Note: Printable versions of these forms can be found at www.servicelearning.umn.edu
# Community Service-Learning Check-List

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## CCLC-Community Partner Panel
CCLC visits your class with a panel of community partners to orient you to their community organizations and community service-learning work.

## Handouts
During the panel presentation, you will be given the Student Guide to the Service-Learning Experience, community site descriptions, and the Student Referral Form and Agreement Form. Familiarize yourself with the community organizations and use the referral form to list the three organizations you are most interested in working with this semester. Review and sign the Student Service-Learning Participant Agreement form.

## Turn in Student Service-Learning Referral Form and Participant Agreement
Turn the forms in to your instructor on the next class day. Your instructors will turn the forms over to staff of CCLC. CCLC staff will assign and notify you of your site referral and give you instructions for contacting the site. You will be expected to contact the site within 48 hours.

## Site Referral
Once you are notified of your site referral, you will be expected to contact your community site supervisor within 48 hours to set up a meeting time to discuss your role at the organization and a work schedule for the semester. CCLC staff will contact the sites in advance to notify them of which students are being referred to their organizations.

## Pre-Service Training
To help prepare you for your work in the community, CCLC offers an optional pre-service training called “Get Up, Get Into It, Get Involved.” The training is offered eight different times during the start-up of each semester to accommodate student schedules. For dates and times, visit CCLC’s website at: www.servicelearning.umn.edu

## Hourly Log
Your instructor may require you to document the hours you work in the community. An Hourly Log form is included in this document for your convenience. You can also download an Hourly Log form at: www.servicelearning.umn.edu/students/resources/index.html

## Mid-Semester Review
Check-in with your community site supervisor mid-semester to review your progress towards your community work and learning goals.

## End-of-Semester Review
Within the last two weeks of the semester, you should schedule a meeting with your community site supervisor to evaluate your learning objectives and discuss ending your commitment or continuing your community work.

## Post-Student Service-Learning Survey
Complete the Post Community Service-Learning Experience Survey and return it to your instructor before the last day of course instruction.

Additional information on service-learning can be found at: www.servicelearning.umn.edu
What is Community Service–Learning?

Service-learning is an approach to experiential learning, whereby students learn and develop through active participation and engage in activities that address human and community needs together. Service-learning helps foster civic responsibility, enhances the academic curriculum by connecting academic theory with real-world experience; and includes structured reflection [adapted from the Corporation for National Service RFP].

Why am I getting credit for volunteering?

Your instructor is not giving you academic credit for the time you spend working with an organization; you are receiving credit for the learning connected to your experience in the community. Service-Learning is different from volunteering, where the primary emphasis is on the service being provided and the primary intended beneficiary is clearly the service recipient. Think of your experience as a text you are learning from, but instead of reading it, you are living it. Unless you are able to articulate and connect the theories you learned from your course texts, from lectures, or from your experience in the community to the course concepts in an acceptable way to your instructor, you will not get credit for your work. Typical volunteering does not have a direct link to your academic courses, service-learning does!

Benefits of Community Service-Learning

- Provides opportunities to connect theory to practice and help you gain a deeper understanding of course topics
- Gives you an opportunity to work with a diverse range of people
- Challenges you to gain greater understanding of economic, political, and cultural structures in society
- Helps you to examine your values, attitudes, and beliefs by engaging you in new environments
- Sharpens creative problem-solving abilities, collaboration skills, and other important leadership skills
- Expands your personal and professional networks
- Allows you to gain an understanding of other cultures and how an individual’s own culture has shaped his/her worldview
- Fosters respect and appreciation for multiculturalism, economic and environmental diversity

Determining Where To Work: Assessing Your Interests

- What social issues am I most compassionate about?
- Do I want to work directly with people or ‘behind the scenes’ on clerical/administrative projects?
- What type of environment would I like to work in (large/small, indoor/outdoor, structured/unstructured)?
- What skills or abilities do I have to share with others?
- What skills or abilities would I like to develop or nurture?
- Do I want to work in the field I am studying?
Getting Started

Once you have completed the Student Service-Learning Referral Form and have received your site referral from CCLC, you may go ahead and contact the organization. The organization will be informed of your referral in advance, so they will be expecting your call. Contact the organization within 48 hours of receiving your site referral.

Your first phone contact with the organization:

- Identify yourself as University of Minnesota student from xxxx service-learning course
- Let them know that you have been referred by CCLC to contact their organization
- Let them know why you are interested in working there for the semester
- Make sure to have your calendar available so you can set up an initial meeting time to get oriented to the organization
- Make sure you know where the organization is located (directions, bus routes if needed, and parking, etc.)

