What to do if:

**Prospective Student is late to your meeting:**

Wait 15 minutes. If they still aren’t there, try to call/email them if you have their contact information. If you can’t get a hold of them, or you need to leave, let Andrea or Trudy know so they can follow up.

**You’re late to your meeting with a prospective student:**

If you know you’ll be late, try to contact them in advance, and/or contact Andrea or Trudy so they can help if possible. If it’s unavoidable and unexpected, get to your meeting place as soon as possible and apologize and explain.

**The prospective student’s parent is with them:**

A few things. You might suggest where the parent can hang out while you talk (the Bookstore, Einstein’s, Library), while letting them know that they are welcome to join you.

Follow the lead of the prospective student, if you get the sense that he/she/they want the parent to stay, be welcoming and inclusive. If you had planned to meet the student for coffee or lunch, offer to pay for the parent’s drink/food too. Make sure to ask for a receipt, and keep it for reimbursement. You shouldn’t be spending more than $10-20 per visit.

**The prospective student is grilling you about the program (negatively):**

Answer their questions as honestly as possible. If it’s becoming frustrating for you, try re-directing to ask the student about their experience or goals. Try to stay as courteous as possible, and refer them back to Andrea or Kevin if needed.

**The prospective student is rude to you or says insensitive/offensive things:**

If you ever feel unsafe/disrespected by a prospective student or their family member, end the interaction in a way that feels safe to you (direct, delegate, distract), and then follow up with Andrea about the student as soon as possible.

There may be times when the student says something ignorant or offensive, but you are able to tell that the intention is not harmful. You can choose if you want to gently educate them (“I noticed you said XXXX. I don’t want to make you uncomfortable, but that is derogatory/hurtful/etc. At Evergreen, we practice saying YYYYY, when talking about ZZZZZ”), or not. Follow up with Andrea.

**You don’t know the answer to a question**

Be honest and say you don’t know. Tell them you’ll find out and follow up, or that you’ll ask Andrea or Kevin to follow up with them.

**The meeting is taking much longer than expected**

It’s a good idea to try to be up front about the length of the meeting when you schedule (“let’s meet from 1-2pm on Friday”). If you haven’t done that, it’s okay to politely let the prospective student know that you can’t stay. As much as possible try to give them some warning (“I’m happy to keep answering your questions/showing you around/etc., I just need to let you know I have to leave at 2:30 to XXXXXXX).