

## **PALO ALTO COLLEGE COLLEGE PROCEDURE**

Procedure Number: S 30.0  
Procedure Title: Campus Tours  
Relevant Board Policy:  
Originating Unit: Welcome Center  
Maintenance Unit: Vice President of Student Success

I. Purpose: A campus tour is given to prospective students, their parents/family and other visitors to learn about Palo Alto College programs and facilities as well as student life. These tours are normally walking tours that typically last from 45 to 60 minutes with a maximum of 100 participants.

II. Procedures Statement:

### **A. Requests**

1. Any communication (e.g. call, e-mail or walk-in) requesting a tour will be forwarded to the Welcome Center.
2. The requester is required to complete a **PAC Tour Request Form** found at [www.alamo.edu/pac/contact-pac/visit-pac/](http://www.alamo.edu/pac/contact-pac/visit-pac/). On this form, information such as date, time, type of organization (e.g. school, business or community organization) and number of students/guests for the desired tour will be documented. Group tours must submit a request at least two weeks in advance.
3. Any request/invitation of less than two weeks will be reviewed on a case-by-case basis to determine if a PAC representative can participate in the event.
4. Group tours require at least a two-week advance notice and one week for individual tours.
5. The Welcome Center will confirm and/or reschedule the requested tour via email or phone within three business days (72 hours).
6. The Welcome Center will send the requesting school, community organization or individual final confirmation to include parking instructions, College map and dates and times.

### **B. Guidelines**

1. Tours are available throughout the year except during August and January as these are our peak registration times.
2. Tour requests must be sent to the Welcome Center.
3. Only two (2) campus tours per week may be scheduled unless an exception is made by a Supervisor.

4. No tours should be scheduled after 4:00 p.m. without approval from the appropriate supervisor.
5. Tour request with more than 100 participants will require separation into smaller groups of 25 or less. There must be at least one tour guide and one school/organization staff (when applicable) for every 25 students or visitors.

**C. Planning/Preparations**

1. All confirmed tours will be entered into the Welcome Center Master Calendar.
2. The Welcome Center staff will review the tour request and make appropriate accommodations on campus (e.g. use of the cafeteria, classrooms, auditorium and/or other college facilities if requested).
3. The Welcome Center staff will contact Academic and Student Success departments to request participation in the College tour, if necessary.
4. The Welcome Center staff will prepare information material, folders and bags with promotional when appropriate.

Issued: May 20, 2019  
Date

Approved: (signed: Dr. Robert Garza)  
President

Revised: \_\_\_\_\_  
Date

Approved: \_\_\_\_\_  
President