Your first visit to the organization:

- Set up a work schedule for the semester and complete any paperwork required of the organization
- Learn your organization’s policies and procedures
- Let your supervisor know when you have mid-terms, finals, or when you will be gone on breaks
- Ask about the history and mission of the organization so you can put your work in a context

Your Responsibilities

- Take your community work seriously! Approach your position as you would any job; arrive on-time and prepared to work.
- Never report to your organization under the influence of drugs or alcohol.
- Expect uncertainty at first. Your level of comfort will increase as the semester progresses.
- Maintain a positive attitude and keep things in perspective, no position is 100% exciting and challenging.
- Deal with problems and concerns as they arise—seek guidance from your site supervisor or course instructor.
- Inform your site supervisor at least 24 hours in advance if you are unable to attend your normal shift

Ethics, Safety Issues and Avoiding Risks

Ethical Issues

Do not reveal or discuss information about clients/patients without permission from the professionals for whom you are working. Discuss disclosures from clients/patients only with your agency supervisor. Such examples include: 1) if the individual has threatened to physically harm another person; 2) if the individual has threatened to physically harm him/her self; 3) if the individual has disclosed physical or sexual abuse/neglect on the part of a caretaker or other professional.

Remember organizational confidentiality applies when discussing the individual(s) as a part of class discussion or a written assignment: change the individual’s name; eliminate identifying characteristics (where parents work, identifiable physical characteristics, where the individual lives, etc.); suppress details about personal information that has been disclosed—for instance, you might state that the individual has a history of abuse by a family member, but details about who, when, and where should be kept confidential.
Urban Street Smarts

- Stay alert at all times. Be aware of your surroundings and trust your instincts.
- Appear confident and comfortable and make eye contact with individuals in the community.
- Do not bring valuables or other items which make you appear as an “outsider” in the neighborhood.
- Give your schedule to a roommate or friend and include the phone number of the organization.
- Try to become a part of the community where you work—shop in local stores, eat out in the neighborhood, attend community and neighborhood events.

Traveling to Your Organization

- Make sure that you research your route ahead of time and get clear directions on how to find your community site.
- Be sure to ask your organization contact where to park if you are driving or which bus stop to get off at if you are taking public transportation to the organization.
- Watch who gets on or off the bus with you. If you feel uneasy, walk directly to a place where there are other people.

Take Precautions to Avoid Risks and Uncomfortable Situations

- Avoid one-on-one situations that place you alone with a child, or isolate you and a child from main areas.
- Be patient when working with children; discipline is not your role.
- Respect the privacy of individuals you are working with in the community.
- Respect people’s boundaries. While you may regularly show affection for children, recognize that each child has the right to reject displays of affection (a hug or a pat on the shoulder) if he or she feels uncomfortable with them.
- Respect your own privacy. Use common sense in discussing sensitive subjects and do not go into details of your private life.
- Don’t expose others (particularly children or elderly) to illness.
- Children will look up to you, be careful about what you say and do while you are working with them.
- Never make promises or commitments to people at the organization that neither you nor the organization can keep.
- Report any incidents, real or perceived, which make you feel uncomfortable.
- Always lock your car doors, whether you are in the car or not, and park in well-lit areas.
- If you feel that someone is following you, do not go home. Walk or drive to the nearest police or fire station, or open business for help.
- If you are uncomfortable going to your organization alone, try to arrange going to the site with other students in your class or from the U of MN.
- Ask for an escort when leaving a community agency if you feel uncomfortable alone.

- Keep current on the issues and incidents affecting the neighborhood in which you work by watching the news and reading the newspaper. However, keep in mind that these sources may have biased representations of incidents.
- Develop a community safety net of resources in your assigned area: identify people, places, and things in the area that can be of assistance in the time of need (e.g., location of phones, 24-hour stores and their employees, local police, etc.).
- Don’t offer a client a ride in your personal vehicle unless authorized to do so by the organization.
- Do not give your phone number or address to non-staff members you are working with in the community.
- Document in writing any accidents that occur while working in the community organization.
- You are not required to participate in an activity that makes you feel uncomfortable or unsafe, however, you should discuss such situations with your site supervisor.
- Never engage in verbal exchanges of a sexual nature or behavior that might be perceived as sexual. As a service-learning student you should never initiate any form of sexual behavior. If someone from your organization—whether it be a client, an other volunteer or an employee tries to have sexual contact of any form with you please report it to whomever you feel most comfortable whether it be your instructor, your CCLC contact, or your site supervisor.
Reflecting On Your Work

Reflection is an integral aspect of the community service-learning experience. It is the key ingredient for transforming service experiences into learning. It is basic to the process of integrating service with the academic concepts presented in the classroom. In order to maximize your learning experience, reflection should occur both in and out of the classroom.

