



## Undergraduate Admissions Large Group Visit FAQ & Policies

### **What is my “confirmation date” and what happens if I don’t meet the deadline?**

All groups are assigned a confirmation date as our office confirms their visit. It is an important component of our scheduling process. In our reservation email, we outline the items that need to be provided by the confirmation date. *Should you not meet the deadline, you will receive an email stating that your visit will be cancelled.* Because we are an office with many visits happening each day, we cannot hold room space and tour guide availability for groups that are not serious about their visit to campus. If there is a reason that your group cannot meet your confirmation date, please contact us to discuss alternatives. Unfortunately, we cannot accommodate every request and if we are scheduling your group on a quick turnaround, we may need to look at other dates.

### **Why does Penn State require contact information for my students and chaperones?**

The information required in our Private Group Registration Form is mandatory for all prospective visitors to campus. The information on the personalized group registration form is the same information that is required when a student registers online for any of our campus tours or visits. It is our policy to collect this information for all students visiting campus. *Please get in touch with me as soon as possible if this may be a problem for your group so we have time to discuss our policies.* Chaperone information will be collected separately from the online student registration page.

### **Why does Penn State have such strict rules for group chaperones?**

Penn State utilizes volunteer tour guides to provide campus tours, and admissions counselors have a full schedule accommodating an additional presentation on top of their weekly general presentations and other responsibilities. While we want you and your students to have the best experience on campus as possible, we also want to ensure our tour guides and staff are treated kindly and with respect.

### **What happens if my students do not behave during their visit?**

At Penn State we do operate a “caution list” that is checked when each visit is approved. We record the school and chaperone names of any visit that is not positive in case that group should request a visit in the future. Typically, our office will follow up with groups who are going to be placed on the caution list detailing some of the instances that were problematic during the visit.

*It is the responsibility of the chaperones to ensure that students are behaving appropriately. Tour guides and admissions staff reserve every right to end a visit that is not going appropriately.*

### **How serious is your 15-minute rule?**

While arriving more than 15-minutes late does not always mean we will cancel that portion of your visit, we will have to make alterations. Our tour guides are volunteers, and we can only keep them for 15-minutes past the scheduled start time. In the instance of arriving late for a tour, we will have to cancel your tour should you arrive 15 or more minutes late. We can sometimes be flexible with presentation time or lunch times, but not every day. Because of this, we have our 15-minute rule. Should you arrive more than 15-minutes late to anything, we will discuss with you any changes we’ll need to make to your agenda.



# PennState

## **Additional Information Regarding Touring Companies:**

Penn State wants to make group visits convenient for as many groups as possible to visit our campus. We realize many groups may turn to touring companies to help them plan for a visit to campus. If you are a touring company booking a visit for a group to campus, please have prepared the contact information (cell phone and email) as well as the name of the person who will be leading the group during their visit to campus. We cannot continue to plan group visits without someone who will be on campus during the visit in the loop.

## **Additional Information Regarding Middle School Groups (when available):**

We are only able to work with select middle school groups just due to time and scheduling limitations on our end. We require that middle school groups coming for a formal campus visit be coming as part of a college access-based curriculum either through the school district, state, etc. The curriculum must be specific to college access, and not just an honors/gifted program. We do not accept field trip groups. We do not provide admissions information sessions for middle school groups, but they will get a brochure with admissions information. Our formal visit includes on-campus parking, brochures, a campus tour, and the ability to schedule a meal in the dining commons at \$11.95/person for lunch or \$14.95/person for dinner (paid with card or check).

For groups requesting a formal visit please send a statement indicating what students will get out of the visit, and how they will be prepared to participate in a college visit. This should include information about the college program that the students are participating in. Historically speaking, middle school students aren't quite the right age group for the content we provide in a formal campus visit, so I need to learn a little more about your group before approving them and need to know that they will be properly prepared to participate. **By sending a statement, it does not guarantee we will be able to approve your group to tour.**

***At this time, we are unable to accommodate groups younger than high school juniors (including middle school groups) but hope to be able to widen our availability in future semesters.***