



The Association of Former Students' Volunteer Expectations Policy

The Association of Former Students is committed to fostering a positive and engaging environment for our volunteers and team. This Volunteer Expectations Policy outlines the expectations and guidelines for all individuals who choose to contribute their time and skills to The Association.

Volunteers are expected to support and promote The Association's mission, which is to:

- Strengthen The Association of Former Students,
- Promote the interests and welfare of Texas A&M University,
- Perpetuate ties of affection and esteem formed in university or college days, and
- Serve the student body.

Texas Aggies hold steadfast to a set of core values that guide our actions and decisions: Excellence, Integrity, Leadership, Loyalty, Respect, and Selfless Service. As an integral part of the worldwide Aggie Network and our mission fulfillment, volunteers are expected to uphold these values in all aspects of service to The Association of Former Students and Texas A&M University:

- **Excellence**

Having an unwavering desire and commitment to do one's best in all aspects of life.

The Association of Former Students' vision is to be the premier alumni organization. Association volunteers must commit to delivering high-quality service in the area in which they are volunteering in a manner that upholds The Association's vision.

- **Integrity**

Doing the right things regardless of the circumstances or personal consequences.

Integrity is the foundation of our actions. Association volunteers are expected to act with honesty, transparency, and ethical conduct. Upholding the highest standards of integrity builds trust and credibility within the Aggie Network.

- **Leadership**

Inspiring others to follow due to the strength, integrity, and benevolence of one's character.

As Aggies, we embrace leadership in our communities and professions. Association volunteers must demonstrate leadership by inspiring others, promoting collaboration, and contributing positively to the noble mission of The Association of Former Students.

- **Loyalty**

Being dedicated to our nation, state, university, families, and those institutions and values we hold dearest.

Loyalty to Texas A&M and each other is a cornerstone of our identity. Association volunteers are expected to show unwavering loyalty to The Association of Former Students and Texas A&M University, fellow Aggies, and the core values that bind us together. The Association of Former Students promotes a culture of support and camaraderie amongst all former students.

- **Respect**

Earning favor through the consistent dignity and merit of one's character.

As Aggies, we foster a culture of respect for all individuals. Association volunteers shall treat all members of the Aggie Network — including The Association of Former Students' staff, fellow Association volunteers, and leadership of Texas A&M University and The Texas A&M University System — with the utmost respect, dignity, understanding, and appreciation for diverse perspectives. Valuing and respecting one another strengthens the fabric of the Aggie Network.

- **Selfless Service**

Providing one's time, talents, or resources for the greater good without regard for personal gain or recognition.

Association volunteers must commit to selfless service for the greater good of The Association of Former Students, Texas A&M, and the Aggie Network. Actions should be guided by a genuine desire to contribute positively, make a difference, and enhance the overall experience of fellow Aggies.

The Association of Former Students' volunteers can expect The Association's staff to uphold Texas A&M's core values of Excellence, Integrity, Leadership, Loyalty, Respect, and Selfless Service in all interactions with our volunteers and constituents.

***NOTE:** The Association of Former Students' Volunteer Expectations Policy only pertains to the individuals who specifically volunteer for The Association, to include, but not limited to: The Association's Leadership Council, Aggie Ring Day volunteers, Legislative Advocates, etc. This policy does not extend to the boards and memberships of The Association of Former Students' chartered A&M Clubs and Constituent Networks.*

Agreement to The Association of Former Students' Volunteer Expectations Policy

By volunteering for any role with The Association of Former Students, volunteers must abide by the terms of this Volunteer Expectations Policy, which includes:

1. **Upholding Texas A&M's Core Values:** In volunteering for The Association of Former Students, all Association volunteers must embrace Texas A&M's core values of Excellence, Integrity, Leadership, Loyalty, Respect, and Selfless Service. They must commit to uphold these values in all their volunteer activities while serving The Association and Texas A&M as a volunteer.
2. **Representing The Association of Former Students and Texas A&M University:** Association volunteers must represent The Association of Former Students and Texas A&M University with pride, professionalism, and enthusiasm, all the while displaying Texas A&M's core values. They must understand their actions reflect not only on themselves, but also on The Association of Former Students, Texas A&M, and the broader Aggie Network.
3. **Respectful Behavior:** Association volunteers must commit to treating all individuals — including The Association of Former Students' staff, fellow Association volunteers, and leadership of Texas A&M University and The Texas A&M University System — with the utmost respect, courtesy, and inclusivity. Discrimination, harassment, exclusion, intimidation, or any other form of disrespectful behavior towards any individual is strictly prohibited and will not be tolerated.

4. **Compliance with Policies, Regulations, and Protocols:** Association volunteers must comply with all applicable policies, regulations, and protocols as set forth by The Association of Former Students, Texas A&M University, and The Texas A&M University System to include, but not limited to, data security and all Association and Texas A&M University brand guidelines and communications policies. Any use of The Association of Former Students' federally registered trademarks and word marks requires approval from The Association. (Applicable policies are available to view via links provided in the Addendum.)
5. **Responsibility and Accountability:** Association volunteers are responsible for meeting all requirements for their role as a volunteer. If they are unable to fulfill a commitment or meet a deadline, they must communicate promptly and work collaboratively to find a resolution.
6. **Continuous Personal and Professional Development:** Association volunteers must commit to continuous learning and development to enhance their skills and contribute more effectively to the goals of The Association of Former Students. They must commit to completing The Association's required training materials/programs, if applicable, in a timely manner and as required by The Association for as long as they are in a volunteer role with The Association of Former Students.
7. **Promoting a Positive Aggie Experience:** Association volunteers must pledge to contribute positively to the Aggie experience, fostering a sense of community, pride, and unity among current and former students, and friends of Texas A&M.
8. **Meeting Requirements of Leadership Council Membership (Applicable to Leadership Council members only):** In accordance with The Association of Former Students' Bylaws, all members of the Leadership Council must:
 - A. Be an active member of The Association of Former Students.
 - Active membership is achieved with a contribution to The Association's Annual Fund of at least \$50. Any member who fails to contribute the minimum gift to the Annual Fund, as established by the Board of Directors, will be deemed (or become) inactive. Only active members have the right to (i) serve on the Leadership Council; (ii) receive all publications and appropriate program and activity communications; (iii) vote in accordance with the Bylaws; and (iv) such other privileges of membership that may exist.
 - B. Attend at least one regularly scheduled semi-annual Leadership Council meeting each year.
 - Virtual attendance is available for those who are unable to attend the meetings in person.

The Association of Former Students has the sole discretion to determine if a violation of this Volunteer Expectations Policy has occurred. The Association of Former Students may take appropriate action for violations of this Volunteer Expectations Policy, up to and including termination of an individual's volunteer relationship with The Association.

Addendum

- 1. The Association of Former Students' Brand Guide:** tx.ag/AssociationBrandGuide
- 2. The Association of Former Students' Communications Policies:** tx.ag/CommunicationsPolicy
- 3. A&M Club Presidents:**
 - A. Annual A&M Club Agreement: tx.ag/ClubCharter
 - B. Information Security Agreement: tx.ag/InfoSecurityAgreement
- 4. Class Agents:**
 - A. Information Security Agreement: tx.ag/InfoSecurityAgreement
- 5. Constituent Network Representatives:**
 - A. Information Security Agreement: tx.ag/InfoSecurityAgreement

Reporting Violations of the Volunteer Expectations Policy

GUIDING PRINCIPLES

The Association of Former Students is committed to fostering a positive and engaging environment for our volunteers and team. Texas Aggies hold steadfast to a set of core values that guide our actions and decisions: Excellence, Integrity, Leadership, Loyalty, Respect and Selfless Service.