Ways to Reflect

- Periodically review your goals to assess how well you are meeting them.
- Discuss your experience with other service-learning participants and your supervisor.
- Help get others involved on campus. Talk with your instructors and peers about your experience.
- Keep a journal to help you reflect on your experience and learning.
- Update your resume to include your service-learning experience. Sign-up for one of the Career and Community Learning Center Resume Writing Workshops or Critiques online at www.cclc.umn.edu, call 612-624-7577 or visit 135 Johnston Hall.

Reflection Questions

- Describe a person you’ve encountered in the community who made either a strong impression on you, either positive or negative.
- How has your understanding of the community changed as a result of your participation in this project?
- Why does the organization you are working for exist?
- How can you educate others or raise awareness about this group or social issue?
- What are the most difficult or satisfying parts of your work? Why?
- How are your values expressed through your community work? And how you live your life?

Observation Questions

*What* is the mission of the organization (e.g. the agency’s purpose)?
*How* does the organization fulfill that mission?
*How* is the organization funded?
*Who* make up the population the organization works with?
*What* are the characteristics of the client population?
*Where* is the organization located?
*What* does the neighborhood look like? Smell like? Sound like?
*How* does the organization interact with the surrounding community?
*What* resources are in the community?
*What* is the proportion of paid staff to volunteers in the organization?

Ending Your Community Service-Learning Work

- Be mindful of the commitment you made to the organization and the person(s) with whom you are working.
- Schedule a meeting with your supervisor to discuss your time with the organization and what you have learned.
- Several weeks prior to the end of the semester, remind the supervisor your time at the organization will be ending. Do not assume the organization staff are aware of or remember the end date of the semester.
# Student Service-Learning Referral Form

Name:__________________________________________________________

Telephone:______________________ Email:____________________________

Address:________________________________________________________

Course Number:_______________ Course Title:__________________________

Instructor’s Name:__________________________________________________

Do you have a car?   Yes    No
Are you willing to carpool with your peers to the community organization?   Yes    No
Can we share your email with other students referred to work at the same organization?   Yes    No

To help us refer you to the community organization you are most interested in, please provide us with the following information:

First Choice for Community Organization:
Why are you interested in working at this community organization?

Second Choice for Community Organization:
Why are you interested in working at this community organization?

Third Choice for Community Organization:
Why are you interested in working at this community organization?

Which day(s) of the week and time are you available to work at the community organization?

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In order for community service-learning partnerships to be effective and beneficial for all parties involved, it is essential that several basic responsibilities are outlined and understood.

As a Student Service-Learning Participant, I agree to the following:

1. I will make contact with my referral organization within 48 hours of receiving this referral from the CCLC staff.

2. I will attend all meetings, orientation/training, and reflection sessions as deemed necessary by my community organization site supervisor and my instructor.

3. I will be punctual, responsible, appropriate, and professional. I will notify my site supervisor in case of illness and make arrangements for any absences as far in advance as possible. I understand any absence will be noticed since community work is very relationship oriented and people depend on me to keep my commitments.

4. I will keep an accurate record of the hours that I contribute at my community organization for the course. I will turn this information in to my instructor via the Community Involvement and Service-Learning Hourly Log and have an organization staff member sign the log to verify my work at the end of the semester.

5. I will respect and follow confidentiality, ethical practice, and safety guidelines as outlined in the “Student Guide to the Academic Service-Learning Experience.”

6. I will adhere to the rules, regulations, and other requirements of the community organization in accordance with city, state and federally mandated policies and procedures.

7. I will keep in mind that I am representing not only myself, but also other current and future University students while I am working in the community.

8. I will treat the individuals I come into contact with at my community organization with respect by challenging myself to keep an open mind, by examining and questioning my values and beliefs, and especially while interacting with people different from myself in terms of race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

9. I will notify my community organization supervisor, instructor, and the CCLC staff of any problems as soon as they arise.

10. I understand that there are risks involved in doing community work and that the University does not assume any responsibility for injuries or loss to my personal property while I am participating in a community organization. I understand I should obtain health and/or personal property insurance if I do not have it.

11. I will complete an evaluation of the community-based learning experience, and provide a copy of this evaluation to the CCLC at the end of the term if applicable.

Student Participant:
I have read and understand the above agreement and I agree to complete _____ hours per week, or _____ total hours, between the dates of __________ to __________ in the fulfillment of the community service-learning objectives described above and to meet my academic requirements of this service-learning experience.

Signature: ___________________________________________ Date: ____________________
# Hourly Log

## Community Involvement and Service-Learning

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CPS Participant Signature date

Site Supervisor Signature date

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Career and Community Learning Center  UNIVERSITY OF MINNESOTA