Procedures and Directions

- Student information is distributed via the Web or postal mail. Please refer to the directions provided to access your LionsROAR account on the Web. If you currently receive your information by postal mail and would like to use the Web version, please contact our office at LionsROAR@psu.edu or by phone, 1-800-706-9602.

- You may phone or e-mail the student. We have included a sample e-mail for you to use or to help personalize your message. Some volunteers send an e-mail prior to calling a student. Please remember that students may have “spam” filters or blockers on their e-mail; you may want to follow up with a phone call if you do not receive an e-mail reply.

Sample e-mail subject line: Congratulations from a Penn State Alumnae

Sample e-mail message: As a graduate of Penn State, I congratulate you on your offer of admission and extend myself as a friendly resource. Soon, I’ll be calling you to answer any questions that you or your parents have about the University. Feel free to contact me at my home telephone ______ or e-mail ______.

I encourage you to visit our Web site at admissions.psu.edu. There, you can view student videos, find an e-mail buddy with similar interests, and read firsthand what Penn State students have to say about their college experience. I look back on my years at Penn State with tremendous pride and affection.

Again, congratulations. I look forward to speaking with you in the near future.

Sincerely,

- Please complete and return the student contact sheets to us on the Web by the date specified, or by using the postage-paid envelopes for paper reports. If a student or parent needs immediate attention, please notify us by calling 1-800-706-9602.

- Students may not reply to your e-mail or phone messages — that’s ok! If you were able to send the e-mail or leave a message, the student or parents will be aware of your efforts.

The Admissions Office cannot make changes to a student’s record on your request. The student must contact the Admissions Office. During your LionsROAR contacts, students may ask if you can help them change their campus assignment, receive more financial aid, move them off a waiting list for housing, etc. The best advice you can give them is to contact the Admissions Office or the campus where they have been offered admission. We do not want to place you in a difficult situation with students and their families. The phone number for students to contact the Admissions Office is 814-865-5471.

- If your contact information, particularly your mailing address or e-mail, changes during LionsROAR, please update your profile on the volunteer Web site. You can also call our office at 800-706-9602 to update your contact information.
Directions to Receive LionsROAR Contacts via the Web

1. You will receive an e-mail from LionsROAR@psu.edu when new students are posted on the Web site for you to contact.

2. To access your LionsROAR account, you must have a Friends of Penn State (FPS) account. The FPS account User Name is typically your initials followed by several numbers. If you don't have a FPS account, please go to the Friends of Penn State Web site, fps.psu.edu, to create an account. If you aren't sure whether you have a FPS account, please contact our office. We will verify if you have an account. Duplicate FPS accounts can cause problems for the LionsROAR site.

3. Go to admissions.psu.edu/recruitment/volunteers and click on the LionsROAR link.

4. Enter your Friends of Penn State User Name and Password.

5. Click on “Student Information.” Students will be listed in a column on the left side of the page. Click on each student to obtain their contact information.

6. After contacting the student, complete the student contact sheet and click “submit” by the “complete by” date posted. Student names then move to the “completed” column.

LionsROAR Timeline

New names will be posted weekly starting in late November. The last student contacts will be sent in late April since students have to accept their offer by May 1. You will receive an email only if you have new students to contact. Paper mailings will be sent weekly as well. The “complete by” date will be approximately six weeks from the date the contact is posted or mailed.