

Strategies for Student Success

Professional Conduct/ Community Behaviour	- When working with clients/organizations, be mindful that you are representing not only yourself and your fellow team members, but also the course, your Faculty, and York University as a whole. - A professional approach means taking your project seriously, dealing with others in a respectful/courteous manner, and adhering to the organization's principles, as you would in a paid job. The positive manner in which you behave will go a long way in making a lasting impression on the community partner, enabling future students to have the same partnership opportunities as your team enjoyed.
Preparation	Take ownership of your learning: - Ask about the history and mission of the client organization, so you can put your work into context. - Identify skills/interests which you can offer in service to the project. - Solicit suggestions from your contact person(s) on how to handle potential difficult situations before they arise. - For those volunteering weekly hours at the organization, make sure they are aware of the times you are there – and document what you accomplish during those times. Get started early, and plan extra hours in case of illness, bad weather, car trouble, midterms, etc.
Accountability	- The organization needs to know that they can rely on you; to both keep the appointments that were agreed upon, and to perform the assigned tasks. - Make it a practice to be in regular contact with your client. It is recommended to check-in with your contact person(s) every two weeks. If they have an urgent request, ensure that there is more frequent contact, either via email or phone. - Keep promises that you make, but don't make promises that you can't keep. Be clear on what you can, and cannot deliver.
Team work	- The key to success in the world at large, and especially in community-based organizations, is teamwork. Be respectful of others' time, opinions, and views. Communicate openly and frequently about any issues, and seek to resolve them using a consensus approach. Get input from all team members when making decisions. - Discuss how you as a group will deal with any conflicts that may arise. - Play to each other's strengths – i.e. if you are an effective public speaker, taking the lead on that task is playing to your strength. - Keep in regular contact, and provide each other with progress updates. - Remember, you are all striving to achieve a successful outcome.
Attendance	- Establish a regular meeting time and location for your group meetings to optimize attendance/participation and, ultimately, boost your team productivity. You are expected to attend all of your scheduled meetings with your project team – and the same goes for any client meetings. - If you are ill, contact your group and/or client immediately to advise them. If you continue to be ill on the anticipated return date, be sure to keep your team/contact person(s) apprised of the situation.