

Campus Visit Program Guidelines & Expectations

In order to best serve your group during your visit to the UW-La Crosse . . .

We ask that you read, follow and share this information with your chaperones and students. Thank you.

- ◇ **Carefully review your Campus Visit Confirmation email ASAP.**
 - If you notice a discrepancy on your confirmation, please contact your program office as soon as possible. Please be advised that it is unlikely that any modifications can be made to your itinerary within 14 days of your visit.

- ◇ **Please be early!**
 - Please plan to arrive at least 15-30 minutes prior to the start of your visit. This will allow time for parking, unloading, a bathroom & water break, and time to arrive at your first campus activity on time.
 - We have customized your itinerary based upon your planned arrival time. If you are running late, please call your program office ASAP. Our staff will try to accommodate day-of-visit modifications to the best of our ability, but arriving late to campus by 25 minutes or more will impact your itinerary. This is due to the fact that we cannot guarantee campus venues and/or student tour guides will be available to accommodate unanticipated changes in your schedule.

- ◇ **If you must cancel, please do so ahead of time.**
 - Please cancel at least two weeks prior to, but no later than 72 hours before, your reserved date.
 - If a cancellation must be made on the day of your visit, please call your program office ASAP.

- ◇ **Meet your tour guides or campus host at the location listed on your itinerary.**
 - Tour guides and campus staff are instructed to meet groups at a designated location. If you have questions regarding locations, directions, etc. please contact your campus program office.

- ◇ **Day-of-Visit contact (group's lead coordinator/teacher/chaperone) Responsibilities:**
 - The lead chaperone will communicate the following "student guidelines" to their students:
 - Wear comfortable walking shoes & be prepared/dress for the weather as tours occur rain or shine
 - Visitors are expected to conduct themselves in a courteous and respectful manner.
 - Visitors will use a voice level that is appropriate while inside campus buildings.
 - Visitors will not leave the group or chaperone(s) at any time during the visit.
 - Visitors will not use electronic devices during tours, presentation, or sessions.
 - Visitors and groups that are deemed unruly or unmanageable by the Campus Visit Program and campus venue staff will be asked to change their behavior. If the visitor or group continues their behavior, the presentation, tour, or entire visit will end.
 - Listen, prepare and ask questions, learn and enjoy! We are so happy you will be visiting UW-Madison!

- ◇ **Chaperone Responsibilities:**
 - We recommend 1 adult chaperone for every 10 elementary or middle school/junior high students and 1 chaperone for every 20 high school students. Please have your groups organized before arriving to campus.
 - All adult chaperones/group leaders should have a copy of the campus visit confirmation/itinerary.
 - Chaperones must actively engage in sessions and supervise students at all times.
 - Chaperones must take responsibility for students' behavior on campus. Tour guides, docents and campus staff will not act as chaperones for your students.