- The Association of Former Students' volunteers can expect The Association's staff to uphold Texas A&M's core values in all interactions with our volunteers and constituents.
- As an integral part of the worldwide Aggie Network and our mission fulfillment, Association volunteers are expected to uphold these values in all aspects of service to The Association of Former Students and Texas A&M University.

The Association is committed to equipping our team with helpful intervention skills and practical techniques that can be used to respond effectively when they witness or experience "*negative*" (as defined below) situations involving inappropriate behavior and language. However, there are times when conversations or behaviors that convey threats, harassment, bias, or intimidation reach a point where they are "*egregious*" (as defined below) in nature and need to be reported and addressed in a more proactive manner.

For this document's purposes, "negative" interactions are defined as situations in which Association volunteers do not exhibit Texas A&M's core values and are in violation of The Association of Former Students' Volunteer Expectations Policy. When such incidents occur, the intervention skills and practical techniques of Association volunteers and staff members should be used in addressing these behaviors.

For this document's purposes, "egregious" interactions are defined as situations in which Association volunteers discriminate, harass, exclude, intimidate, or display any other form of disrespectful behavior towards any individual, including Association staff. In these cases, Association volunteers and staff should always take steps to ensure their immediate safety, and when they are safe, report the incident to The Association of Former Students per the instructions under 'Reporting a Violation.'

REPORTING A VIOLATION

When an Association volunteer or staff member has a concern about the negative behavior of an Association volunteer, they are advised to discuss their concerns directly with the offending person if they feel comfortable doing so. These conversations can be difficult, but The Association of Former Students believes this can often be the best approach, particularly when done with Texas A&M's core values in mind. The Association encourages the Aggie Network to expect the best of each other and to be open to learning from mistakes in a respectful and constructive manner.

[Reporting a Violation by Association Volunteers](#)

1. If direct communication with the offending volunteer has failed, or if the reporting volunteer feels the issues are egregious and cannot or should not be resolved this way, the complainant is encouraged to report their concerns in writing to The Association of Former Students at tx.ag/VolunteerReporting or by mailing a letter to:

Cecilee Herd '95, Senior Vice President
Scot Walker '90, Vice President
The Association of Former Students
505 George Bush Drive
College Station, TX 77840

- a. Only written reports of violations will be accepted. Written reports, which are confidential but not anonymous, may include evidence such as email correspondence, photographs, handwritten notes, or other forms of documented information.
- b. When a report is submitted at tx.ag/VolunteerReporting, The Association of Former Students' Senior Vice President and Vice President of Human Resources will immediately be notified by email. If the report is mailed to the individuals at the address above, they will discuss the letter within two business days of receipt. (See 'How The Association of Former Students Will Respond' below.)

NOTE: If an Association volunteer has a concern about a member of The Association of Former Students' team, they should contact The Association's Vice President of Human Resources to discuss the situation.

[Reporting a Violation by Association Staff](#)

1. If direct communication with the offending volunteer has failed, or if the reporting staff member feels the issues are egregious and cannot or should not be resolved this way, the complainant is encouraged to report their concerns to their supervising Director or Vice President.
2. If the situation needs to be escalated, the reporting staff member and their supervisor should meet with The Association of Former Students' Senior Vice President and Vice President of Human Resources to discuss the situation.

