as part of a national or regional bus tour. Wisconsin Admission Volunteers typically dine with the counselors and share their UW experiences. The dining experience typically lasts about an hour, and volunteers are provided with a complimentary meal.

Student Panels
Throughout the year, we host a variety of events for prospective and admitted students, families, and high school counselors. Our visitors always want to hear from current students. As student panel participants, Wisconsin Admissions Volunteers are asked to provide an overview of their own Wisconsin experience and answer any questions the group might have. A typical panel lasts for one hour.

Your UW Day

Your UW Day is a full-day program designed to give admitted freshmen the information and campus perspective needed to make a final college selection. We host three sessions: February 10, March 23, and April 20. We utilize Wisconsin Admissions Volunteers to accompany the visiting students and their guests to lunch in one of the University Housing dining halls. During this time, volunteers share their UW–Madison experiences with the students and their guests. Lunch typically lasts for an hour-and-a-half, and volunteers are provided with a complimentary meal.

Thank you for volunteering your time as a Wisconsin Admissions Volunteer. Wisconsin Admissions Volunteers (WAVs) are a vital component of UW–Madison’s student recruitment effort, and are essential as we work to contact, connect with, and enroll top-quality students from across the country.

For more information about WAV, please contact:

Emily Henken
Recruitment Events Coordinator
Office of Admissions and Recruitment
702 West Johnson Street, Suite 1101
Madison, WI 53715-1007
Tel: 608-262-4324
eqhenken@admissions.wisc.edu