This is a professional development opportunity as well as an academic experience. Treat your students in service as you would any employee or client: with good communication, guidance, equity and support. This will help if, and when, challenges arise.

**These are proactive steps you can take to support students:**

* At the outset of the experience, review any position description or guidelines with the student (and even faculty) so that all are on the same page regarding requirements and expectations for your agency. Let the student know that you’ll be in contact with their faculty for evaluation and support purposes.
* Throughout the experience, schedule time to seek suggestions and feedback from the student on their sense of safety, preparedness and support for their efforts at your agency.
* Recognize that faculty are extremely busy and can often be difficult to reach. Be sure to ask for best times to call, or other preferred ways to communicate. Faculty contact information is on the HSU Student Learning Plan, completed and submitted to faculty before service begins.
* Provide an orientation that covers expectations, standards and whom to call if the student can’t make a service session.
* Each student should have an HSU Time Log in which they enter hours served. Ask to see this periodically. You should be signing off the Time Log at the end of the student’s service, when it is due to their faculty. Some faculty require students to submit the Time Log mid-semester, in order to check on attendance and progress.

*The student and I reviewed requirements, and then developed goals for the internship experience that were consistent with the departmental guidelines… This early joint goal setting meant we were both committed to our joint contributions and expectations.*

*- Community Partner Site Supervisor*

**If problems arise:**

* Speak directly and empathetically with the student, keeping in mind their myriad responsibilities and dynamics, such as students who are younger, new to the area, from diverse cultural backgrounds, or amidst midterms/finals. Review expectations covered at the outset of the service experience.
* The next line of communication should be with the faculty teaching the course.
* If the student is not showing up for scheduled sessions, remind them of their commitment and share repercussions that may occur. Share how they can best contact you if they can't make a scheduled session.

**At all points, please know that HSU Center for Community Based Learning staff are here to help and support your efforts. Please contact us for additional assistance.**