HOW THE ASSOCIATION OF FORMER STUDENTS WILL RESPOND

1. Once an Association volunteer submits a written report online or by mail or an Association staff member meets with The Association's Senior Vice President and Vice President of Human Resources to report a situation, the following steps will occur:
 - a. The Association's Senior Vice President and Vice President of Human Resources will gather facts, provide support to the individuals who have been or might be affected, and intervene to make any necessary changes. The process is designed to consider patterns of behavior and standalone incidents.
 - b. Together, the Senior Vice President and Vice President of Human Resources will determine if additional information is needed to fully understand the situation and will gather additional facts as needed with the goal of assessing the concerns and discussing a path toward a restorative solution. During this process, they may choose to review the Association volunteer history for the individual in question to evaluate for a pattern of behavior.
2. If it is determined:
 - a. That an Association volunteer has violated The Association's Volunteer Expectations Policy, the Senior Vice President and Vice President of Human Resources will discuss an appropriate plan of action and make a formal recommendation to The Association's Executive Vice President & Chief Operating Officer and President & CEO. (See #3 below.)
 - b. That the Association volunteer is not in violation, the Senior Vice President and Vice President of Human Resources will discuss appropriate steps towards ensuring a path forward for the complainant.
3. Appropriate action for Association volunteers in violation of The Association of Former Students' Volunteer Expectations Policy may include one or more of the following:
 - a. A direct conversation about the complaint with the member of The Association's leadership team who is responsible for the event/activity in which the reported individual is volunteering.
 - b. A formal written warning from The Association of Former Students, which the volunteer will be asked to sign.
 - c. An adjustment of volunteer responsibilities.
 - d. Removal of the individual from one (or more) volunteer roles and privileges with The Association.

- e. The Association of Former Students no longer recognizes the individual as a volunteer.
 - If the individual is serving on The Association of Former Students’ Leadership Council, The Association will no longer recognize that individual as a member of its governing body. They will be uncoded as such in The Association’s database and their name will be removed from all Association communications, including AggieNetwork.com. In addition, the other volunteer leaders with whom that individual had been serving with (i.e. Class Agents, A&M Club/Constituent Network board of directors) will be notified and all associated support with that volunteer role will be removed from the individual.
- f. Restriction from The Association of Former Students’ events.

DOCUMENTATION/HISTORY

1. The Senior Vice President and Vice President of Human Resources will respond to all complaints as outlined above. To protect the individual privacy of all parties, concerns pertaining to specific details about individual matters will not be shared publicly. Complainants should understand that the process may be confidential but is not anonymous. Following review, the Senior Vice President and Vice President of Human Resources will also follow up with the complainant as soon as possible to check in and see if the issues have been resolved and determine whether the environment has improved.
2. Once the decisions outlined in the previous section have been addressed and communicated with the individual, documentation will be added to The Association of Former Students’ database. Specifically, an alert will be added to the individual’s record indicating future level of engagement with the individual in question, including management of future event invitations.
3. Any confidential information, especially the name of the reporting Association volunteer or staff member, will be maintained **ONLY** by The Association of Former Students’ Senior Vice President and Vice President of Human Resources.

RETALIATION

Any retaliatory action or conduct taken by any person against a complainant who has reported a violation of The Association of Former Students’ Volunteer Expectations Policy is strictly prohibited. Retaliation is regarded as a violation of the Volunteer Expectations Policy and will result in the immediate removal of the retaliator’s volunteer roles and privileges with The Association.

CONFIDENTIALITY

The Association of Former Students will honor confidentiality and take steps to mitigate the risks of exposing any individual, except where all individuals decide that direct communication is a better alternative or when the report is in fact a violation The Association’s Volunteer Expectations Policy and further review is needed.

This Volunteer Expectations Policy was unanimously approved by The Association of Former Students’ Board of Directors on May 3, 2024.



Educating Association Volunteers of The Association of Former Students' Volunteer Expectations Policy

- Include the Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy in all online and in-person volunteer trainings.
- Create a webpage for the Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy that can easily be found on AggieNetwork.com.
- Send an email to all Association volunteers at the beginning of the year as well as all new Association volunteers who are confirmed throughout the year with the Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy.
- During The Association Report at the following 2-3 Leadership Council meetings after announced at the Fall Leadership Council Meeting in November 2024, the Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy should be mentioned from the podium.
- Prospective Class Agents should be made aware of the Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy before they can register to run for election.
- The Volunteer Expectations Policy and Reporting of Violations of the Volunteer Expectations Policy should be on the website where Aggie Ring Day volunteers sign up to assist with Aggie Ring Day, so they are aware of these policies.