



## Penn Parents Welcome Calling Guidelines

Thank you for volunteering to welcome new families to the Penn community! We are grateful for the time you will spend speaking to parents, introducing them to the University and to Penn Parents. Remember, you are a wonderful resource for new parents because of your personal experiences as a Proud Penn Parent. Below are some talking points and information to assist you with your calls. Please contact Christina Riso, Coordinator, Parent Outreach and Development/Penn Parents, (215.746.6232; [criso@upenn.edu](mailto:criso@upenn.edu)) with any questions. Thank you!!

### ***Suggested Talking Points***

- Introduce yourself and share information about you and your Penn student (for example, the school your child attends, where he or she lived freshman year, activities in which he or she is involved).
- Tell the parents that you are calling on behalf of Penn Parents to say welcome to Penn and serve as an additional resource as their family navigates their child's first year at Penn.
- Ask if the parents have any immediate questions about Move-In Day or New Student Orientation.
- If you feel comfortable, share your contact information and encourage parents to be in touch with further questions.
- Remind them about [Family Weekend](#): **Friday, October 24-Sunday, October 26, 2014.**
- Wish the parents and their child well!

### ***Penn Parents – Overview***

- Penn Parents was created to inform, involve and engage parents of undergraduate students through communications and events. Refer parents to our website ([www.pennparents.upenn.edu](http://www.pennparents.upenn.edu)) where they can gather more information to plan a visit to campus, learn about regional events and read archives of parent publications.
- Penn Parents offers volunteer opportunities for parents to deepen their involvement with the Penn parent community, both on campus and regionally.
- Penn Parents supports undergraduate education with gifts made to The Parents Fund. Annual gifts to The Parents Fund support all aspects of undergraduate life including the residential experience, learning hubs, students organizations, and faculty and student research.

### ***Pre- Orientation events***

- **Admitted Students Events**-Encourage parents to attend events for admitted students in April. More information can be found by visiting the Penn Admissions Website: <http://www.admissions.upenn.edu/inside>. Admitted students will also receive communication from the Admissions office within the next few months.
- **Welcome to Penn Program**-Penn Parents in conjunction with regional Alumni clubs hosts Welcome Receptions/Send-Offs in select cities, states, and regions throughout the world during the summer months. New students and parents are invited to attend a reception in their local area. Encourage parents to attend these receptions as an opportunity to meet other Penn

Parents from their region. Remind parents that an invitation to their local event will be sent during the summer and posted on the Penn Parents website.

- **Welcome Mailing** – Remind parents that a Welcome Mailing, containing a Save the Date for New Parent and Family Orientation (NPFO) as well as information about the University will be mailed to them in June. Additionally they will receive information from various parts of the campus throughout the summer to prepare them for their child's transition.

### **Calendar Information**

- **Move-in is Thursday, August 21 and Friday, August 22.** Encourage parents to visit <http://cms.business-services.upenn.edu/residential-services/> during the late spring. Students will be assigned a specific move-in date and time in June through logging onto Campus Express.
- **New Student Orientation: Friday, August 22-Tuesday, August 26.** Students should visit [www.upenn.edu/nso](http://www.upenn.edu/nso) to learn more about New Student Orientation in June. Classes begin on Wednesday, August 27.
- **New Parent and Family Orientation: Thursday, August 21 and/or Friday, August 22.** Parents are invited to experience programming geared at welcoming families and informing of the resources available at Penn to successfully transition to college. This event is not mandatory. A full schedule and registration information will be available in the summer months. Parents will be notified via e-mail.
- **Family Weekend: Friday, October 24-Sunday, October 26, 2014.**
- **Homecoming/Arts and Culture Weekend : Friday, October 31-Sunday, November 2, 2014**  
→ Includes football game v. Brown University
- Remind parents to make their hotel reservations ASAP for Move-In and [Family Weekend](#).
- **Winter break: December 19, 2014-January 13, 2015.**

### **Penn Parent Community**

Being involved in the parent community is an important part of being a Penn parent. The University is committed to bringing all Penn parents into the fold of the active and engaged Penn community. Parents can be involved members of Penn both regionally and on campus. Attending lectures, watching athletic events, visiting the University of Pennsylvania Museum of Archaeology and Anthropology, and attending performances at the Annenberg Center are among some of the ways parents can take advantage of all Penn has to offer on campus. Regionally, parents can stay in touch by visiting the Penn website, reading the Penn Parents newsletters and other Penn publications such as the *Penn Gazette and Penn News for Parents*, and attending regional Penn events. Parents have a wide range of opportunities to connect to the University and remain an active member long after their child has graduated.

- Encourage the parents to sign up to be a Penn Parents volunteer and to keep an eye out for Penn events in their region.
- Volunteer opportunities include:
  - Meet and greet prospective and new Penn families at admitted student events in April and New Parent and Family Orientation in August and wish senior parents well during Commencement weekend in May;
  - Making welcome calls to new parents during the Winter and Spring;
  - Hosting regional Penn Parent events;
  - Visit <http://www.pennparents.upenn.edu/getinvolved.html> and e-mail Christina Riso at [criso@upenn.edu](mailto:criso@upenn.edu) with any questions or to sign-up as a volunteer.

**Contact Information Changes**

If you speak to a parent who wants to update his or her contact information, please refer the parent to <http://www.pennparents.upenn.edu>. Parents can update their address, phone number or email address on this secure site or by calling Penn Parents at 215-746-4646 or by email at [ppparent@dev.upenn.edu](mailto:ppparent@dev.upenn.edu).

**Closing the Conversation**

Congratulate them again on their child's admission to Penn. Let them know that we look forward to meeting them and encourage them to utilize the website: <http://www.pennparents.upenn.edu>, give us a call or stay in touch with you if they have questions or concerns along the way.

**Caller Tip**

We recognize that you may receive questions that you may not feel comfortable answering or feel are more appropriate for University staff to address. Please do not hesitate to refer the parent to Penn Parents staff at any time. We are happy to help!!

Thank you as always for your time and commitment!

Take care,

The Penn Parents Team