Contacting the agency is one of the first steps to beginning a successful service-learning experience. **Students should only contact the agency after an official assignment has been made by the course faculty.**

**TIPS FOR CALLING**
- **Act fast.** Make contact within days of receiving an official assignment from the course faculty. Agencies have been anxiously awaiting this call.

- **Provide the details.** If leaving a message, provide a phone number and email, as well as mention an affiliation with a specific APPLES course.

- **Be persistent.** It is often difficult to contact site supervisors, as agencies are often understaffed. Keep trying!

**ITEMS TO DISCUSS**
- Exchange introductions
- Course name and description and the project description
- Time for an initial meeting/orientation to complete the service-learning agreement
  - Meeting time:
- Directions and other transportation related information, such as bus lines.
  - Directions:
- Is a formal orientation required?
  - Orientation Date:
- Are additional materials, such as references or an application required?
  - Other requirements:
- Exchange contact information and the best way to contact each other
  - Agency:
  - Name:
  - Email:
  - Phone Number: