



Mount Holyoke College

GUIDE FOR VOLUNTEERS

MOUNT HOLYOKE

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WELCOME — and THANK YOU

Thank you for being part of the Mount Holyoke College volunteer team. This dynamic group of alums represents classes spanning nine decades — from the 1940s to the 2020s. Your work is essential to connecting the worldwide alum community with the College.



CONFIDENTIALITY AGREEMENT

As a Mount Holyoke College volunteer, you may have access to confidential information that is intended solely for your use as a volunteer (e.g. information about prospective students, students, alums or giving, in keeping with your role). This information should not be shared with anyone, nor should it be used for commercial, personal fundraising, political or private purposes.

VOLUNTEER CODE of CONDUCT

An overview of key principles our volunteers commit to uphold:

DEFINING A CODE OF CONDUCT

A set of principles and expectations for how volunteers operate that includes guidance on (a) volunteer relationships, behaviors and communications and (b) governing policies for volunteer activity.

WHY IMPLEMENT A CODE OF CONDUCT?

As a gender-diverse women's college, Mount Holyoke College centers equity and inclusion to strengthen leadership, civic engagement and academic excellence. The code is a tool for understanding and upholding respectful standards across communities. The code ensures that volunteers start with a common understanding of volunteer standards at Mount Holyoke College.



THE “DO’S”

Please remember and do your utmost best to uphold the missions of the College and the Alumnae Association at all times.

Mount Holyoke, the leading gender-diverse women's college, immerses students in a vibrant, intellectually adventurous global community to develop their voices and vision for the future, preparing them for lives of purposeful leadership in a culturally diverse world.

The Alumnae Association of Mount Holyoke College uplifts Mount Holyoke alums and builds community that fosters lifelong learning and empowers impactful connections. You are part of a community of alums supporting each other and committed to the future of Mount Holyoke College.

Understand that you represent Mount Holyoke College and the Alumnae Association.

As a volunteer, you are an ambassador for both the College and the Alumnae Association. This includes in-person volunteer events, virtual gatherings and social media platforms. Your actions reflect both on you and on Mount Holyoke College.

Promote a respectful community.

Treat all volunteers, employees and community members with respect, courtesy and dignity. This includes avoiding insensitive or offensive language. Verbal and physical violence will not be tolerated.



Understand that your volunteer work with the College and the Alumnae Association should be treated with the same rigor, attention to detail and respect that you exhibit when interacting in your places of work.

Come prepared to meetings: Do your best to ensure a focused agenda and defined outcomes, create minutes and identify next steps.

Understand your role as a volunteer.

As a College or Alumnae Association volunteer, it is your responsibility to provide the necessary support for the College and the Alumnae Association's staff members. College and Alumnae Association personnel should be treated with the utmost respect as partners. This also includes making sure you accurately represent your role as a volunteer. You should not give the impression that you are a College or Alumnae Association employee or consultant.

Expect Mount Holyoke staff to treat you with respect as well.

The countless contributions volunteers make to the College are greatly appreciated. Volunteers are valuable constituents, and as such, can expect to be treated with professionalism and respect.



ALUM COMMUNITY RESPONSIBILITY GUIDE

Our mission is to uplift Mount Holyoke alums and build a community that fosters lifelong learning and empowers impactful connections. The Association's strategy has three pillars, to: build belonging, enrich lives and broaden opportunities. We do this by thoughtfully identifying and addressing barriers to inclusion. We ask all alums to actively support the belonging of all community members.

As a gender-diverse women's college, the Mount Holyoke community includes women, transgender and gender non-conforming members who come from around the world and with many backgrounds, cultures, beliefs and identities. Fostering an equitable and inclusive community is our shared responsibility.

We ask that everyone engaging with Mount Holyoke alums, students, faculty and staff:

- **Be respectful.** This includes respecting people's identities, abilities, appearances, pronoun use, chosen name, lived experiences and religious and spiritual beliefs.
- **Educate yourself.** The Association and MHC Office of Diversity, Equity and Inclusion provide a variety of *resources* and *events* to support lifelong learning.
- **Be kind.** Allow space for others' learning as well as differing views, approaches and perspectives.

Because our graduates and former students include individuals with a wide array of gender identities, we are intentional with our language in order to be as inclusive as possible. We are building a suite of resources to help you in your work, including a document with some *inclusive language options* examples.

Discrimination by any member of the Mount Holyoke community will not be tolerated. Please review the [College and Association's shared non-discrimination statement](#).



TOOLS

THE VOLUNTEER HUB

Located at my.mtholyoke.edu, the Volunteer Hub is a central online resource that provides a comprehensive tool kit for volunteers who support the Office of Admission, the Office of Development and the Alumnae Association. The Hub can be accessed using your Mount Holyoke username and password. If you need help, please contact the following:

- **Admission:** aap@mtholyoke.edu
- **Association & Development:** volunteer@mtholyoke.edu

Resources found on the Volunteer Hub include:

- Alum contact lists
- Email functionality through the Hub
- Reporting for applicable volunteer roles
- Forms, documents and recordings
- Announcements
- Resources, tools and quick links to more information, including:
 - [Alum Brand Guidelines](#)
 - [Inclusive Language Options](#)

For additional information about navigating the site and your role-specific pages, please reach out to your staff liaison.

THE GATES

Located at thegates.mtholyoke.edu, The Gates is an online platform, exclusive to the Mount Holyoke community, where members can easily connect around career and shared interests. Through The Gates, Mount Holyoke alums and students can:

- Search the community based on location, major, industry, class year, key word and various other fields, or use the intuitive matching feature to find those with similar interests
- Send messages and schedule video and phone meetings, choosing to be notified by personal email or text
- Join career and affinity groups
- Post and search for jobs
- Access recordings of lifelong learning webinars with alums and faculty

We encourage all volunteers to join. Joining is easy: you can log in to The Gates with your LinkedIn account and import your profile. To sign up, visit thegates.mtholyoke.edu. For questions, please email thegates@mtholyoke.edu or call 413-538-2300.

THE ALUM DIRECTORY

The Alum Directory is a comprehensive online database of the alum community. All alums may register to seek contact and biographical information for classmates and friends.

To log in or to register, visit mtholyoke.edu/alums/directory.

BRAND GUIDELINES AND INCLUSION TOOLKIT

To better support your work as a volunteer, we are building a suite of resources that may be helpful in connecting and engaging with the alum community. You can find resources, including an [Alum Brand Guidelines](#) document and [Inclusive Language Options](#) in the resources library on the Volunteer Hub.

SOCIAL MEDIA

The College and Alumnae Association social media accounts offer an inside look at what life at Mount Holyoke is like on a daily basis.



Facebook:

MHC:

facebook.com/mountholyokecollege

AA:

facebook.com/aamhc



Instagram:

MHC:

instagram.com/mtholyoke

AA:

instagram.com/mhcalums



LinkedIn:

MHC:

linkedin.com/school/mount-holyoke-college

AA:

linkedin.com/company/the-alumnae-association-of-mount-holyoke-college/

