

tips + resources
for CSL Community
Partners

TIPS FOR SUPERVISING STUDENTS REMOTELY

Let's face it, motivating and keeping your team on track while working remotely can be a challenge. For students in CSL placements, they may feel unsure about how to connect and contribute to the team in a meaningful way. With a little effort and intention, supervising a student while working remotely can be a very rewarding experience for all. Below are some tips to help get you started.

✓ COMMUNICATE OPENLY AND OFTEN

- Start the placement off on the right foot with good communication. Set up an initial meeting to discuss what the placement will look like.
- Consider setting up check-in points in the term to answer questions and discuss any obstacles the student may be facing.
- Ensure lines of communication are open throughout the term (if not by phone, through live chat or email). This does not mean micromanage - give the student the opportunity to learn, be successful and take ownership of the tasks/projects you have set out for them.
- Provide on-going feedback and guidance to ensure the student is on the right track and feels supported.

✓ HAVE EMPATHY

- Accept that working from home is not necessarily an ideal situation and circumstances change from day to day. Know that the student wants to contribute the best they can to the overall organization's goals.
- Understand that students may already feel unsure about themselves as they enter a new work space. Working remotely may add to this stress and lack of confidence.
- Focusing on your team culture will help to make the student feel as though they are part of the larger team.
- Where possible, schedule regular check-ins with your larger team and include the student so they get to know their new colleagues.

✓ GET ORGANIZED

- Create and follow a structured work plan so the student understands the expectations and next steps. This will empower the student to focus on goals to work toward throughout the term.
- Investing in technology to help with communication and progress on the work plan may help, especially in a work-from-home arrangement. There are many free and/or affordable project management tools available online including 'Planner' available through Microsoft 365.

✓ BE PREPARED

- If you do not have an on-boarding process, create one before the student begins their CSL placement.
- This should include work hours and terms, job responsibilities, and systems tutorials and/or manuals.
- Also include provisions on how students will receive the technology they will need to work remotely and consider creating a New Student Checklist.
- Modify existing processes where feasible as this can assist the student in making a smooth transition into your organization.
- Create video tutorials or conduct video conference training sessions via online platforms including Microsoft Teams, Zoom or Go to Meeting.
- Create a list of several projects and tasks for the student to work on as this will enable them to remain productive should a project be temporarily delayed.



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TIPS FOR ONBOARDING STUDENTS REMOTELY

Spending the time to develop a thorough onboarding process can help alleviate some of the stress and questions a student may have as they begin their CSL placement. When done correctly it can also help to quickly integrate the student into your workplace culture, even while working remotely.

✓ GET PREPARED

- Where applicable, connect with IT in advance of your student's 1st day to make sure they have access to all the hardware and systems they need to succeed.
- Ensure the student is aware of any technology you will be providing to them and arrange for its delivery (if necessary, arrange for the student to pick up the technology at the office in a safe manner).
- Prepare a checklist to send your student with everything they will complete during the onboarding process (this can also include tasks to complete before their first day).

✓ REINFORCE TEAM CULTURE

- If applicable, set up virtual meetings for the student to meet with other key members of the team and key employees.
- Have casual conversations about non-work-related topics with the entire team to build comradery and improve job satisfaction.

✓ ENSURE CONSISTENCY

- Outline clear expectations and goals for your student and refer to them in future meetings.
- Provide subtle and timely virtual nudges if you are concerned about work pace.
- Be open and watch for warning signs including missing deadlines or being unavailable for conference calls. Use these opportunities to reinforce expectations and address any concerns you or the student may have while working remotely.
- Check in with your student at least a few times during the term to ensure that they feel supported and their work is on track.

✓ BE WELCOMING

- Make a warm first impression. Respond to your students' first outreach to you with enthusiasm for having them join your team, followed by details about the onboarding process and getting started in their placement. Where possible, include links to employee handbook, checklist and website.

✓ MAKE YOURSELF AVAILABLE

- Offer assistance and help them get up to speed by being available to answer quick questions using a digital chat option such as Slack, Microsoft teams, Google Hangouts/Meets, Zoom etc.
- Connect with your student first thing and provide the same on-boarding overview that you would if they were working with you in-person.
- Get to know their learning style by asking questions like: What does being supported at work look like for you? What excites you the most about this position? What concerns do you have?

