



Verification of Student Hours: Tab 1

In order for students to receive recognition for their volunteer hours, the supervisor must fill out the [Verification of Student Hours](#).

The following fields are required:

Event Details

- Event name
- Event date(s)
- Staff name and contact

Student Details

- Full name
- Student number - very important
- SFU email
- Hours completed

Verification of Student Hours: Tab 2

The requested information on the Tab 2 of the Verification of Student Hours is optional.

Nevertheless, your feedback on this page will help us update and improve the program for students and staff!

Now that your opportunity has been approved, here are some things you need to know...

PROMOTION

We will... promote your opportunity on in our weekly announcements until the application deadline.

You should... use the Student Ambassador Program logo for your own promotional efforts!

RECRUITMENT

We will... assist in the recruitment process by posting your opportunity on myInvolvement.

You are... responsible for shortlisting, interviewing, and contacting all volunteers.

VERIFICATION

We will... provide you with a form to record all volunteer information and hours.

You must... complete the form accurately and fully to ensure students receive the proper recognition.

STUDENT AMBASSADOR PROGRAM

STAFF GUIDE

Thank you for creating opportunities that support student engagement on campus!

Student Engagement
involved@sfu.ca | www.sfu.ca/students/get-involved

SUPERVISOR CHECKLIST

Recruitment

- Use the SAP logo to promote your opportunity around campus
- Define the roles and responsibilities of your volunteers and determine how many you will need for your event
- Shortlist and interview applicants as needed

Orientation

- Develop an orientation process (in-person, handbook, online) to provide your volunteers with all of the information they need prior to your event
- It is a good idea to establish your expectations at this time

Management

- On the day of the event, make sure you have a list of volunteers, the time(s) of their shifts, and their contact information
- Provide your volunteers with an orientation upon their arrival. This may include the layout of the event, specific instructions for their role(s), point of contact, and any other information that the volunteers may need to successfully carry out their roles.

Acknowledgement

- After the event, thank your volunteers in person or in writing
- Acknowledge volunteers who have demonstrated outstanding behaviour and/or exceeded your expectations
- Address those who did not uphold the standards of a Student Ambassador*

Recognition

- Shortly after your event, complete the [Verification of Student Hours](#)
- You must complete all required fields on Tab 1 (name, student number and email)
- We encourage you to complete Tab 2

Reflection

- Take some time to reflect on your event
- Identify areas of strength and areas that could be improved on
- Develop a plan to capitalize on your successes and to make improvements for your next SAP opportunity!

*If a volunteer failed to meet your expectations or uphold the standards of a Student Ambassador, refer to the right panel to find out how you can proceed.

What happens when a volunteer does not uphold the standards of a Student Ambassador?

SUPERVISOR

- Address your concerns directly with the student after the event
- In your discussion, provide specific examples of the volunteer's behaviour(s) and the impact it had on the event
- Decide whether you want to recognize the volunteer's hours under the Student Ambassador Program
- Inform the SAP Admin Team by completing Question 1 of Tab 2 in the Verification of Student Hours

SAP ADMIN TEAM

- After reviewing the information provided, we may follow up with you for more information
- If the student is part of the Student Ambassador Program, we will contact them to confirm the details of your discussion and to reinforce the expectations they agreed to uphold upon joining the program



Questions?

Contact us at involved@sfu.ca.