**Set students up for success by providing an overview of your organization, service expectations and safety practices BEFORE the student begins service.** A thorough orientation should answer students’ questions such as: *Where do I fit in? What is expected of me? How do I get help if my Site Supervisor is unavailable? What do I have to learn? How will my service contribute to the organization, mission and community need?*

**Share overview information about your Community-Based Organization (CBO):**

* Share the Mission of the CBO, as well as any Vision, Cultural Climate or Core Values statements.
* Share information about the CBO’s clients and community needs.
* What programs/services does the CBO offer to address these needs?
* Reinforce the impact the student can make at your agency. How will the student’s service contribute to the CBO mission and community needs?

**Site Physical and Safety Orientation - On or Before First Day of Service**

* Tour of site - location of restroom, break room, where to safely store personal belongings.
* Emergency Contact Information: This is listed on the HSU Student Learning Plan, which the student may ask the CBO site supervisor to complete and sign.
* Introduce students to other staff at the agency.
* Review safety rules of the site, location of emergency exits, and emergency procedures.
* Review accident procedures at the site and what to do if a student or client is hurt.
* Give location and directions to the site via public transportation or personal vehicle, along with parking information. Students are not allowed to drive on business for the organization.
* The HSU Student Time Log is used for students from Service Learning/Academic Internship courses. Review any separate CBO-required time logs and where they are kept.

**Review information specific to the student’s site supervisor:**

* Review level of supervision, and by whom, with contact information.
* Share where and with whom the student checks in on their first day of service.
* Explain what students should do if a problem or harassment occurs. If students have questions or concerns about the placement, they should contact their CBO site supervisor, and faculty for the course. If the problem is with their site supervisor, is there another CBO staff the student can approach?
* Talk about the importance of the student showing up to their planned service time (and repercussions if they don’t). Share how/with whom the student should report if they can’t make it in due to illness, etc.

**Review information specific to the student’s service position:**

* Provide student a position description detailing the work they will do. Explain the types of activities that are outside the scope of work.
* Share specific policies and procedures related to the service placement.
* Discuss training requirements, opportunities and outcomes.
* Review any screening or proof of eligibility needed (fingerprinting, background check). Who will cover the cost? When will this need to be completed? Currently, Live Scan services are offered by the HSU University Police Department.
* Talk about the student’s service schedule. Also discuss beginning and end of service. Students should not volunteer outside of scheduled hours unless their course requirement is complete.
* Discuss appropriate attire and respectful behavior. Does the CBO have any statements or expectations around issues of inclusivity and diversity?
* Review confidentiality rules for the site. Are pictures or video allowed?
* Review any risks associated with the placement; risks should reflect those listed in the position description.
* Does the CBO conduct an end-of-service evaluation or exit survey about the student’s efforts and experience? Evaluation practices differ among HSU courses. There is a brief evaluation on the student’s performance that the CBO site supervisor can complete at the bottom of the HSU Student Time Log.