

Onboarding/Orientation Checklist

Site supervisors serve as important and formative co-educators in students' college experience. Most community leaders already practice many of these norms and actions when it comes to supervision, but we at the Center for Civic Learning in Action (CCLA) wanted to provide some resources to support site supervisors in this role. Please find a checklist of helpful information below as you are orienting your CEF to your site.

Work with your student to complete their Community Learning Agreement (CLA) within the first two weeks of their internship, which is a cumulative document that documents together many of the checklist items below.

Scheduling & Logistics

- Determine the student's service schedule—including regular check ins with you, as their site supervisor—and establish a policy for covering absences.
- Compare your holiday/event schedule with the student's [academic calendar](#) for the entire semester, as students are not permitted to work over academic breaks (e.g. Thanksgiving, Winter Break) nor during exam periods (the last week of each semester).
- Inform the student of the organization's phone number and explain telephone procedures, extensions and so forth if the student's responsibilities include phone use.
- Point out the location of the nearest fire alarm, exits, extinguisher and staff alarm code numbers.
- Point out the location of the restrooms.
- Inform the student of your organization's emergency closing policy.
- Inquire if there are any special accommodations necessary to assist the student in their volunteer effort.
- Prepare a folder or notebook with information for students or volunteers, particularly about what students are and are not authorized to do. Have this ready for the first day on the job and easily available throughout the semester.

Organizational Context & Student Responsibilities

- Assign an accessible staff person to supervise the CEF student.
- Introduce the student to co-workers.
- Share context about the CEF program with other staff at your organization — in particular its emphasis on long-term commitment and student development — so they are prepared to work with students.
- Give a tour of the organization's space and discuss its origin, mission and function.
- Return to the job description you drafted for the selection process. Collaboratively negotiate the duties and responsibilities of the student, given their interests, strengths, and growth edges.

- Help the student connect the dots: How do the student's tasks relate to others in the organization? How do their responsibilities connect to the bigger picture mission of your organization?
- Assist the student in developing overarching goals for their long-term internship with you, breaking them down into semester benchmarks. A part of student's CEF experience is also developmental, with the hopes that they are able to eventually (after building trust) take on a project/initiative that intersects their interests with a need of the organization. Brainstorm some topics for projects or research-based needs that they might take on.
- Inform student of all potential risks or procedures associated with volunteering at your organization, including any policies regarding safety and mandated reporting or any sensitive topics/context about working with community members in this capacity. For example, use of language (e.g. "homeless" vs. "unhoused;" "survivors" vs. "victims") or special rules. If necessary, request that the student sign an Informed Consent document.

Professional Norms

- Inform the student of your organization's dress code and what you expect from the student in this regard.
- Discuss your expectations for communication and professional engagement in your workplace. What is a good form of communication when a student is ill or cannot come into work? Who (and how) should they contact when they have a minor question, as compared to a more in depth question?

Ongoing Actions:

- Monitor the number of hours that the student worked. Every two weeks, students will submit their hours via email, cc'ing you and Sam Ha-DiMuzio. Please approve their timesheets by replying all with "Approved."
- Inform the student of any changes in the operations of the organization.
- Update the student about significant events that occurred at your organization or in the surrounding community since his/her last visit.
- Give the student ample feedback and invite questions that s/he may have about policies and procedures specific to your site.
- Check in with the student about their work and whether they have any questions or concerns.